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EU AI Academy

Thursday, June 25, 2026

OpenAI Academy


Follow along on OpenAI Academy

- Today's slides
- Sample prompts
- WiFi:
 - WiFi: WeWorkGuest
 - Follow the steps

OpenAI Academy Brussels




Practical resources for EU policymakers

June 23, 2026 · Last updated on June 24, 2026

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EU AI Academy

Thursday, June 25, 2026





OpenAI Academy for Policymakers



June 25th, 2025



Hello! Today's session will show you how to get started with ChatGPT and apply it to everyday work.



Anna Jenkins

Lead EMEA Solutions Engineer

01 Introduction

02 Responsible Use of AI

03 How to prompt

04 ChatGPT Use Cases

05 Codex

06 Wrap-up



The launch of ChatGPT on November 30, 2022 made AI accessible to everyone.



ChatGPT

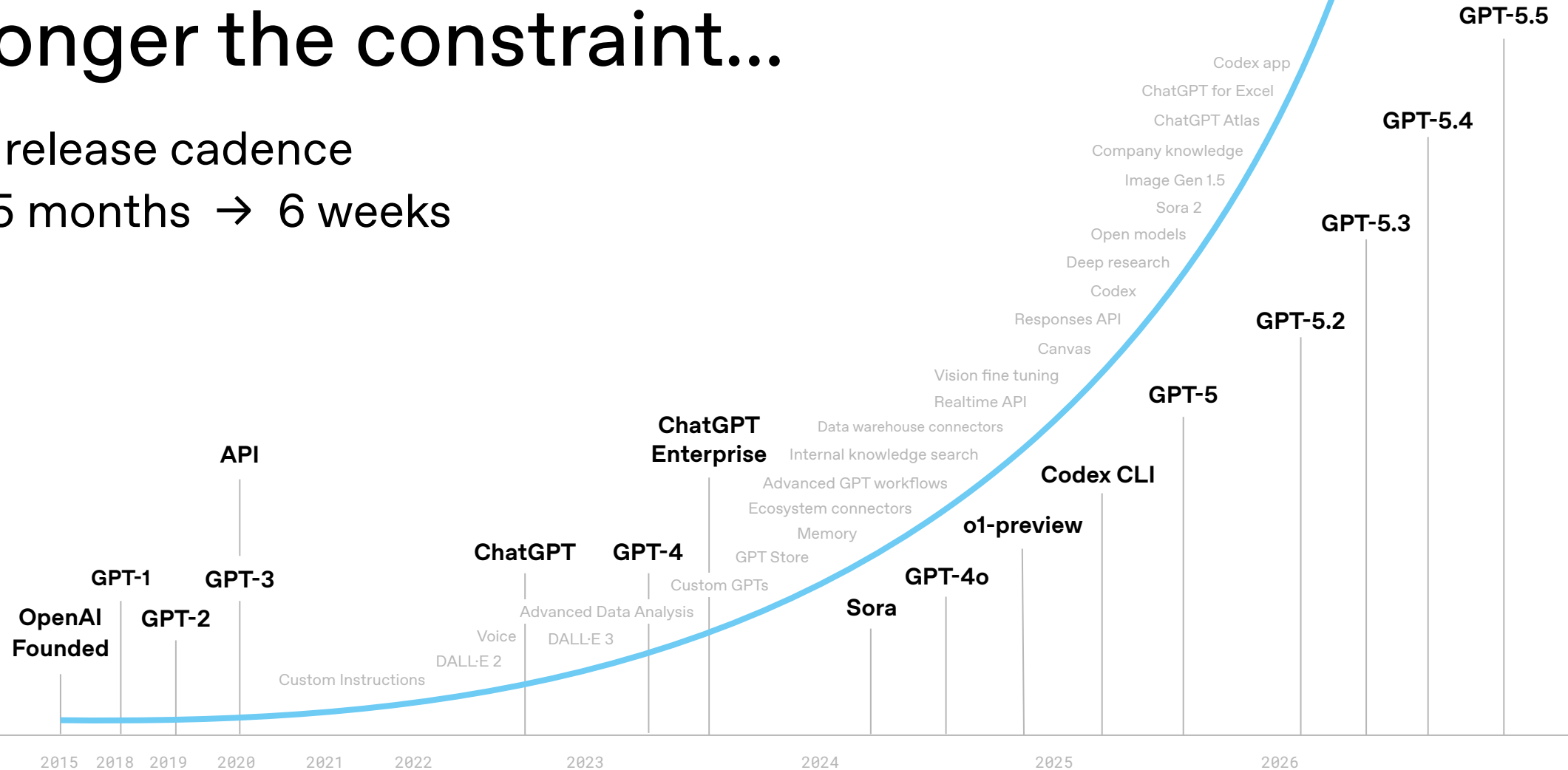


Doing *your* best work



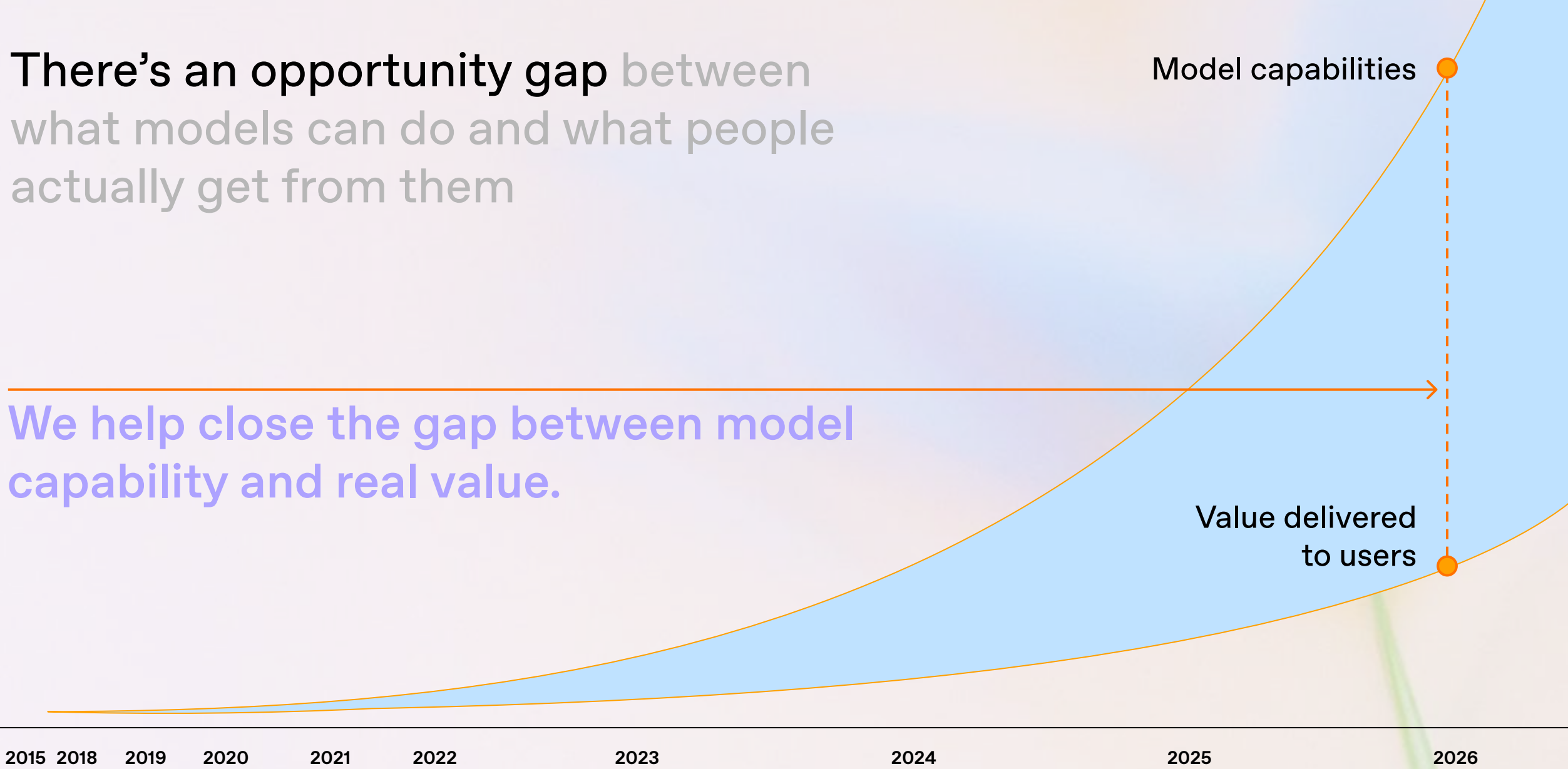
Intelligence is no longer the constraint...

