

The background of the slide is a light gray gradient, decorated with numerous realistic water droplets of various sizes. Some droplets are large and prominent, while others are small and subtle, scattered across the top and bottom edges of the frame.

Leveraging ChatGPT for Improving Productivity in Ombudsman Institutions

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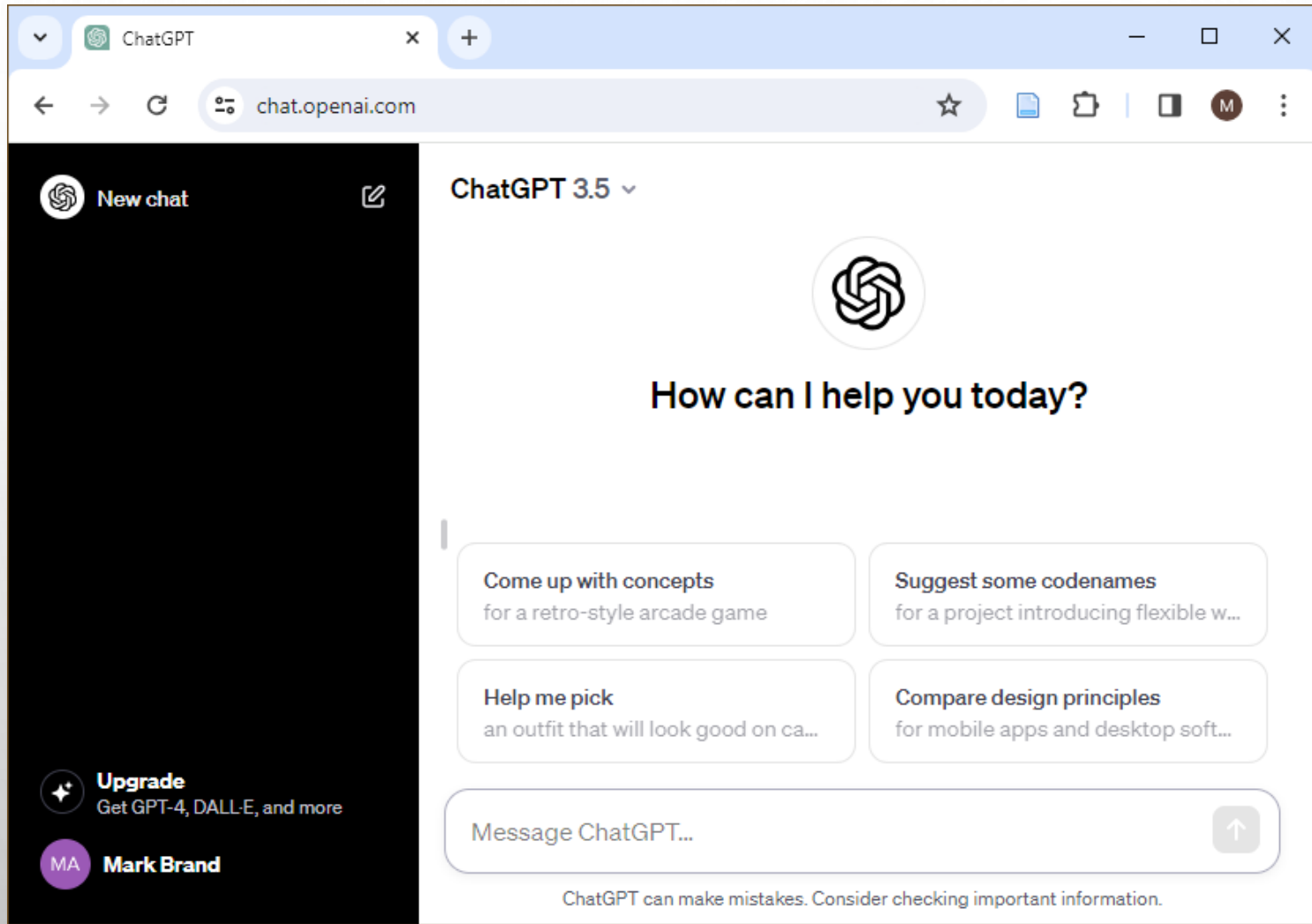
Synopsis

- How We Got Here
- Introducing ChatGPT
- The Key Ingredient
- Applications
- A Broader View



So, ... what's under the hood?





