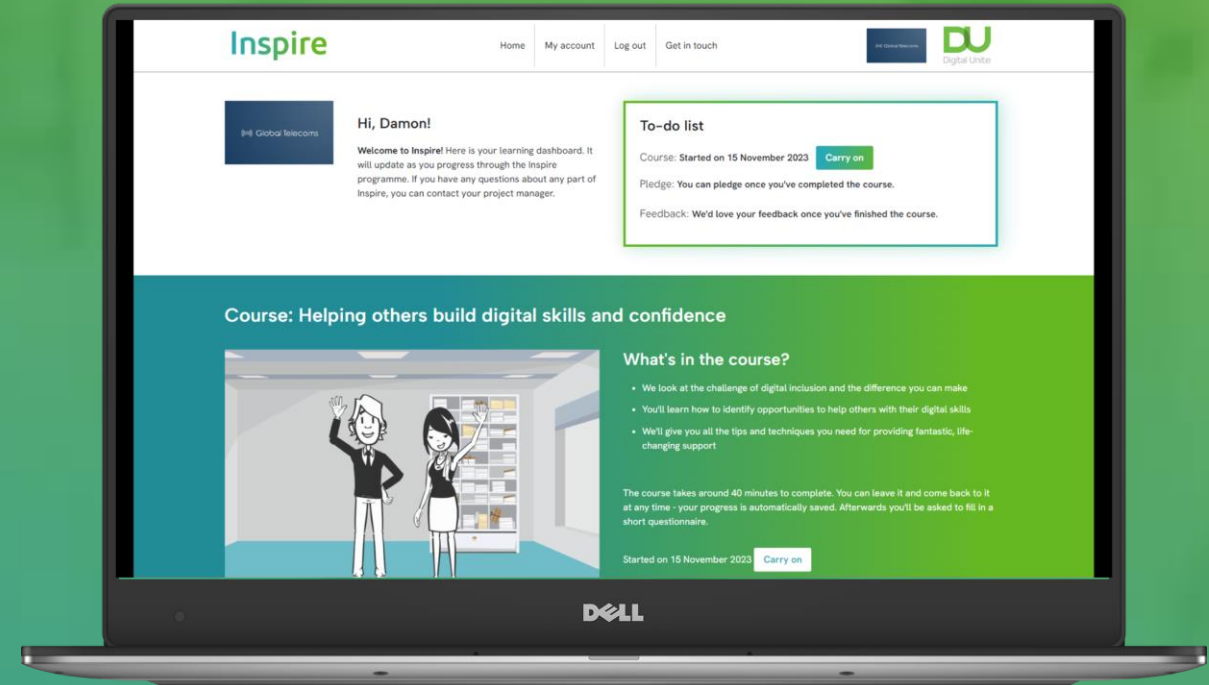


Inspire

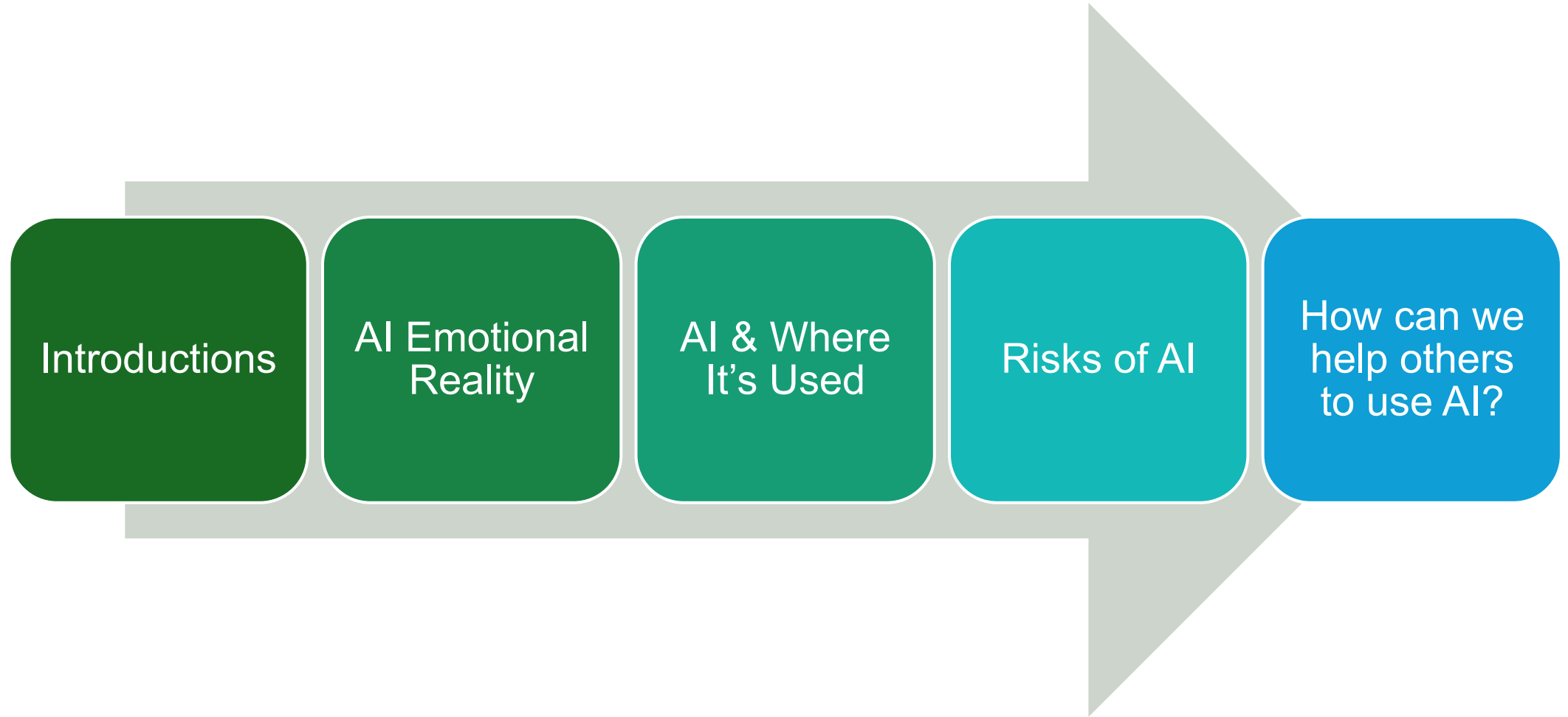


Helping others to use AI

Welcome and Introductions



Today's Session...



AI: The Emotional Reality



- What emotions do you hear?
- For confident users, AI can feel powerful and exciting.
- For people with low digital confidence, it can amplify existing fears and increase distrust of the online world. Possible responses:
 - Overwhelming and confusing
 - Scary or too powerful
 - Risky or unsafe
 - A reminder of being left behind

... but what even is AI?

Explaining AI

Fear often stems from lack of clarity so it helps to demystify what AI actually is.

What do you already use AI for?



How to Explain AI

Most AI tools do one of these five things.

Type of AI	What it helps with	Everyday examples
1. Writing and creating	Producing text, images or summaries	Drafting a CV, writing messages, creating posters
2. Answering questions	Responding to questions in everyday language	‘How do I...?’, chatbots, voice assistants
3. Suggestions and recommendations	Suggesting what you might like or need	Video recommendations, shopping suggestions, job matches
4. Organising information	Finding and summarising information	Searching emails or files, summarising long documents
5. Understanding images	Recognising text or objects in pictures	Scanning forms, accessibility tools, image-to-text

What Risks or Concerns do you associate with AI?



Common Risks and Concerns



Not always obvious
when it's being used



It can be wrong, but
sound convincing



Safety of personal
information



Less human contact



Impact on the
environment



Concerns about jobs
