

OpenAI Academy |  KARYA



सर्वजन हितेषु | सर्वजन सुखाय
WELFARE FOR ALL | HAPPINESS OF ALL

OpenAI Nonprofit Jam

KNOWLEDGE PARTNER



Bengaluru

JAN 15



Mumbai

JAN 16



Kolkata


JAN 19



Delhi

JAN 20

INDIA

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India Nonprofit AI Jam

January 20, 2026



Welcome

Agenda

- 01 **Intro:** Why we're here
- 02 **Workflows:** From ideas to action
- 03 **Nonprofit Roundtable:** Learn from the field
- 04 **Keynote**
- 05 **Lunch**
- 04 **Design Sprint:** Build What Matters
- 05 **Build Sprint:** Make It Real
- 06 **Wrap up:** Sharing & What's Next

Our goal today

Get comfortable using AI for the work you do every day — and leave with one workflow your organization can reuse.



Let's get a quick sense of who's in the room.

Stand up if...



Now, meet one person near you.

Introduce yourself (name, role, organization), and share:

“The one thing I hope AI could fix in my work is...”

(2 minutes)

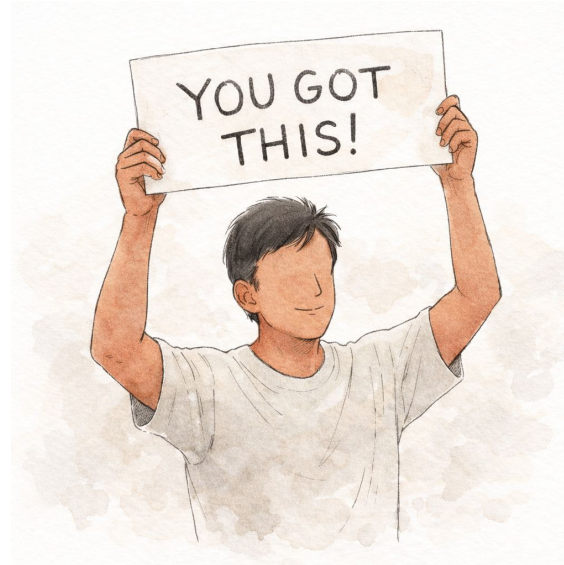


Approach this workshop with patience & curiosity



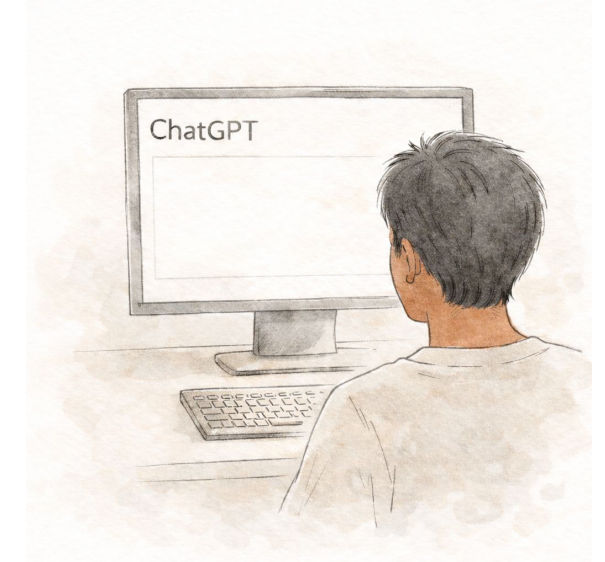
Be Patient

ChatGPT doesn't always get it right. It needs you.
It will try to help.



You Got This

Don't overthink it; start small and share the context and details of what you are trying to achieve



Just start

Not sure where to start?
Ask ChatGPT

What you'll leave with today

A reusable workflow

A repeatable way to get a real task done (not just a cool demo).

Working examples you created

Prompts, outputs, and tools tailored to your own organization.

Access to peers & resources

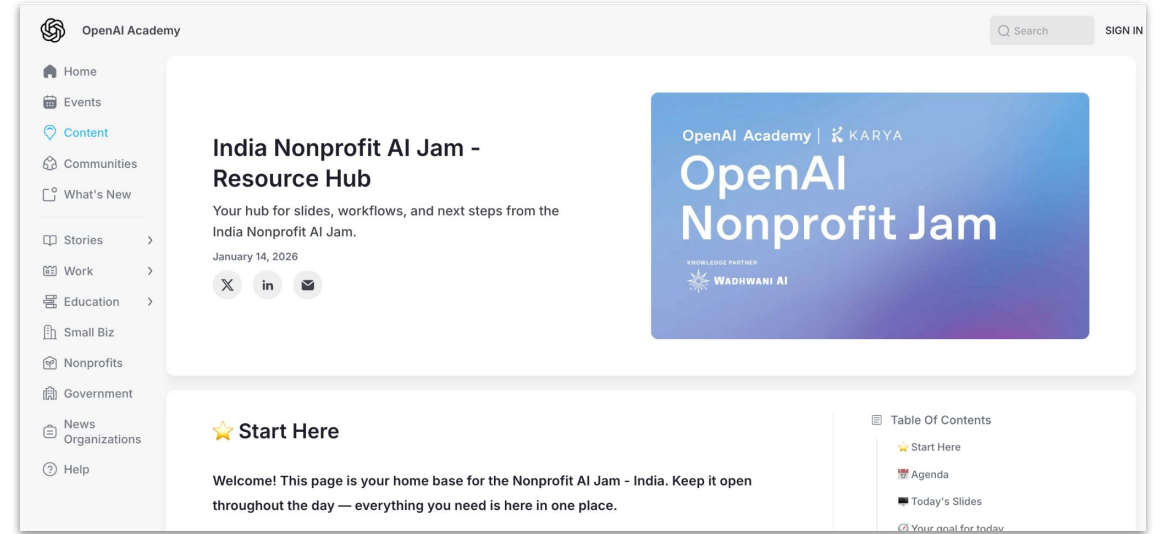
Templates, examples, and a community you can keep learning from.