To get started:

- One-time registration
- Subsequent login with username and password

Today's focus on:

- Free ChatGPT
- Official web-based client

Not addressing:

- ChatGPT Plus
- Mobile & 3rd-party clients

<https://chat.openai.com>

Introducing ChatGPT

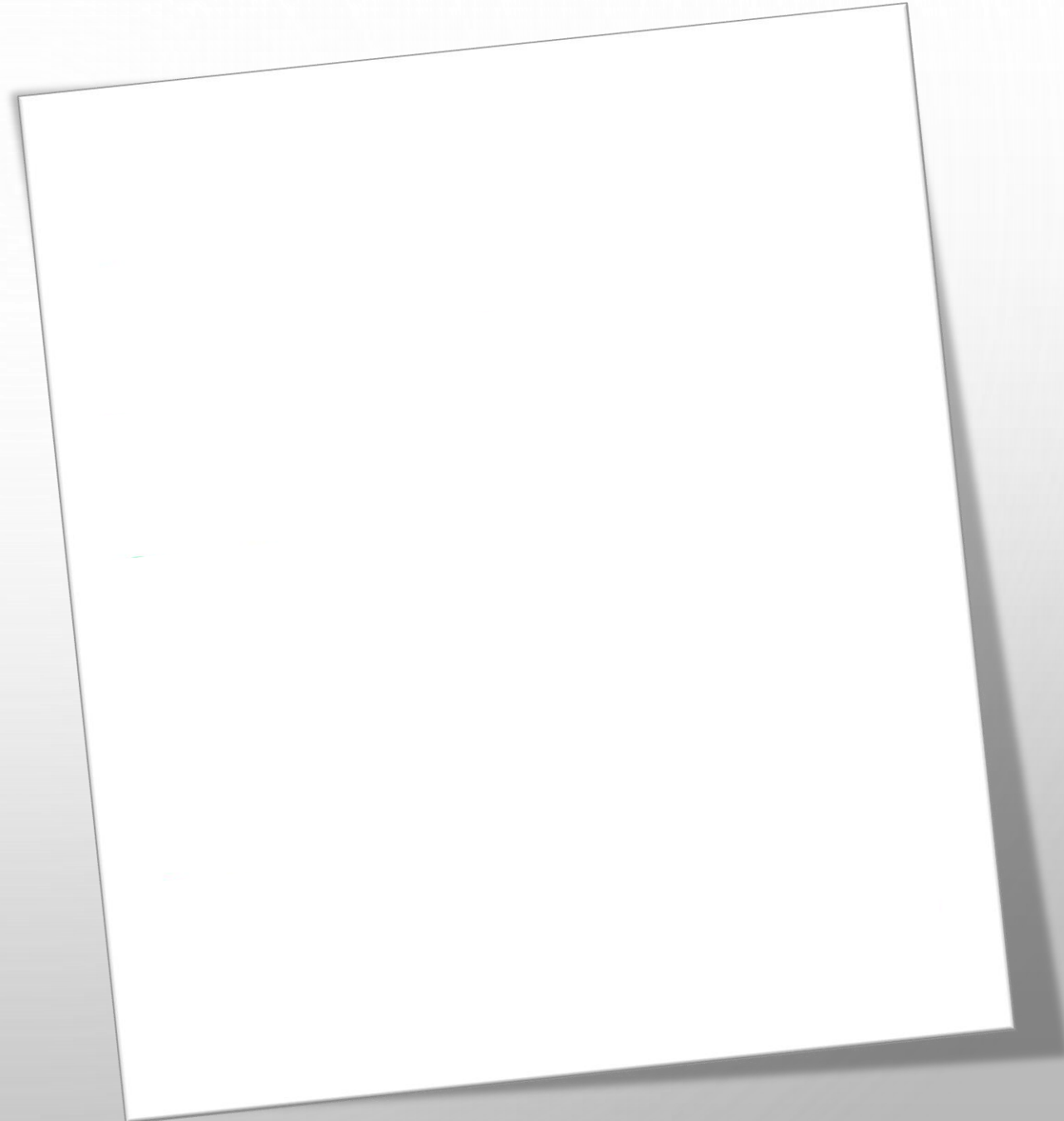
- Can you remember your first time?
- It's just like Google, isn't it?

... well, not *exactly*.

“The cat sat on the ____.”

