

# AI FOR BUSY PROFESSIONALS

## Chapter 10 – AI Gets It Wrong (And How to Spot It) Quick Reference Guide



### Generation vs Retrieval

Generation = Copilot makes its best guess to help shape writing (may invent details)

Retrieval = Copilot uses real information you provide to ensure accuracy

### Standard Search vs Deep Search

Standard Search =  
General online information using Bing

Deep Search =  
Trusted organisation sources and documents

### Boolean Logic – Smarter Searches

**AND** – Narrow results  
(e.g. 'annual leave AND carry over')

**OR** – Broaden results  
(e.g. 'onboarding OR induction')

**NOT** – Filter out terms  
(e.g. 'expenses NOT travel')

**" "** – Exact phrase match  
(e.g. "hybrid working policy")

### Source Validation & Accuracy Checks

- ✓ Ask Copilot to cite or highlight sources
- ✓ Watch for information not included in your documents
- ✓ Confirm anything that appears outdated or vague
- ✓ Only keep information you can verify

Copilot can only be as reliable as the information it uses.

The more you guide it to trusted sources, the more accurate your results become.

### Source Validation & Accuracy Checks

<b>Check</b>	What to look for
<b>Source</b>	Where did the information come from?
<b>Accuracy</b>	Does anything look incorrect or vague?
<b>Alignment</b>	Does the response match company policy or the brief?
<b>Currency</b>	Is the information up to date?

# Verification Prompt Starters

## Check accuracy

“Show me the source of each statement in your response.”

“Highlight anything you are not certain about.”

“Which parts of this might be inaccurate or need checking?”

“Confirm what information came from my document vs what you generated.”

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## Check supporting documents

“Tell me which document(s) you used to create this answer.”

“List the filenames or file locations where this information was found.”

“Provide a link to the document(s) you retrieved this information from.”

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## Validate alignment with company rules

“Compare this content to our HR policy and highlight any differences.”

“Is any of this in conflict with the latest approved version?”

“Only keep information confirmed by the policy document attached.”

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## Request evidence and citations

“Add citations or references for each key point.”

“Provide the source text for each claim in a bulleted list.”

“Insert quotes from the document to support each claim.”

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**If Copilot sounds sure...  
but you are not - check it.**

## Review quotes

“Check if this quote is accurate and show the exact source section.”

“Highlight any wording that does not match the original quote.”

“Provide a citation for this quote.”

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## Reveal invented content

“What information did you invent or assume in this response?”

“Which details are not supported by the sources you used?”

“Remove anything that is not verified by the provided text.”

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## Version and date check

“Is this information up to date? What is the source date?”

“Check if there is a newer version of this document in our system.”

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## Quality check summary

“Review your answer and confirm all information is correct and sourced.”

“Summarise the verified details only, into 5 bullet points.”

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## Validate against organisation content

“Check this information against our latest company policies.”

“Confirm this aligns with our HR guidelines.”

“Verify this against any relevant documents in my department folder.”

“Highlight any areas that conflict with organisation rules or procedures.”