

## What we will cover

#### **Understanding the terminology around AI**

- What are Large Learning Models (LLMS) and what is Generative AI?
- Examples of how people are using Chat GPT

#### How to get the best results from Chat GPT using prompts

- What is Prompt Engineering / Prompt Priming?
- Effective prompts such as Act As, Summarise, Teach me, Write like me

### Step by Step demo of how to use Chat GPT for different aspects of your digital marketing

- Video marketing generate topics and scripts you can work to for Reels / TikTok
- Social media posts get ideas for topics and generate post content
- Social media posts get ideas and initial drafts of posts
- Marketing emails generate email marketing topics, initial drafts and subject lines
- Website content generate headlines, call to actions, different options for page text
- Competitor monitoring analyse competitors testimonials

## What are Large Learning Models? (LLMs)



Large Language Models are like super-smart computers that try to understand and talk like humans.

**Super-Smart Computer Robots**: Think of them as a computer program that's really good at using words, reading stories, and even writing like a person does.

**Built Like a Brain**: Inside, they are built using something called neural networks. This is a fancy way of saying they're designed like a human brain, using connections called "artificial neurons."

**Learning from Everything**: They learn by reading tons of stuff like books, websites, and even what people are saying online. The more they read, the smarter they get.

**Practice Makes Perfect**: Just like you might practice a sport to get better, these computer programs keep learning and practicing with more and more information. They keep getting better at understanding and using words the more they practice.

### What is Generative AI?



Generative AI refers to a type of artificial intelligence that has the ability to **generate** new data that is similar to the data it was trained on.

It can create original content, such as images, text, audio, or even videos, without direct human input.

Generative AI uses advanced algorithms, typically based on deep learning models to understand patterns and relationships in the training data.

During the training process, the model learns to generate new data that resembles the examples it has seen. For example, if it was trained on a dataset of cat images, it could produce new images of cats that look similar to real cats.

One of the fascinating aspects of generative AI is its ability to create content that didn't exist before. It can be used in various creative applications, like generating artwork, music, or even writing stories.

## Chat GPT is both an LLM and generative AI



Chat GPT falls under the category of both a large learning model and generative AI, combining its extensive language understanding with the ability to generate text.

Large Learning Model: GPT is a large learning model. GPT-3, for instance, has 175 billion parameters, making it one of the largest language models in existence. This vast number of parameters allows GPT to process and understand language with remarkable complexity and accuracy.

**Generative AI:** GPT is also an example of generative AI because it can generate new and original text based on the patterns it learned during training. When you interact with GPT and ask it questions or provide prompts, it generates responses that are not pre-programmed but rather generated on the spot by the model.

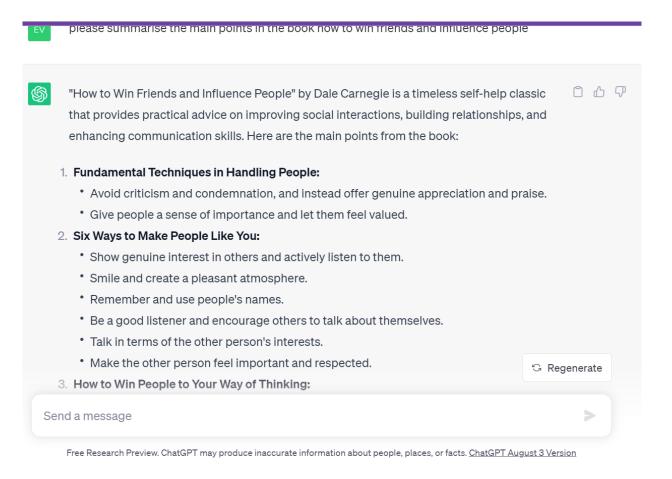
## Chat GPT launched in November 2022



When it launched in November 2022, Chat GPT3.5 became the first Generative Al tool that

- Was very easy for consumers to interact with. It has a simple interface and it's easy to ask and receive information
- Chat GPT 3.5 was trained on 175 billion parameters making it the most sophisticated generative ai tool

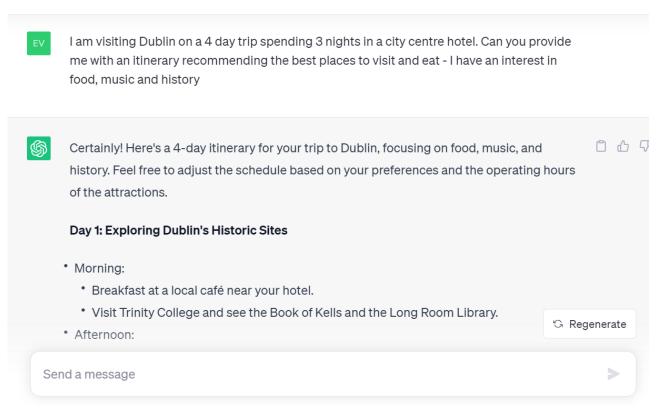
Consumers had never experienced an AI tool that was humanlike in the quality of Its answers



