



# An initiative of the European Union



Entrepreneurship4A11

Artificial Intelligence Academy 8, 9, 10 July 2025





# Al & Entrepreneurship: strategies for prompting, personalisation, and communication





AI & Entrepreneurship\_E4ALL

Artificial intelligence Academy - Summer Dates: 8 July 2025 9 July 2025 10 July 2025 Time: 12:00–13:00 CEST (1 hour per session) REGISTER NOW! Format: Live, online Sandr...



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### entrepreneurship4all.eu



#### Homepage | Entrepreneurship4all

[vc\_section full\_width="stretch\_row" css=".vc\_custom\_1737550801593{background-color: #9dcef5 !important;}"][vc\_row][vc\_column][vc\_btn title="Let's start!" style="flat" color="warning" size="lg" align="center" el\_class="bigfatbutton" link="url:https%3A%2F%2Fe-...



### Day 3 – 10 July 2025

### Al for entrepreneurial communication

Al for entrepreneurial communication



#### **Objectives:**

- Use Al to support external and internal communication in business settings
- Explore the development of written and visual content using Al-enhanced workflows
- Reflect on the integration of Al into daily communication practices while preserving authenticity and brand consistency



### Agenda:

- Opening reflection: how generative AI is reshaping business communication
- Practical walkthrough: creating a campaign message or post from scratch with AI support
- Creative task: each participant drafts a short message (social media, newsletter, or pitch script) aligned to a communication goal
- Group feedback and discussion: evaluating effectiveness, tone, and originality



#### **Materials provided:**

- **Prompt templates** for marketing, institutional, and relational messages
- **Tips** on evaluating Al-generated content for alignment and clarity



### How generative Al is reshaping business communication



What is one of the main benefits of using generative AI in internal business communication?

What new skill is becoming essential for professionals in Al-assisted communication?

The integration of generative artificial intelligence (AI) into the fabric of business operations is beginning to reshape one of its most fundamental pillars: communication.

### Internal Messaging & Content Production

Al tools like LLMs influence how organizations communicate.

#### **Customer Engagement**

Al tools reshape interactions with customers.

#### **Strategic Decision-Making**

Al tools impact organizational decision processes.

At the heart of this shift lies the ability of generative AI to produce coherent, human-like language.



**Tools such as ChatGPT, Claude, and Gemini can generate:** 

- emails,
- draft reports,
- summarise meetings,
- translate documents

even create personalised marketing messages.

Whereas traditional workflows depended on human input for drafting and revision, Al can now deliver near-instant drafts, saving valuable time—particularly in environments where volume and velocity matter.

### In internal communication



Al assistants are increasingly used to summarise meetings, extract action items, and synthesise large volumes of data into digestible updates.

### Let's use the chat to exchange ideas

How can Al tools help you improve business communication by summarising meetings—without risking privacy or sharing sensitive info?

Despite their appeal, Al meeting assistants are far from neutral tools. Their design, deployment, and data practices may introduce risks that are technical, ethical, and educational.

### **Inaccuracy and misinterpretation**

**Transcription engines, though improving, remain vulnerable to errors**—particularly in cases of overlapping speech, accents, domain-specific vocabulary, or low audio quality. **Summaries and action items may reflect simplistic or decontextualised interpretations.** 

- Risk: Decisions made based on flawed outputs could lead to misunderstandings or reputational damage.
- Critical question: Who validates the accuracy of machine-generated summaries before they're circulated?

#### **Over-Automation and deskilling**

As Al takes on the cognitive work of summarising and deciding "what mattered," users may risk losing the habit of deep listening and critical note-taking.

- Risk: Weakens critical engagement, especially among students or early-career professionals.
- Critical question: How can users remain active interpreters rather than passive consumers of automated insight?

### Data privacy and consent

Recording and transcribing meetings inherently involves processing sensitive or personal information. Tools operating under non-EU jurisdictions may not meet GDPR or other data protection standards. Furthermore, obtaining informed consent—especially in group calls or public webinars—can be logistically and ethically complex.

