

Melissa Thompson's Top Tips on Using AI

Global Head of Talent Acquisition, Ford

1 Get Your Mindset Right

- AI is a **paradigm shift** — like the internet, but on steroids. If you're not thinking about how it helps you, you're missing out.
- **Don't let it make decisions for you.** If you're not inspecting what comes out, that way lies trouble — AI can hallucinate.
- Move from **automation to elevation.** The most valuable use isn't doing tasks faster — it's helping you think better.
- **Don't accept the first answer.** Natural curiosity drives better outputs — the more you push, the more you get.

2 Prompt Like a Pro

- **Structure every prompt:** give AI a role and context, then end with — "Ask me any questions before you start."
- **"Play tennis"** with AI. When it goes the wrong way, push back and iterate. The best outputs come from dialogue.
- Use the **right tool for the right job** — Claude for reasoning and analysis, Copilot for Excel and Word.
- After a good session, **ask AI to rewrite your prompt** so you start closer to the right output next time.

3 Lead Your Team Into AI

- **Go first.** Show your team what you're doing before expecting them to follow. Then do it alongside them.
- Add an **"AI corner"** to team meetings — one person shares a prompt and result each week.
- **Inspect what you expect.** Ask how your team is using AI and what value they're seeing — not just whether they've logged in.
- **Gamify it:** drop a poorly written prompt in your team channel and let everyone compete to fix it.
- Each quarter, ask everyone to **name 3 AI experiments** that will advance their work.

4 Keep Getting Smarter

- **Build a prompt library.** Keep personal prompts in OneNote (or similar) and update them as you improve.
- **Check the shared team library first** before building from scratch — don't solve what's already been solved.
- **Feed full datasets, not slices.** AI finds patterns across the whole picture — one metric gives partial insight.
- Use AI for **root cause analysis** — combine it with 5 Whys or fishbone diagrams to reach solutions faster.

■ ■ You don't want AI to make decisions for you — you want it to be your thought partner. When you stop accepting the first answer and start asking deeper questions, that's when everything changes.

— Melissa Thompson, Global Head of Talent Acquisition, Ford