and the future

Breakout: Let's Practise

- **AI for Community Groups**
- **AI for Volunteering**

Scenario: AI for community organisations

“Tom, the lunch club... and the sceptical trustee”

Tom volunteers at a small community lunch club for older residents. The group relies on word of mouth and a small council grant. They want to: attract more local residents, apply for new funding, improve their Facebook posts, Tom suggests using AI to help draft a funding bid and create promotional content.

At the next meeting, a trustee says:

“AI isn’t ethical. It’ll make us look unprofessional. It’s not appropriate for a small community group like ours.”

The group is short on time and confidence, and now unsure what to do.

Discuss:

- How could AI realistically help this group?
- What tools might they use?
- How could the group use AI safely and transparently?
- How would you explain AI in a reassuring way while validating the trustee's feelings?



Scenario: AI for Volunteering

“Sarah and the Volunteer Coordinator”

Sarah coordinates volunteers for a local food bank. She spends several hours each week creating volunteer rotas, drafting volunteer updates and answering similar questions from volunteers. She's heard AI might help but is worried it will be too complicated and that volunteers may think she is replacing the personal touch.

Discuss:

- How could AI help Sarah in her volunteer coordination role?
- Which tasks are appropriate for AI support?
- What risks or boundaries should be considered?
- How could Sarah reassure volunteers that AI is supporting, not replacing, human relationships?



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