Let's dive in.

Follow along on OpenAI Academy

- Today's slides
- Sample prompts & tutorials
- Files and datasets you can use for exercises

WIFI at your tables



<https://tinyurl.com/nonprofit-jam-india>



From vision → practice

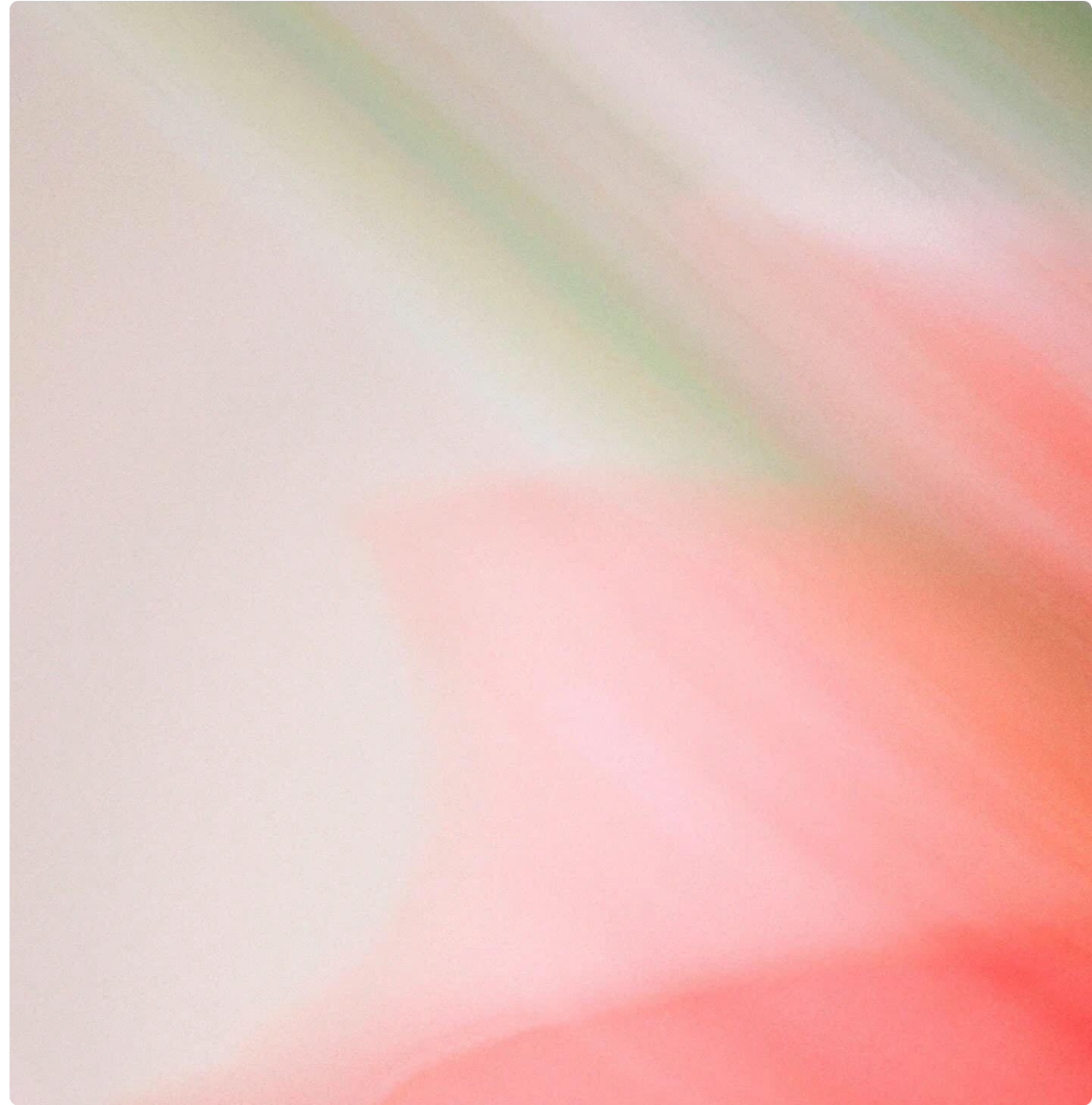
How AI can help nonprofits today

- Drafting and adapting content
- Summarizing and structuring information
- Translating and localizing
- Finding patterns in data

How we'll work

- A few prompt patterns
- 3 workflows + time to try
- Then we build one workflow into something reusable

Prompting Basics



What is prompting?

Prompting is the process of **giving instructions, context, or inputs** to guide a language model's **responses**.

In other words, it's providing all the information of what you have and what you need to a blank canvas.

What is prompting?

Prompting is the practice of giving instructions or inputs to a large language model (LLM) like ChatGPT to guide its response. A *prompt* can be as simple as a question or as complex as a multi-step scenario with constraints, goals, and examples. The way you structure a prompt has a significant impact on the quality, relevance, and accuracy of the output.

🔍 What Is Prompting?

At its core, prompting is how you *communicate* with an LLM to get the result you want. It's similar to writing a query or giving directions:

- **Simple prompt:** "Summarize this article."
- **Detailed prompt:** "Act as a legal analyst. Summarize the key privacy concerns in the following article in bullet points, with citations."

Prompts can be phrased in natural language and don't require programming knowledge, which makes them powerful tools for non-technical users.

Anatomy of a great prompt



Task

+

Context

+

Output

*What should
ChatGPT **do**?*

*What should
ChatGPT **know**?*

*What should the
output **look like**?*

*Suggest 5 low-cost ways to increase
attendance for our upcoming
community health camp.*

*We're a nonprofit in [City/District]
serving [Audience]. Channels:
WhatsApp groups, local schools,
community leaders, and posters.*

*Output: a table with idea,
channel, effort (low/med/high),
and one sample message.*

*Budget under ₹10,000;
messaging must be respectful
and non-stigmatizing.*

Example

OK
task



You
Help me improve volunteer requirement.

