ARTIFICIAL INTELLIGENCE FOR HUMAN LEADERSHIP

Smarter, sharper, still you!

fullpotential

empowering leadership, transforming culture

WHAT CAN LEADERS DO THAT AI CAN'T?

Besides tasting bread...

Keeping the Human in the Loop

I once asked AI if it had emotional intelligence. It replied that was like asking a toaster if it could taste bread.

It was a good reminder that AI, for all its speed and cleverness, doesn't really care.

It doesn't know your people.

It doesn't know what motivates them, what they're proud of, or what keeps them awake at 3am.

But you do.

And that's why this is exciting.

Because when leaders bring their insight, empathy and clarity to the table, AI becomes something powerful. It doesn't replace good leadership, it supports it.

It clears the noise, sharpens the message, helps you prepare and focus.

This isn't about learning how to **use AI**.

It's about learning how to **lead with AI** in a way that makes you more effective, not less human.

So How can AI help Leaders?

AI won't lead for you. But it can make you sharper, faster and more prepared in the moments that matter.

Used well, AI can help you:

- **Enhance communication,** craft messages that are clear, thoughtful and sound like you
- **Prepare feedback** that's specific, balanced and useful
- **Get feedback** on your delivery - from coaching conversations to team calls
- **Capture notes and actions** from meetings, so you stay present while it listens for the details
- **Plan better one-to-ones**, using prompts and questions tailored to each individual
- **Generate ideas to solve problems**, engage people or try something new
- **Shape presentations** with more focus, flow and relevance
- **Act as a coach** or thinking partner for your own development
- **Write or improve email replies**, especially in sensitive or complex situations
- **Support your thinking**, helping you explore different tones, approaches or perspectives

And that's just the beginning. You can use AI to create videos, automate workflows, build custom tools... the list goes on.

But this booklet focuses the everyday leadership moments where AI, used well, can make a real difference. Moments where clarity, care and human insight matter most.

THE ART OF
PROMPTING WELL

*Because... Garbage in...
= Garbage out!*

How to Get the Best from AI

AI is only ever as good as the prompt you give it. Garbage in, garbage out!

If you want AI to support you in a thoughtful, human way, you have to lead it well, just like you would a person. That means being clear about the situation, your intention, and the tone you want it to take.

When we rush prompts or keep them vague, we get robotic, irrelevant, or flat output. When we prompt with clarity, care and context, we get something genuinely useful.

So before prompting AI, pause and think:
- What do I need?
- What role should AI take?
- What outcome do I want?

⚠️ **Never share emails, personal details or business sensitive information with public AI tools. Stick to internal, authorised AI tools only.**

The structure of a great prompt

You don't need to be technical to use AI. You just need to be intentional.

Think of it like briefing a brilliant assistant. The clearer you are, the better the output. Here's how to frame a strong prompt:

ROLE	What do you want AI to act as? *This helps AI to get into character!*
OBJECTIVE	What are you trying to achieve? What's the task or challenge?
DETAIL	What's the context? What does AI need to know? Include anything relevant such as the situation, your audience, timing, etc.
OUTPUT	Be specific about what you want back. A draft? A structure? Questions? Talking points?
CLARIFY	Clarify what you would like AI to do or not do in its response. Also provide AI the opportunity to clarify its understanding.

Tip: If the response is not quite right, don't bin it... refine your prompt. Tweak one element and try again. Small changes make a big difference.

USING AI IN
REAL LEADERSHIP
SITUATIONS

and using it well...

Real Situations - Smarter Leadership

This isn't about training you to use AI. It's about helping you lead better using AI.

Because great leaders don't just react. They prepare. They think ahead. They focus on what matters, and free up time to connect with people, have better conversations, and drive real impact. And then they respond.

And that's where AI comes in.

These are everyday leadership situations where a well-crafted prompt can save you time, sharpen your thinking, and help you show up at your best.

We'll walk through five real examples:
1. **Communicating with Impact** - Nailing your message, whether it's an email, a team meeting, or a keynote.
2. **Giving Feedback** - Getting ready for a conversation that's honest, constructive, and helpful.
3. **Preparing for a Coaching Conversation** - Clarifying your questions, thinking through structure, and aligning to your preferred coaching model.
4. **Your Own Development** - Using AI as a mentor, coach, accountability partner, or to recommend resources.
5. **Driving Innovation or Change**- Exploring fresh ideas, testing assumptions, and shifting perspective.