- Risk: Breaches of privacy law or organisational policy.
- Critical question: Are participants fully aware of how their speech is being captured, processed, and stored?

### Bias in action item detection

Many tools claim to extract decisions, responsibilities, and key questions. But the algorithmic logic behind these identifications is opaque. The Al might overemphasise dominant voices, formal language, or certain rhetorical structures.

- Risk: Reinforces structural inequalities in meetings—especially if women, non-native speakers, or introverts are systematically underrepresented in summaries.
- Critical question: Are Al-generated insights reinforcing existing power dynamics rather than neutralising them?

### Lack of customisation across domains

**Not all meetings are the same.** Academic seminars, therapy sessions, business pitches, or strategy reviews differ significantly in tone, intent, and terminology. **Yet many tools operate with a one-size-fits-all model, resulting in generic outputs.** 

- Risk: Missed nuance or tone; loss of pedagogical or relational sensitivity.
  - Critical question: Can the assistant adapt to domain-specific language, or is it imposing its own logic on complex conversations?

### Al meeting assistants

#### Otter.ai

#### https://otter.ai

Al assistant that records, transcribes, summarises meetings, and generates action items. Offers real-time collaboration and integration with video conferencing tools.

#### Fireflies.ai

#### **National Problems** Market Mar

An Al notetaker that automatically records and summarises meetings. Supports integrations with major platforms like Zoom, Google Meet, and Microsoft Teams.

#### **Fathom**

#### https://fathom.video

Free Al tool that records meetings, generates instant summaries, and provides highlights seconds after a call ends.

#### Sembly.ai

#### https://www.sembly.ai

Al meeting assistant offering transcription, key insights, and team collaboration features. Focused on GDPR and enterprise-level compliance.

#### Read.ai

#### 

Transforms meetings into searchable transcripts, summaries, and action items. Includes analytics and Search Copilot for meeting insights.

#### **Avoma**

#### https://www.avoma.com

Al-powered meeting assistant designed for sales and customer success teams. Records, transcribes, and analyses conversations to improve performance.

#### tl;dv

#### https://www.tldv.io

Automatically records, timestamps, and summarises meetings. Offers easy clip sharing and integration with major platforms.

### For global teams



Al-powered translation and localisation help bridge linguistic divides, promoting clearer cross-border collaboration.

Let's use the chat to exchange ideas

How can Al translation tools help your business connect better with international customers, and what might be the risks?

### DeepL

- **Name : Note:** Market M
  - **Strengths**: Exceptional linguistic quality, custom glossaries, GDPR-compliant infrastructure (servers based in the EU).

**♥**Deept www.deepl.com

- **W** Use cases: Legal firms, multinationals, research institutes.
- Security: No data retention in Pro version; strong privacy settings.



Name of the property www.deepl.com Boost global marketing with Al-powered localization | DeepL DeepL's Language AI gives your marketing team AI writing assistance and enables

impactful, multilingual ads and communication that resonate globally



DeepL's Clarify feature—for better, more contextual translations Ensure interactive editing, linguistic nuance, and contextual translations. Try DeepL's

newest Clarify feature. Learn more now!

Explore all of our features

Collaborative AI for precise translations Build multilingual marketing campaigns that resonate across all audiences. With the Clarify feature, your team stays accurate and contextual with collaborative questions that get to the heart of your message. Clarify English V Olarify prompts you with questions around gender, idioms, numbers Our new engineer Unsere neue and dates, and even specialized terms will join the team Ingenieurin wird next week. nächste Woche Olarify analyzes your entire text for context and identifies areas where Teil des Teams. Use the feminine form ("die Ingenieurin"). clarity is needed Use the masculine form ("der Ingenieur"). Avoid costly context-related miscommunications and Use a form that allows for both masculine and feminine interpretation (e.g. "der/die Ingenieur/in"). misunderstandings

Discover Clarify

The Al acts not just as a passive tool but as a co-creator, asking questions that a human translator or marketer might not immediately consider. This interaction helps teams:

- Make language choices aligned with corporate tone or campaign needs
- Reduce the risk of cultural or gender missteps
- Maintain a **consistent voice** across languages

Unlike traditional Al translation tools that assume "one best answer," this approach favours transparency and human agency.