Model release cadence from 15 months → 6 weeks



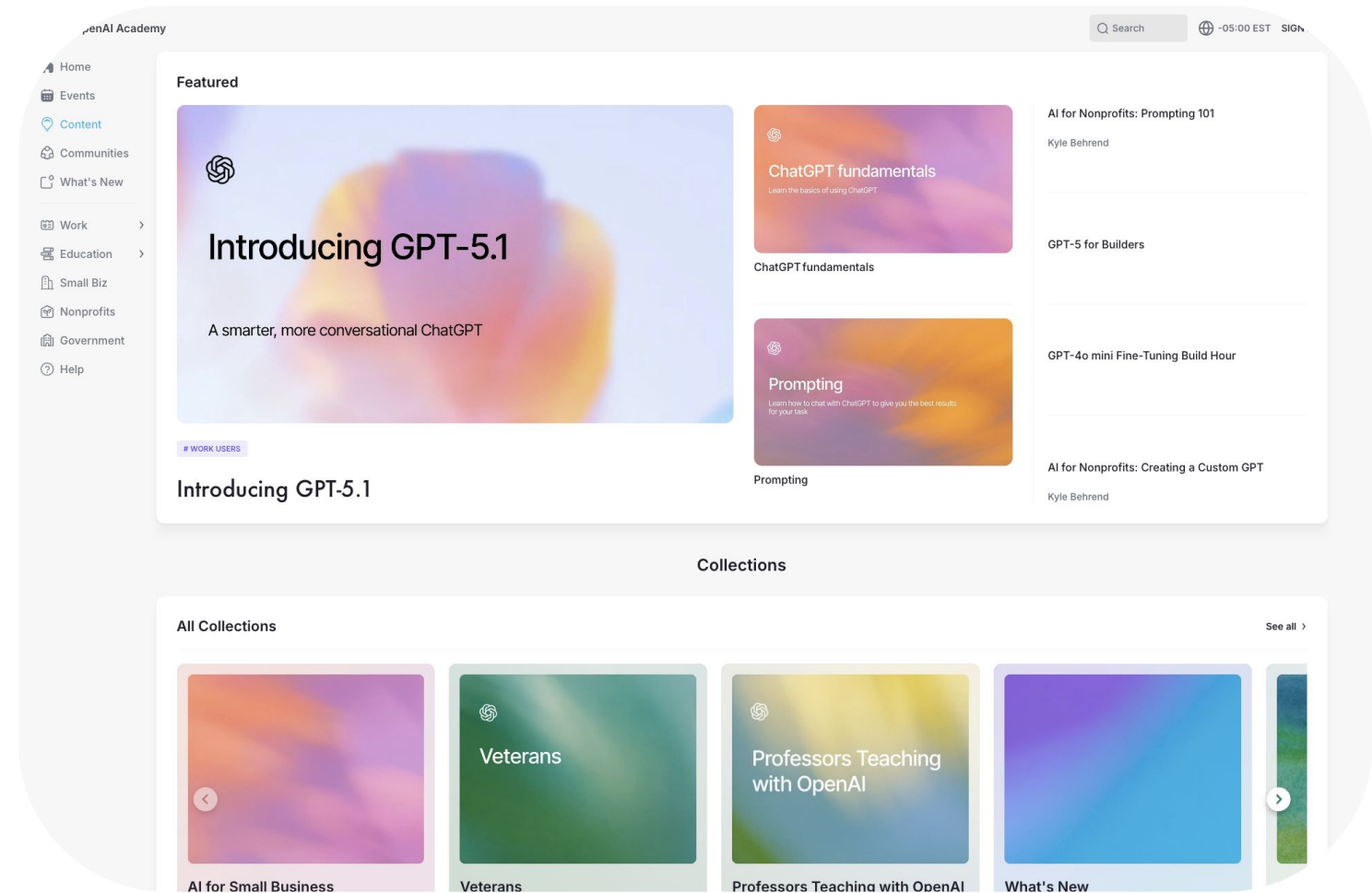
There's an opportunity gap between what models can do and what people actually get from them

We help close the gap between model capability and real value.



OpenAI Academy features...

- In-person and online educational events
- Free on-demand tutorials and resources
- Tailored content for educators, nonprofits, small businesses, veterans, and more.



Follow along online



<https://tinyurl.com/cmf-openaiacademy>

A screenshot of the OpenAI Academy website. The page title is "ChatGPT for Congressional Senior Staff" with a "TRAINING" tag and the date "December 2, 2025". The main content area features a large banner with the title and a description: "Practical resources for House & Senate offices participating in the CMF x OpenAI Academy series". Below the banner are social media sharing icons for X, LinkedIn, and Email. A "Start Here" section with a star icon contains a welcome message and a list of bullet points: "Get comfortable with ChatGPT for day-to-day work on the Hill", "Revisit examples from the live training", "Share practical resources with your team", and "Keep learning long after the session ends". A "Table Of Contents" sidebar on the right lists: "Start Here", "About the Congress Academy Series", "What is OpenAI Academy?", "Follow Along: Today's Slides", "Quick Start: Set Up ChatGPT for Hill Work", "Ready-Made Prompts for Congressional Workflows", and "More on OpenAI Academy resources". The left sidebar contains navigation links: Home, Events, Content, Communities, What's New, Work, Education, Small Biz, Nonprofits, Government, and Help.

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Responsible Use of AI



Protect confidential or personal data



Follow your office's AI policy



Keep a human in the loop for important work



Seek expert review for legal, medical, or financial advice



Watch for hallucinations and perspective



Provide feedback and report policy issues

Data & Privacy Controls

In-app data controls are available to users at all time

Training on user content?

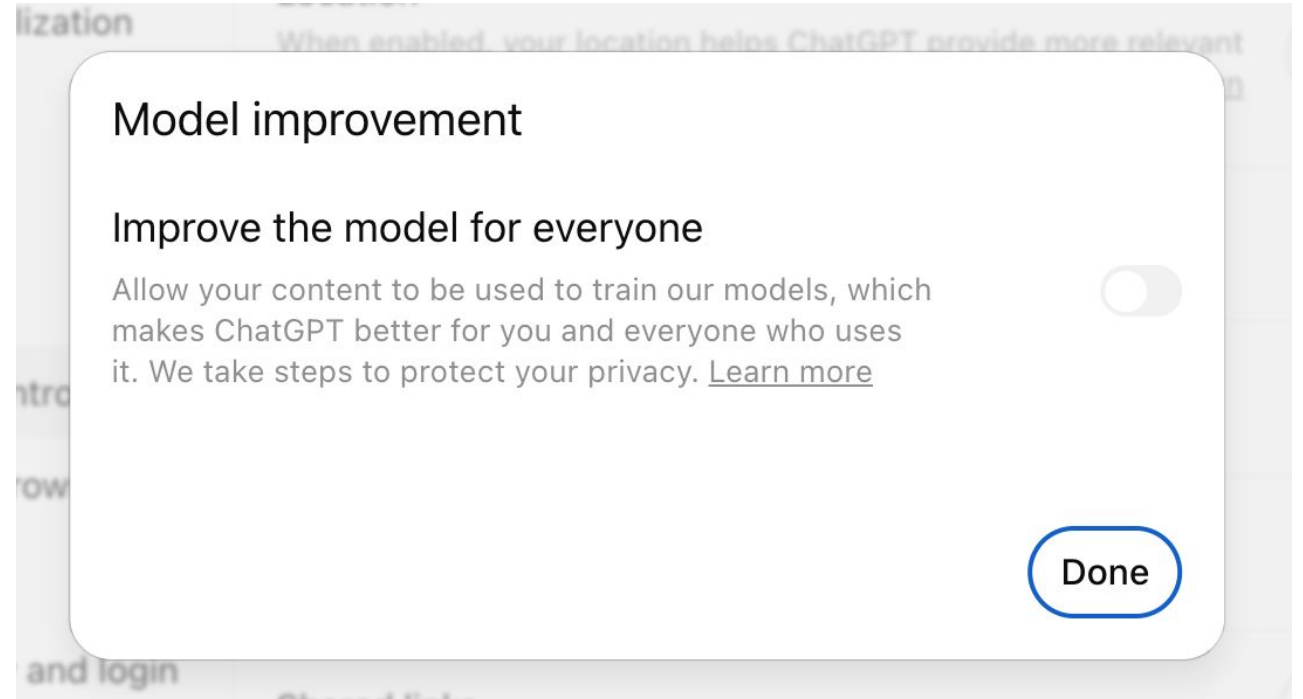
- May be used to improve models(default)
- Opt out anytime in Data Controls

Are chats shareable?