#### Ask chat GPT to

 Summarise a popular novel or book

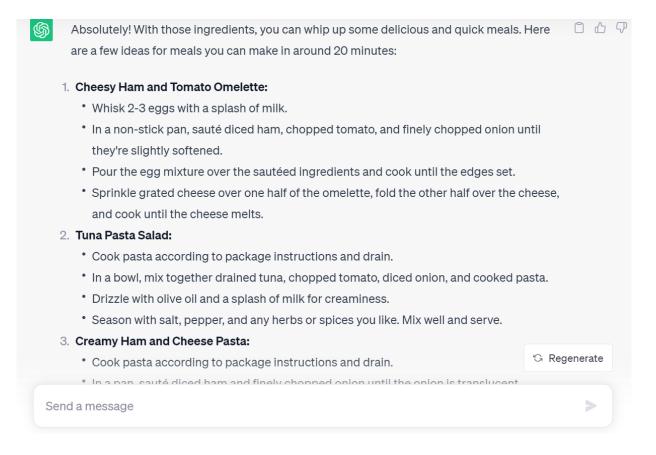
eg. Please summarise the main points in the book how to win friends and influence people



Ask chat GPT to

Provide a travel itinerary for an upcoming trip

eg. I am visiting Dublin on a 4-day trip spending 3 nights in a city centre hotel. Can you provide me with an itinerary recommending the best places to visit and eat -I have an interest in food, music and history

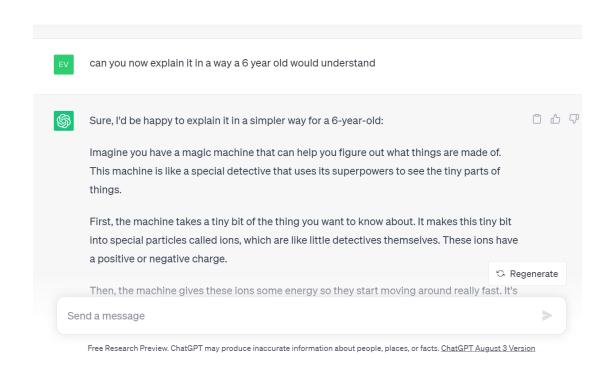


Ask chat GPT to

Provide meal and recipe ideas based on ingredients that you have

Eg. I have the following ingredients. Can you suggest some meals I can easily make in 20 minutes. I have eggs, ham, cheese, pasta, tuna, tomato, onion, milk in my fridge.

You can then ask it to provide a detailed recipe for any of the suggestions

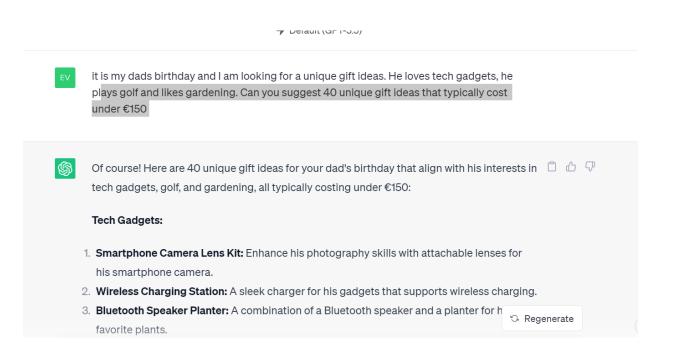


Ask chat GPT to

Explain very complicated concepts that you don't understand

Eg. Explain to me how a mass spectrometer works

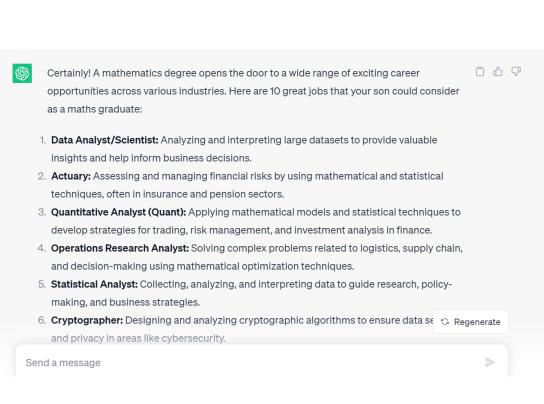
Then follow up with – now explain it in a way that a 10 year old would understand



Ask chat GPT to

Provide unique gift ideas

Eg. It is my dad's birthday and I am looking for a unique gift ideas. He loves tech gadgets, He plays golf and likes gardening. Can you suggest 40 unique gift ideas that typically cost under €150



#### Ask chat GPT to

Provide a list of jobs that your child who is going to college could consider after they graduate

Eg. My son is in his final year of a maths degree. He would like to get a job with a big company but doesn't know what type of job he can get as a maths graduate. Can you suggest 20 great jobs for maths graduates? Can you also explain 3 pros and cons of each job, 5 things someone would do a typical day and the usual starting salary for a graduate in Ireland

#### Then:

Can you now rank / prioritise these? He wants a job where what he does is measurable, where he can work in any country and pays well after 5 years. Include the typical salary after 5 years

