Transcript | Hacks for Working with Gemini

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00:00:14.360 --> 00:00:29.209
Joel Smith: Hello! Hello, everybody, and welcome to this masterclass-style event on Hacks for working with Gemini. My name is Joel Smith, and I'm the events manager here at Apolitical.

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00:00:29.320 --> 00:00:36.549
Joel Smith: Today, we are looking at how public servants can build confidence with Gemini and use it more effectively in their work.

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00:00:36.680 --> 00:00:50.060
Joel Smith: We'll explore practical hacks for writing, research, and summarizing, then look at how the free version of Gemini can support everyday work, and how more advanced organization-specific tools can extend what's possible.

4
00:00:50.200 --> 00:01:04.930
Joel Smith: For those of you who may be joining us for the first time, first of all, welcome. Apolitical is the world's largest online network for government, used by more than half a million public servants and policymakers from across 170 countries.

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00:01:04.959 --> 00:01:21.719
Joel Smith: Apolitical is a strategic partner to governments, helping them prepare their workforces for the future. We achieve this by upskilling through expert-led learning programs and peer communities, as well as by building innovative AI-powered tools designed for and with governments.

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00:01:21.720 --> 00:01:30.369
Joel Smith: Now, it would be great to hear from all of you too, so please do post in the chat where you're joining us from, and what organization you work for.

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00:01:30.580 --> 00:01:44.110
Joel Smith: Now, I'm gonna get into a few quick bits of housekeeping before we get into today's session. Firstly, I'll mention that this event is recorded for on-demand viewing on the Apolitical website, so please don't record it yourself.

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00:01:44.200 --> 00:01:57.699
Joel Smith: We'll also be using recording to generate events insights, including with AI-powered software. As this session is running on a Zoom webinar, we won't collect your video or audio data, but personal data you share in the chat may be captured.

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00:01:57.760 --> 00:02:13.309
Joel Smith: Contact details for any privacy concerns are in the Apolitical homepage footer, and worth noting that closed captions are available in your own language, and can be toggled on or off in your screen settings. My colleague will post the instructions just in the chat.

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00:02:13.690 --> 00:02:32.700
Joel Smith: Okay, and secondly, before we get started, I would love to introduce you to the AI in government community on Apolitical. This is an online community to share conversations, insights, ideas, and resources on the use of AI in government through connection and conversations with peers across the globe.

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00:02:32.700 --> 00:02:42.849
Joel Smith: And this space is open to all, so whether you consider yourself an AI expert or an AI novice, please do join. I'm sure you will find some interesting conversations in there.

12
00:02:43.000 --> 00:02:48.770
Joel Smith: Okay, I'm just going to jump into the chat and see where everybody is dialing in from.

13
00:02:48.840 --> 00:03:06.179
Joel Smith: Let's see, we've got, we've got Leeds, we've got Winnipeg, we've got, someone joining from Brussels, South Africa, Ontario, Canada, wow, really international audience today, we love to see it. New York City.

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00:03:06.180 --> 00:03:15.450
Joel Smith: Toronto, Hackney Council in London, Denver, Colorado, LA, California, Belfast, wow, people all over love this!

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00:03:15.500 --> 00:03:32.079

Joel Smith: From the Southern Caribbean Twin Island Republic of Trinidad and Tobago, welcome! These are coming thick and fast. Athens, Greece, a few more from New York City. Too fast for me to keep up with, but it is lovely to have you all here, and really exciting to have

16
00:03:32.080 --> 00:03:36.190
Joel Smith: Such an international audience looking at this, important subject.

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00:03:36.570 --> 00:03:45.250
Joel Smith: So, before we introduce our speakers, we're gonna run a few quick polls, just to get a sense of where you're coming from into today's discussion.

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00:03:45.470 --> 00:03:53.919
Joel Smith: Now, we'll have a look at the first poll, which should pop up on your screens. The first poll is, what do you use Gemini for?

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00:03:54.190 --> 00:04:13.979
Joel Smith: The options are writing and editing, summarizing documents or information, research and finding key insights, planning, briefings and meeting preparations, automating multi-step or routine tasks. So, I'll give you a minute to tell us what you use Gemini for most.

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00:04:27.650 --> 00:04:29.909
Joel Smith: Okay, interesting.

21
00:04:31.690 --> 00:04:36.690
Joel Smith: Looks like the audience is fairly closely split.

22
00:04:37.850 --> 00:04:49.850
Joel Smith: Okay, yeah, the results are in. This should pop up on your screen now. So, interesting to see that it's quite tight between writing and editing, summarizing documents or information, and research and key

23
00:04:49.910 --> 00:05:00.250
Joel Smith: Insights, finding key insights. Not many of you using it for planning briefings and meeting preparation, or automating multi-step or routine tasks. Interesting.

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00:05:00.300 --> 00:05:11.790
Joel Smith: Okay, thank you. Thank you for voting on that. The next poll, which is going to pop up now is, what is your biggest barrier to using AI at work?

25
00:05:12.060 --> 00:05:18.619
Joel Smith: Is it concerns about inaccurate answers? Worries about becoming too reliant on AI?

26
00:05:18.780 --> 00:05:27.609
Joel Smith: Uncertainty about handling sensitive data, not having enough time to learn, or concerns about AI's environmental impacts.

27
00:05:29.820 --> 00:05:35.249
Joel Smith: I'll let you just get your votes in. I can see they're flying in.

28
00:05:43.090 --> 00:05:59.629
Joel Smith: Okay, and the results for that poll are in. So, just slightly in the lead are, concerns about inaccurate answers, closely followed by uncertainty about handling sensitive data, then not having enough time to learn,

29
00:05:59.870 --> 00:06:03.790
Joel Smith: Only 18% of you worries about becoming too reliant on AI.

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00:06:03.920 --> 00:06:11.619
Joel Smith: And only 7% of you, using, well, having the environmental impact as your biggest barrier.

31
00:06:11.940 --> 00:06:30.049
Joel Smith: Very interesting. Helps us set up nicely for today's session, so thank you so much for taking part in those polls. Now, introducing our speakers, we are very fortunate to have two brilliant guests joining us today, Christian Napier and Gabby Burke.

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00:06:30.350 --> 00:06:45.979
Joel Smith: Christian is the Director of AI for UTA's Division of Technology Services, leading statewide AI implementation in executive branch agencies, an inaugural center for Public Sector AI Top 50 award recipient.

33
00:06:45.980 --> 00:06:53.349
Joel Smith: He's previously spent 25 years as a technology and business executive, serving major international sport events.

34
00:06:53.630 --> 00:07:12.709
Joel Smith: Gabby Burke is a cloud AI specialist engineer, helping state and local agencies navigate the shift from legacy systems to AI-powered futures. Whether it's modernizing the social safety net, reducing educational disparities, or optimizing routes for their field-based workforce, so it's easier to get people

35
00:07:12.710 --> 00:07:13.710
Joel Smith: in need.

36
00:07:13.710 --> 00:07:21.639
Joel Smith: easy to get two people in need. She leverages Google Cloud's cutting-edge Gen AI tools to solve unsolvable problems.

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00:07:21.640 --> 00:07:36.550
Joel Smith: You can read the full bios by visiting the resources tab at the bottom of your screen and heading to the speaker section. So, welcome, both of you, Christian and Gabby, it's lovely to have you here. We're gonna start with a quick icebreaker to kick things off.

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00:07:36.550 --> 00:07:50.609
Joel Smith: So you'll each have 30 seconds to share your responses, and to those of you dialed in, we would love to hear your responses in the chat as well. So today's icebreaker is, what's the most surprising thing an AI tool has ever helped you do?

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00:07:51.020 --> 00:08:01.270
Joel Smith: So yeah, just while you think on your answers, I will also invite our audience to share their examples in the chat. And, Christian, I will hand to you first.