- Private by default
- Shared link is optional

Data retention & deletion

- Saved until you delete
- With Temporary Chat, ChatGPT won't access or create memories for personalization



*Additional Business and Enterprise guarantees including no training on data by default

*Deletion timing can vary when OpenAI must retain data for security or legal obligations

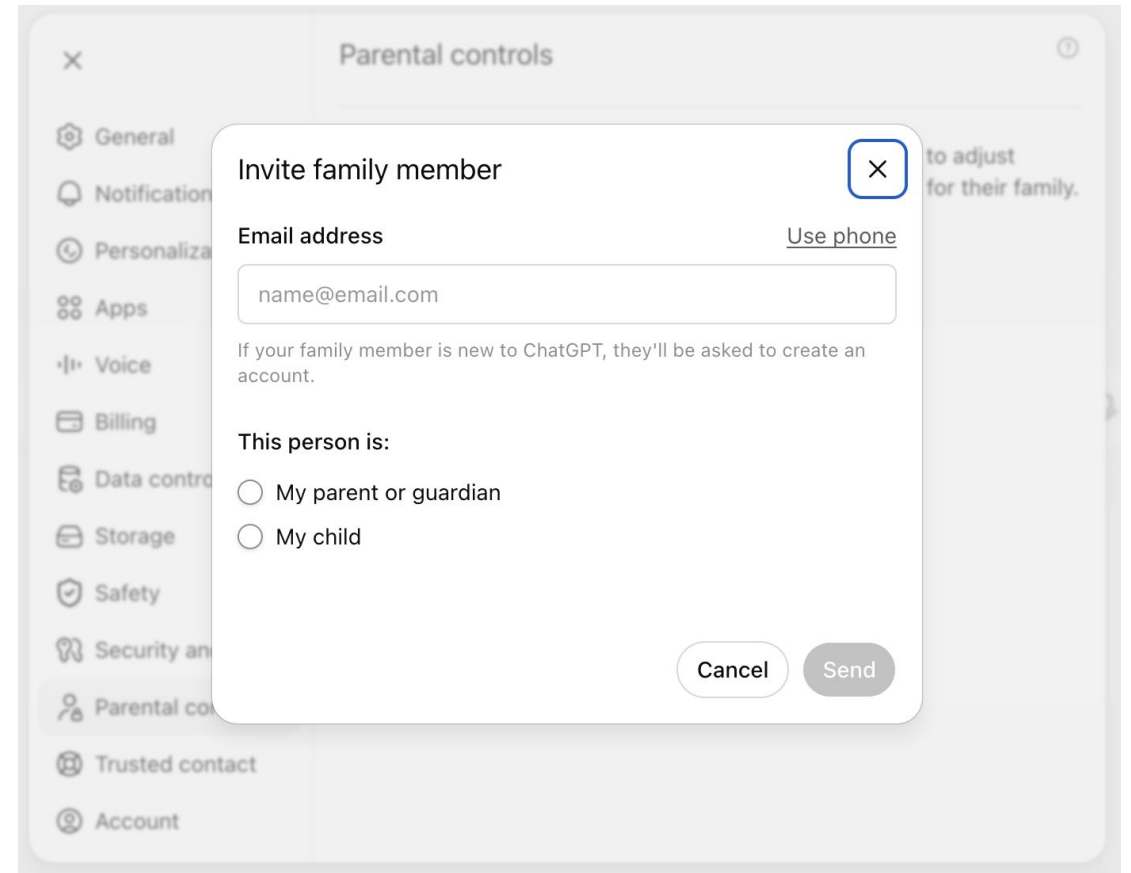
Parental Controls

Supporting age-appropriate experiences for teens

When a parent or guardian and teen link their accounts

- The parent or guardian can manage selected ChatGPT settings for the teen
- Set quiet hours
- Receive safety notifications in situations of distress/self-harm
- Switch off image generation
- Switch off memory

Parental controls do not let a parent or guardian read or monitor the teen's conversations



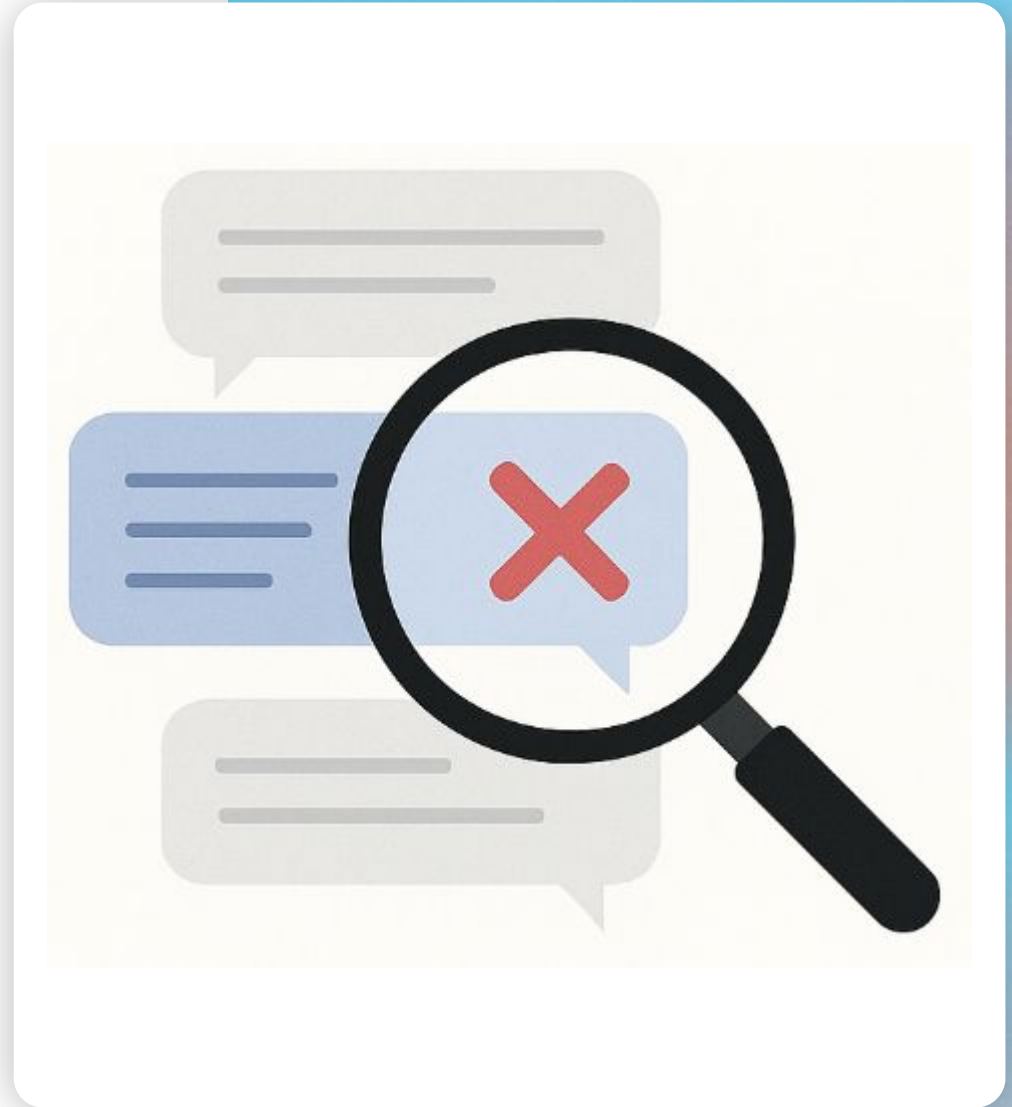
What about hallucinations?

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**.



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As simple as chatting



Task

Explain this [topic] ...

Summarize this [document] ...

Analyze this [dataset] ...



+ Context

for our teachers ...

to support students ...

as a data analyst ...



+ Expectation

using [non-technical] terms.

in [5] bullet points.

formatted as a [report].

Foundations of a good prompt

Example: Creating a policy pitch

Okay
task



You

Create a persuasive policy pitch for a policymaker preparing to brief colleagues and senior decision-makers on a proposal to strengthen public support for workforce development.

Better
+ context /
persona



You

Create a persuasive policy pitch for a policymaker preparing to brief colleagues and senior decision-makers on a proposal to strengthen public support for workforce development. Explain how the proposal could link vocational education and training providers with local employers through short-term, skills-focused partnerships; highlight the benefits for people, communities, and businesses; and identify areas of broad political appeal.

