



Step 3

Start Using AI as a Personal Assistant

AI Transformation For Scrum Teams Series

JobNext Team Way

JobNext Team Conversation

JobNext is a job listing platform that helps candidates find their desired jobs easily. These are the JobNext Scrum Team members:



Sara
Product Owner



Ted
Scrum Master



Jack
Back-End Developer



Brayan
Front-End Developer



Kate
UI/UX Designer

Awareness About the AI Personal Assistant

The JobNext team discussed starting their journey by using AI as a personal assistant first. This is their conversation:

Ted: *“Ok, guys. In the previous step, we got the basic literacy of AI. Now, let’s discuss how we want to continue our AI Transformation journey.”*

Jack: *“I think we should start with a small step. We don’t want to bring chaos by taking big steps.”*

Kate: *“What about starting our work by using AI individually? It will be kind of experimentation for us.”*

Brayan: *“That’s a nice idea. When we use AI individually, each of us will experience it from our own point of view. Then, when we share our findings, we will have a large pool of lessons learned. It boosts our collective awareness.”*

Sara: *“But, what is AI capable of doing?!”*

Jack: *“That’s a great question. Maybe we need some content to get a solid understanding of what AI is capable of doing. Then we can have a meaningful experimentation with using it individually.”*

Ted: *“You are right, guys. I can search and prepare some content for the team to become aware of the AI capabilities. If you give me a few days, I will prepare it.”*

Kate: *“Sounds like a plan.”*

Brayan: *“Ted, I am really happy that we have you on the team. You are truly leading our AI Transformation journey. Looking forward to receiving your content.”*

Ted: *“Sure. So, let’s get to work.”*



Effective Communication with AI

Effective Communication with AI

To benefit from the AI capabilities, the first step is to learn to effectively communicate with it. It happens through writing prompts.

A Prompt is a text input given to an AI model to guide its response or generate desired output.

Prompting is like talking with a robot driver.

If you say '**Drive**,' the results will be random, and at the end of the day, you will be nowhere.

But if you say '**I am in a hurry as I have an important meeting. Go to the office through the fastest route**,' the result improves dramatically.

AI doesn't "think", it predicts within the context you provide. So, the more accurate the context, the better the result.



Aspects of an effective prompt

Context

What is the background?

Reason

Why do you want this?

Audience

Who is this for?

Format

What output style do you want?

Source

What data or materials should it consider?

Role

From whose standpoint should it generate the result?

An example of an effective prompt

Issue with Product Backlog Management

Ted is the Scrum Master of the JobNext Team. Sara, Product Owner, has created a detailed Product Backlog with over 150 items, each labeled as high priority.

Developers are struggling to understand the overall direction. Sprint Planning feels chaotic because priorities shift frequently and there is little connection to a broader Product Goal.

Developers have stopped challenging selections and instead pull in whatever appears at the top of the Product Backlog.

The Product Owner insists that everything is important and she cannot ignore them.

As a Scrum Master, use AI to help you overcome this situation.

An example of an effective prompt

This is the result of thinking about all aspects of an effective prompt.

Context: You are working in a Scrum Team that has a Product Backlog with 150 items, each labeled as high priority. Sprint Planning feels chaotic because priorities shift frequently, and there is little connection to a broader Product Goal.

Reason: The team is always late and can't meet deadlines, and the Product Owner says everything is important and she cannot ignore them. Because of that, all items are high priority, and Developers are losing their motivation to collaborate and question the decisions. The result is that the team is going toward an unhealthy state.

Audience: The Scrum Team

Format: A bullet list of actions to help the team create a reliable Product Backlog.

Source: Use the Scrum Guide document as the source of the Professional Scrum Guideline to generate your response.

Role: Imagine you are an experienced Scrum Master.

An example of an effective prompt

This is the final prompt

You are working in a Scrum Team that has a Product Backlog with 150 items, each labeled as high priority. Sprint Planning feels chaotic because priorities shift frequently, and there is little connection to a broader Product Goal.

The team is always late and can't meet deadlines, and the Product Owner says everything is important and she cannot ignore them. Because of that, all items are high priority, and Developers are losing their motivation to collaborate and question the decisions. The result is that the team is going toward an unhealthy state.