## Ways people are using Chat GPT

### People are using Chat GPT to ...

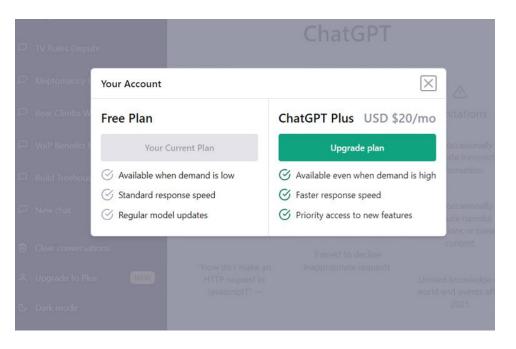
- Generate a meal plan
- Generate a best man wedding speech
- List and explain the pros and cons of a big decision you have to make
- Generate song lyrics
- Learn new skills
- Learn a language
- Get birthday gift suggestions eg. for an uncle or a 5 year old girl
- Prepare for a trip
- Generate recipes
- Write a job application for a specific type of job
- Understand what interview questions you could be asked for a specific job
- Learn how to answer specific interview questions for a job
- Summarise books
- Write a story or the outline of a story-based elements that you specify

## Ways businesses and marketers are using Chat GPT

### **Businesses are using Chat GPT to**

- Write blog posts
- Review / summarise and improve website text
- Generate call to action ideas
- Generate special offer ideas
- Create advertising headlines and slogans
- Generate legal-style letters
- Write emails for customers and prospects promoting your product or service
- Generate Google ad copy
- Generate video scripts
- Analyse competitors reviews
- Analyse your own reviews to see what your perceived strengths and weaknesses are

### There are now two versions of Chat GPT



Chat GPT 3.5 which is free

- It has no knowledge of events after Sept 2021
- •It cannot access web pages

Chat GPT 4 (Called Pro) which costs €20 / month

#### Chat GPT 4 gives you ...

- It has been trained on data after Sept 2021
- The data is was trained on it much larger so results are more comprehensive.
- · It can access web pages
- It can create images using Dalle
- You can attach a file eg. Pdf, word doc, image and it ask it to analyse / summarise it
- You can use Chat GPT Plugins and advanced features to make it even more useful eg Data analytics
- You can create custom GPTs

## And there are other Generative AI tools that have emerged in the market



For generating written content – based on LLMs there are 2 other big options

#### 1. Bing

Bing's search engine has integrated Chat GPT into the search results

#### 2. Google Bard

Google has launched their alternative to Chat GPT called Google Bard and is starting to incorporate it into search results.

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## What is prompt engineering?



This is a phrase you will hear when it comes to how you ask Chat GPT or any of these chat bots for information

When you ask Chat GPT something it is a prompt

If your prompts are poor you won't get as much out of Chat GPT

A prompt can be a question, a phrase, or several paragraphs. The more specific the prompt is, the better the response.

Writing the perfect prompt — prompt engineering — is critical to ensure the Chat GPT response is not only factually correct but crafted exactly as you intended to best deliver information to a specific target audience.

Teach me how to get more customers for my hair salon business

Absolutely, I'd be delighted to help you learn how to attract more customers to your hair salon business. Building a solid customer base requires a combination of effective marketing strategies and exceptional customer service. Let's dive into some key steps:

1. Define Your Target Audience:

Understand your ideal customers. Are you targeting a specific age group, gender, or style preference? Tailor your marketing efforts to appeal to your target audience's preferences and needs.

2. Create an Irresistible Online Presence:

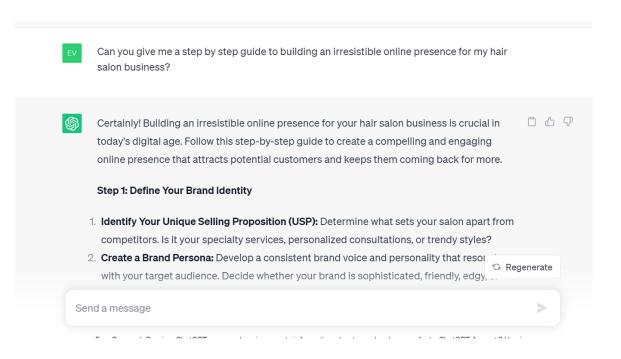
In today's digital age, having a professional and user-friendly website, along with active social media profiles, is essential. Showcase your salon's services, pricing, and portfowork. Engage with your audience by posting high-quality images and responding to

Delault (GF 1-3.5)

### **Teach Me:**

Ask ChatGPT to provide an explanation or teach you about a specific topic.

Example: "Teach me how to get more customers for my hair salon business."



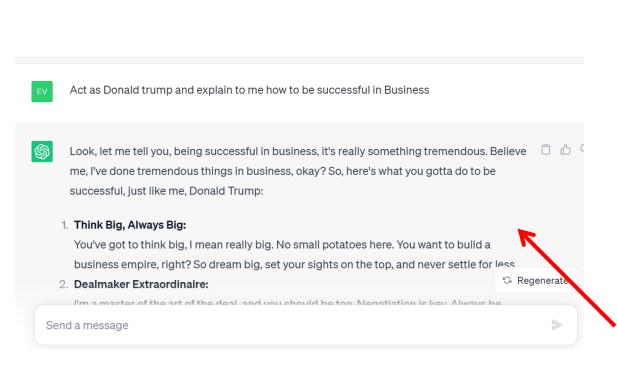
## After getting a reply to "teach me" ...