Best
+ output



You

Create a persuasive policy pitch for a policymaker preparing to brief colleagues and senior decision-makers on a proposal to strengthen public support for workforce development. Explain how the proposal could link vocational education and training providers with local employers through short-term, skills-focused partnerships; highlight the benefits for people, communities, and businesses; and identify areas of broad political appeal. Include a 60-second policy summary, a 3-slide briefing outline, and 3 key metrics decision-makers would want to see.



If at first you don't succeed



Iterate

Rephrase, provide more detail, ask follow-up questions.



Clarify

Request evidence, explanations, sources.




Experiment

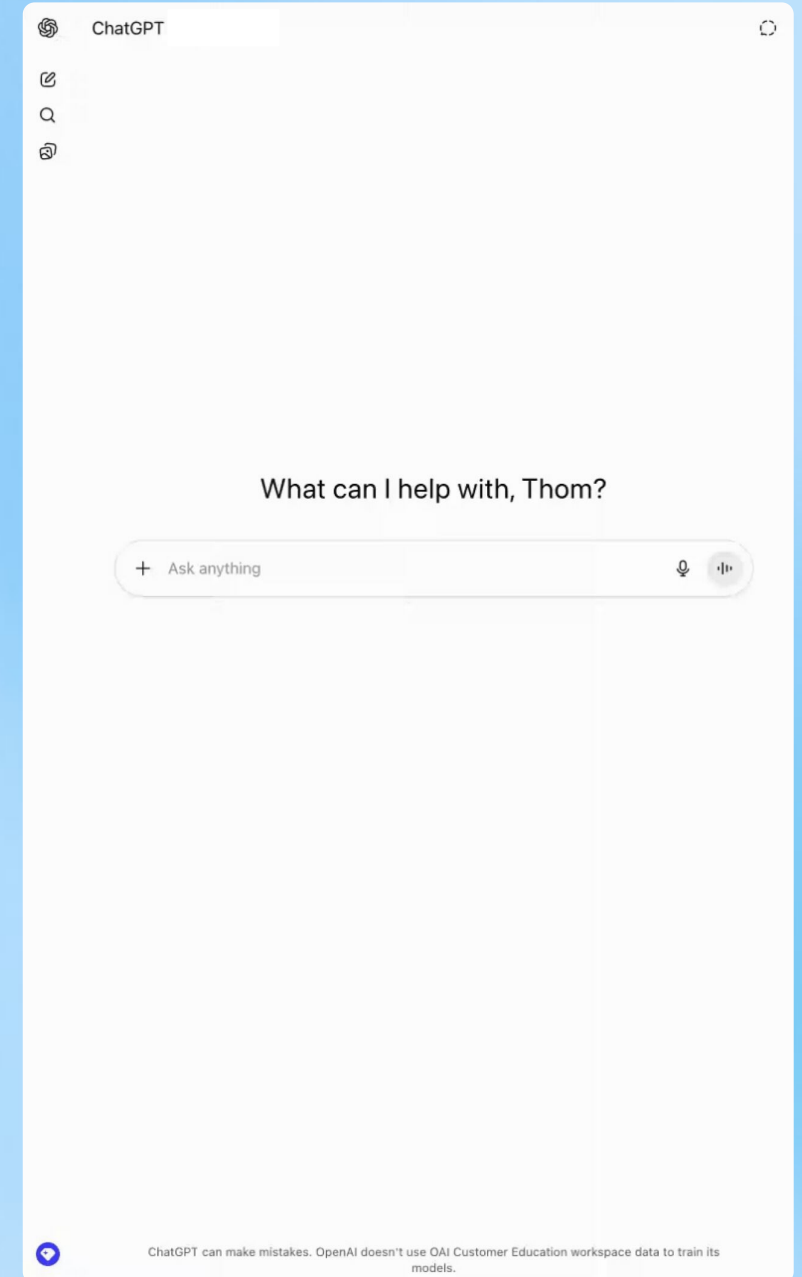
Try different approaches to learn what works.

Use ChatGPT to meta-prompt

Ask ChatGPT to help you write, refine, and adapt more effective prompts for you.

- ✔ Make this prompt clearer and more specific
- ✔ Turn this into a stronger prompt for Pro or Deep Research
- ✔ Rewrite this prompt for a different audience, role, or goal

 **Tip:** Start with voice dictation, then ask ChatGPT to turn your rough idea into a polished prompt.



Which model should I use?

Auto

Picks the right reasoning level for your prompt.

Instant

Fast responses for everyday questions.

Thinking

Deeper reasoning for more complex tasks.

Pro

Most advanced reasoning model for highest rigor or precision.

Rewriting, summarizing, brainstorming.

Professional knowledge work, longer tasks, deep research, and tool use.

Executive-ready analysis, complex STEM problems, high degree of precision is required.



Tip: Auto functionality can be accessed by clicking Configure in the model picker menu and choosing "Auto-switch to thinking."

Let's try together:

 chat.com

 Desktop app

 Mobile app

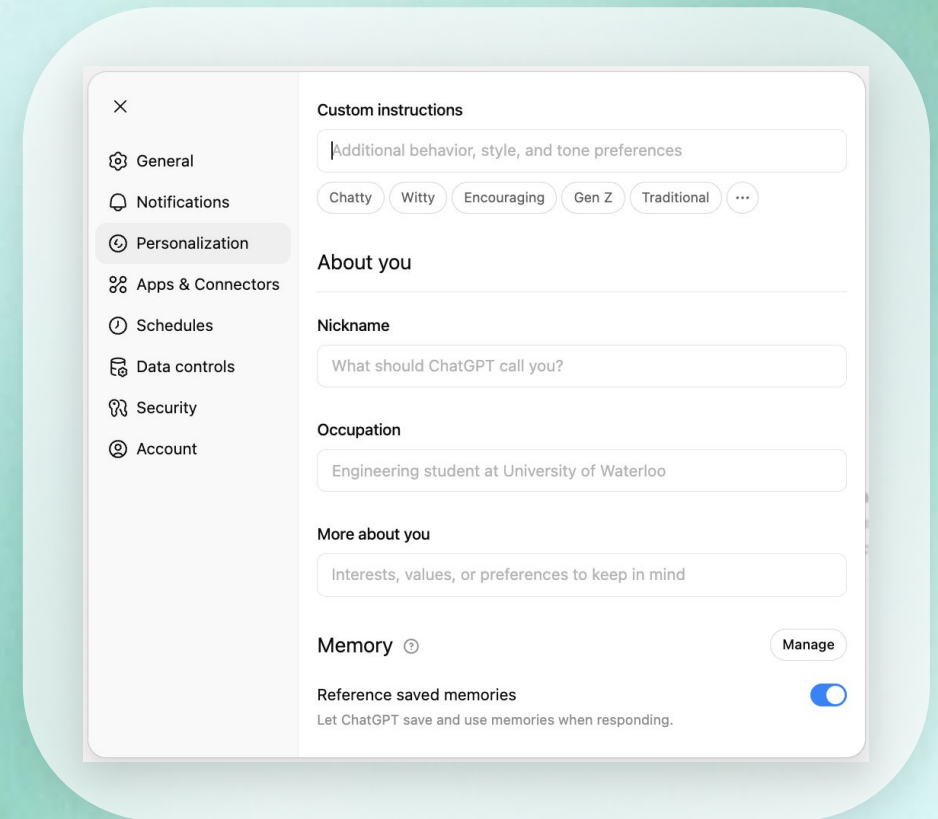
Exercise 1: Personalize

Custom Instructions (Make these your own!)

“Be proactive and think creatively about policy, governance, oversight, and citizen impact. Offer ideas and research support that strengthen EU policymaking, legislative outcomes, and public accountability. Help me analyse data, reports, and stakeholder input to identify trends and policy implications. Share practical strategies I can implement within EU institutional workflows and resource constraints.”

More about you

“I am a **[role]** in **[office]**. My time is limited and I need help optimizing **[key priorities]**.”



The screenshot shows the OpenAI Custom Instructions settings interface. On the left is a navigation menu with the following items: General, Notifications, Personalization (highlighted), Apps & Connectors, Schedules, Data controls, Security, and Account. The main content area is titled 'Custom instructions' and contains a text input field for 'Additional behavior, style, and tone preferences'. Below this are five buttons: 'Chatty', 'Witty', 'Encouraging', 'Gen Z', and 'Traditional', followed by a three-dot menu. The 'About you' section includes a 'Nickname' field with the placeholder 'What should ChatGPT call you?'. The 'Occupation' field contains the text 'Engineering student at University of Waterloo'. The 'More about you' section has a field for 'Interests, values, or preferences to keep in mind'. At the bottom, there is a 'Memory' section with a 'Manage' button and a toggle switch for 'Reference saved memories', which is currently turned on. Below the toggle, it says 'Let ChatGPT save and use memories when responding.'