For each one, we'll give you:
- Smart questions to think about before you prompt
- Practical examples of how to guide AI
- Tips to tailor the output and make it yours

Once you've got the hang of it, you'll start seeing new ways of enhancing any AI prompt.

Because when used thoughtfully, AI can become a powerful catalyst for deeper impact and transformational leadership.

1 - Communicating with Impact

Whether you're drafting an email, writing a speech, preparing a presentation, or planning a tricky 1:1, AI can help you sharpen your message, adapt your tone, and tailor it to the people who matter.

It won't know your team like you do, but it can help you say what needs to be said in a more impactful, human way.

Reflect on these before you prompt:

ROLE
- **What role do you want AI to play?** E.g. a communication coach, a copywriter etc.

OBJECTIVE
- **What are you trying to achieve?** E.g. What do you need help with? Writing? Reviewing? Reworking? What are you communicating? A change? A decision? An update? What format is it for? Email? Talk? Slide deck? In-person team briefing?

DETAILS
- **What does AI need to know to be genuinely helpful?** About the message (your key points). About the audience (e.g. Who is the audience? What's their Insights colours or natural style? How familiar are they with the topic? What's the wider context or background? Any previous messages that have landed well or not? What do you want them to Think, Feel, and Do as a result.)

OUTPUT
- **What do you want back?** E.g. A rewritten message? A summary of key points? Options for opening lines or structure? Suggestions for how to frame the message for different audiences?

CLARITY
- **What should AI do, or not do?** E.g. Ask you questions before it rewrites anything? Avoid overly formal or generic phrases? Keep it short? Warm? Bold? Match a particular tone of voice (yours, your brand's, or someone famous)? Avoid emojis, overly casual language, or anything that sounds "off"?

Example Prompt for Communicating

"Act as my communication coach.

I've drafted an internal email to update my team on an upcoming change to how we run our meetings. I've pasted it below.

Please review it and:
- Adjust the tone to feel warmer, more human and inclusive - this needs to land well with a team who have a strong preference for Earth Green and Sunshine Yellow energies in Insights Discovery, and who are naturally resistant to change.
- Remove any jargon or formal language that might cause unnecessary worry.
- Make sure the 'why' behind the change is clear and motivating.
- Keep it concise but reassuring.

The intention is to get them on board without triggering stress or disengagement.

Ask me any questions you need to improve it further.

Here's the draft:
[Insert your draft comms here]"

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2 - Giving Feedback

Whether it's praise, performance, or personal hygiene (yep, even that), feedback is one of the most human, and often the most difficult, parts of leadership.

AI won't deliver the message for you, but it can help you think it through, find the right words, and approach it with clarity and care.

Reflect on these before you prompt:

ROLE
- **What role do you want AI to play?** E.g. "Act as an HR Advisor," "Be a leadership coach," "Be a comms expert".

OBJECTIVE
- **What are you trying to achieve with the feedback?** E.g. Acknowledge great work, address an issue, support change, a follow up feedback conversation.

DETAILS
- **What's are you giving feedback on and how?** What was the situation? What's specific behaviours or actions you're giving feedback on? What's the impact? How often has it happened? Have you given feedback before? If so, what was said and when? What's the history or context between you? What do you know about their Insights Discovery profile or preferred colour energies? What do you want them to think, feel, or do after the conversation? Which feedback model would you like to use?

OUTPUT
- **What do you want back?** E.g. Guidance on how to set up the conversation, advice on how to approach it, structure and model examples, phrasing options.

CLARITY
- **What should AI do, or not do?** E.g. use supportive, honest, direct, kind tone. Avoid making it overly formal. Any phrases or words to avoid? Do you want AI to ask follow-up questions before responding?

Example Prompt for Giving Feedback

"Act as an HR advisor experienced in coaching leaders through sensitive feedback conversations.

I need help preparing to give feedback to a team member about a personal hygiene issue that's been affecting others in the team.

I want to use the BIFF model (Behaviour, Impact, Feeling, Future) to structure the conversation.