Better
+ context



You
I run a nonprofit that trains women in rural areas to become community health workers. Help me improve our volunteer recruitment so we can support more villages.

Best
+ output



You
I run a nonprofit that trains women in rural areas to become community health workers. Help me improve our volunteer recruitment so we can support more villages. Create a 6-week recruitment plan with: 1) weekly outreach themes; 2) sample WhatsApp messages in plain English; 3) one offline tactic (e.g., posters, community meetings), and 4) a checklist our field team can follow.

When in doubt, ask Chat!

If you're unsure of your prompt, try this:

“I'm trying to get help with ____.

Here's my prompt so far ____.

What details should I add to my prompt to get a more useful result?”



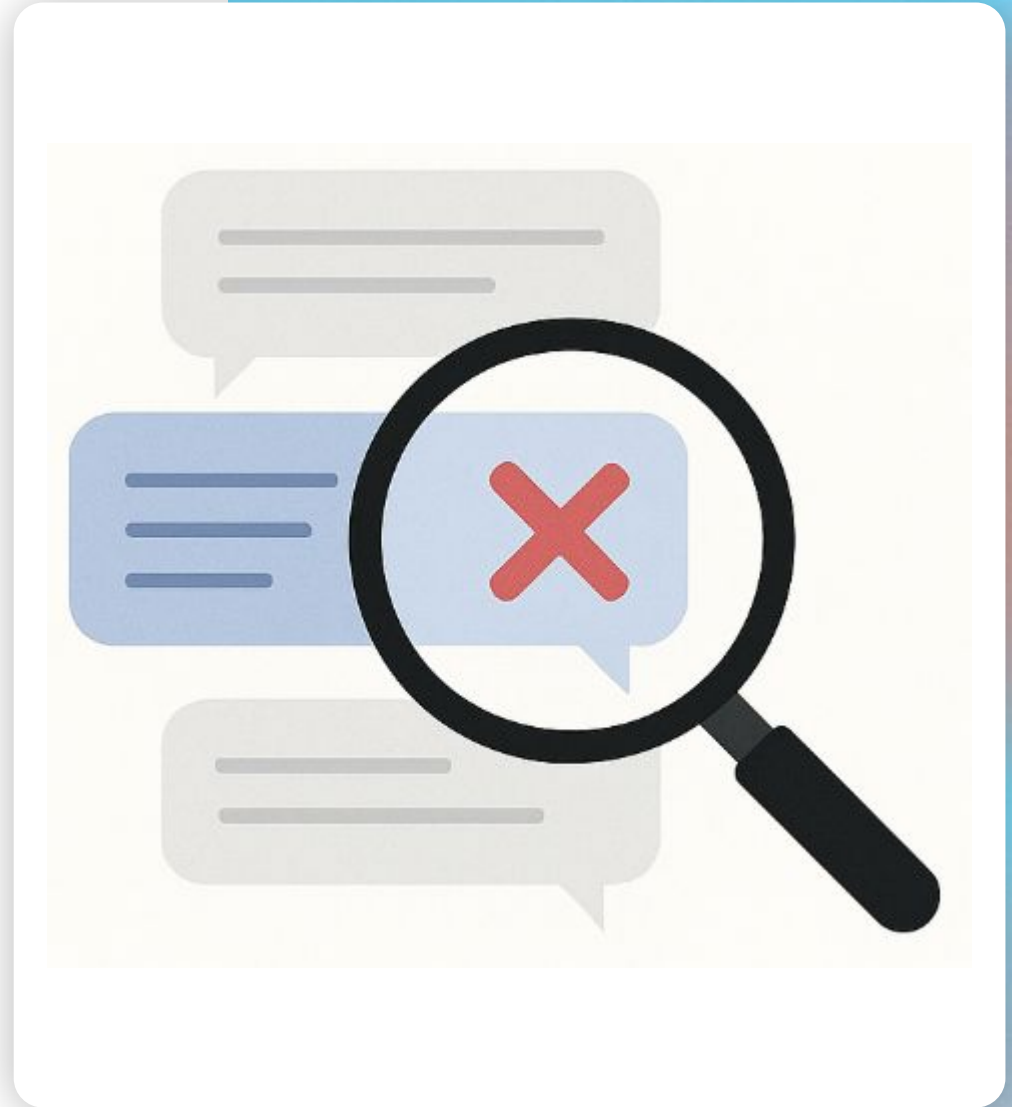
What about hallucinations?

Hallucinations refer to when an AI tool returns confident answers that are **incorrect or made-up**. This most often happens when a question is vague or lacks context.

Tips for mitigating hallucinations:

- Ask for sources, citations, or to “show your reasoning”
- Clarify and break down complex questions
- Provide specific details and desired format
- Cross-check with trusted sources

Remember: ChatGPT is a powerful partner, but **human judgment remains essential**.



Responsible Use of AI



Protect confidential or personal data



Keep a human in the loop for important work



Watch for bias and perspective



Seek expert review for legal, medical, or financial advice



Be transparent when you use ChatGPT



Do not paste beneficiary personal data (names, phone numbers, addresses, health info).