## You could then Iterate / delve deeper

Delve deeper into one of the points Chat GPT has given you. For example

Can you give me a step-by-step guide to building an irresistible online presence for my hair salon business?

Then ask it about other points and you will get more detail.



#### Act as

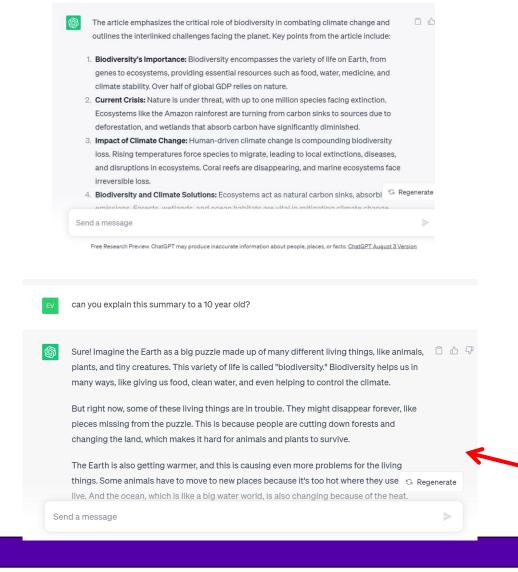
In this type of prompt, you instruct ChatGPT to respond as if it were a specific person, character, or entity.

Example: "Act as a recruitment expert and explain 10 pitfalls to avoid when hiring a social media manager"

The content will be written in a more expert voice and will have more detailed expertise

Example: Act as Donald trump and explain to me how to be successful in business "

The content will be in Donald Trump's tone and language



### **Summarize:**

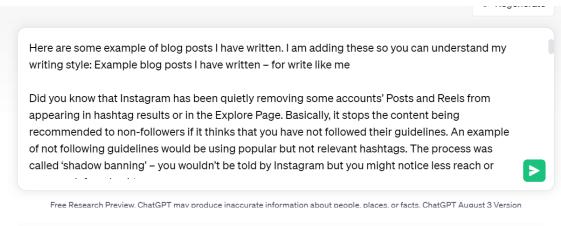
Prompt ChatGPT to condense a larger piece of content into a shorter, concise summary.

Example: "Summarize the main ideas of the article 'Climate Change and its Effects on Biodiversity'." – then paste in the content of the article (Note – there is a limit of approx 500 words / 4,000 characters)

https://www.un.org/en/climatechang e/science/climateissues/biodiversity

After this you could also try:

- 1. Can you summarise this more?
- Can you summarise and explain this to a 10 year old?



Based on the examples you've provided, your writing style is informative, concise, and straightforward. You provide practical tips and advice in a step-by-step manner. Here's a summary of your writing style based on the examples:

1. Informative and Actionable: You provide valuable information that readers can use to enhance their social media presence and marketing strategies.

2. Step-by-Step Guidance: Your blog posts often include clear and easy-to-follow steps or instructions, making it simple for readers to implement your suggestions.

3. Highlighting New Features: You alert readers to new features or tools on platforms like Instagram, Facebook, and LinkedIn that can benefit their marketing efforts.

4. Use of Examples: You illustrate your points with examples, such as mentioning specific tools or apps, which helps readers understand how to apply the information.

5. Benefits Emphasis: You emphasize the benefits of the tools or strategies you discuss explaining how they can save time, enhance content quality, or improve engagement.

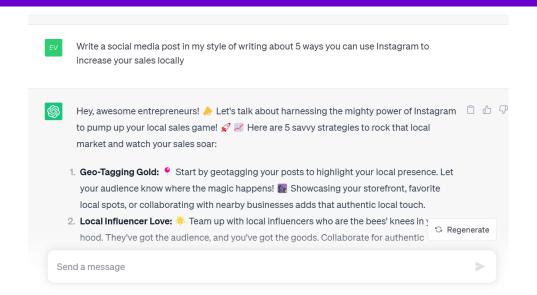
#### Write Like Me:

Instruct ChatGPT to generate text in a style similar to yours or a specific author's.

#### Step 1:

Provide Chat GPT with lots of examples of previous blog posts or articles you have written. Then prompt it write something like you

Chat GPT will then analyse your writing style and give you a summary of it

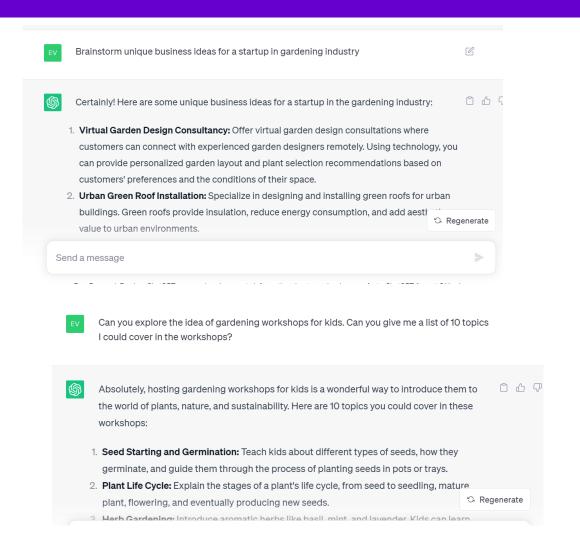


#### Write Like Me:

#### Step 2:

Instruct ChatGPT to generate text in a style similar to yours or a specific author's.