Use the Scrum Guide document as the source of the Professional Scrum Guideline to generate your response.

As an experienced Scrum Master, create a bullet list of 6 actions to help the Scrum Team create a reliable Product Goal and Product Backlog.

20 Tips to Write Effective Prompts

1. Be clear & specific

✗ Tell me about history

✓ Can you summarize the causes of World War I?

2. Provide Context

✗ Explain photosynthesis

✓ Explain photosynthesis to a 10-year-old student.

3. Use Step-by-Step Instructions

✗ Write a story

✓ Write a short story about a detective solving a mystery in a small town.

4. Ask for a Specific Format

✗ List the benefits of exercise

✓ List the top 5 benefits of exercise in bullet points.

5. Set Constraints or Boundaries

✗ Explain quantum physics

✓ Explain quantum physics in 100 words or less.

6. Use Examples

✗ Draw a painting


✓ Draw a painting in the style of Picasso about autumn.


7. Ask for Multiple Perspectives

✗ What are the pros of renewable energy?


✓ What are the pros and cons of renewable energy from both an economic and environmental perspective?


8. Iterate and Refine

 If the answer is too technical


 Can you explain that in simpler terms?


9. Use Open-Ended Questions

 Is climate change real?


 What evidence supports the reality of climate change, and what are its potential impacts?


10. Leverage Role-Playing

 Explain blockchain


 As a financial analyst, explain how blockchain technology could disrupt traditional banking.


11. Ask for Sources

 Tell me about the benefits of meditation


 What are the scientifically proven benefits of meditation? Please provide sources.

12. Use Conditional Statements

 What is the impact of AI on jobs?


 What would be the impact of AI on jobs if automation were to increase by 50% in the next decade?


13. Ask for Summarization

 Explain the Scrum Guide


 Summarize Scrum Guide in one paragraph.


14. Use Analogies

 Explain how a neural network works


 Explain how a neural network works using an analogy.


15. Ask for Pros and Cons

 What are the benefits of remote work?

 What are the pros and cons of remote work for both employees and employers?

16. Use Follow-Up Questions

 What is machine learning?
then ask

 Can you give me an example of how machine learning is used in healthcare?

17. Ask for Predictions or Future Trends



What is AI?



What are the potential future trends in AI over the next 10 years?

18. Use Humor or Creativity



Tell me a joke



Tell me a joke about AI that a computer scientist would find funny.

19. Ask for Comparisons



Explain Python



Compare Python and JavaScript in terms of ease of use and applications.

20. Use Positive Reinforcement



After receiving a good response, you could say, "That was a great explanation! Can you now elaborate on X?"



AI Capabilities as a Personal Assistant

AI Capabilities as a Personal Assistant

AI can assist you with your work, life, learning, and decision-making.

The following list gives you a complete list of AI capabilities that you can leverage. It increases your awareness about what AI can do.

Capability	Examples
1- Information & Research Assistant AI can quickly gather, organize, and explain information.	<ul style="list-style-type: none">• Summarize articles, reports, books, and meetings• Answer questions and explain complex topics• Compare options (products, services, careers, investments)
2- Writing & Communication Assistant AI can draft, edit, and improve communication.	<ul style="list-style-type: none">• Emails• Reports• Presentations• Proposals• Social media posts
3- Planning & Organization Assistant AI can help structure goals and projects.	<ul style="list-style-type: none">• Daily planning• Project breakdowns• Goal tracking
4- Decision Support Assistant AI can help evaluate options and think through decisions.	<ul style="list-style-type: none">• Pros/cons analysis• Risk assessment• Comparing options
5- Learning & Coaching Assistant AI can act as a tutor, coach, or study partner.	<ul style="list-style-type: none">• Explain concepts• Create quizzes• Practice interviews• Language learning• Skill development• Personalized study plans

Capability

Examples

6- Creativity Assistant

AI can help generate and refine ideas.

- Brainstorming
- Content ideas
- Product concepts
- Marketing campaigns
- Naming and branding

7- Productivity Assistant

AI can take over repetitive work.

- Meeting summaries
- Task extraction
- Workflow automation

8- Data Analysis Assistant

AI can help interpret information and identify patterns.