- The Clarify approach may slow down high-volume workflows, especially when many decisions are flagged.
- The system's effectiveness relies on the user's language awareness—not all users may be equipped to make nuanced linguistic decisions.

### https://www.systransoft.com

**SYSTRAN Pure Neural Server** 

**Strengths**: On-premise or cloud-based deployment; used by defence, finance, and legal sectors. Supports over 55 languages and domain-specific customisation.

🔓 **Security**: On-prem deployment ensures full data control.

**Use cases**: Government, finance, law, manufacturing.

## **Content Localization**

**USE CASE** 

### Empower your content with our Al-Powered Localization: Our solution helps

you reach a global audience and tell your brand story to an international

audience through your website, marketing assets, sales pitch, and more. Contact Us

These models go beyond simple word-by-word translation, instead interpreting entire sentences to preserve meaning, context, tone, and cultural nuance.

Al-Powered Machine Translation SYSTRAN uses advanced Al-driven Neural Machine Translation

E-commerce Healthcare

Adaptive AI for Domain-Specific Content SYSTRAN offers customizable translation engines trained on

industry-specific jargon and company-specific content. This means Al learns from a user's previous

translations and internal corpora, adapting to the style, vocabulary, and phrasing typical of:

**Automotive** Legal and financial sectors

(NMT) models.

- This adaptability improves with use, enabling more consistent and brand-aligned content over time.

Al is used to:

Quality assurance: Even advanced AI outputs still require expert human review for nuance,

### **Ensure compliance with GDPR and sector-specific regulations** Detect and flag potentially confidential information

Automatically anonymise sensitive data before translation

Bias and cultural sensitivity: Neural Machine Translation (NMT) systems can replicate or amplify cultural biases unless carefully managed.

especially in emotionally or legally sensitive content.

### Unbabel Matter **Strengths**: Combines machine translation with human post-editing. Specialised in customer service translation across channels like Zendesk, Salesforce, and email.

It is important to maintain a critical view on:

### Quality estimation Predicts the quality of

machine translations,

### 🔓 Security: ISO 27001 certified, GDPR-compliant.

**M** Unbabel

**LangOps Platform** Unbabel LangOps Platform: Centralize, manage and optimize your multilingual communication with Al-powered language operations. Streamline workflows, ensure quality and more.

Unbabel's Al continuously predicts the reliability of its machine translations via a **Quality Estimation (QE) engine**.

**Use cases**: Scalable multilingual customer support.

others are triaged for human review.

This selective intervention reduces manual effort and speeds up workflows.

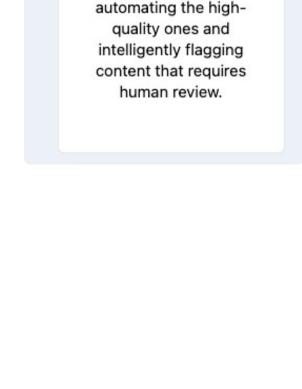
Sentences deemed high-quality are immediately auto-released, while

domain-specific language.

**Critical inquiry:** 

Does this risk overlooking subtle yet critical misinterpretations—

especially in nuanced content? The answer depends on how robust the QE is, particularly across



### **Al-powered translation**

#### Phrase (formerly PhraseApp)

- https://phrase.com
- **Strengths**: End-to-end translation management system (TMS) with Al-powered automation. Designed for developer workflows.
- **Use cases**: Software development, UX localisation, product teams.
- **Security**: Offers version control, audit trails, API tokens.