Example: "Write a social media post in my style of writing about 5 ways you can use Instagram to increase your sales locally"



#### **Brainstorm Ideas:**

Explanation: Ask ChatGPT to brainstorm ideas on a given topic.

Example: "Brainstorm unique business ideas for a startup in gardening industry."

Then delve deeper. Eg.

"Can you explore the idea of gardening workshops for kids. Can you give me a list of 10 topics I could cover in the workshops?"



Let's chat about the latest developments in artificial intelligence. Do you think there are any dangers posed by AI?



Certainly, let's discuss the latest developments in artificial intelligence and the potential dangers posed by Al. As of my last update in September 2021, there are indeed several concerns and potential dangers associated with the advancement of Al. Here are some key areas of concern:

- Bias and Fairness: Al systems can inherit biases present in the data they are trained on, leading to biased outcomes and discrimination. This can result in unfair decisions in areas like hiring, lending, and law enforcement. Efforts to ensure fairness and mitigate bias are ongoing.
- 2. Job Displacement: The automation of tasks and roles by Al and robots has the potential to

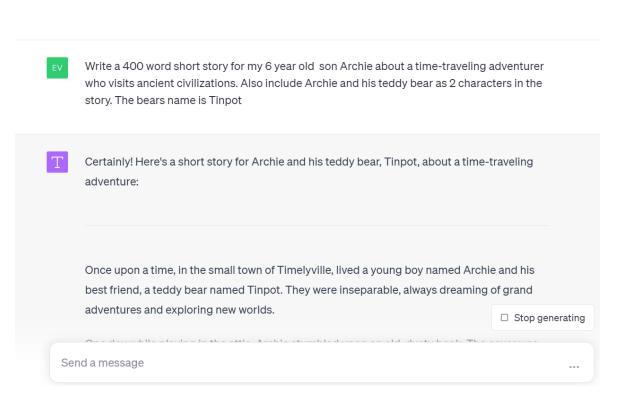
#### Converse:

Explanation: Initiate a casual conversation with ChatGPT on a particular topic.

Example: "Let's chat about the latest developments in artificial intelligence. Do you think there are any dangers posed by AI?

Then follow up with questions. Eg.

What type of deep fakes should we be concerned about? And what type of things could result from these?



### **Creative Writing:**

Request ChatGPT to generate creative writing, such as a short story, poem, or description.

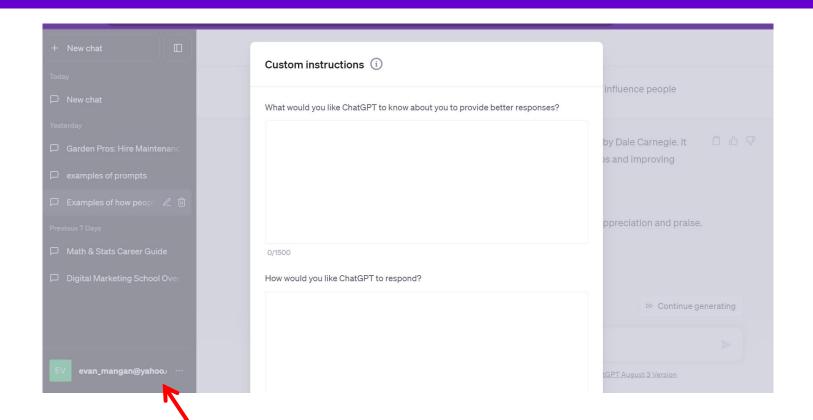
#### Example:

"Write a 400 word short story for my 6 year old son Archie about a time-travelling adventurer who visits ancient civilizations. Also include Archie and his teddy bear as 2 characters in the story. The bear's name is Tinpot"

You could then say

"Please rewrite the story and include a few funny jokes about Tinpot

## You can also set Custom instructions that will shape the responses



Click on your name bottom left Then click custom instructions

You can now give chat GPT some information about yourself and what you want it to factor in when providing answers. This will help having to retype the same context and instructions over and over again

## Examples of custom instructions

# What would you like ChatGPT to know about you to provide better responses?

I am a digital marketing trainer who delivers Digital marketing training courses to small business owners. Most of the people who attend my courses already have a basic understanding of Digital marketing and want to understand lesser known techniques that will help them grow their sales.