The team member is friendly, quite introverted, and has a strong preference for Earth Green energy in Insights Discovery. They value harmony and avoid conflict. This issue has been mentioned once, very gently, about three months ago, but it didn't lead to change. Since then, several colleagues have raised concerns, some more frustrated than others. I want to handle this with care and respect, while being clear about the impact.

Please provide:
- A structure I could follow using the BIFF model
- Suggested wording that balances empathy and clarity
- Advice on how to start the conversation
- Tips on how to respond if they get embarrassed or upset
- Suggestions for how to follow up afterwards

Tone: Supportive, kind, and clear.
Don't make it sound corporate or scripted.
Ask any questions you need before you get started."

Remember, do not share names.

3 - Coaching a Team Member

AI can help you prepare for a coaching conversation, so you go in focused, clear, and ready to unlock insight, not just deliver it.

This isn't about scripting the conversation. It's about using AI to help you think, frame, and prepare the best questions to get the best from someone else.

Reflect on these before you prompt:

ROLE
- **What role do you want AI to play?** E.g. leadership mentor, coaching expert, VITAL model guide.

OBJECTIVE
- **What do you need help with?** E.g. create coaching questions, write a session invite, prepare a follow-up, align with a coaching model such as VITAL, or even a confidence boost!

DETAILS
- **What's the full context?** What's the topic or opportunity? Who are you coaching (role, relationship - NOT name!)? What's their behavioural preference or Insights Discovery colour energies? What motivates them? Where is the conversation happening, virtual or face-to-face? Any observations you've made? Any recent shifts in performance or mindset?

OUTPUT
- **What do you want back?** E.g. 5 open questions for each stage of VITAL one scalable question per stage, tips for building commitment, suggested follow-up questions.

CLARITY
- **What should AI do, or not do?** E.g. "Use plain, human language," "Avoid being too directive," "Ask me questions first to clarify," "Do not use WHY questions," "Use a supportive and curious tone".

Example Prompt for Coaching

"You are a leadership mentor and coaching expert. I'm preparing for a face-to-face coaching conversation with a team member who's feeling a bit stuck in their career.

I want to help them explore what they want next, and how they might get there, using the VITAL model, where 'T' stands for Tackle Gaps - exploring options, obstacles, and what might be holding them back - and 'A' focuses on action and accountability.

They're quite people-focused and show a strong preference for Earth Green energy in Insights Discovery. They're motivated by purpose and recognition. I've noticed they've lost a bit of confidence lately and aren't speaking up as much in meetings. This isn't a performance issue - it's about unlocking motivation and clarity for what's next.

Please provide:
- 5 open questions and 1 scalable question for each stage of VITAL
- Supporting probing questions to deepen the conversation
- Tips to help me get commitment at the end
- Suggested follow-up questions I can ask in a future check-in*

Use a warm, human tone. Avoid robotic phrasing. Ask me any clarifying questions before you start if needed."

4 - Innovation & Strategy

Whether it's improving a process, rethinking how your team works, or solving a frustrating bottleneck, this is where AI can help you think differently. It won't have your context unless you give it context. It won't know what's realistic unless you tell it what's possible.

This isn't about replacing human creativity - it's about expanding your potential and unlocking new ways of thinking.

Reflect on these before you prompt:

ROLE
- **What role do you want AI to play?** E.g. Innovation coach, critical thinking partner, challenger, strategic advisor, or someone to bounce ideas off.

OBJECTIVE
- **What do you need help with?** E.g. generate creative solutions, challenge assumptions, reimagine a process, suggest proven approaches from other sectors

DETAILS
- **What's the situation?** A clear description of the problem or opportunity. What's already been tried (what worked or didn't). Any known constraints (budget, timelines, resources, risk appetite). Audience or stakeholders involved and their motivation types (e.g. efficiency, recognition, influence, harmony). Preferred level of innovation (safe tweaks vs. bold ideas)

OUTPUT
- **What do you want back?** E.g. 10 creative ideas, 3 viable options with pros and cons, relevant research or case studies, comparisons from other industries, prompts to stretch my thinking.