40
00:08:02.960 --> 00:08:10.560
Christian Napier: Yeah, probably most surprising thing that I did with AI is I built an AI producer.

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00:08:10.830 --> 00:08:24.760

Christian Napier: more as a science experiment, I wanted to see if I could use conversation to edit video, to apply graphical elements, and the results surprised me. It actually did a really good job, and…

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00:08:24.820 --> 00:08:32.979
Christian Napier: you know, that was kind of beyond the Gemini scope. It wasn't just using regular Gemini, I was using more sophisticated tooling, but

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00:08:33.760 --> 00:08:40.060
Christian Napier: that was an eye-opener for me, being able to actually build a conversational AI producer that could…

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00:08:40.320 --> 00:08:43.699
Christian Napier: Handle video editing and post-production capabilities.

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00:08:44.890 --> 00:08:57.770
Joel Smith: Wow, wow. So, yeah, doing that just purely through conversation, that is… that's crazy. Thank you, thank you for sharing. Gabby, over to you. What is the most surprising thing that AI has helped you do?

46
00:08:58.280 --> 00:09:11.280
Gabby Burke: So I have been using AI voraciously this spring and summer. I'm a big gardener, I have a huge garden in my backyard. Gardening in Colorado is pretty tough, because we have very arid climate. So I've been using

47
00:09:11.280 --> 00:09:35.279
Gabby Burke: Gemini to help me not only plan my garden by putting photos in of what space I have available, where I can kind of creatively fit different plants, how I can do spacing, and then also succession gardening, so you can continue the season into the fall and winter. So, it's been super, super useful to grab, you know, grounded information that's been research specific for our climate and specific for our current weather patterns, which are changing all the time. So, it's been,

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00:09:35.280 --> 00:09:37.119
Gabby Burke: Such a useful tool to do that.

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00:09:37.470 --> 00:09:51.629
Joel Smith: Awesome. Yeah, I've, personally, I've used it for a lot of, kind of, DIY around the house. I found it really helpful to, kind of, teach me some really basic, sort of, carpentry skills and things, and, also for my garden. So, yeah, thank you so much for

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00:09:51.630 --> 00:10:02.039
Joel Smith: For sharing! Okay, now to get right into things. So, Christian and Gabby have each prepared a masterclass, drawing on their experiences working with Gemini.

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00:10:02.040 --> 00:10:21.579
Joel Smith: As always, we'll leave plenty of time for you in the audience to ask questions after, so please do start thinking about those and posting them in the Zoom Q&A function as we go. You'll see that in the bar at the bottom of your screen. So first, though, we will get started with Christian. I'll hand over to you for 15 minutes for your masterclass. Over to you.

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00:10:21.810 --> 00:10:29.520
Christian Napier: Thank you, Joel. Super excited to do this. I'm going to share my screen, if it's alright here. So let me go ahead and do the sharing.

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00:10:29.740 --> 00:10:33.369
Christian Napier: And hopefully you'll all be able to see it.

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00:10:34.420 --> 00:10:37.890
Christian Napier: Joel, can you confirm that everybody's able to see this screen?

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00:10:38.870 --> 00:10:43.940
Christian Napier: Yes, you can see the screen? Okay, fantastic. So,

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00:10:44.070 --> 00:11:03.829
Christian Napier: I was asked to speak on hacks for working with Gemini. Our state is a Gemini shop. We have 22,000 employees that are using Gemini. Roughly two-thirds of those are active Gemini users. So, super excited to be here with everybody this morning to share a few hacks. But I think the most important hack

57
00:11:04.200 --> 00:11:07.990
Christian Napier: Is actually, your mindset.

58
00:11:09.410 --> 00:11:18.070
Christian Napier: people often ask me, well, what do I need to know to learn how to use AI, or what skills do I need to use AI effectively in my job?

59
00:11:18.180 --> 00:11:30.569
Christian Napier: And I… my personal view, and I sincerely believe this, is that you need four. You need four distinct skills to use AI. One of those, you need to know how to turn on a computer, so…

60
00:11:30.660 --> 00:11:49.330
Christian Napier: hopefully most of us here have figured that one out. Number two is you've got to be able to open a browser and get to where the AI is. And again, since you're all on here, I'm guessing that you have that skill as well, so you're… everybody on this call is already 50% of the way there. The third skill that you need is you need to know how to communicate.

61
00:11:49.330 --> 00:11:50.730
Christian Napier: with human beings.

62
00:11:52.220 --> 00:12:10.209
Christian Napier: Gemini and other AI solutions like Gemini are built on large language models, they are built on human language, so if you know how to speak to human beings, then you pretty much know how to speak with AI. There's some nuances there, we'll get into those, but generally speaking.

63
00:12:10.390 --> 00:12:25.969
Christian Napier: To use AI effectively, you need to know how to communicate in writing or verbally with other humans. So most of us have those skills already, so we're all 75% of the way there. The one thing that I think is the most important skill, after you have those foundational elements.

64
00:12:26.200 --> 00:12:28.990
Christian Napier: Is you need intellectual curiosity.

65
00:12:29.460 --> 00:12:45.669

Christian Napier: You might think of that as a character trait, maybe I'm an intellectually curious person by nature, or maybe not, but it's actually a skill that can be learned, and I'm going to kind of oversimplify it here, and we're going to demonstrate it using some examples in Gemini.

66
00:12:46.010 --> 00:12:48.499
Christian Napier: So, when it comes to AI,

67
00:12:49.570 --> 00:12:57.380
Christian Napier: I basically have, like, a three-step process or framework for intellectual curiosity. The first one is asking questions, so…

68
00:12:57.490 --> 00:13:09.489
Christian Napier: Intellectually curious people ask a lot of questions. Ask your AI a lot of questions. You can ask your AI, hey, how can you help me do my job? And it will tell you an answer. You may or may not believe it, but

69
00:13:09.730 --> 00:13:14.450
Christian Napier: You can ask that question, and… Part of… probably the most…

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00:13:14.770 --> 00:13:23.409
Christian Napier: Important thing you can do to learn how to use AI is to just use AI, and ask it, how can I use you to do the thing that I need to do?

71
00:13:24.200 --> 00:13:26.890
Christian Napier: AI's gonna spit out responses.

72
00:13:27.300 --> 00:13:33.429
Christian Napier: I saw in that poll, Joel, that there were, like, 16 or 18% of people that

73
00:13:33.530 --> 00:13:47.809
Christian Napier: had a fear of becoming overly reliant on AI, and AI potentially contributing to cognitive decline. If you just accept AI's responses as they are.

74
00:13:48.040 --> 00:13:50.890
Christian Napier: I think that's a valid concern.

75
00:13:51.190 --> 00:13:55.910
Christian Napier: So… Part of being intellectually curious is understanding

76
00:13:56.210 --> 00:14:01.009
Christian Napier: why AI gave you the answers that it gave you, right?

77
00:14:01.100 --> 00:14:17.669
Christian Napier: And to do that, you interrogate the AI. I don't… I don't use the term derogatory or pejoratively here. You ask it questions to gain insights on the process that it went through to come up with the answer that it gave you, right? And then you can…

78
00:14:17.670 --> 00:14:24.319
Christian Napier: even challenge that by doing more cross-examination. So we're gonna… we're gonna show some examples here. We're gonna go into demo time.

79
00:14:24.640 --> 00:14:27.280
Christian Napier: Okay, so I've got my Gemini up here.

80
00:14:28.010 --> 00:14:30.619
Christian Napier: Let's say I've got a document.

81
00:14:30.900 --> 00:14:44.060
Christian Napier: this was another popular thing in the poll, like, summarizing documents. I'm gonna go here, I'm gonna choose a document here in Gemini, so I'm going to pull up a document from my drive. Okay, so…

82
00:14:44.260 --> 00:14:45.410
Christian Napier: Let's see…

83
00:14:45.720 --> 00:14:54.219
Christian Napier: I have my… this is our generative AI policy in the state of Utah, right? So, I go here, I add this document.