#### How would you like ChatGPT to respond?

- When it comes to digital marketing topics do not provide very basic / beginner level answers. Provide content that is geared more towards intermediate and advanced level.
- 2. Use a professional tone of voice.
- When generating copy or content and I ask for a friendly tone of voice do not use overly friendly terms like Hello ladies or howdie entrepreneurs. Keep the tone professional but warm.
- Where possible include examples in your answers
- Always end each answer with a suggestion of 3 other thought provoking questions I could ask you on that topic
- 6. When I ask for YouTube titles always keep them to less than 70 characters
- 7. When I ask for Email subject lines always keep them to less than 7 words

## Restrictions on the length of prompt inputs and answer outputs on Chat GPT

#### Is there a maximum prompt length?

There is a word limit for ChatGPT. The character limit for ChatGPT is roughly 800 words. If you try to input between 500 – 1000 it could fail

#### Is there a response limit?

length for ChatGPT using GPT-3.5 is 4,096 tokens (characters). The maximum response

#### Does Chat GPT remember previous prompts and content?

According to <u>OpenAI</u>, ChatGPT has a maximum context length of 8,192 tokens (characters). This means you can ask questions about something previously mentioned in the conversation, without repeating yourself, and it will still understand what you're talking about – like a realistic human conversation.

Source: PC Guide August 2023

https://www.pcguide.com/apps/chat-gpt-word-limit/

## Restrictions on the length of prompt inputs and answer outputs on Chat GPT

#### Is there a limit to the number of prompts you can ask?

ChatGPT currently restricts the number of times you can submit prompts to 30 messages per hour for users of the basic plan and a higher but unspecified number for ChatGPT Plus users, though this limit varies over time.

Each conversation is limited to 3000 words, and if either of these limits is met, the system will display an error message

Source: https://www.namecheap.com/blog/what-are-chatgpts-limits/

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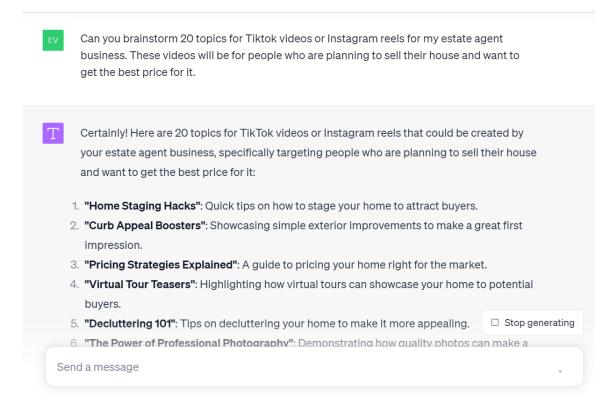
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## Brainstorm social media video topics for your type of business



## Choose the ones you like and put them into a Word doc

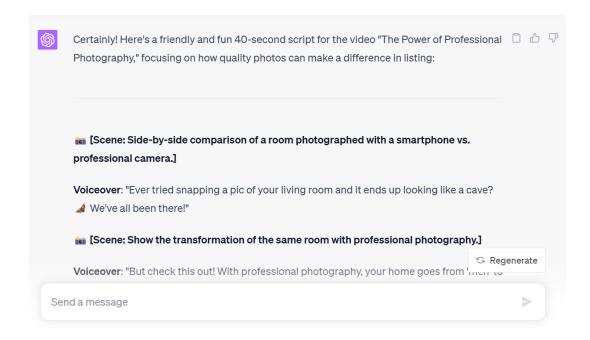
#### Step 1 – brainstorm ideas

Suggested prompt:

Can you brainstorm 20 topics for TikTok videos or Instagram reels for my estate agent business. These videos will be for people who are planning to sell their house and want to get the best price for it.

Brainstorm x topics for x type of social media format for x type of business. The content is for x audience who are looking for x

## Generate draft scripts for social media videos



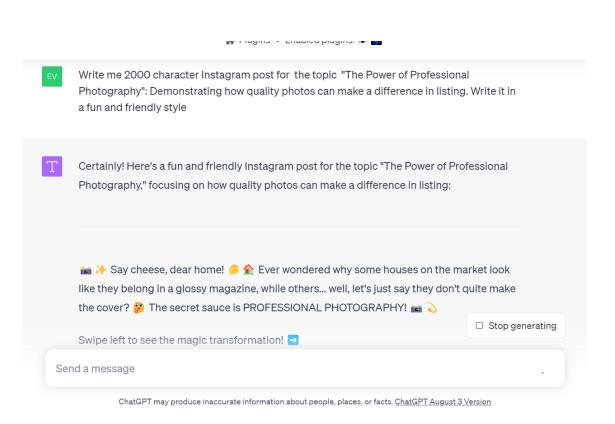
## Step 2 – Choose one and ask for a script (or text for a post)

Suggested prompt:

Write me a 40 second script for the video "The Power of Professional Photography": Demonstrating how quality photos can make a difference in listing. I don't' want any intro or outro. Make the script friendly and fun and include don't unique interesting tips

Note – treat this as an initial draft. You should then edit it removing phrases and words that are not you / your brand and include examples from your own expertise