Exercise 2: Generate your own prompts

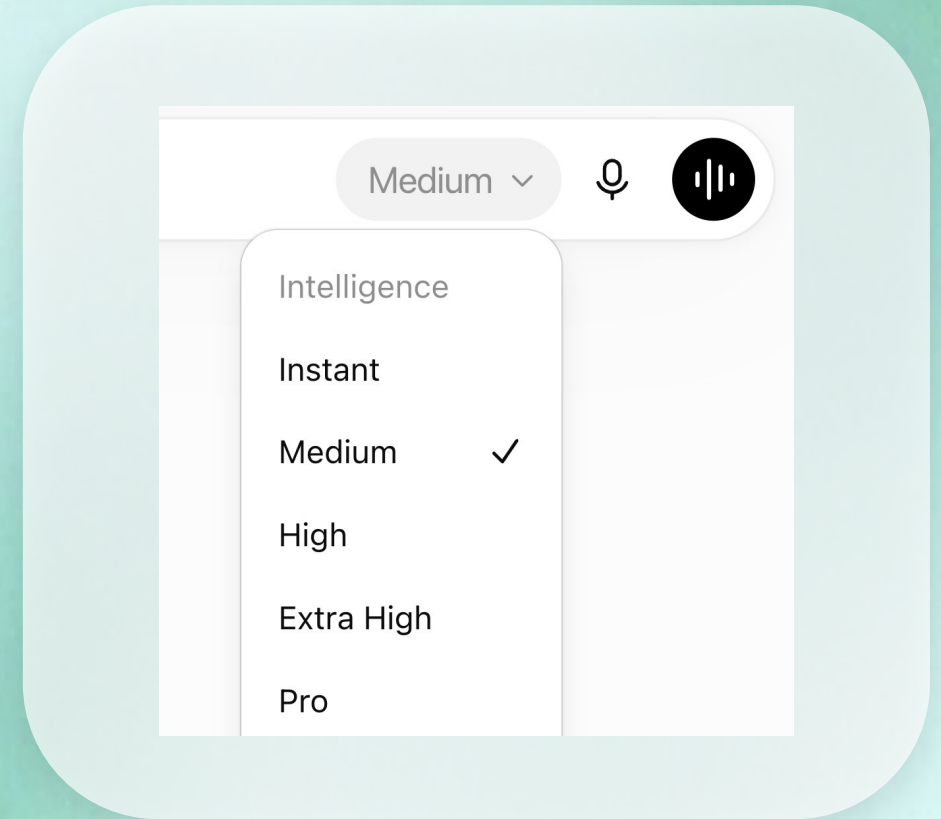
1. Ask ChatGPT to help you write 3 prompts for a real task this week.
2. Pick one and add context: audience, goal, constraints, and output format.
3. Ask ChatGPT to make the prompt clearer, more specific, and reusable.

Ready when you are.

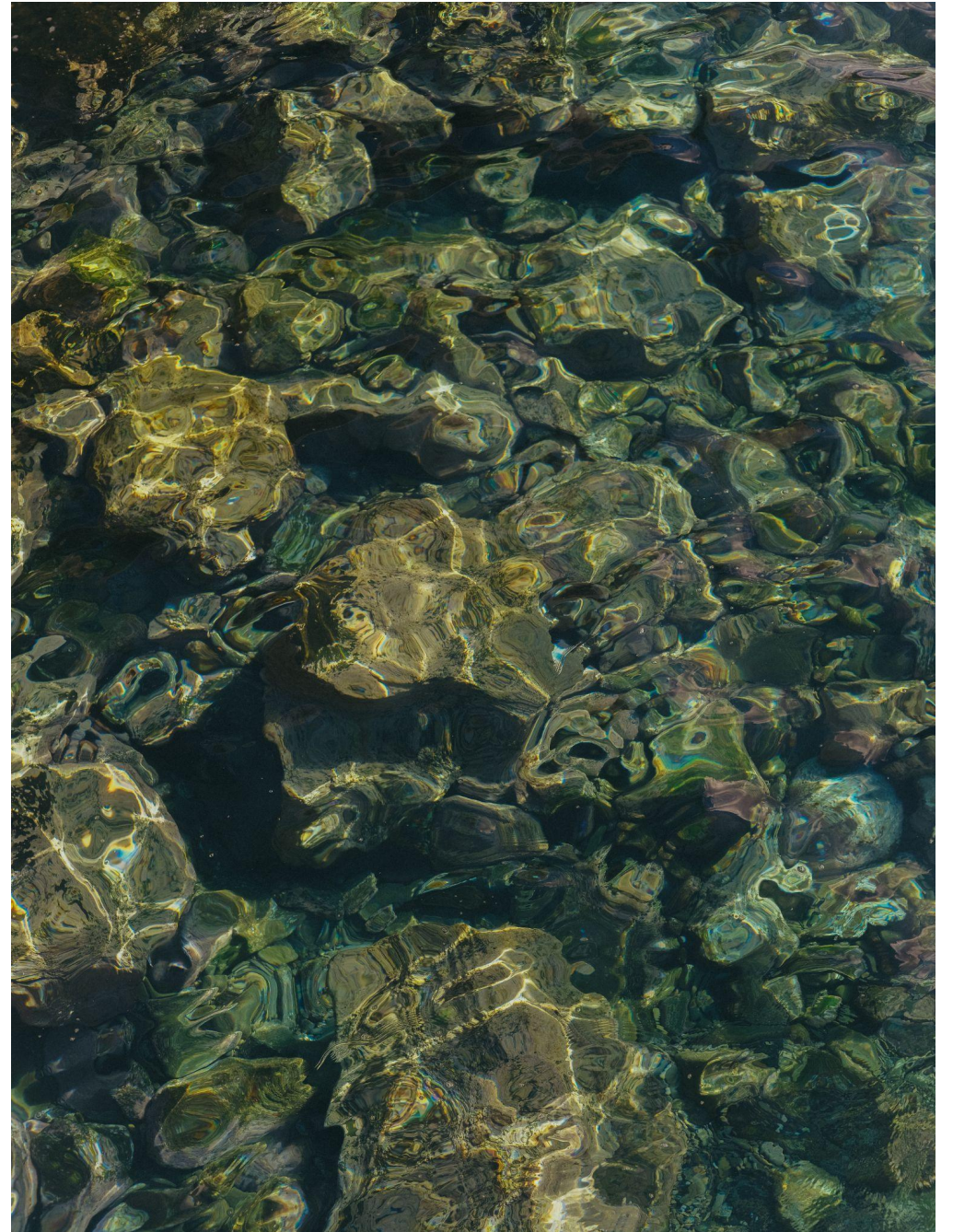
+ Add your prompt here..|

Exercise 3: Compare reasoning levels

1. Choose a simple policy or work question.
2. Run the same prompt with Instant, Medium, Thinking, or Pro.
3. Compare speed, depth, structure, and what you would trust for real work.



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ChatGPT Use Cases

Policy & Legislative Analysis

Quickly summarize and compare the content, implications, and potential impacts of new legislation.

Policy Research & Evidence Synthesis

Rapidly gather, synthesize, and contextualize information from trusted sources to inform policy decisions.

Committee & Meeting Preparation

Provide comprehensive background briefs and key questions by analyzing prior hearings, testimony, and subject-matter expertise.

Public Communications

Generate clear, polished talking points, press releases, and speeches tailored to different audiences.

Citizen & Stakeholder Engagement

Produce constituent responses in plain language and translate them accurately into multiple languages.

Secure, Independent Project Work

Enable safe AI experimentation and productivity gains on sensitive or confidential projects in controlled environments.