84

00:14:54.680 --> 00:15:14.409
Christian Napier: when you summarize documents, what do people often do? They'll type something like, summarize this. They'll ask a simple question like that, and the AI will go off and think for a minute, and it will return a response and say, okay, well, here's the… here's the summary. If that's where you leave it.

85
00:15:14.500 --> 00:15:25.600
Christian Napier: And you just say, summarize this thing, and sometimes it's valid to do that, because you're pressed for time or whatever, but if that's where you leave it, then I think you're a good candidate for the cognitive decline, right?

86
00:15:25.600 --> 00:15:37.350
Christian Napier: So, what would an intellectually curious person do with this answer, right? Okay, I got this… this… this thing. Well, maybe… maybe I could ask a… a follow-up of something like this. Maybe I could say, like.

87
00:15:37.950 --> 00:15:44.630
Christian Napier: Well… You know, identify 3…

88
00:15:45.840 --> 00:15:57.360
Christian Napier: unstated assumptions. I'm just making this stuff up. Or maybe… I know we don't talk about Agentic AI in our policy a lot, so maybe I'm gonna ask that. potential…

89
00:16:00.010 --> 00:16:02.280
Christian Napier: Policy oversights.

90
00:16:03.100 --> 00:16:05.710
Christian Napier: In this document.

91
00:16:07.000 --> 00:16:12.900
Christian Napier: regarding Agentic AI, right? So… I can give it that kind of command.

92
00:16:14.290 --> 00:16:22.849
Christian Napier: So instead of just saying, okay, here's the summary of the doc, and being good with it, maybe I can ask a follow-up question. And it's going to go through, and it will…

93
00:16:23.220 --> 00:16:46.069
Christian Napier: do its thing, right? It's thinking now, so now it's giving me some answers. I can look at these answers, and I'm like, okay, this is good. Maybe this will give me some things to think about as we meet in our next AI governance group meeting to start talking about revisions to the policy or updates to the policy, to address, the Agentic AI.

94
00:16:46.240 --> 00:16:47.360
Christian Napier: Yep.

95
00:16:47.950 --> 00:16:51.000
Christian Napier: So that's… that's an example of taking…

96
00:16:51.390 --> 00:16:59.220
Christian Napier: my thinking to a different level, interrogating the AI, asking it questions,

97
00:16:59.450 --> 00:17:03.689
Christian Napier: I can also go another level. You know, maybe I…

98
00:17:04.190 --> 00:17:19.690
Christian Napier: maybe I don't fully trust the answer. Sometimes I read what AI is giving me, and I'm like, am I really sure? This doesn't necessarily align with my intuition or my thinking, so maybe I can ask a follow-up question, like,

99
00:17:20.210 --> 00:17:24.169
Christian Napier: Are these the most important?

100
00:17:24.800 --> 00:17:32.480
Christian Napier: Oversights? Or are there others?

101
00:17:33.150 --> 00:17:35.679
Christian Napier: I can ask it what criteria?

102
00:17:36.600 --> 00:17:48.009
Christian Napier: did you use? I can ask it to maybe reconsider and present its conclusions.

103
00:17:49.990 --> 00:17:59.360
Christian Napier: in a particular order. Maybe I say do it in order of potential… I can't type… 10… impact.

104
00:17:59.510 --> 00:18:00.320
Christian Napier: Right?

105
00:18:00.850 --> 00:18:06.050
Christian Napier: To state government, right? So I'm giving it more context.

106
00:18:07.320 --> 00:18:08.550
Christian Napier: I've heard that.

107
00:18:08.860 --> 00:18:09.800
Christian Napier: So…

108
00:18:11.530 --> 00:18:23.970
Christian Napier: I've gone through this process where I've asked a question, it's given me information, I go through an interrogation, and then I go another level deeper. It's going back now, and it's thinking.

109
00:18:24.020 --> 00:18:37.170
Christian Napier: It's looking at the responses that it gave me, I've asked it to reconsider, I've also asked it to rank it in terms of impact, and we'll see what it comes up and it says. See if it found any gaps, okay? So,

110
00:18:38.470 --> 00:18:45.449
Christian Napier: Here, it's, it's, given the risks, In terms of impact, and…

111
00:18:46.140 --> 00:18:53.050
Christian Napier: maybe I now feel a little bit more comfortable, okay, like, I've gone through this process, I've applied my own critical thinking.

112

00:18:53.240 --> 00:19:01.810
Christian Napier: And I've extended my own critical thinking and my intellectual curiosity to this AI, solution.

113
00:19:02.500 --> 00:19:07.439
Christian Napier: So let me give you another example. This one I'm going to do… in, Google Sheets.

114
00:19:07.570 --> 00:19:12.880
Christian Napier: So let's say I'm in, in Google Sheets here.

115
00:19:13.280 --> 00:19:23.329
Christian Napier: And I use the AI… well, actually, I don't want to create a new sheet, because we don't have time to do that. Sometimes it takes a long time. So let me open…

116
00:19:23.770 --> 00:19:27.889
Christian Napier: Let me open a… A spreadsheet instead.

117
00:19:28.620 --> 00:19:30.860
Christian Napier: Let's see if I've got one…

118
00:19:32.310 --> 00:19:34.780
Christian Napier: Yeah, so maybe I'll take this one.

119
00:19:38.810 --> 00:19:46.449
Christian Napier: Now, this is fictitious data. This is synthetic data that I had Gemini, create for this exercise.

120
00:19:46.700 --> 00:20:01.409
Christian Napier: it just has some records, of a fictional chat bot that we relate, released to help people learn more information about benefits, right? And let's say, it's giving me this information,

121
00:20:02.620 --> 00:20:10.040
Christian Napier: I can do a lot of different things here. One thing I could do is I could ask it just, hey, you know, help me analyze this data.

122
00:20:10.490 --> 00:20:14.040
Christian Napier: So I could go through the same process that I went through with the thing.

123
00:20:14.300 --> 00:20:20.779
Christian Napier: that we did before with the Google Doc and the policy, and say, hey, help me summarize this. But maybe,

124
00:20:22.560 --> 00:20:28.650
Christian Napier: for sake of time, I'm not gonna go through that exercise, because I have about 5 minutes left, right? But what I'm going to do is I'm gonna say.

125
00:20:29.170 --> 00:20:41.530
Christian Napier: let's, analyze the… the comments, right? So… comments in… column B.

126
00:20:41.800 --> 00:20:50.940
Christian Napier: And I wanted to create, Let's say a 4-column table.

127
00:20:52.530 --> 00:20:57.420
Christian Napier: categorizing… He… oh my gosh.

128
00:20:58.170 --> 00:21:03.680
Christian Napier: Each entry… By, say, sentiment.

129
00:21:04.290 --> 00:21:14.910
Christian Napier: And maybe I'll say, hey, give it to me in high, or not high, positive… Negative… neutral…

130
00:21:15.190 --> 00:21:21.390
Christian Napier: Right? Maybe the issue category?

131
00:21:21.870 --> 00:21:23.680
Christian Napier: Maybe an escalation?

132
00:21:24.440 --> 00:21:37.429
Christian Napier: Priorities, maybe that would be high, medium, Low… And maybe, suggested next action, right? So…

133
00:21:39.410 --> 00:21:53.210
Christian Napier: I… I'm purposefully… you know, I could just say, hey, go in here and give me, you know, an analysis of the data and leave it wide open, and let Gemini just do whatever it wants to do, and come up with any kind of analysis. And sometimes that's a really great thing to do, because

134
00:21:53.250 --> 00:22:04.019
Christian Napier: They might think of ways to analyze things differently than you might have been considering. Sometimes it's good to give it very specific direction, which is what I've done here. Now.