## Generate draft text for social media posts

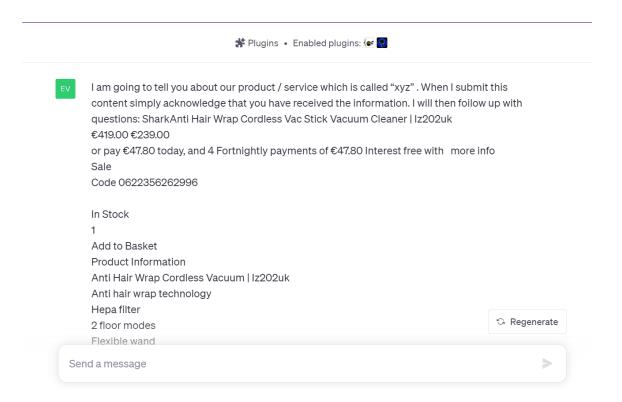


## Step 2 – Choose one and ask for a script (or text for a post)

Or

Write me a 2000 character Instagram post for the topic "The Power of Professional Photography": Demonstrating how quality photos can make a difference in listing. Write it in a fun and friendly style and include unique interesting tips

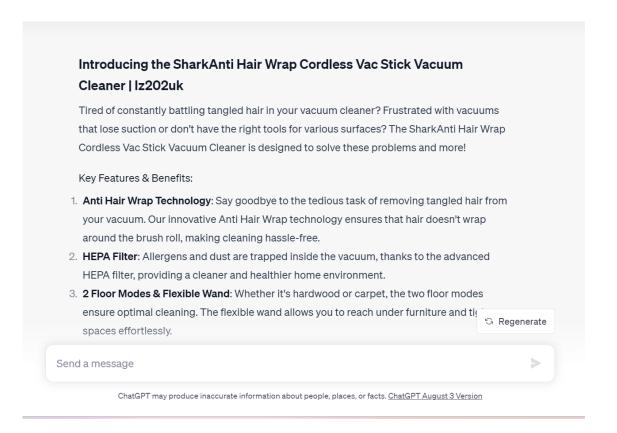
Note – treat this as an initial draft. You should then edit it removing phrases and words that are not you / your brand and include examples from your own expertise



#### Step 1:

Tell Chat GPT about your product or service

I am going to tell you about our product / service which is called "xyz". When I submit this content simply acknowledge that you have received the information. I will then follow up with questions: (paste in details about your product / service)

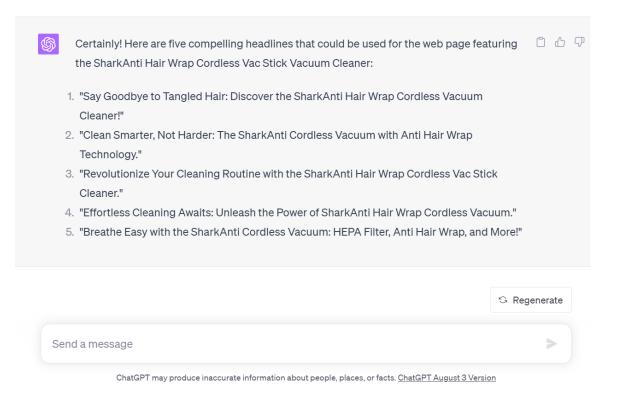


#### Step 2:

Ask Chat GPT to write text for the web page

Can you now write text for the web page for this product. Refer to the key pain points that our customers might be experiencing and outline the key features and benefits of the product and how it helps address those pain points.

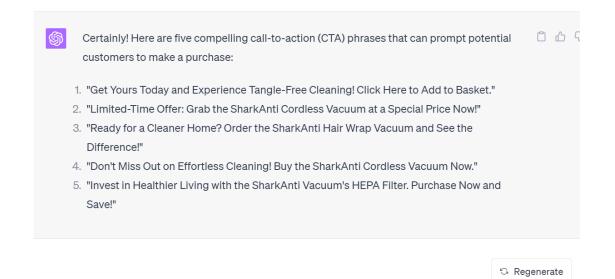
You can then copy and paste into a word doc and adapt this text with your own knowledge



Step 3

Ask Chat GPT to suggest headlines for this page

Can you now suggest 5 headlines for this page that customers would find compelling

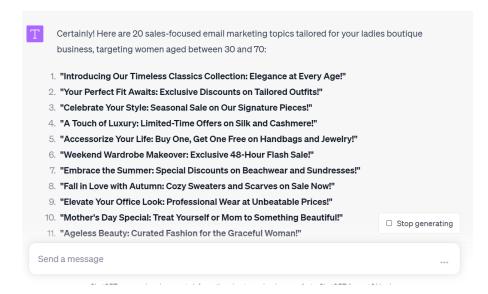


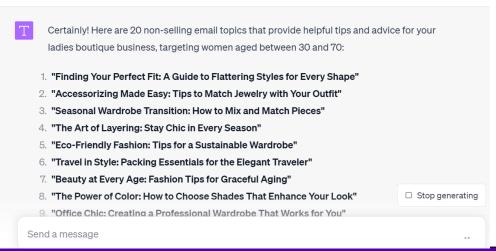
#### Step 4

Ask Chat GPT to suggest call to action text for this page

Can you now suggest 5 call to actions for this page that will prompt people to purchase