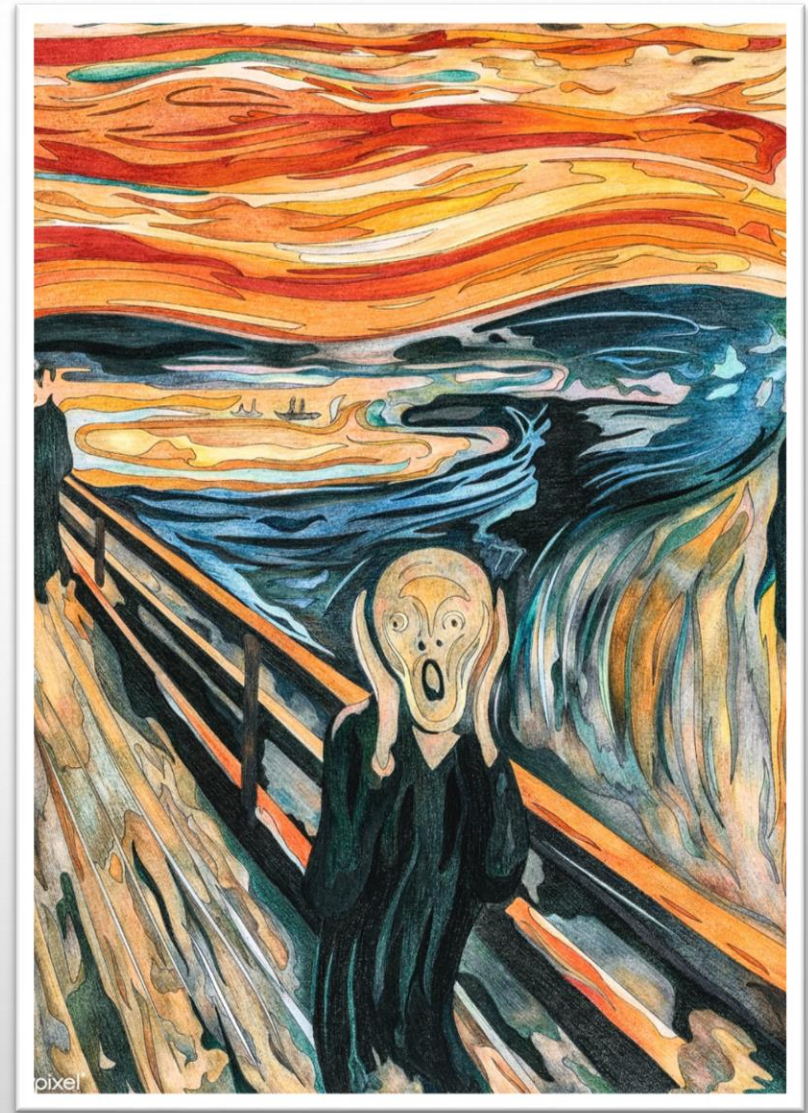
“The quick brown fox ____”

“It was a dark and stormy night.”



Which brings us to a key insight...

- ChatGPT ...
... is not actually “intelligent”.
- It is merely a sophisticated machine designed to complete your sentences.