135
00:22:04.020 --> 00:22:16.789
Christian Napier: in… in Sheets, it's gonna go through, and it's gonna create a plan, and it's gonna take a little bit of a while to do its cooking, so while it's cooking, I just want to highlight a few things.

136
00:22:17.780 --> 00:22:21.629
Christian Napier: Back here on my slide. So…

137
00:22:22.850 --> 00:22:31.499
Christian Napier: You know, people ask, you know, and Gabby will probably get into this a little bit more about, you know, prompts. There are all kinds of strategies you can use for prompts, but I think

138
00:22:32.030 --> 00:22:39.830
Christian Napier: thinking of communicating with AI as communicating with a human is important. So, one is being clear about your expectation.

139
00:22:39.920 --> 00:23:02.829
Christian Napier: Right? So kind of set that up front. You don't need to be overly detailed, but just be clear. Just as if you were giving, an employee of yours an assignment to go do something, you know, sometimes we give assignments to human beings, and human beings

deliver an output back to us, and it's not everything that we want, and it's because, in many cases, we weren't specific or particular in our instruction.

140
00:23:02.910 --> 00:23:17.400
Christian Napier: Right? So, be specific about what it is that you need. And if you don't get exactly what it is that you're looking for, then in a dialogue with the AI, give it feedback. Well, actually, I'm looking for this, wasn't looking for that.

141
00:23:17.400 --> 00:23:31.369
Christian Napier: You know, or maybe, you know, the answer you gave me was overly wrong, and I just needed 3 bullet points, right? So, that's part of that conversation. You're provide… that's what I call it conversational AI. You're providing feedback. The third thing is…

142
00:23:31.400 --> 00:23:43.579
Christian Napier: just like human beings, it's important not to overload the AI with too many asks up front, right? So, focus your request, and really think about one thing. This is the thing that I want you to do, this one thing.

143
00:23:43.780 --> 00:23:47.690
Christian Napier: And then it will go do the thing, and then come back to you.

144
00:23:48.520 --> 00:23:51.380
Christian Napier: And finally, if,

145
00:23:51.380 --> 00:24:11.359
Christian Napier: You start to notice that the AI goes off the rails. You probably notice this with human beings as well. If you have a very long conversation with a human being, they don't tend to remember everything that you said. They may remember the last things that you said. They may not remember all the stuff in the middle. The same thing happens with AI as well, and so sometimes you need to do a bit of a reset.

146
00:24:11.360 --> 00:24:19.190
Christian Napier: If you start to see the AI losing the plot, then start a new conversation with the AI and begin again. Okay.

147
00:24:19.410 --> 00:24:36.599

Christian Napier: So, let's, see how our spreadsheet is cooked. So, it's… it's going through, and it's still doing its analysis, and now it's come through, and it's, identified, it's added here, columns, and so on and so forth. I don't really have time to do this now, but…

148
00:24:36.740 --> 00:24:43.080
Christian Napier: what I would do in this particular situation is I would then ask the chatbot, hey.

149
00:24:43.660 --> 00:24:59.689
Christian Napier: how did you define your escalation priority for this particular item? You know, here this thing is high. Well, how did you come up with the categorization of high for this thing? So why don't you explain to me

150
00:25:00.130 --> 00:25:08.350
Christian Napier: the logic that you use to come up with this kind of escalation priority, you know. And I could even then go a step further and say.

151
00:25:08.970 --> 00:25:14.399
Christian Napier: Are there any recurring, like, operational issues

152
00:25:14.620 --> 00:25:22.370
Christian Napier: implied by negative sentiment that aren't explicitly named as complaints. You know, so sometimes this will help you with root cause analysis.

153
00:25:22.790 --> 00:25:25.980
Christian Napier: I would do this now, but we don't have enough time, because…

154
00:25:26.070 --> 00:25:49.270
Christian Napier: Gemini takes a little bit of time to cook in Google Sheets, but it's a very, very powerful tool, and I hope that, you know, by going through this process, going through this kind of three-step approach, you know, ask, interrogate, cross-examine, it will lead to a richer experience with AI that will help it actually augment and elevate you.

155
00:25:49.270 --> 00:25:51.209
Christian Napier: As opposed to dumb you down.

156

00:25:51.820 --> 00:25:54.059
Christian Napier: So, Joel, I hand the time back over to you.

157
00:25:55.020 --> 00:26:07.499
Joel Smith: Fantastic. Thank you so much for that, Christian. That was really, really interesting, and some really, really good use cases of how to, I guess, interrogate AI beyond the sort of initial prompts, which I think is such a useful

158
00:26:07.620 --> 00:26:29.040
Joel Smith: tip, so thank you. Gabby, we'll hand over to you in a second. I just want to take a moment just to encourage everyone to get their questions submitted in time for the Q&A. We do have the Q&A function, it should be in the toolbar somewhere at the bottom of your screen. So, yeah, we've got two experts with us, so please don't hold back, there is no such thing as a bad question.

159
00:26:29.040 --> 00:26:31.559
Joel Smith: Gabby, over to you.

160
00:26:31.740 --> 00:26:44.010
Gabby Burke: Awesome. Thanks, Joel, and thanks, Christian, for all of that insightful content. I was taking notes because I learn something from you every time you present. So I will also go ahead and share my screen.

161
00:26:44.160 --> 00:26:49.999
Gabby Burke: Let me just… Working off a laptop today, so I have to do some adjusting.

162
00:26:52.890 --> 00:27:08.950
Gabby Burke: And like Christian, I'm just gonna present a couple of slides to kind of orient us, but spend most of the time looking at Gemini itself. So let me go ahead and share that, assuming it looks good on your end until someone tells me otherwise.

163
00:27:08.950 --> 00:27:09.900
Joel Smith: Oh, good.

164
00:27:10.520 --> 00:27:34.949

Gabby Burke: So, the first thing I wanted to just mention, I think it's getting confusing, I will admit, with Gemini being included in so many Google products. So I wanted to introduce everyone to kind of the overall Gemini ecosystem as a reminder of kind of when to use which thing for what. So, Gemini, when we talk about Gemini, what we're really talking about is Google's foundational large language model.

165
00:27:34.950 --> 00:27:59.250
Gabby Burke: So it's accessible in a lot of different places. There's consumer access, which you might see if you are in your personal Gmail account, just go to Gemini.google.com. There is Gemini in the Google app itself, so if you have the Google app on your phone, you can access Gemini. And then Christian showed some of this, but you can access Gemini in Gmail, Docs, Sheets. That's a workspace-specific Gemini that's sort of

166
00:27:59.250 --> 00:28:12.120
Gabby Burke: tune to understand spreadsheets or understand docs specifically, so it can help you in that environment. And then you go into, you know, there's Gemini options for developers and for business and enterprise.

167
00:28:12.120 --> 00:28:36.880
Gabby Burke: The one thing I want to note on this slide, and why I'm kind of sharing this, is the old adage applies. If you're thinking about your privacy and putting guardrails around AI, if you're using a free product and, you know, dollars never exchange hands, generally the product is you, and that's not a Google-specific adage that goes across all providers. So be cautious about what you're putting into free tools, because you don't have the protections in a free tool that you would

168
00:28:36.880 --> 00:28:50.310
Gabby Burke: in a paid or an enterprise-grade tool. So that means it's probably not advisable to put your whole medical history in the free version of Gemini or ChatGPT or whatever tool, just because you haven't signed an agreement saying that your data is protected and private.

169
00:28:51.890 --> 00:29:15.099
Gabby Burke: also taking way a step back, but I think it's helpful to understand artificial intelligence and Gen AI for more of a foundational perspective, because it helps us understand how and when to use these tools, and how they can be useful. So, AI is essentially just teaching computers to do tasks that normally require human intelligence, and we see this all over the place in our daily lives, and actually have for many years.

