Session 3 Handout: Learning from Cases and Building a Safe Workflow

FAST-16 Working Well with AI · 7formations · Instructor: Wadood Chaudhary · All examples fictional except cited public cases · Suggested reading: Svekis, AI Literacy for All Employees (2026), chapters 13 and 15

Why this session matters

Most AI problems at work are not exotic. They repeat: a tool trusted too much, a check skipped, a group affected unfairly, people not told. Learning from cases lets you spot the pattern before it happens to you, and a five-step workflow makes good habits routine.

Key concepts

1. What the cases show

Case	Benefit	What went wrong	Safeguard
Cape Harbor Inn chatbot (fictional)	Fewer routine calls	Wrong refund rule	Ground in policy; route refunds to a person
North Shore Builders screening (fictional)	Faster hiring	Applicants with career gaps rarely ranked high	Monitor outcomes; person reviews all qualified applicants
Lowell BioSupply forecasting (fictional)	Less overstock	Missed a supplier shock	Forecasts are inputs; add outside factors
Bayside invoice automation (fictional)	Hours saved	Errors on one vendor's layout	Route exceptions to a clerk
Merrimack monitoring (fictional)	Data on productivity	Privacy concerns, lost trust	Explain, involve staff, limit data
Mata v. Avianca (S.D.N.Y., 2023)	n/a	Invented case citations filed	Verify every citation
Moffatt v. Air Canada (B.C. CRT, 2024)	n/a	Chatbot gave wrong fare policy; airline held responsible	The deployer owns its tool's answers

2. Success factors and common challenges

Success: clear goals, trained employees, transparency, ongoing monitoring. Challenges: over-reliance, bias, privacy concerns, poor data quality, and resistance when people are not involved.

3. The five-step safe workflow

Step	Ask yourself
Define	What is the task? What are the stakes? Is AI a good fit?

Step	Ask yourself
Instruct	Four elements, gap rule, only approved and necessary data
Review	Five-step evaluation against a named source
Judge	Would I sign this? Who else must? When do I discard it?
Document	AI-use note where policy requires it

4. Documenting AI use

A short note such as "Drafted with [approved tool]; figures checked against the March report by [role]" lets others trace how the work was made. It supports accountability; it does not move responsibility to the tool.

After the course

- Finish W4 and keep W5 at your workstation.
- Next steps: FAST-03 (Prompt Engineering for the Workplace) for source-bound prompting at a higher level, or FAST-17 (Responsible AI for All Staff).