#### **Smartling**

- https://www.smartling.com
- **Strengths**: Al-powered translation memory, workflow automation, and real-time content preview. Strong in marketing and web localisation.
- **Use cases**: Global marketing campaigns, UX localisation, SaaS platforms.
- Security: SOC 2 Type II compliant; secure cloud-based platform.

#### Lilt

- https://www.lilt.com
- **Strengths**: Human-in-the-loop adaptive AI system; translation quality improves with usage. Used by the US government and tech enterprises.
- **Use cases**: Enterprise translation with human oversight.
- Security: FedRAMP authorised, GDPR-compliant.

#### **TextUnited**

- & https://www.textunited.com
- **Strengths**: Offers translation memory, terminology management, and AI + human translation workflows.
- ✓ Use cases: SMEs scaling into international markets.
- Security: Data stored in the EU; ISO 17100 compliant.

Some companies are even **experimenting with Al agents** that draft internal newsletters or respond to frequently asked employee queries, freeing up human communicators to focus on more strategic tasks.

### **Externally**



Externally, generative AI is transforming how businesses engage with clients and customers.

#### **Customer service bots**

Becoming more conversational and context-aware, able to generate empathetic responses and escalate complex issues appropriately.

#### **Marketing and sales**

Enabling hyper-personalised communication at scale, producing tailored messages based on customer behavior, preferences, and demographics.

#### **Real-Time interaction**

Al-assisted interaction across channels such as email, chat, and voice, blurring the line between human and machine interlocutors.

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However, these apparent advances come with significant caveats.

One of the most pressing concerns is the question of authenticity.

When messages are authored or heavily assisted by AI, questions arise:

- Who is really speaking?
- Can Al-generated content preserve the nuance, tone, and ethical responsibility expected in professional discourse?

Overreliance on generative tools risks diluting a company's voice or creating content that, while fluent, lacks contextual understanding or emotional intelligence.



There are also emerging legal and reputational risks.

Generative AI systems can produce inaccurate, biased, or misleading outputs.

If used to generate press releases, legal documentation, or customer responses without rigorous human oversight, companies may unwittingly disseminate false or inappropriate information.

### The impact on employee roles and organisational culture

Another dimension is the **impact on employee roles and organisational culture**. **As AI begins to handle routine communication tasks, concerns emerge around deskilling**.

Furthermore, when internal messaging becomes more automated, what happens to the informal, relational aspects of workplace communication—the human signals that foster trust, belonging, and collaboration?



If employees increasingly rely on AI to write emails or prepare presentations, will their own communication abilities deteriorate over time?

### The governance of Al-assisted communication remains a grey area

While some organisations are proactively developing **guidelines on Al usage**—addressing tone, transparency, and data privacy—many have yet to formalise such policies.

The absence of clear frameworks can lead to inconsistent practices, confusion over accountability, and unintentional misuse.

A common challenge is how to balance the efficiency gains of Al with the need to maintain human oversight and ethical standards.



From a strategic perspective, the rise of generative AI demands a re-evaluation of communication competencies.

It is no longer sufficient to be a skilled writer or articulate speaker; professionals now need to be capable prompt engineers, able to guide Al tools to produce relevant and high-quality outputs.



This shift calls for **new training programmes** and **awareness-raising initiatives** to ensure that employees understand both the potential and the limits of generative AI.

Equally important is fostering a culture of critical thinking, where Al outputs are evaluated, questioned, and improved rather than accepted at face value.

When used ethically and judiciously, generative AI can act as an amplifier—enhancing human communication rather than replacing it.

For example, it can help **non-native speakers** express ideas more clearly, assist neurodivergent employees in structuring communication, or **support multilingual outreach in global teams**. It may also help reduce communication bottlenecks in fast-paced environments, enabling organisations to respond more nimbly to external pressures.

Ultimately, the future of business communication will likely be hybrid: a blend of human intent and Al assistance.