170

00:29:15.100 --> 00:29:37.290
Gabby Burke: AI has been used in many applications for decades, and if you think about Google Search, just as an example, that predictive autocomplete, when you start typing in Google Search and say, like, what is my, and then a bunch of different suggestions come up, that's an AI application that actually came into Google Search in 2006. So it's been around for a long time.

171
00:29:37.580 --> 00:30:01.550
Gabby Burke: Generative AI actually, predictably, based on the name, generates something entirely new based on the prompts you give it. So, Gen AI is what we're focusing on right now. It's powered by large language models and gives you the opportunity to do some of the things that Christian was just showing you, like write an email or explain something in our house, you know, lots of conversation about the NBA draft. I don't understand that, so I can ask an LLM to explain

172
00:30:01.550 --> 00:30:11.899
Gabby Burke: how the NBA draft works in plain language, or in Spanish, or in, terms that a 5-year-old would understand. So that's kind of the difference between the two.

173
00:30:12.260 --> 00:30:13.800
Gabby Burke: Now…

174
00:30:13.800 --> 00:30:38.760
Gabby Burke: I'm showing you this anatomy of a prompt because this is how you can get AI to really, or a large language model specifically, to really respond the way that you want, but I would encourage you to not over-engineer the way you interact with AI. Like Christian was mentioning, part of the way to get used to interacting with an LLM and incorporating it into your day is to just work with it, talk to it conversationally, and see the variation in the response

175
00:30:38.760 --> 00:31:03.739
Gabby Burke: you're going to get based on what you say. But if you want to write a really excellent prompt, it's helpful to think about it in this framework. So if you really want a one-shot, I'm going to hand you this prompt, and I'm going to get something excellent back, that's really exactly what I want. You can use a persona. So help the LLM narrow down its focus. If you think about things like hallucinations, which is a concern that folks understandably have when working with LLM,

176
00:31:03.740 --> 00:31:28.559

Gabby Burke: Part of the reason you get hallucinations is because LLMs are trained on an enormous swath of data, and if it doesn't quite understand what it's supposed to be looking for, it's goal-oriented, so it's going to fill in the gap itself, and that's where you might get some funky responses back. It just doesn't have enough information or context to provide a sort of grounded or accurate response, so it just fills in the gaps and guesses what you want.

177
00:31:28.770 --> 00:31:38.350
Gabby Burke: Giving a persona and then additional context helps the LLM figure out where it should be pointing in its own data sources to understand the question that you're asking.

178
00:31:38.350 --> 00:32:00.299
Gabby Burke: You can give it a task, so you can say specifically what you would like the LLM to do for you, and then, importantly, one that gets forgotten often is the result. So actually telling the LLM, I would like a bulleted list, or I would like two paragraphs, or two sentences on this. That will help narrow down the response that you'll get from the LLM, but again, I would encourage y'all not to get too,

179
00:32:00.300 --> 00:32:11.970
Gabby Burke: overwhelmed by writing excellent prompts, because you can get a lot out of an LLM without having this very precise prompt. This is just a great framework to get the LLM to do what you would like it to do.

180
00:32:14.020 --> 00:32:38.979
Gabby Burke: Now, we won't spend too much time on agents today, we're really focusing on Gemini out of the box, but just to get the wheels turning around how agents work. So if we think about an LLM, if we think about just chatting with Gemini or another LLM out of the box, that is essentially chatting with almost like a really, really smart person that's gotten all of this data and information and absorbed information about the world. It understands human language, and it has

181
00:32:38.980 --> 00:32:59.409
Gabby Burke: some general knowledge. So if you ask questions of an LLM based on, you know, the date that it was trained and whether it has access to the open internet or not, it can give you a lot of information back based on how it was trained. But when we start thinking about agents, agents are applications that take an LLM kind of to the next level by adding a couple additional tools.

182
00:32:59.890 --> 00:33:14.089

Gabby Burke: So an agent, essentially, this is a simplistic formula, but overall, it's an LLM where you add planning, so agents can actually pause, break down complex goals into steps, and then can loop, so it can actually double-check its own work, which makes it really useful.

183
00:33:14.130 --> 00:33:38.230
Gabby Burke: You add tools, so these are things that actually allow agents to act, so they can check your email or create a document for you. And then we also add memory. So, when you're interacting with gemini.google.com, you're essentially interacting with an agent, not just with the raw LLM, because it has these components. It has short-term and long-term memory, so short-term memory keeps the context of the conversation.

184
00:33:38.230 --> 00:34:03.209
Gabby Burke: You can imagine how frustrating it would be if you're chatting with Gemini or another LLM, and every single time you have a turn, you need to rehash everything you just said, because the agent can't remember what you were talking about. Wouldn't be a great experience. So it has short-term memory. And then, depending on how it's configured, it can also have long-term memory, which can mean it can get used to your context, it can understand your job, can understand the kind of questions you've asked in the past, and give you a better answer.

185
00:34:03.210 --> 00:34:04.699
Gabby Burke: Based on that memory.

186
00:34:06.810 --> 00:34:14.940
Gabby Burke: Now, I love what Christian's talking about, about kind of adopting this AI-first mindset, and this is a… this is my last slide. This is a, sort of…

187
00:34:14.940 --> 00:34:39.839
Gabby Burke: experience that I myself have had in the past that helps me think about how to approach using AI as a teaching and learning tool, rather than outsourcing my, sort of, mental capacity to an LLM. And the way I think about this is, when I first started my career, I was working as an analyst in state government, and had to learn how to use SaaS. We used SaaS in our organization to do public health analysis.

188
00:34:39.909 --> 00:34:55.370
Gabby Burke: And I was not taught SAS in college, so I had to come into my role, and originally, I used books to do this. So I had what was called the little SAS book, it was on my desk, and if I didn't know how to do a procedure, I would flip through the book and look for that information.

189
00:34:56.030 --> 00:35:07.490
Gabby Burke: That was kind of the original way of learning some of this content, but at some point along the way, we started to get really good web content on how to interact with coding languages.

190
00:35:07.490 --> 00:35:31.200
Gabby Burke: So now, instead of flipping through my little SaaS book, I would just move to Google Search and say, I don't know how to do this particular procedure, can you explain this to me? And I would get some search results, they might be in Stack Overflow, or a blog site, or Reddit, or something like that, but I would get some search results around how to approach that problem. Now, we're really doing the same thing, right? We're just interacting with another tool, so if I don't know how to

191
00:35:31.200 --> 00:35:56.189
Gabby Burke: write a regular expression, or I don't know a particular way to approach a problem in Python, I can ask the LLM to explain it to me and teach it to me, so it can break it down into steps and help me understand the components. So, if we're thinking about some AI anxieties around learning or outsourcing too much of your cognitive ability, I try to think about it this way, that it's just this different way of interacting

192
00:35:56.190 --> 00:36:10.709
Gabby Burke: with data and information, and actually can be really exciting, because you're able to learn so much because these tools have access to so much of the world's information, and they can explain it to you in a way that makes sense for your particular learning style.

193
00:36:12.210 --> 00:36:20.760
Gabby Burke: So I'm gonna share a different window and walk through my Gemini… demo environment.

194
00:36:21.180 --> 00:36:44.270
Gabby Burke: So, this is demo environment, so it doesn't have really my own… any of my own data apart from my name, but I want to walk us through just a quick scenario. If we're thinking about, say, we've been having really bad wildfire smoke and winds in Colorado and sitting in Boulder today, so imagine being, you know, a park ranger or somebody who's working for

195
00:36:45.290 --> 00:37:08.420

Gabby Burke: our mountain parks and open space. So, if we are in Gemini, one thing that I think is kind of quote-unquote undersold with Gemini is the ability to actually interact with different types of data. So, Christian showed some of this with spreadsheets and, you know, structured data, but we can also interact with our,

196
00:37:09.080 --> 00:37:33.550
Gabby Burke: things like photos. So, if I can just… I'm just gonna pull up my chat history here, because I can't look at two windows at once, but if we scroll to the top here, we have this picture of a downed tree. Downed trees are a big problem. It's natural for trees to get old and fall down, and we have high winds, so it happens pretty frequently, but if you can imagine, you're maybe a volunteer, or…

197
00:37:33.550 --> 00:37:45.909
Gabby Burke: somebody who's not a forester, but working in the open space. Let's say we're dealing with a partially downed timber stand here, and we have this photo, but I don't know what kind of tree it is. So you can just snap that photo and upload it.