ChatGPT Use Cases

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Policy & Legislative Analysis

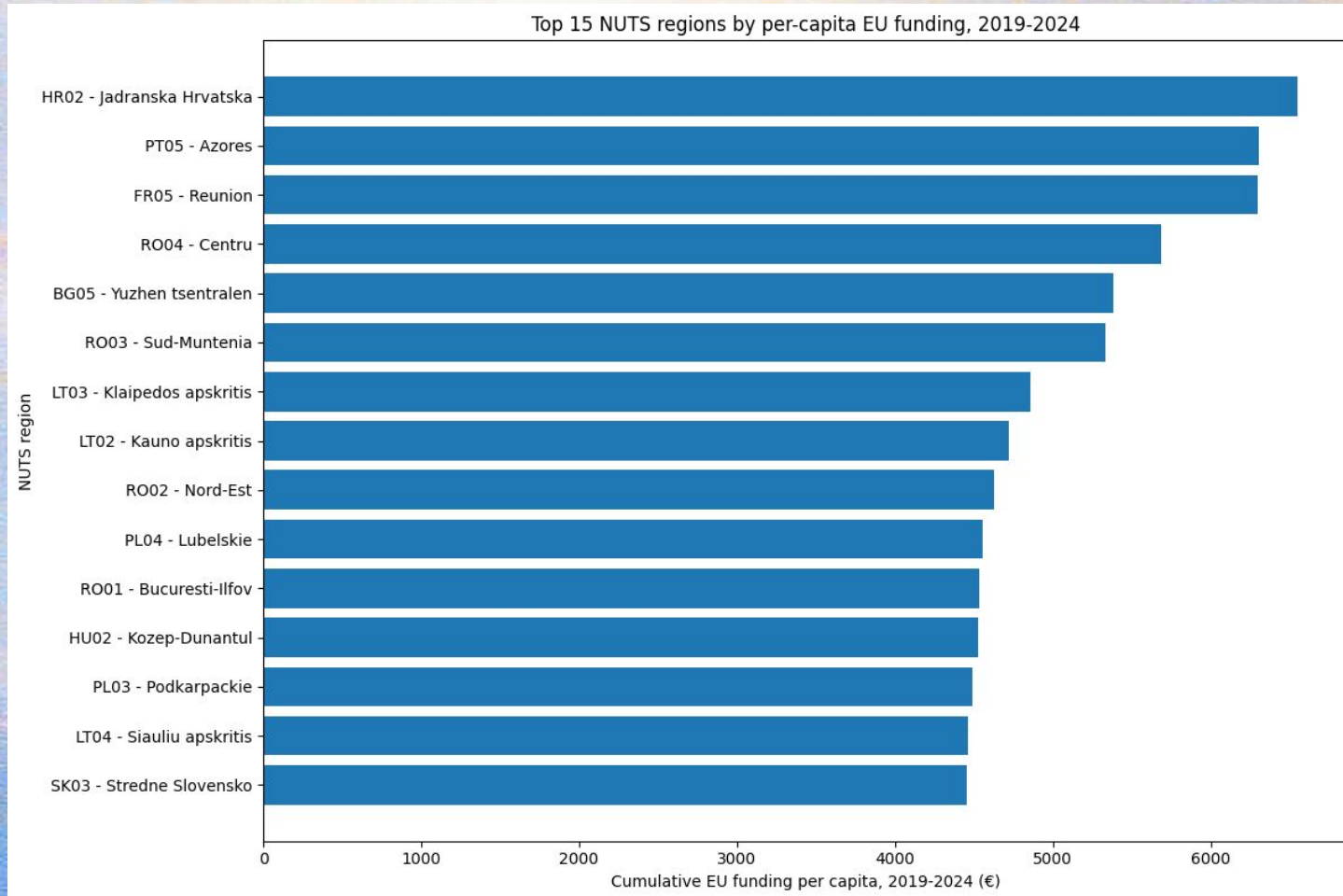
- ↑ Faster policy research turnaround
- ↑ More consistent, decision-ready outputs
- ↑ Better scenario and sensitivity analysis

Project

Conduct rapid, defensible legislative research with ChatGPT—combining document review, data analysis, scenario modeling, and polished briefing generation into one workflow. Produce standardized, citation-backed summaries, charts, and oversight questions that help Members understand impacts, prepare for hearings, and communicate clearly with constituents and stakeholders.

How

File uploads
Advanced data analysis
Artifact generation



Europe space policy memo

Update

- ✔ Collect recent policy and industry reports from the allowed EU and space sites.
- Summarise current roles of EU, ESA, national agencies, and commercial actors.
- ⊖ Identify key challenges and opportunities across innovation, launch, and supply chains.
- ⊖ Draft 10–15 expert questions with likely answers and follow-ups.
- ⊖ Compile expert bios, policy options, consensus points, and citations.

Sites



6

Selecting experts for the research...

209 searches

Committee & Meeting Preparation

- ↑ Faster hearing prep cycle
- ↑ Higher-quality questioning
- ↓ Reduced research risk

Project

Build hearing-ready briefing packets in hours, not days—combining issue history, witness bios, and Member-priority questions with expected answers and smart follow-ups. Accelerate preparation, improve on-the-record outcomes, and reduce verification burden with sourced, structured intelligence tailored to each hearing.

How

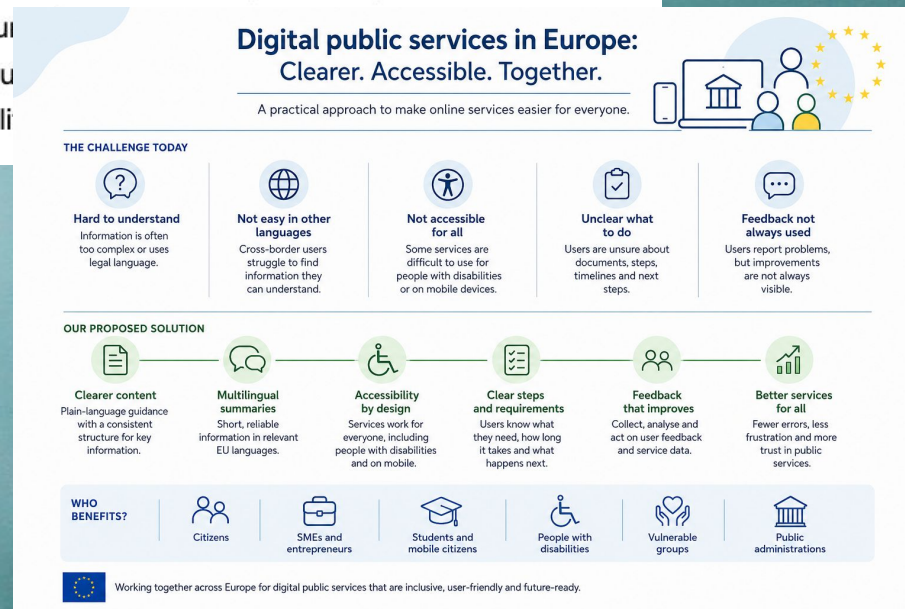
Deep Research

Réponse destinée au public

Les services publics numériques doivent être simples, accessibles et fiables pour toutes et tous en Europe.

De nombreux services publics sont désormais disponibles en ligne, mais les usagers rencontrent encore des obstacles concrets : instructions peu claires, langage juridique ou technique, formulaires difficiles à utiliser, informations limitées dans d'autres langues de l'Union européenne, ou incertitude sur les documents à fournir et les étapes suivantes.

L'approche proposée est pratique et progressive. Elle ne vise pas à remplacer les systèmes nationaux ni à créer un portail européen. Elle invite plutôt les administrations publiques à appliquer des normes communes de qualité.



Citizen & Stakeholder Engagement

- ↑ Faster copy turnaround
- ↑ Higher throughput with the same staff
- ↑ Better signal extraction from large-scale feedback

Goal Produce constituent responses in plain language and translate them accurately into multiple languages.

How Image Analysis & Generation
Canvas
Translation

Let's try together:

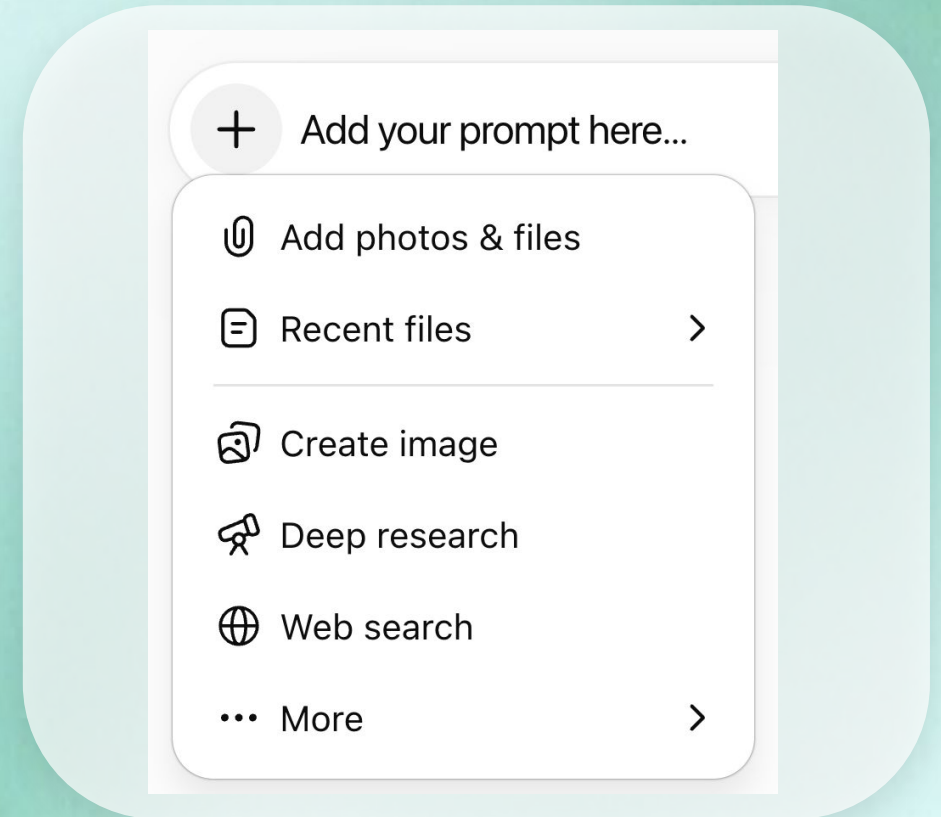
 chat.com

 Desktop app

 Mobile app

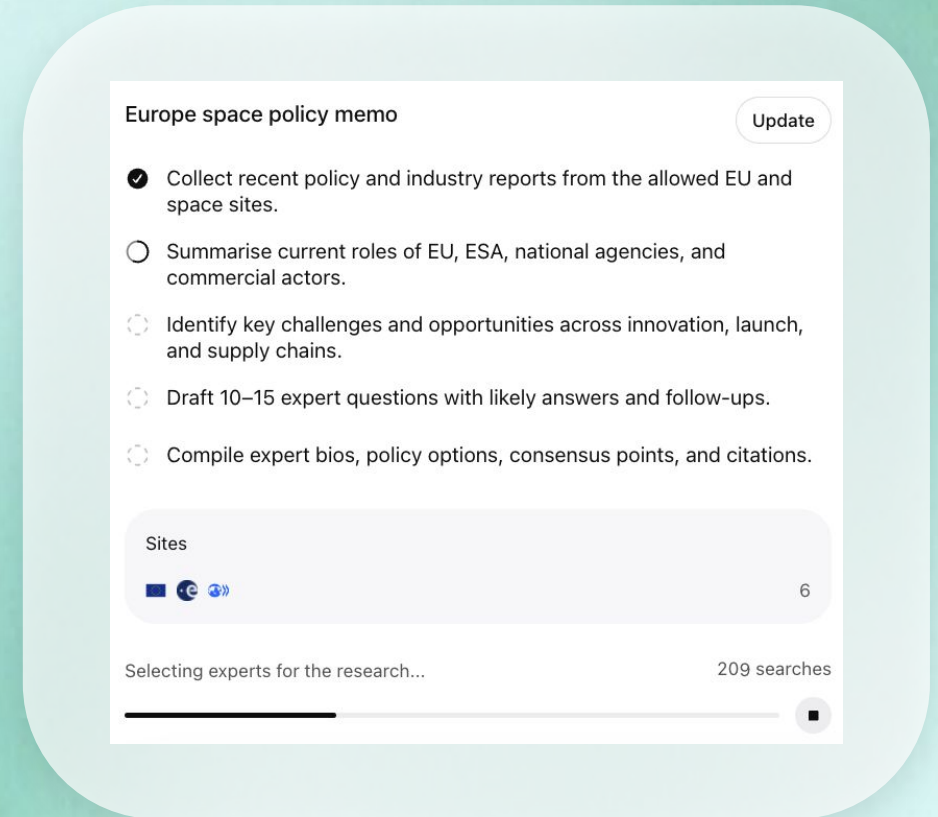
Exercise 1: File Upload

1. Upload a short, non-confidential document or PDF.
2. Ask ChatGPT for a plain-language summary, key facts, and open questions.
3. Ask it to turn the summary into a 5-bullet briefing with citations or page references.



Exercise 2: Build a Deep Research Report

1. Choose one policy or work question you want answered.
2. Give ChatGPT a starter prompt and ask it to optimise.
3. Review the research plan, adjust it, then let it run.
4. Ask for an executive summary, source table, risks, and next-step questions.



Exercise 3: Generate an artifact

1. Ask ChatGPT to turn your answer or research into a useful output.
2. Pick a format: one-page brief, comparison table, or image.
3. Iterate on layout, tone, missing details, and audience fit.
4. Review the facts before sharing or exporting.



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The role AI plays in knowledge work is changing

New chat

What are the key drivers of customer churn?

Key drivers of customer churn include pricing, product value, customer support, and onboarding experience.

Ask anything...

Phase 1
Chatbots
Answer a question

Document Spreadsheet Email draft

Market analysis

Revenue forecast

	Q1	Q2	Q3	Q4
Product A				
Product B				
Total				

Email draft

Hi team,

AI suggestions

- Add customer segmentation insight.
- Check Q2 assumption against latest data.
- Consider highlighting key risks in the email.

Phase 2
Co-pilots
Work side by side

Phase 3
Agentic delegation
Complete the workflow

Inbox Request → Research notes → Spreadsheet → Presentation → Sent email

Intent clarified → Context gathered → Insight synthesized → Outcome delivered

agentic value: clear intent → end-to-end outcome

Knowledge worker leverage

more autonomy,
more need for checkpoints

With Codex, you can **just build things.**

Decks, reports, workflows, and more

Work gets hard when context is everywhere

Calendar

Meetings, prep, and schedule changes



Messages

DMs, mentions, and replies



Follow-ups

Email, docs, and decisions owed



What makes Codex useful for work

01

Work across your tools

Spreadsheets, docs, messages, dashboards

02

Build usable outputs

Decks, reports, workflows, trackers

03

Keep work moving

Updates, follow-ups, recurring tasks

Cross-functional project tracker

2026 Accelerate Logo Launch RACI Tracker

File Edit View Insert Format Data Tools Gemini Extensions Help

100% | 123 | Carlito | 14 | B I A

B6 =COUNTA('RACI Matrix'!\$A\$6:\$A\$17)