Success will depend on how organisations manage this relationship.

Transparent policies, clear attribution, and **investment in human-centric communication skills will be essential.** Equally, there is a need to monitor how Al influences corporate voice, tone, and values over time.

### Questions to clarify your thinking

As AI tools become increasingly integrated into how businesses communicate with customers, partners, and stakeholders, use the following questions to clarify your thinking on how governance should evolve to ensure accountability, transparency, and ethical standards in AI-assisted communication:

### 1 Roles and responsibilities

Who is ultimately accountable for the content generated or mediated by AI in your business?

How do you ensure that Al-driven messages reflect your brand values?

### 3 Data and privacy

What data does the Al collect during customer interactions?

How do you manage consent, data storage, and compliance with relevant regulations (e.g. GDPR)?

### **5** Ethics and brand reputation

Have you assessed potential reputational risks associated with Al use?

What safeguards have you implemented to prevent bias, manipulation, or opaque practices?

### 2 Transparency with users

How do you inform customers that they are interacting with an AI system?

How do you communicate the system's capabilities and limitations clearly?

### 4 Human oversight

In what situations is human intervention required?

Do you have clear escalation protocols when the Al cannot handle complex, sensitive, or ethically challenging queries?

### **6** Regulation and self-governance

Are you keeping up to date with relevant policy developments (e.g. the Al Act, DSA)?

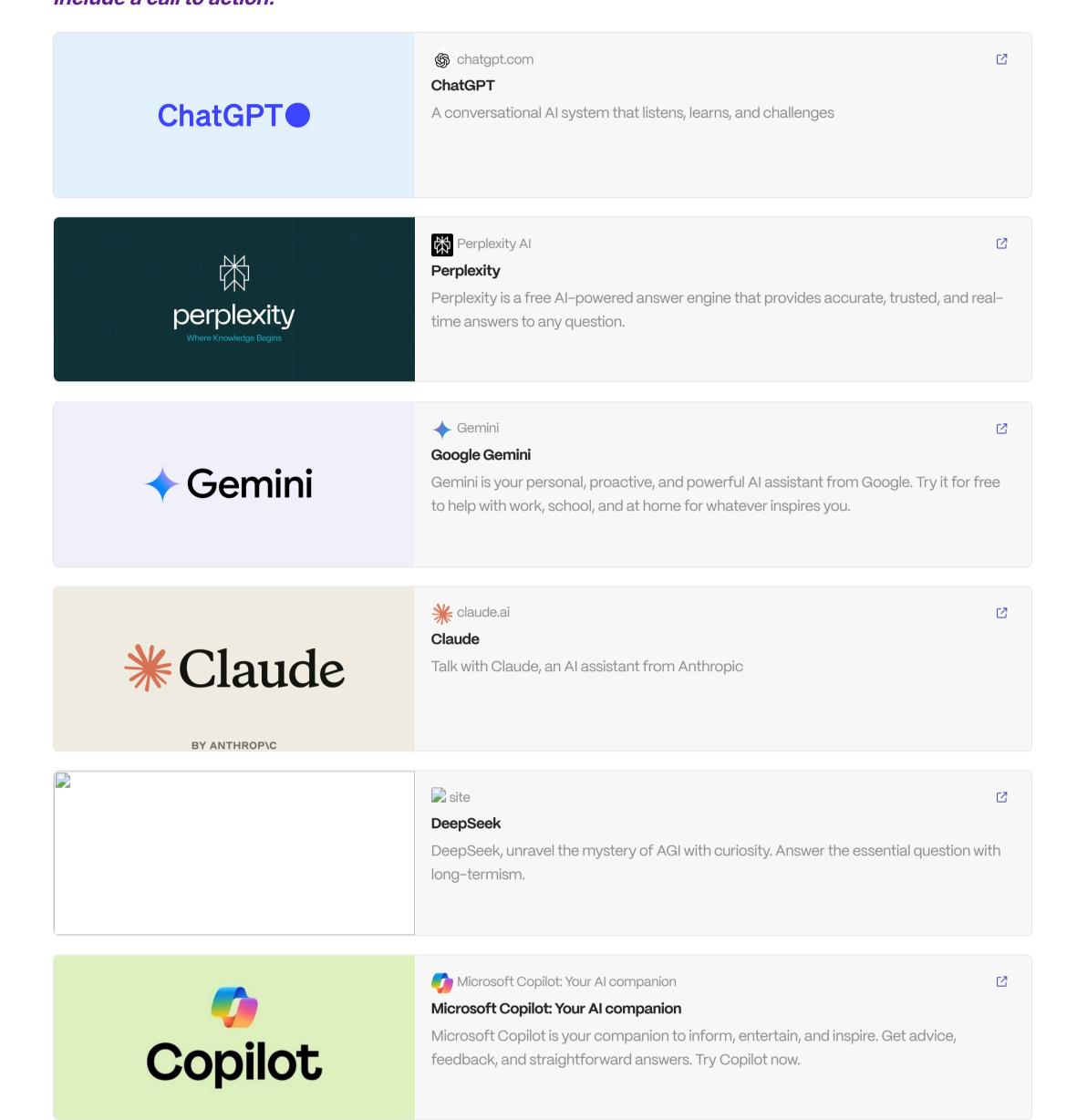
Do you believe new rules are needed, or should businesses develop their own internal codes of conduct?