Provide feedback and report policy issues



Use Search or Deep Research for up-to-date answers

A clear blue sky with a large, fluffy white cumulus cloud on the left side. The text 'chat.com' is centered in the sky in a white, sans-serif font.

chat.com

Intro to ChatGPT

The AI-native super assistant users love

The image shows a screenshot of the ChatGPT web interface with several callout boxes highlighting key features:

- Model Picker:** A dropdown menu at the top left showing "ChatGPT 5".
- Custom GPTs:** A section in the left sidebar containing "GPTs" with options like "Explore", "HR GPT", and "ChatGPT Use Cases for Work".
- Files / Tools:** A callout pointing to a "+" icon in the chat input field.
- Projects:** A section in the left sidebar containing "Projects" with options like "New project" and "Research".
- Chat History:** A section in the left sidebar containing "Chats" with a list of previous conversations: "IT software download policy", "Reminder setup task", and "Identify photo location".
- Settings / Personalization:** A callout pointing to the user profile section at the bottom left, showing "Lauren Oliphant" and "OAI Demo".

The main chat window displays the text "What can I help with?" and a text input field with the placeholder "Ask anything".

Workflow Demos

Workflow demos

1

Knowledge Assistant

Find and adapt useful information, quickly.

2

Program Data → Insights

Turn spreadsheets into decisions.

3

Outreach Campaign Kit

Create WhatsApp-ready messages + visuals.

How to use this section



Watch (5 min)

Try (8 min)

Share (2 min)

Workflow 1

Knowledge Assistant

What it is

A reusable way to answer questions accurately using your org documents.

Input

- Program/organization documents (FAQ, eligibility, policies, SOPs)
- Target audience + language(s)

Output

- Grounded answer
- Translations
- “Not found” gaps

Workflow tool: Projects

Organize your knowledge base so answers stay consistent and reusable.

How to use it

1. Create a **New Project** (e.g., “Program FAQ”)
2. Add **reference files** (FAQ, eligibility criteria, SOP, brochures)
3. Add **instructions** (grounding + format format)

The screenshot shows the 'Project settings' interface for a project named 'Program Knowledge Assistant'. It includes a close button (X) in the top right corner. The 'Project name' field contains 'Program Knowledge Assistant'. The 'Instructions' section has a text area with the example: 'e.g. "Respond in Spanish. Reference the latest JavaScript documentation. Keep answers short and focused."' The 'Files' section has an 'Add' button and a large area with a plus icon and text: 'Add documents, code files, images, and more. Program Knowledge Assistant can access their contents when you chat inside the project.' The 'Memory' section has a dropdown menu set to 'Default' and a note: 'Project can access memories from outside chats, and vice versa. This cannot be changed.' At the bottom, there is a red 'Delete project' button.

Project settings ✕

Project name

Program Knowledge Assistant

Instructions

Set context and customize how ChatGPT responds in this project.

e.g. "Respond in Spanish. Reference the latest JavaScript documentation. Keep answers short and focused."

Files Add

Add documents, code files, images, and more. **Program Knowledge Assistant** can access their contents when you chat inside the project.

Memory

Default ▾

Project can access memories from outside chats, and vice versa. This cannot be changed.

Delete project

Starter Prompt

Task

Answer questions about our program using only our documents.

Context

Use only the files in this Project as sources.

Audience: frontline

staff

ff

If information is missing or unclear, ask up to 3 clarifying

Output

Respond with:

1. Answer in English
2. Translation in Hindi and Marathi
3. Whatsapp version < 500 characters
4. Source: file name + page/section for Each liam

Instructions - the prompt for your project

Task

Context

Output

Project settings

Project name



Program Knowledge Assistant

Instructions

Set context and customize how ChatGPT responds in this project.

Answer questions about our program using only our documents.

Use only the files in this Project as sources.

Audience: frontline staff

If information is missing or unclear, ask up to 3 clarifying questions or say Not found.

Respond with:

- Answer in English
- Translation in Hindi and Kannada
- Whatsapp version < 500 characters
- Source: file name + page/section

Power-ups: Knowledge Assistant

PROMPT

1) “Answer bank” generator


Turn your docs into a structured FAQ with draft answers + sources.

 [Sample prompt](#)

TOOL

2) Web Search

Pull in live information from the web, to make sure answers stay accurate.

 [Tutorial](#)

Tool

3) Deep Research

Find external evidence to help answer questions.

[Tutorial](#)

PROMPT

4) Language / Readability Ladder

Create multiple versions of the same answer for different audiences.

 [Sample Prompt](#)

Practice: Knowledge Assistant

<https://tinyurl.com/nonprofit-jam-india>



Try it (8 min)

1. Create a Project + upload 2 real files
2. Ask two real questions you get often (eligibility, documents needed, where to apply)
3. Generate: Answer + WhatsApp + translation for one question

Discuss at your table (2 min)

- What's **one change** you made that noticeably improved the result?
- What's **one follow-up prompt** you'd try to improve it further?

08:00

Workflow 2

Program Data
→ Insights

What it is

A repeatable way to turn spreadsheets into decisions you can update every month.

Input

- One spreadsheet or CSV
- One real reporting question

Output

- Plain-English data summary
- 3-5 insights with numbers
- 3 suggested next actions

Workflow tool: Data analysis

Get real insights from spreadsheets without copy/pasting rows or doing manual summaries.

How to use it

1. Upload a **CSV** or other file into the chat
2. Ask for a summary
3. Ask for quality issues (missing values, duplicates, weird categories)
4. Give 3 insights

Best practice: Don't upload sensitive identifiers.

The screenshot shows a ChatGPT interface with a dataset and a generated line chart. The dataset is titled "6 Employee Engagement Trends Dataset" and contains the following data:

	Employee_ID	Department	Engagement_Score	Month
1	E0001	Engineering	100.0	2023-01
2	E0001	Engineering	89.77427665021916	2023-02
3	E0001	Engineering	86.73106787686217	2023-03
4	E0001	Engineering	88.0615946771279	2023-04
5	E0001	Engineering	79.58469149695362	2023-05
6	E0001	Engineering	91.62843582236786	2023-06

Below the dataset, a button says "Plot employee engagement by department over time". The chat history shows the prompt: "The dataset includes Department, Engagement_Score, and Month columns, which can be used to plot employee engagement by department over time. Let's generate that plot now. [-]". The response is a line chart titled "Employee Engagement By Department Over Time" showing engagement scores over time for different departments. The chart has a y-axis labeled "Engagement Score" ranging from 75 to 78 and an x-axis representing months. The chart shows several lines representing different departments, with scores fluctuating between approximately 75 and 78.