198
00:37:46.140 --> 00:38:03.060
Gabby Burke: and ask the LLM, and again, this isn't following, really, a framework or a prompting framework, I'm just chatting. In fact, you can even chat with this dictate microphone button down here, and just speak into your phone or, into your laptop if you don't want to type. So…

199
00:38:03.150 --> 00:38:16.780
Gabby Burke: Using that photo, Gemini can tell us, based on what I see here, this is a ponderosa pine, which indeed it is, and it's the dominant pine species in our lower elevations here in Boulder. And it is…

200
00:38:16.780 --> 00:38:40.250
Gabby Burke: actually a pretty significant hazard here. So, we call these widowmaker trees, that's actually the language. It's a little scary language, because these trees can, get caught in the canopy and can fall down at unexpected times. So, it's really important to take care of it, not just from a wildfire prevention perspective, but just from a hiking safety perspective.

201
00:38:40.520 --> 00:38:48.360
Gabby Burke: So, it gives us this recommended action, which we can imagine could help us figure out who needs to actually respond to this.

202
00:38:48.790 --> 00:38:59.469
Gabby Burke: Now, I want to put that in a Google Doc, so you can just ask Gemini if you have Workspace connected to Gemini, which you do through the settings button down here, to create a nice doc for you.

203
00:39:00.010 --> 00:39:17.400
Gabby Burke: And here's a preview of that doc. You could open it in Google Docs and edit it, but here's our situational assessment, a risk analysis, and then a potential dispatch plan. And you could go back and forth and make some adjustments to that with Gemini, or just treat it as a first draft and go ahead and start editing it yourself in Google Docs.

204
00:39:18.030 --> 00:39:27.260
Gabby Burke: Now, again, something that's really useful here, because Gemini's multimodal, is you can also have it do things like generate,

205
00:39:27.720 --> 00:39:52.630
Gabby Burke: content for you. So you can go to this Create Images button to create images explicitly, or you can actually create them right in the chat. And all of those pieces will save in your library here. So here's the image that we generated through that chat. I just said, give me a quick infographic. I'm working with a hiking group this afternoon, and I'd like to educate them on some of these forest hazards. So just in one shot.

206
00:39:52.630 --> 00:39:55.760
Gabby Burke: We're able to create this nice printable infographic.

207
00:39:55.760 --> 00:40:02.940
Gabby Burke: To help us educate in a more visual way for our folks who are going to be hiking in this space.

208
00:40:03.930 --> 00:40:06.620
Gabby Burke: And then, to…

209
00:40:06.620 --> 00:40:24.109
Gabby Burke: kind of incorporate another Google solution that I think we forget about because we use it so often. Let's say we want to bring some folks out, we want to address this particular

hazard, so we can actually just ask directions. We can say, here's the open space in Mountain Parks headquarters.

210
00:40:24.110 --> 00:40:33.959
Gabby Burke: Can we get directions to the NCAR parking lot, which is the closest parking area to this hazard? And then also get me some hiking directions from that parking lot to the downed tree.

211
00:40:33.960 --> 00:40:41.840
Gabby Burke: And we get these directions, it calls on Google Maps, and you can actually get directions right in the chat, but also.

212
00:40:41.840 --> 00:41:06.720
Gabby Burke: let's say I actually want to send just a Google Maps link. I use this all the time in my own personal life, but you can just get the Google Maps link, and it will provide you with those instructions, and you can use your turn-by-turn navigation, or whatever you're using to get, where you want to go, or change to a transit route, so that makes it super easy to interact with that data. And same deal, we can also add

213
00:41:06.940 --> 00:41:09.919
Gabby Burke: Our hiking directions here.

214
00:41:10.310 --> 00:41:17.550
Gabby Burke: Which, you can see, is gonna be a long hike for our folks, because they're gonna have to do this big turn to get all the way to that tree.

215
00:41:18.880 --> 00:41:29.760
Gabby Burke: Now, to kind of echo what Christian is talking about, we can draft an email, of course, and share updates about what we have done today, but I also wanted to mention just

216
00:41:29.800 --> 00:41:42.629
Gabby Burke: in the spirit of being a more curious learner, I do this all the time. I think it's really important to have the mindset of trying to seek knowledge and understand when we're interacting with LLMs. I don't use LLMs

217
00:41:42.630 --> 00:42:07.579

Gabby Burke: unless I'm, you know, doing something like draft me a quick email because I don't want to deal with it, that's a really useful, opportunity to save us some time, but it's also, I think, way more useful to be able to do things like take a conversation we're having and try to learn a little bit more and dig a little bit deeper on a topic that we might not know very much about. So, I just, asked here, you know, we've been talking about these forestry problems we're having.

218
00:42:07.580 --> 00:42:13.000
Gabby Burke: What can I learn from our Indigenous community about the forestry that

219
00:42:13.000 --> 00:42:36.060
Gabby Burke: has been done historically, and how fires have been prevented in the past, and then, you know, are there particular species of trees that are more susceptible? So, you can ask these kind of general knowledge questions of LLMs, too, and get a little bit more insight into what you're trying to learn. So, we can learn from Indigenous forestry techniques here. There's a lot of really important lessons to be learned.

220
00:42:36.310 --> 00:43:01.309
Gabby Burke: And we can see there's different types of plants and trees that are more resilient to fire, or less resilient to fire, but we can also get more information. So it recommends a couple of books here, as well as a couple of Indigenous-led fire prevention organizations that we might be interested in reaching out to. So I would encourage you, as you all are interacting with Gemini or other LLMs, to kind of think about what is interesting you, what is piquing your curiosity.

221
00:43:01.310 --> 00:43:07.389
Gabby Burke: And dig into that a little bit deeper, and don't hesitate to use this as a tool to do some of that learning on your own as well.

222
00:43:08.820 --> 00:43:13.289
Gabby Burke: So I will pass the mic back to you, Joel. I'm gonna stop my share.

223
00:43:14.240 --> 00:43:27.759
Joel Smith: Amazing. Thank you so much for that brilliant presentation, Gabby. That was, again, really super insightful, some really useful, like, concrete tips that people can take away, but I also just love that, of kind of

224
00:43:27.800 --> 00:43:35.720

Joel Smith: using Gemini to broaden your horizons and kind of dig into something that either interests you or might help you do your job.

225
00:43:36.050 --> 00:43:55.670
Joel Smith: better. So thank you so much. Remember, everybody, to please do keep dropping your questions in the Q&A. We have a load already, and we will try to get through as many as we can. To ensure your question gets seen, please do pop it in the Q&A and not in the chat. It just makes it a lot easier for the team to kind of go through.

226
00:43:55.670 --> 00:44:10.019
Joel Smith: And pull them out. And if you, if you have submitted a question and you can't think of a question, please do feel free to go through the Q&A and upvote as well. That really helps us in terms of just prioritising which questions, you want to hear.

227
00:44:10.090 --> 00:44:29.049
Joel Smith: So, without further ado, we will jump straight into the Q&A. So, Christian, the first question I'm coming to you, and it was the first question we had, which was, what has been the most impactful learning experience to get you where you are today with, I guess, in the context of Gemini usage?

228
00:44:31.290 --> 00:44:34.429
Christian Napier: Oh, wow.

229
00:44:34.870 --> 00:44:36.899
Christian Napier: That's a… that's a really good question.