CLARITY
- **What should AI do, or not do?** Style/tone: concise, provocative, structured, visual etc. Tell it to challenge you or provoke debate. Ask AI to ask you questions before jumping to answers. Avoid: generic advice, unrealistic ideas, buzzwords, tech-only suggestions

Example Prompt for Innovation

"I'm reviewing how we onboard new starters in our customer service team. I'd like you to act as an innovation coach, your role is to challenge assumptions, share ideas, and help me rethink how we do this.

The current process involves a 2-week induction, followed by job shadowing. It's functional, but feedback suggests it's overwhelming and not engaging. We've already tried trimming content and running buddy systems, but it's still not landing.

We're a fast-paced, customer-first culture. We don't have big budgets or time for months-long redesigns, but we do want to improve retention, speed up confidence, and make a great first impression.

Give me 5 creative yet realistic onboarding ideas. At least two should be based on how other industries do it well (please include references or links to reputable sources like McKinsey, HBR, or company case studies). Highlight pros and cons. Focus on ideas that are human-centred, low-cost, and scalable.

Keep your suggestions clear and practical. Avoid vague terms like "revolutionise" or "gamify" unless you explain exactly how. And before you begin, ask me 2 or 3 questions to sharpen your thinking."

5 - Personal Development Support

Leaders spend so much time supporting others that their own development often gets pushed down the list. AI can help you change that by using it as a thinking partner to:
- Clarify where you want to grow
- Find ideas and resources that fit your style
- Challenge your thinking
- Turn good intentions into action

Reflect on these before you prompt:

ROLE
- **What role do you want AI to play?** E.g. A leadership coach, a learning advisor, a mentor, a development planner.

OBJECTIVE
- **What do you want to work on or improve?** E.g. Strategic thinking, resilience, confidence, delegation, leading change, stepping up to a bigger role. Be clear on the development focus and timeframe (e.g. 12-week plan, 30-day challenge, prep for a performance review, etc.).

DETAILS
- **What's useful for AI to know about you?** Your role, level, industry. Your strengths and development areas. Feedback you've received. What's worked before. Your time, energy, or capacity for development right now

OUTPUT
- **What do you want back?** E.g. A weekly development plan. A coaching-style conversation using VITAL. A mix of books, TED Talks, models, tools. Actions to take, habits to try, questions to reflect on. Help reviewing your goals or identifying blind spots.

CLARITY
- **How do you want it delivered?** Challenge me, don't flatter me. Ask me questions before giving advice. Keep it specific, not generic. Summarise actions clearly

Example Prompt for Self Development

"Act as a leadership coach who challenges me to think deeply and get honest about what's getting in my way. I don't want soft encouragement, I want constructive challenge, probing questions, and support to clarify my thinking and move forward.

Use the VITAL model:
- Verify Reality – Push me to confront the truth. What's actually happening? Where am I falling short? Ask for examples.
- Inspire Ideal Outcome – Help me define a compelling, clear vision for my growth over the next 3 months. Don't let me off with vague goals.
- Tackle Gaps – Stretch my thinking. Don't just list options — ask what I haven't considered, what I'm avoiding, and what's stopping me.
- Agree Outcome – Help me commit. Ask me what I will do, by when, how I'll stay accountable, and how I'll measure progress.
- Learn & Review – Prompt me to reflect on insights gained and what I need to keep adapting.

Context for you:
– I lead a regional sales team of 10 in the tech sector
– I have a strong preference for Sunshine Yellow energy in Insights Discovery, and I'm motivated by Purpose and Learning
– I want to become more strategic and delegate more
– Feedback: I take on too much, get lost in delivery
– Ambition: Ready to be seen as a senior leader

Ask one 'scale' question (on a scale of 1 to 10, how likely are you to….), mindset-shifting question at each stage. Be constructive, clear, and challenging. Don't be overly polite. Push me where I'm playing safe."

# SOME OTHER
IDEAS ON USING
AI IN LEADERSHIP

Idea 1 – Switch On Speaker Coach (In Teams)

What it does
Speaker Coach is built into Microsoft Teams and PowerPoint. It gives you real-time feedback on your pace, tone, filler words, and inclusivity, so you can communicate with more presence, clarity, and authentic impact.