Starter Prompt

Task

Analyze this dataset and surface decision-ready insights.

Context

This file contains program or outreach data.

Assume the goal is to understand performance and identify next actions.

Output

Return results in this order:


- What's in the data (columns, row count, date range)
- Top 5 data quality issues
- 3–5 insights with numbers
- 3 concrete actions to take next

Power-ups: Program data analysis

TOOL

1) Create a GPT

Analyze data and create a report in a consistent format.

 [Tutorial](#)

PROMPT

2) Data quality check

Surface missing values, duplicates, and inconsistencies before trusting insights.

 [Sample prompt](#) | [Tutorial](#)

PROMPT

3) Charts → Story


Create 1–2 simple charts plus a short “so what” for decision-making.

 [Sample prompt](#)

TOOL

4) Apps

Analyze live spreadsheets from Drive/SharePoint.

 [Tutorial](#)

Practice: Program data analysis

Try it (8 min)

1. Upload 1 spreadsheet
2. Ask for a dataset summary (what's in it, date range, key columns)
3. Answer real numeric questions, e.g.:
 - Where are we seeing drop-off?
 - Which location needs attention?
 - What changed month over month?

Discuss at your table (2 min)

- What's **one change** you made that noticeably improved the result?
- What's **one follow-up prompt** you'd try to improve it further?

08:00

Workflow 3

Outreach Campaign Kit

What it is

A reusable framework for fast, localized outreach across channels and languages.

Input

- One program or service
- Audience, channel, language

Output

- Core message (short + long)
- 3–5 WhatsApp or SMS variants
- Draft poster or flyer copy
- Simple image

Starter Prompt

Task

Create a complete outreach message kit for one nonprofit program.

Context

Program or service: [brief description]
Audience: [who this is for]
Channel: WhatsApp and print
Language(s): [primary language(s)]
Tone: clear, respectful, easy to understand

Output

Provide the following:

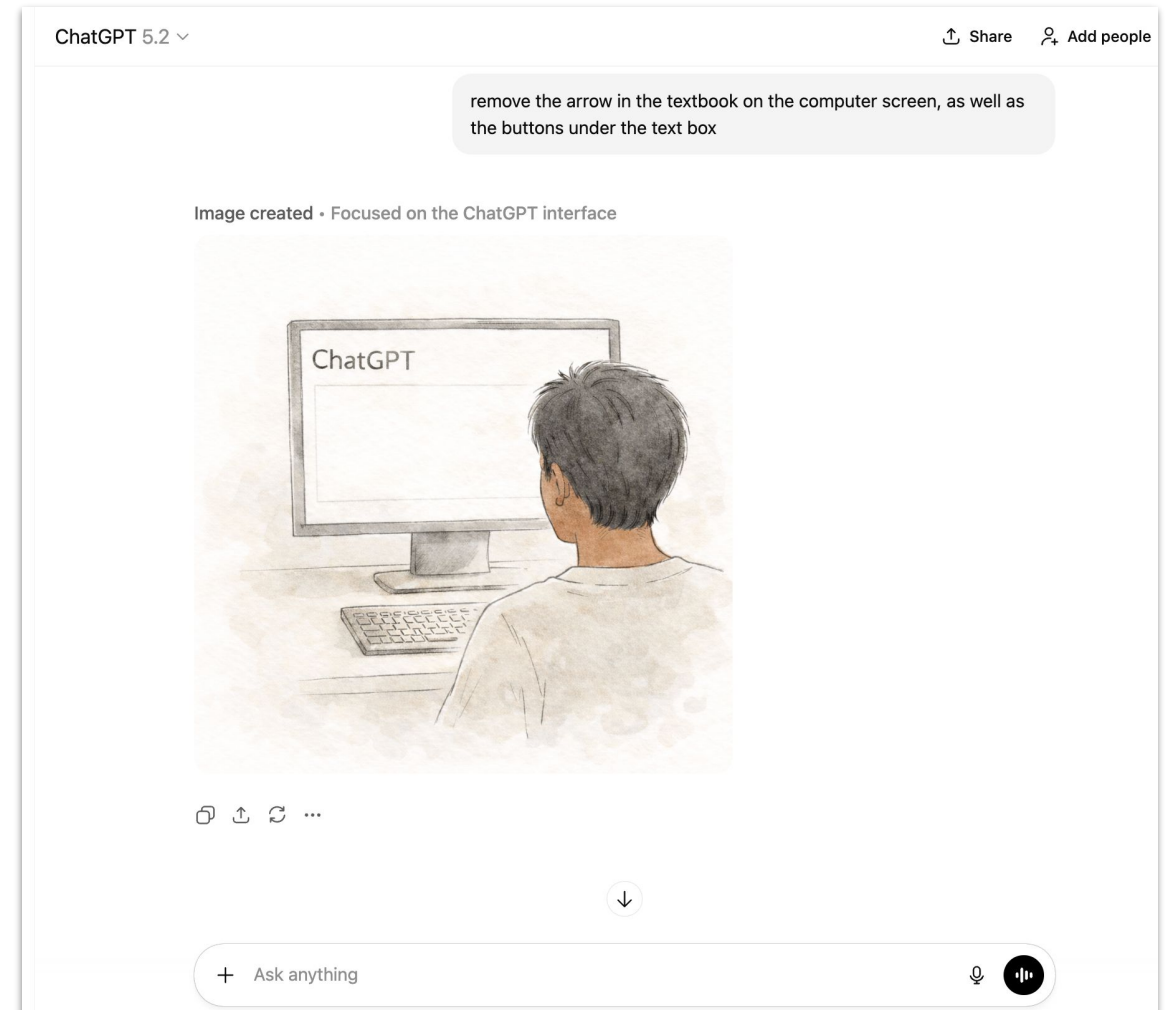
- Core message (1 short version, 1 longer version)
- 3–5 WhatsApp or SMS message variants
- Draft poster or flyer copy (headline + details + call-to-action)

Workflow tool: Create images

Create simple visuals for outreach without starting from a blank design.