230
00:44:37.030 --> 00:44:48.230
Christian Napier: Just… recency bias here, I had to prepare a budget, for AI, and…

231
00:44:48.340 --> 00:45:02.090
Christian Napier: AI became a very helpful tool in helping me prepare for that budget, but what I noticed is I was going through that budget preparation, and I was asking it to help me articulate some use cases,

232
00:45:02.230 --> 00:45:09.230
Christian Napier: That, the sources that it was citing for the use cases, although they were real.

233
00:45:09.370 --> 00:45:18.720
Christian Napier: when I looked at the sources, they actually weren't making the case that the AI was making, right? Like, so the AI was basically

234
00:45:18.980 --> 00:45:33.549
Christian Napier: trying to satisfy my need by finding a source and then filling in the gaps. So, I think it's very, you know, the learning for me there was, you really need to check the sources. You know,

235
00:45:33.550 --> 00:45:39.379
Christian Napier: Even if… and not just to check that the source exists, but check that the source actually…

236
00:45:39.380 --> 00:45:47.609
Christian Napier: is positing what you… what the LLM is saying, in its assertion, and… and…

237
00:45:47.620 --> 00:45:50.500
Christian Napier: You know, it took me a little time…

238
00:45:50.560 --> 00:45:57.460
Christian Napier: to… in my conversation with AI, to kind of refine it, to… to find,

239
00:45:58.980 --> 00:46:04.160
Christian Napier: Credible sources, you know, from academic research or reputable,

240
00:46:04.390 --> 00:46:23.060
Christian Napier: institutions that were relevant to what I was trying to present. At the end of the day, I was able to get that work done. I basically had 2 hours to do a major revision to a budget, and the AI was indispensable, but it was not infallible. And so, I think…

241
00:46:23.060 --> 00:46:26.109
Christian Napier: It just kind of furthers the case, or…

242

00:46:26.360 --> 00:46:33.200
Christian Napier: You know, making sure that you approach things intellectually curious, with critical thinking.

243
00:46:33.940 --> 00:46:37.320
Joel Smith: Amazing. Yeah, thank you, such a good point, and I think…

244
00:46:37.670 --> 00:46:50.650
Joel Smith: as you said, the more you interrogate your AI as well, it learns and it adapts to you, so the more it will… if you start, you know, interrogating the sources, the more it will start leaning towards credible sources, and it all kind of comes with usage.

245
00:46:50.780 --> 00:47:06.079
Joel Smith: So, thank you. Next question here I've got for Gabby, and there's a few questions kind of around this. Just, have you got any recommendations on which Gemini tools to use for which activity? Are some better than others, kind of, depending on the task?

246
00:47:06.080 --> 00:47:18.319
Joel Smith: Gemini Chat, Gemini directly in, as you mentioned, Docs Sheets. A few people have mentioned Notebook LM as well. Are there, kind of, advantages to using some tools over others?

247
00:47:18.850 --> 00:47:31.350
Gabby Burke: Absolutely. So, there's a couple things to think about here, and I also saw a couple questions about advantages of, you know, using Gemini versus other LLMs, and I won't go into, like, hashing out… they all have their individual strengths, but to kind of

248
00:47:31.770 --> 00:47:55.330
Gabby Burke: explain both at the same time. There's two things that you should consider when you're deciding which LLM tool to use. One is you can tell what an LLM is going to be really good at based on the data it was trained on. It's just… it's a good hint. So doing some research on what particular pieces of information or what the training, approach was for an LLM will help you understand what it's going to be good at.

249
00:47:55.330 --> 00:48:17.810
Gabby Burke: Although all of them are kind of converging in quality in a lot of different areas, but where specifically to use Gemini? So, for general information, kind of this conversational chat

experience, Gemini chat is really useful, but if you think about, I have a specific task, I want to create a slide deck, or I want to, write a document, or I need to make some adjustments to this sheet.

250
00:48:17.810 --> 00:48:23.770
Gabby Burke: Gemini in that particular tool is going to be the most useful for that, because it's kind of…

251
00:48:24.090 --> 00:48:36.620
Gabby Burke: built to do that. It's built specifically to look at your slides or look at your docs. So, you know, if you have a specific tailored use case, that can be the best way to access that is going to be in that tool.

252
00:48:36.860 --> 00:48:58.800
Gabby Burke: And then for Notebook LM, Notebook LM is an amazing learning tool. It was developed for learners, and Notebook LM is really useful when you need to specifically ground, almost take a really hard grounding on a specific set of documents that may change a little bit, but isn't going to change significantly. So, for example, if I'm studying for a course, and I have a set

253
00:48:58.800 --> 00:49:14.689
Gabby Burke: piece of information, whether that's a folder with PDFs or some amount of documentation, but I'm not gonna need that to be dynamic, because it's kind of… all of those are PDFs, they're all static documents. Notebook LM is an excellent tool to interact with.

254
00:49:14.690 --> 00:49:23.460
Gabby Burke: those documents versus using something like Gemini Enterprise. On the Enterprise side, if you need a live connection to documents, that might change all of the time.

255
00:49:25.060 --> 00:49:25.990
Joel Smith: Okay.

256
00:49:26.210 --> 00:49:37.619
Joel Smith: Super helpful. Hopefully, yeah, at home, that has answered your question. There was a few in there around the kind of difference between Notebook LM and Gemini, so that's really helpful to distinguish.

257
00:49:37.620 --> 00:49:40.430
Christian Napier: Joel, just quickly adding on to that, so…

258
00:49:40.430 --> 00:49:41.100
Joel Smith: Yeah, please.

259
00:49:41.100 --> 00:49:49.289
Christian Napier: In our… you know, the Gemini admin console allows us to run reports on usage, and we can see the usage by application.

260
00:49:49.460 --> 00:49:55.600
Christian Napier: So, in the state of Utah, in the last 28 days, employees interacted with Gemini.

261
00:49:55.870 --> 00:50:06.489
Christian Napier: Over 440,000 times in 28 days, and 277,000 of those interactions were in the Gemini Chat app.

262
00:50:07.380 --> 00:50:09.060
Christian Napier: We've seen it, that's…

263
00:50:09.430 --> 00:50:18.270
Christian Napier: that's the number one place that people use Gemini by far in the state, is just the regular old Gemini chat app.

264
00:50:18.510 --> 00:50:32.119
Christian Napier: But I agree with Gabby, you know, depending on what you need to do, sometimes it makes more sense to use it in Gmail, or in Docs, or in Sheets, or in Slides, but the trend that we've seen in the state is that people generally gravitate toward the standalone

265
00:50:32.650 --> 00:50:34.620
Christian Napier: Gemini Chat application.

266
00:50:35.270 --> 00:50:53.380

Joel Smith: Interesting. So I guess, yeah, for those of you dialed in listening, maybe it's worth, if you do, kind of, only interact with the Gemini chat feature, maybe it's worth exploring, kind of, using those tool-specific Geminis or Notebook LM if you're looking for that more grounded learning approach. Great, thank you.

267
00:50:53.550 --> 00:51:05.040
Joel Smith: Christian, I'm coming to you next with this question, because it kind of touches on what you presented on, on, someone's basically asked, how do you know if the response is accurate?

268
00:51:05.120 --> 00:51:23.279
Joel Smith: Since there's often no explainability, and obviously in government work, you have to kind of be operating on fact. Would you recommend asking it to list sources, or is there kind of any other way you can really just interrogate it to make sure that the information is accurate?

269
00:51:24.030 --> 00:51:38.950
Christian Napier: Yeah, so I think I talked about this earlier. Asking it to cite sources is important, but you need to go visit the sources, not only to check that they exist, but that they actually support whatever the LLM is positing.