How to use it in Microsoft Teams
- During a scheduled call:
  - Click More (three dots on your top toolbar)
  - Select Language and speech
  - Click Turn on Speaker Coach

- After the call, you'll get a private summary rep
  - Talking vs. listening ratio
  - Filler words
  - Speaking pace
  - Use of inclusive language
  - Repetition or interruptions
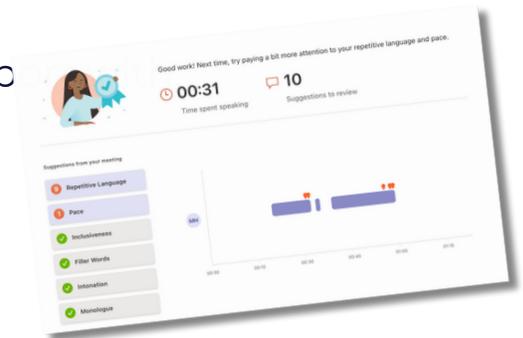
Why it helps
It's your own virtual comms coach. It helps you sound more confident, more inclusive, and stay true to your authentic leadership style, without needing anyone else to tell you what you could improve.

No Copilot? No problem.
Speaker Coach doesn't need Copilot or a premium licence. It's already in Teams/ Just switch it on and give yourself an edge.

Idea 2 – Getting Feedback on a Virtual Meeting
(If your company uses Copilot)

What it does
Copilot in Microsoft Teams can give you insights into how you showed up in a meeting. You can ask for feedback, tone analysis, and even what went unresolved, all based on the actual conversation.

How to use it
If transcription and Copilot were switched on during the meeting:
- Open the meeting recap in Teams
- Ask Copilot:
    - "What did I do well as the meeting lead?"
    - "Where could I improve?"
    - "What was the overall tone or sentiment?"
    - "What questions were left unresolved?"

Why it helps
Gives you objective insight on your leadership presence. You don't have to wait for feedback, you can lead it.

⚠️ Always use approved tools.
Only access Copilot if it's enabled and authorised by your organisation. Never export or upload transcripts to external AI platforms.

Idea 3 – Sharpen Your Message or Get a First Draft
(With or without Copilot)

What it does
Copilot in Word or Outlook helps you write faster and better. Whether it's a performance review, a team update, or a sensitive email, it drafts, rewrites, and sharpens with your input.

How to use it (with Copilot):
- Click the Copilot icon in Word or Outlook
- Try asking:
  - "Draft a clear, motivating update on our Q2 progress."
  - "Rewrite this email to sound more confident and engaging."
  - "Suggest three subject lines for this message."

How to use it (without Copilot):
- Copy your draft into an authorised internal AI tool (if available)
- Ask it to review tone, simplify the message, or strengthen clarity
- Never share full names or confidential content

Why it helps
You stay in control of the message but get a helpful jump-start or second opinion.

⚠️ **Remember:** Never copy emails or personal details into public AI tools. Stick to internal, authorised tools only.

Idea 4 – Summarise Long Emails and Threads
(With or without Copilot)

What it does

Helps you get the key messages from a lengthy email, email chain, or documents, without having to scroll for hours or guess what's actually important.

If you have Copilot

Open the long email or thread in Outlook and click the Copilot icon. Ask it:

- "Summarise this email in 3 bullet points."
- "Highlight the action items for me."
- "What's the main decision or request in this message?"
- "Is there anything I need to respond to urgently?"

Why it helps

- Saves time wading through long messages
- Helps you spot what needs action (and what doesn't)
- Makes it easier to delegate or follow up

If you don't have Copilot

Try this workaround in Word or another AI writing tool but remember: don't include any confidential or personal information unless your company has approved the platform.

- Copy and paste the email text
- Ask: "Can you summarise this into key points and highlight actions?"
- Or use Outlook's "Message Summary" view if available

⚠️ Only use AI tools that your company has approved. Check your internal policies before using any third-party platforms. Keep it safe, smart, and secure.

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Brought to you by Full Potential Group. We help leaders and teams transform culture and performance through practical, human, and lasting development experiences. Our tools and approaches are designed to unlock potential, build trust, and create real impact.

Looking for more guides, leadership and team profiles, or a tailored leadership or team development session? Get in touch.