How to use it

1. Start with a clear brief (audience, message, tone)
2. Generate 1–2 options
3. Refine (language, layout, emphasis)



Follow-up prompt: Create an Image

Task

Create 2 WhatsApp announcement images for a community health camp.

Context

Event: free health camp
Audience: local community members
Primary use: sharing in WhatsApp groups
Secondary use: printing on notice boards
Language: Hindi

Output

- **Headline (Hindi):** “Free Health Camp”
- **Details:** date • time • location (high contrast)
- **CTA:** “Walk-in” / “Register” + phone / QR
- **Design:** friendly illustration, **non-clinical**, uncluttered
- **Layout:** square, readable on a phone
- **Branding:** leave space for logo (top or bottom)

Power-ups: Outreach campaign

PROMPT

1) Meta-prompt design ideas

Ask for 3 image styles, choose one, then generate the image.

 [Sample prompt](#)

PROMPT

2) A/B Test Messaging


Generate multiple versions and predict which will get more replies.

 [Sample prompt](#)

TOOL

3) Edit an image


Upload an image and make targeted edits (text, color, emphasis).

 [Sample prompt](#)

TOOL

4) Voice mode

Speak event details to draft WhatsApp copy and poster text fast.

 [Tutorial](#)

Practice: Outreach campaign

Try it (8 min)

Step 1 – Write the message:

1. Create 1 short core message
2. Create 2 WhatsApp variants

Include: service, date, time, location, call-to-action

Step 2 – Create the image

3. Generate 2 WhatsApp-ready images that match your message

Discuss at your table (2 min)

- What's **one change** you made that noticeably improved the result?
- What's **one follow-up prompt** you'd try to improve it further?

08:00

Nonprofit Roundtable

Keynote

Group Photo

Lunch

Recharge and connect.

Design Sprint

Choose one real pain point and design a reusable AI workflow.

Recap

This morning, we...

- Watched example workflows
- Tried prompts with sample data
- Explored tools (Projects, Data Analysis, Imagen)

This afternoon, you'll

- Pick one real problem from your work
- Build one reusable AI workflow for it
- Leave with a saved prompt you can use tomorrow

Design Sprint Goal:

Leave with one workflow that helps with a real task in your organization (not just a demo).

Pick a build path

1 Knowledge assistant

Create a resource to answer common questions.

2 Data → insights

Turn one spreadsheet into a repeatable analysis + story.

3 Outreach campaign kit

Build outreach messages + a WhatsApp-ready visual.

4 Choose your own (guided)

Pick a real problem and build a reusable workflow.

Sprint Rules

Scope (keep it small)

- One user • one job • one output format
- Use real inputs
- Start small; Iterate

What does “done” look like?

- A saved workflow (as a Project, GPT, or in a Note/Doc)
- One example input + one example output
- Starter prompt (Task + Context + Output)

Try & Share

- Fill out the template as we go
- Grab a peer on the same build path, and share

ChatGPT Design Workflow

- 01 Define the Problem
- 02 Describe the Process
- 03 Clarify the Output
- 04 Define Success
- 05 Prepare to build!

Workflow tool: Canvas

 [TRY in ChatGPT](#)

A document editor where you can collaborate on writing and coding projects.

How to use it

1. Ask ChatGPT to open **Canvas**
2. Add: Problem, Steps, Output, Success
3. Write your starter prompt
4. Add one real input + output
5. Edit as you test and improve

Ai Workflow — Design Sprint ▾



1) What's the challenge you face?

Today:

(What is happening now that is painful, slow, confusing, or inconsistent?)

We want instead:

(What should happen instead?)

If this worked, we would see:

(What would be better, faster, cheaper, safer, or easier?)

2) Which AI Solution Type fits this?

Choose one and explain why:

- Answer & Assist
- Create & Communicate
- Sort & Scan
- Learn & Decide
- Automate Admin

01 Define the Problem

Try this 'fill in the blank' to get started:

My pain point at work is that
(specific issue).

If I had **(specific improvement)**,
I would **(see this impact)**.

01 Define the Problem (Example)

A pain point at my organization is that **(specific issue)**.
If I had **(specific improvement)**, I would **(see this impact)**.

Each month **new field staff take weeks to learn our processes, forms, and rules, and often make mistakes in the meantime.** If we had **a simple onboarding and reference system that answered questions based on our training materials** we would **reduce errors, shorten onboarding time, and deliver services more consistently.**

5 Solution Types

1) Answer & Assist

“I get a lot of questions and can’t keep up with answering them all.”

2) Automate the Admin

“I keep doing the same tasks over and over and it’s taking time away from more important work.”

3) Create & Communicate

“I need to write or create something to share with others.”

4) Sort & Scan

“I spend too much time reviewing information that follows a pattern.”

5) Learn & Decide

“I want to learn something new or need better insight to make smarter choices.”

01 Define the Problem

- Write your problem statement
- Identify which AI Solution Type your problem falls under
- Underline: who is the user + what job are they trying to do

Example: A pain point at our nonprofit is that we receive the same beneficiary questions every day across WhatsApp and phone calls, and staff answer inconsistently. If we had a simple, approved ‘answers library’ that could draft responses in local languages based on our program guidelines, we would respond faster, reduce misinformation, and free up staff time for casework.

02 Describe the Process

Let's define the steps required to solve your problem.