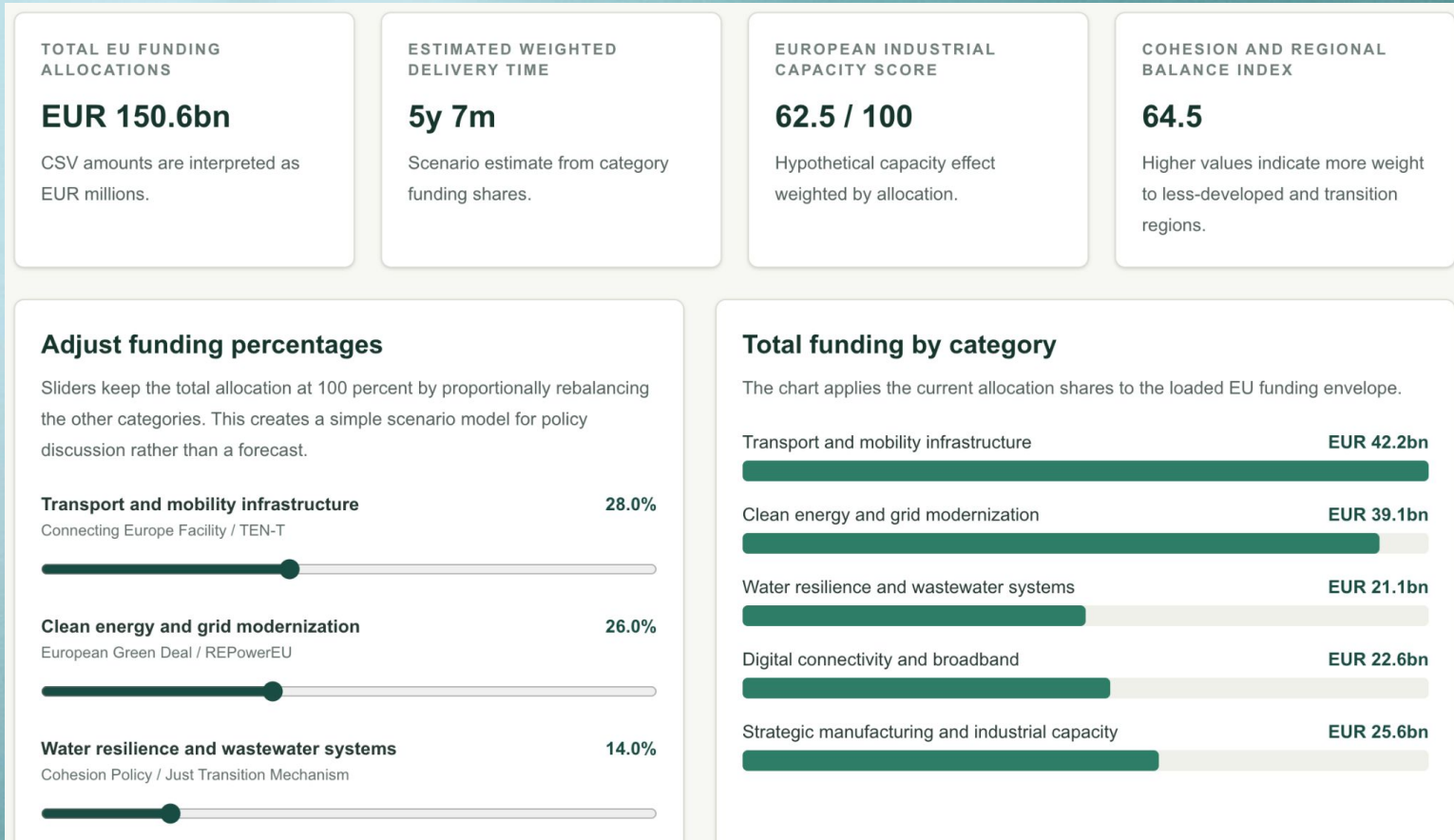
	A	B	C	D	E	F
1	Project Tracker Dashboard					
2	Summary view for 2026 Accelerate Logo Launch RACI project tracker. All formulas update from Team List and RACI Matrix.					
3						
4	KPI Snapshot					
5	Team Members	8	Top Responsible	Priya Raman		
6	Deliverables	12	Top Accountable	Maya Chen		
7	Ready RACI Rows	12	Blocked Items	1		
8	Coverage Issues	0	Next Due Date	2026-05-01		
9						
10						
11	Role totals					
12	Role	Definition	Total	Most Assigned To	Count	Use
13	R	Responsible	17	Priya Raman	8	Execution load
14	A	Accountable	12	Maya Chen	4	Decision ownership
15	C	Consulted	28	Maya Chen	6	Review demand
16	I	Informed	39	Omar Grant	10	Comms demand
17						
18						
19	Coverage checks					
20	Check	Formula-driven status	Result	Target	Notes	
21	Exactly one Accountable per row	0	OK	0 issues	Each deliverable should have one A owner	
22	At least one Responsible per row	0	OK	0 issues	Each deliverable should have at least one R owner	
23	Blocked deliverables	1	Review	Review	Dummy data intentionally includes one blocked row	
24	High-load people	3	Review	Review	Load band based on active R/A/C roles	

Sending a calendar invite based on availability

The screenshot shows a Microsoft Outlook calendar interface for February 2026. The main view is a weekly calendar grid from Sunday, February 22, to Saturday, February 28. The calendar is populated with various meetings and events, including "Startup Team", "Appt. Product", "TS Release Re", "Leader", "Applied Month", "Codex Weekly", "General Agent", "Need-to", "Alexander / Kels", "Doctor", "Applied Month", "Kelsey / Laura", "Boba", "Kelsey", "Kelsey / Laura", "HOLD - Codex", and "Friends & Family".

On the right side, an OpenAI chat window is open, displaying a query and a response. The query is: "Can you find a time that works for Laura Peng and Alexander Embricos to meet next Monday between 9am and 5pm". The response is: "Thought for 1m 1s > Next Monday, Feb 23, 2026 (PT), the clean overlap I see between Laura Peng and Alexander Embricos within 9am-5pm is: • 11:00am-11:35am PT (both appear free) If you want a shorter backup option: • 9:45am-10:00am PT (15 min) Tell me the desired duration (e.g., 25 / 30 / 45 min) and I'll narrow it to the best exact start time."

EU Funding Allocation Dashboard



↑ Non developers are able to build reusable assets and sites

↑ Augment knowledge with analytical/technical skills

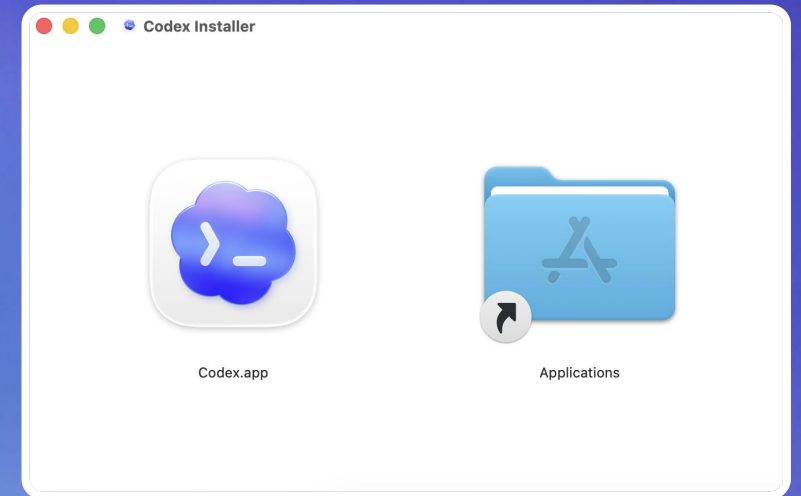
Goal Streamline generation of valuable tools and applications and automate processes.

How Codex
Sites

Download the Codex app

First, visit openai.com/codex

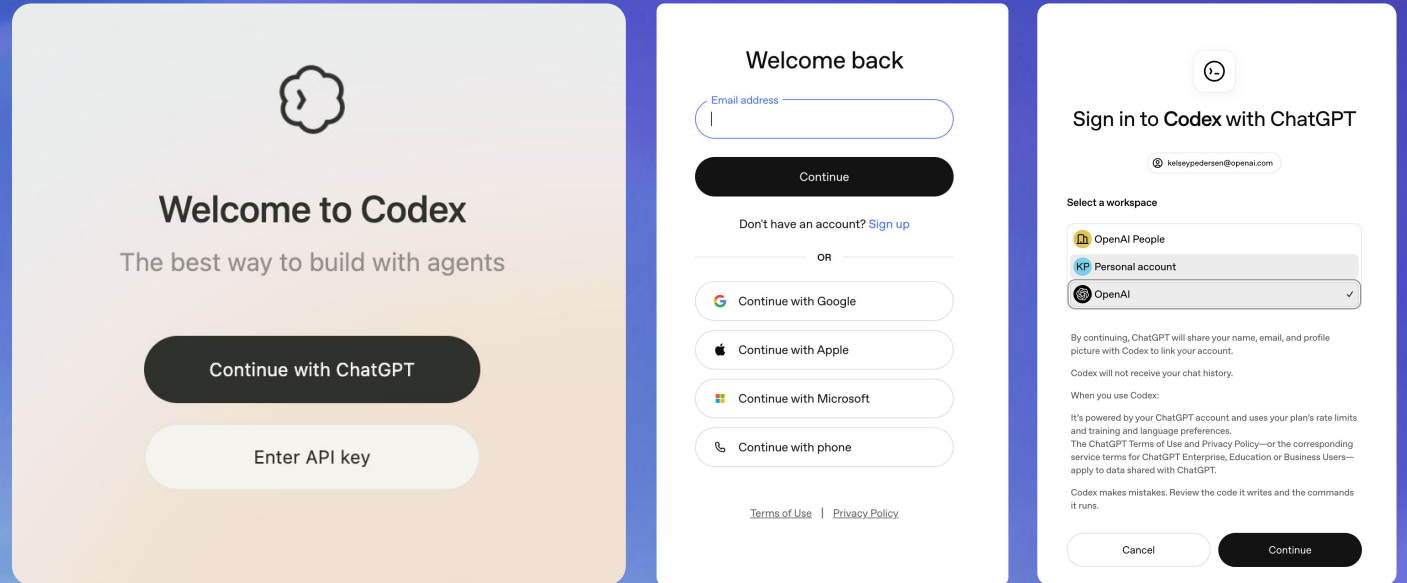
Then, drag the app into your **Applications folder**



Sign in with your OpenAI credentials

If your company has a ChatGPT Enterprise account, use your work email to sign in to Codex

If not, use your personal email



Thank you



Questions & next steps



<https://tinyurl.com/cmfi-openaiacademy>

Access today's resources on
OpenAI Academy



<https://tinyurl.com/custom-instructions>

Draft your own
custom instructions



<https://tinyurl.com/work-gpt>

Generate your own prompts
using a Custom GPT