- Metrics interpretation
- Spreadsheet analysis
- Trend identification
- Dashboard explanations

9- Technology Assistant

AI can help with technical tasks even for non-programmers.

- Writing code
- Debugging
- Writing tests cases
- Building automations
- Creating scripts

10- Personal Knowledge Manager

AI can act as an external brain.

- Organize notes
- Build knowledge bases
- Create summaries of conversations
- Retrieve information from documents
- Connect ideas across sources

11- Administrative Assistant

AI can support routine administrative work.

- Drafting forms
- Scheduling assistance
- Expense management
- Reminder generation

12- Automation Assistant

When connected to tools, AI can become an active assistant rather than just a chatbot.

- Read and send emails
- Extract user stories from support emails
- Manage calendars

AI Categories By Functionality

AI Categories By Functionality

You can categorize AI based on various factors. One of them is by functionality. This list introduces five categories of AI based on their functionality.

Capability	Examples	Real-world Products
1- Perception AI This category understands and interprets the world. Humans use eyes and ears; Perception AI uses cameras, microphones, and sensors.	<ul style="list-style-type: none">• Face recognition• Object detection in self-driving cars• Medical image analysis	<ul style="list-style-type: none">• Phone face unlock• Quality inspection in factories• Security cameras
2- Predictive AI This category predicts what will happen next. This is the most widely used AI in business.	<ul style="list-style-type: none">• Demand forecasting• Fraud detection• Customer churn prediction	<ul style="list-style-type: none">• Credit scoring• Netflix recommendations• Supply chain forecasting
3- Generative AI This category creates new content. Instead of perceiving or predicting, it generates something that didn't exist before.	<ul style="list-style-type: none">• Text generators• Image generators• Music generators	<ul style="list-style-type: none">• ChatGPT• Coding copilots• Content marketing tools
4- Decision-Making AI This category chooses the best action. It goes beyond prediction by recommending or selecting actions.	<ul style="list-style-type: none">• Route optimization• Dynamic pricing• Inventory optimization	<ul style="list-style-type: none">• GPS navigation• Airline pricing systems• Warehouse optimization
5- Autonomous AI (Agentic AI) This category takes actions independently. This is currently one of the fastest-growing areas. Unlike Decision AI, which recommends actions, Autonomous AI can actually execute them.	<ul style="list-style-type: none">• AI customer service agents• Autonomous vehicles• AI research agents	<ul style="list-style-type: none">• Self-driving systems• Autonomous drones• Robotic process automation

AI Categories By Capability

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You can categorize AI based on various factors. One of them is by capability. This list introduces three categories of AI based on their capability.

Category

1- Artificial Narrow Intelligence (ANI) - Weak AI

Currently exists all around our lives. ANI is designed and trained to perform one specific task or a narrow set of related tasks. It operates within a predefined, limited context and cannot generalize its abilities to unrelated domains.

- No genuine understanding or consciousness.
- Excels at its specific job, often surpassing human performance within that narrow scope.

Examples:

- Facial recognition on your phone (can't also drive your car).
- Chatbots like customer service bots (not capable of playing chess).

Every single AI application you interact with today, from Siri to self-driving cars to medical diagnosis tools, is ANI.

2- Artificial General Intelligence (AGI) - Strong AI / Human-Level AI

Theoretical. Many researchers believe it may emerge in the future, but we are not there yet.

AGI would have the ability to understand, learn, and apply intelligence across a wide range of tasks at a level comparable to a human being. It could reason, plan, solve problems, think abstractly, comprehend complex ideas, and learn from experience just like a person.

3- Artificial Superintelligence (ASI)

Purely hypothetical and speculative. ASI refers to an intellect that vastly surpasses the best human minds in every field, including scientific creativity, general wisdom, social skills, and strategic planning. It would be as far above a human genius as a human is above an ant.

Most AI researchers consider ASI a distant possibility, if achievable at all, and a major focus of AI safety research is to ensure that if ASI ever emerges, it remains aligned with human values.



Professional Scrum Master™ – AI Essentials

Now, it is decision time. If you want to go further and prepare yourself as a Scrum Master to support your team in their AI Transformation journey, join my upcoming Scrum.org official PSM-AI Essentials class.

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