## Marketing emails – generate email marketing topics, subject lines and initial drafts of your email





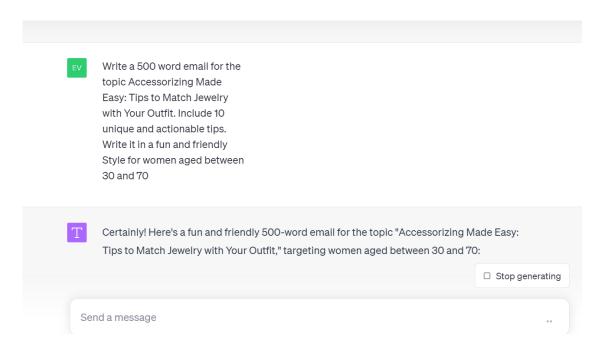
#### 1. Generate email ideas

Brainstorm 20 topics for email marketing my ladies' boutique business. Our customers are women over aged between 30 and 70. These email marketing topics will be sales focused

#### And

Can you also suggest 20 topics that are not selling. Rather the email will provide helpful tips and advice

# Marketing emails – generate email marketing topics, subject lines and initial drafts of your email

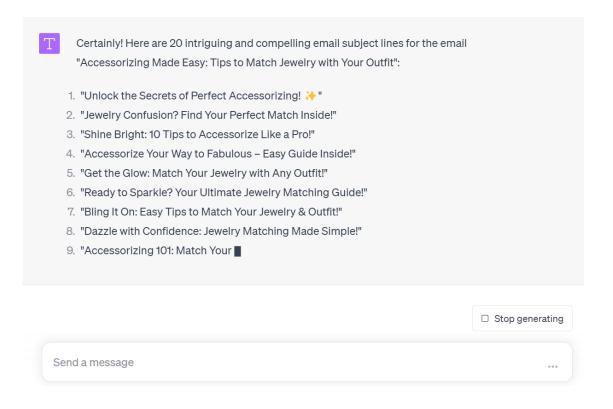


## 2. Choose a topic and generate copy

Write a 500 word email for the topic Accessorizing Made Easy: Tips to Match Jewellery with Your Outfit. Include 10 unique and actionable tips. Write it in a fun and friendly Style for women aged between 30 and 70

Ask for any changes you want You can rewrite any elements in a word document

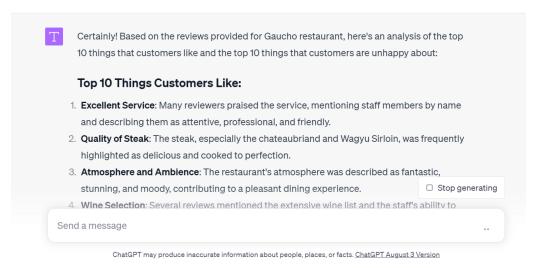
# Marketing emails – generate email marketing topics, subject lines and initial drafts of your email



## 3. Generate ideas for email subject lines

Write 20 email subject lines for the email Accessorizing Made Easy: Tips to Match Jewellery with Your Outfit . Make them intriguing and compelling

## Competitor monitoring – analyse competitors testimonials



Want to know what your competitors are really good and bad at? Analyse their online reviews.

- Go to their Google business profile or Trip advisor page or Booking.com page
- 2. Drag your mouse and copy 30-40 at once
- Go into chat GPT and write this prompt

Can you analyse these online reviews and list the top 10 things that customers like about this business and the top 10 things that customers are unhappy about:

(Then paste the Reviews after the:)

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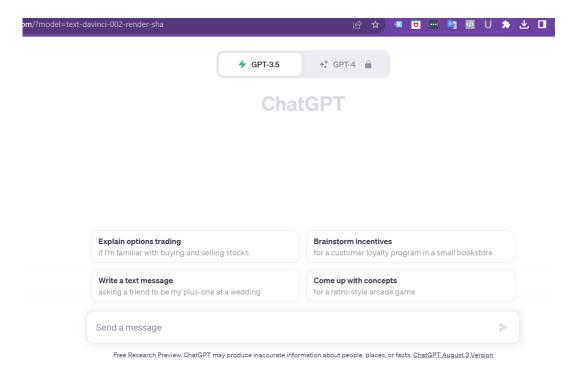
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#### How to access Chat GPT on mobile

## How to access Chat GPT on desktop



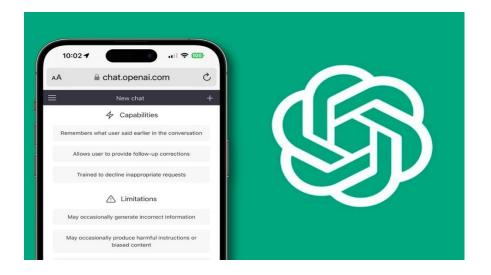
On a desktop or laptop open any web browser

Enter this url

https://chat.openai.com/

Or simply Google "Chat GPT and click on the first result

## How to access Chat GPT on Mobile browser



On your phone you can open any web browser

Enter this url

https://chat.openai.com/

Or simply Google "Chat GPT and click on the first result

## How to access Chat GPT using a mobile app