270
00:51:39.250 --> 00:51:58.620
Christian Napier: Another thing that I do with a gem… I have a gem that I use fairly frequently, which I call weighing both sides. So, it uses Paul Graham's hierarchy of disagreement, you know, where the lowest thing is just name-calling, but the highest level of argumentation is addressing the core…

271
00:51:58.670 --> 00:51:59.770
Christian Napier: issue…

272
00:52:00.320 --> 00:52:09.269
Christian Napier: the core problem, getting to the root of the thing. And the way that the gem works is it looks at a particular position, and it could be something that I'm…

273
00:52:09.270 --> 00:52:22.269
Christian Napier: Like, I'm doing a budget right now, right? Go analyze that budget using Paul Graham's hierarchy of disagreement, identify what that core issue is, provide arguments for the thing.

274
00:52:22.570 --> 00:52:23.640
Christian Napier: And then…

275
00:52:23.900 --> 00:52:33.620
Christian Napier: go the other way around and provide arguments against the thing, and then weigh both arguments together, and I don't use that as, like.

276
00:52:34.530 --> 00:52:51.599
Christian Napier: just as a tool, you know, to just turn around and give the input, because sometimes I disagree with what the gem is telling me, right? But at least it gives me some insight as to what potential arguments may come

277
00:52:51.910 --> 00:53:05.020
Christian Napier: from leadership might come from the legislature, when I propose a certain thing, so that I feel like I'm a little bit more prepared to address those things. So, you know.

278
00:53:05.310 --> 00:53:10.349
Christian Napier: using LLMs almost adversarially, to say, okay.

279
00:53:10.530 --> 00:53:14.409
Christian Napier: give me position A, now give me position B, and…

280
00:53:14.900 --> 00:53:20.600
Christian Napier: compare the two. There's another good way to do a bit of, sanity checking.

281
00:53:20.980 --> 00:53:24.340
Christian Napier: on what the LLM is giving you, instead of just trusting it out of the box.

282
00:53:25.270 --> 00:53:27.780
Joel Smith: Yeah, really, really smart. Thank you.

283
00:53:27.940 --> 00:53:38.130

Joel Smith: Okay, we are… we are swiftly running out of time, and so much information is being shared, which is brilliant. This question I actually want to ask to both of you,

284
00:53:38.130 --> 00:53:49.229
Joel Smith: What are your favourite books, sites, people, prompt libraries, Agentic tools that you follow to learn, basically, to learn about AI, to learn and continue developing in your own work?

285
00:53:49.230 --> 00:53:54.930
Joel Smith: And what would you, suggest for any kind of further reading? Gabby, I'll come to you first.

286
00:53:55.530 --> 00:54:00.830
Gabby Burke: Yeah, so the first thing, if you're specifically a Gemini user, is

287
00:54:00.830 --> 00:54:19.950
Gabby Burke: Google Skills, so if you go to school skills.google, there's a lot of really awesome training that's available where you can actually interact with tools live, and it's updated all the time. So, I know this world is changing really fast, and it's hard to keep up, so having access to, kind of.

288
00:54:20.370 --> 00:54:45.340
Gabby Burke: skills and different training classes that have been updated in the last, say, one to two weeks is going to be really helpful over something that's, you know, one or two years old. I would also just encourage you all to explore some of the voices in the industry that are interesting and helpful to you, whether you access those on LinkedIn, or through, like, something like Substack, or even, Twitter, whatever we're calling Twitter now. Just find some voices that kind of resonate with you

289
00:54:45.340 --> 00:54:54.270
Gabby Burke: personally, and what interests you. There's a lot of different folks out there who are producing really interesting research and content. And then last but not least, I would say.

290
00:54:54.500 --> 00:55:18.559
Gabby Burke: I'm not sure if anyone else is, like, waking up in the morning and reading research papers, but, Google Research, specifically, has really excellent papers coming out around novel uses of AI, and some sort of, really impactful work around things like addressing health risks, environmental impacts, all of these different components that are being studied.

291
00:55:18.560 --> 00:55:30.280
Gabby Burke: within Google and by partner researchers, that is really interesting and can kind of give you some insight into how the industry is moving right now. So, those are kind of the overall sources that I use in my day-to-day.

292
00:55:30.910 --> 00:55:33.759
Joel Smith: Awesome. Thank you. Christian, over to you.

293
00:55:35.460 --> 00:55:38.710
Christian Napier: Yeah, I echo everything that Gabby said.

294
00:55:39.210 --> 00:55:51.480
Christian Napier: And then I would simply add, Gemini itself is a fantastic resource. Just use Gemini to ask your questions, like, how can I do this thing, or what are some creative ways

295
00:55:51.820 --> 00:56:06.629
Christian Napier: I've had Gemini create, like, a four-week calendar of tasks for me, with every day as a different thing to try in Gemini, and it works really, really well. I mean.

296
00:56:06.630 --> 00:56:15.240
Christian Napier: I had a teacher who, you know, when I was 12 or 13 years old, you know, wrote up on the ward… on the chalkboard, because back in those days we had chalkboards.

297
00:56:15.240 --> 00:56:21.920
Christian Napier: What is 90% of learning, right? Like, he just wrote the word learning up there, he asked the question, why is 90% of learning?

298
00:56:22.010 --> 00:56:36.009
Christian Napier: So for the native English speakers here, he took his eraser and erased the letter L, and so you're left with the word earning. And I think the most important thing you can do is actually just get in there and use the thing and practice.

299
00:56:36.970 --> 00:56:48.610

Joel Smith: Absolutely. Yeah, I, that's definitely how I use my, kind of, LLMs and my… all the AI tools I use, is I ask the tool how I can make the most out of

300
00:56:48.610 --> 00:56:57.400
Joel Smith: you, and I sort of just brainstorm with it and say, this is kind of what I want to work on, how can I… how can I do it, how can I develop the skills to do it?

301
00:56:57.400 --> 00:57:02.200
Joel Smith: It'll tell me, and you can break it down into lesson plans, and yeah, as Christian said.

302
00:57:02.370 --> 00:57:20.480
Joel Smith: Super helpful. Okay, thank you so much. We've had some incredible wisdom today from each of our speakers, so I'd like to ask all of you to join me in giving Christian and Gabby a huge virtual round of applause. I've seen the, yeah, the emoji reactions firing off, we love to see it.

303
00:57:20.480 --> 00:57:39.769
Joel Smith: And thank you to you at home, everyone dialed in for being so invested in your learning and being so engaged in today's topic. The team's gonna pull up a quick poll just to find out how you felt about today's event. This will help us just to continue improving our content, so we really appreciate your responses. That should pop up on your screen now.

304
00:57:39.830 --> 00:57:55.549
Joel Smith: And before you go, and while you're responding to that poll, I want to share a few more events that you can register for to join us again soon. If you're not available to be there live, just a reminder that you can always register for the event, and we will send you the recording after the event, so you can catch up whenever suits you.

305
00:57:55.700 --> 00:58:05.580
Joel Smith: So in two weeks, we have top lessons from successful government AI projects on what public servants can learn from real government AI pilot successes and failures.

306
00:58:05.800 --> 00:58:25.539
Joel Smith: By the second… by the end of August, we have our next AI Skills Lab Edition, AI for Data Visualization, where you can learn how to visualize your datasets in just 30 minutes. And in September, we have AI for Better Briefings on using AI to create clearer, decision-ready briefs for your… for your higher-ups.

307
00:58:25.750 --> 00:58:40.069
Joel Smith: Okay, thank you so much. That is all we have time for today. We hope you found it helpful, and we want to say a huge thank you again to our wonderful speakers, and to everyone who's made today happen, and to you for taking the time out of your busy days.

308
00:58:40.070 --> 00:58:47.930
Joel Smith: Please do keep an eye out for the email coming your way with today's recording and resources, and we hope to see you at another Apolitical event very soon.

309
00:58:47.930 --> 00:58:51.149
Joel Smith: Have a great day, everyone. Thanks very much. Goodbye.