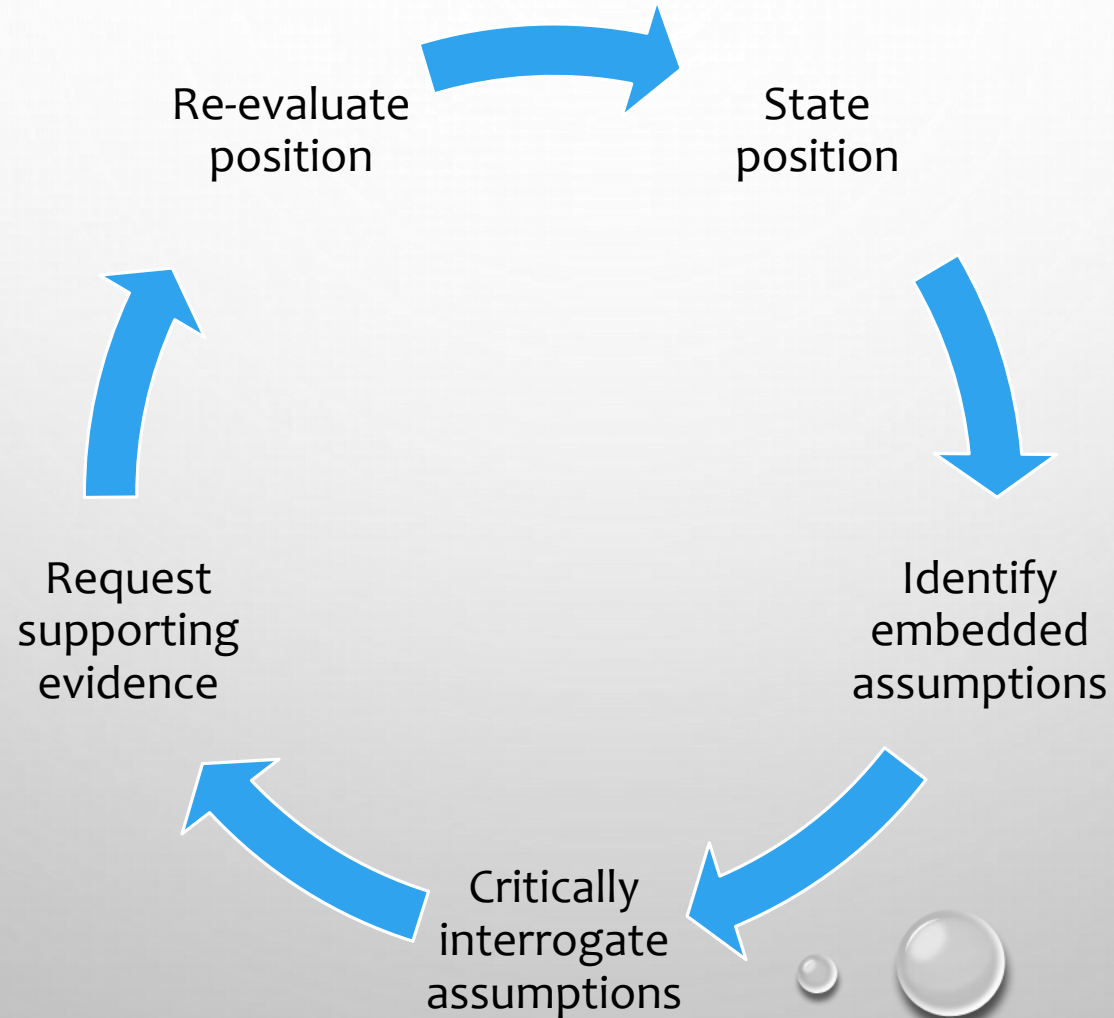
The single biggest factor that determines the quality of the results you will obtain from ChatGPT is the richness of the contextual input you provide.

Prompt Engineering 101

- Who would you like to talk to?
- What would you like to talk about?



Socratic Method of Inquiry



Prompt Engineering 102

- Who would you like to talk to?
- What would you like to talk about?
- Where would you like to start?
- What should the rest of the conversation focus on?
- How should each of ChatGPT's responses end, so as to continue the conversation?



Observations

- This is not Google.
- This is not intended for cut-and-paste.
- Why ChatGPT *lies*...



Applications I



- Brainstorming
 - Identify stakeholders
 - Compile interview questions
 - Highlight blind spots
- Critical Thinking
 - Arguments & counter-arguments
- Training
 - Role-playing
 - Mock interviews
 - AI-driven tutoring

See <https://github.com/f/awesome-chatgpt-prompts>

Applications II



- Readability
 - Summarise, limit word count, extract essence, etc.
 - Expand a summary or outline
 - Adjust the tone of your writing
 - Multilingual materials and translations

“Explain it to me as if I’m a two-year old”

Free ChatGPT vs ChatGPT Plus



Free ChatGPT

- Cutoff in training data: Jan 2022
(*but Bing Chat?*)
- Only text
- Smaller inputs accommodated
- No extensibility (plugins)

Paid ChatGPT Plus

- Connected to internet, so up-to-date information is returned
- Multimodal: incl. audio & image
- Larger inputs accommodated
- Plugins to extend functionality

Also see <https://huggingface.co/models>

Recap

- ChatGPT is not a search engine, but rather a completion engine.
- The quality of its output is predominantly determined by your input.
- Prompts need to provide sufficient context to effect relevant responses.
- An effective prompt might include:
 - With who (persona)
 - About what (topic)
 - Starting where
 - Responding how
 - Continuing how



The background of the slide is a light gray gradient. It is decorated with several realistic water droplets of various sizes, some clustered in the top left and others in the bottom right. In the upper center, there is a faint, circular logo that appears to be the University of the Western Cape crest, featuring a shield with a book and a torch, surrounded by the university's name in Afrikaans and English.

Thank you

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