- Write down the steps needed to run the process *today*.
- Describe how you currently do the process
 - Who does what?
 - When do steps happen? Do they rely on the step before?
 - What information do you use to move the process forward?
- Note what inputs you use at each step.

Example: Today, when a beneficiary asks a question, staff search old messages or documents, rewrite an answer, translate it, and send it back. The result depends on who replies and important details are often missed. With an approved answers library, staff would paste the question and language, pull the right policy text, generate a clear response with next steps, flag uncertainty, and save the final answer for reuse.

03 Clarify the Output

TRY
(10 min)

Define the ideal output

- What should the output look like? Think about how you'd tell a new employee to produce something.
- Your “output” could be an answer to a question, a piece of content, an image, a spreadsheet, or anything else you want ChatGPT to generate by the end of the process.

Example: The output should include a WhatsApp-ready reply, a short phone script, and a brief note showing which policy or guideline the answer came from. Responses should be written in simple, respectful language for community members, with Hindi as the primary language and English or another local language when needed. Every reply should include clear next steps and an escalation line for edge cases.

04 Define Success

This is not a part of your solution explicitly, but is still **very important!**

- Write 3–5 checks that tell you it's good. Examples:
 - **Accuracy:** no made-up facts; cites the right source
 - **Usability:** staff can use it without rewriting
 - **Time saved:** from ___ minutes to ___ minutes
- If you're stuck, think about how you'd do this for a new employee. It should be the same.

Example: This works if different staff get the same accurate answer, the response matches official program rules, and beneficiaries understand what to do quickly. Each reply should include eligibility, next steps, and an escalation path without making up information. In practice, success means faster replies, fewer clarifications, and more questions resolved correctly the first time.

05 Prepare to build your workflow

You should have:

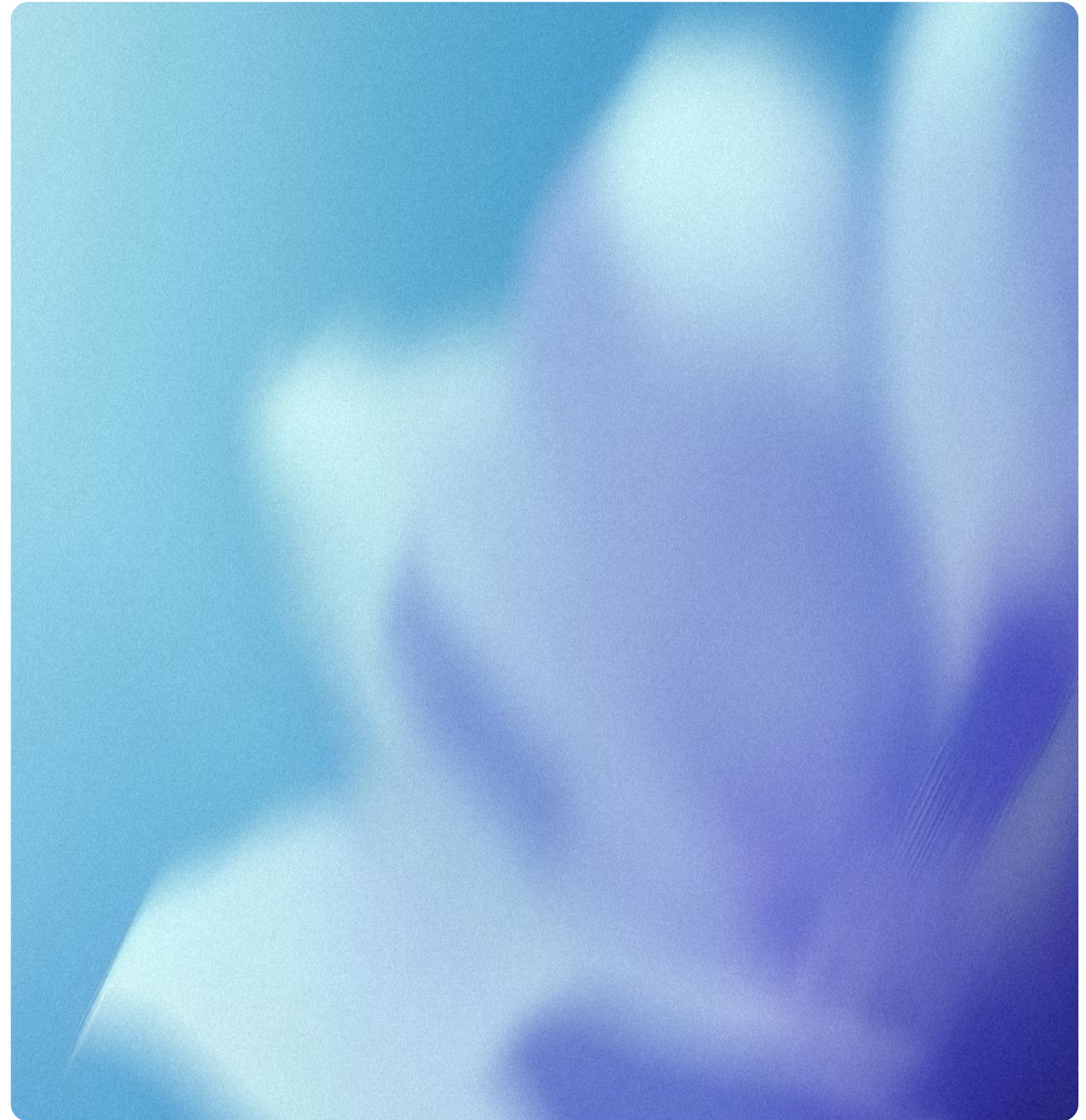
- A clearly defined challenge
- A process (Non-AI & AI)
- A specified output(s)
- Success metrics

and

- A place to build your solution (Project, GPT, Doc, etc.)

Stand & find someone new... (10 min)

1. Explain the problem you're trying to solve
2. Explain your workflow as simply as possible, including the user and output
3. If time, one question you want help with



Build Sprint

Turn your spec into a reusable kit.

Build: Prototype, Iterate, & Package

- Build a v1 end-to-end with real input
- Test against your success criteria
- Iterate: tighten instructions, add constraints, add tools, add a human check
- Save your work, so you can re-use it
 - Project
 - GPT
 - As a prompt in Notes / Doc

Need extra help?

Ask Chat!

Example prompt:

Here's my workflow goal: ____.

Here's my input: ____.

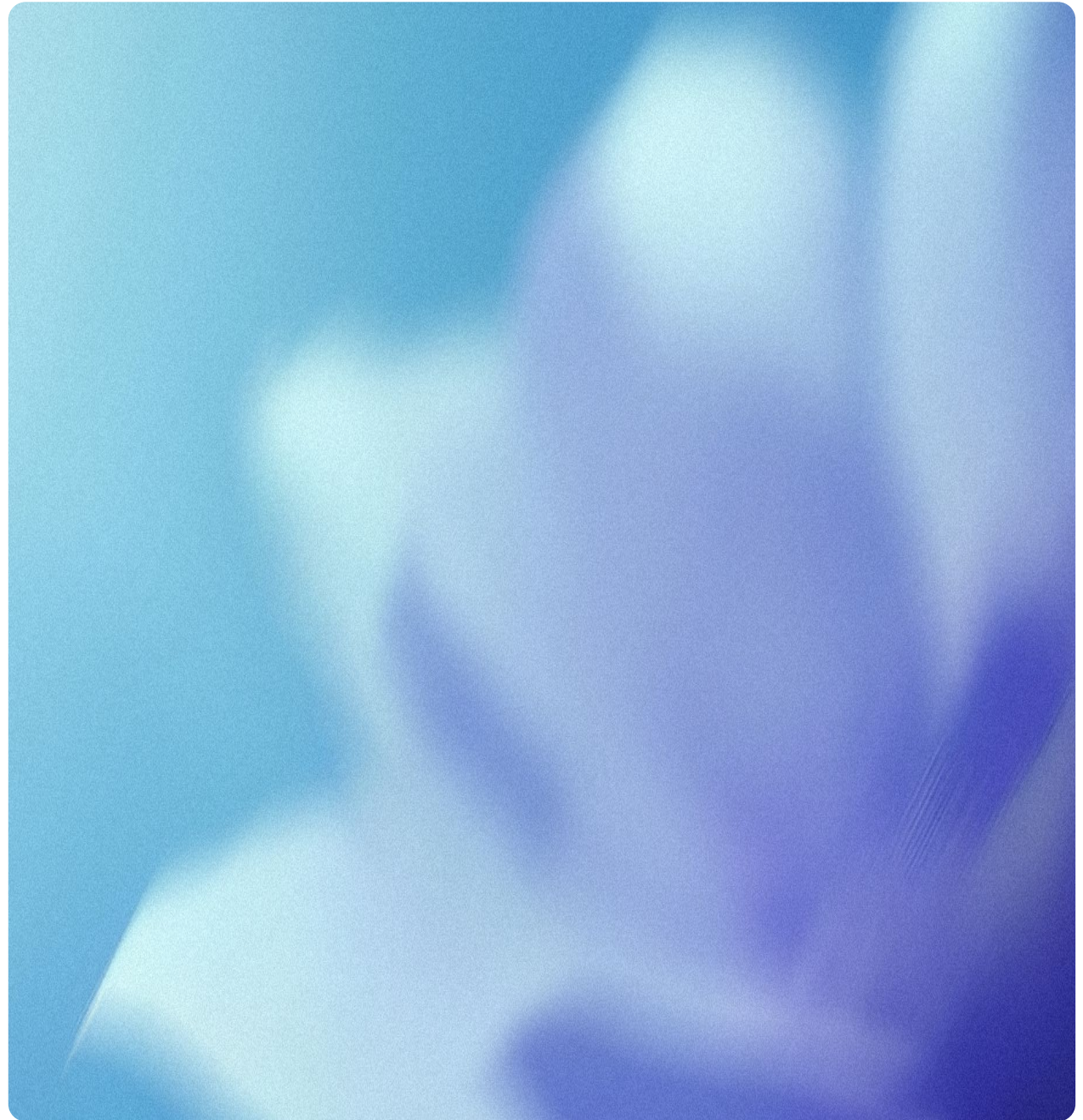
Here's the output format I need: ____.

Suggest 3 changes to my instructions that would improve quality and consistency.



Check-in

- What's working?
- What's challenging?



Chai Break

(10 minutes)

Definition of done

- ✓ Workflow runs end-to-end with **your** example input
- ✓ Prompt is saved (template / Project / doc / GPT)
- ✓ Output is exportable (doc/spreadsheet)
- ✓ Quick human check (Who? What? When?)

Done already? Power up!

(ask a mentor, or Chat, if you need help!)

- Add tools (Apps, Deep Research)
- Add an eval: 3 tests + pass/fail checklist
- Add guardrails

Showcases

Showcase: What did we build?

Each volunteer has 3 minutes.

1) The problem

What was the real pain point you chose?

2) The workflow

What does your AI-assisted process do now? What tools did you use?

3) One result

Describe the result or output of your process.

4) What's next?

Share how you'd improve or level-up the tool you built, or what you want to make next.

Wrap Up

Thank you!



Continue learning with OpenAI Academy

Join our free learning communities to keep building with AI.

OpenAI Academy — India

Workshops, resources, and peer learning for people using AI across India.

👉 **Join the India chapter:**

<https://tinyurl.com/openai-academy-india>



OpenAI Academy — Nonprofits

Templates, training, and a global community for nonprofit teams using AI.

👉 **Join the Nonprofit chapter:**

<https://tinyurl.com/openai-academy-nonprofits>