# Creating a campaign message or post from scratch with Al support



Provided a call to action."



### Break it down into its components ask yourself:

### what information is clear, and what might be missing for a more focused Al response?

"Write a promotional Instagram post inviting entrepreneurs to join a free webinar on using artificial intelligence in digital marketing. The tone should be friendly and encouraging. Include a call to action."

### What is already clear in the prompt?

- Target audience: entrepreneurs
- Platform: Instagram
- Message purpose: promotional
- Topic: artificial intelligence in digital marketing
- Tone: friendly and encouraging
- Instruction: include a call to action

### What is vague or incomplete?

- Which entrepreneurs? (Start-ups? Solo founders? Retailers? Sector-specific?)
- Webinar details: What is the title? When is it happening? What are the key takeaways or benefits?
- Platform-specific needs: Are there word count or formatting constraints for Instagram? Should hashtags or emojis be included?
- Brand alignment: Is there a particular voice, message style, or visual identity to consider?

Set your revision goals When refining a prompt for AI, focus on improving the following aspects:

- Precision: Clearly define the audience, event details, and content expectations.
- Intentionality: Make the communication goal explicit (e.g. increase registrations, raise awareness, generate leads).
- Platform-awareness: Align with Instagram's format, tone, and visual language (e.g. short form, casual tone, hashtag use).

### Task: Rewrite the prompt

Use your observations to craft a more complete, targeted version of the prompt.

Improved version – Example "Act as a social media copywriter. Write a promotional Instagram post (maximum 120 words) aimed at small business owners and solo entrepreneurs interested in digital tools. Invite them to register for a free webinar titled 'Al Marketing Essentials', taking place next Thursday at 6:00 PM. Highlight one key benefit of attending. Use an encouraging yet professional tone. End with a clear call to action and include up to three relevant hashtags."

### **Customise:**

Write a promotional \_\_\_\_\_ post inviting \_\_\_\_\_ The tone should be \_\_\_\_\_. Include a call to action.

- What is already clear in the prompt?
  - What is uneady clear in the proWhat is vague or incomplete?
- Use your observations to craft a more complete, targeted version of the prompt.

### Crafting campaign messages with Al: a step-by-step guide

### Step 1: Define your objective

Before involving any Al tools, **clarify the purpose** of your campaign message.

### Ask yourself:

- What do I want this message to achieve? (e.g. awareness, engagement, conversion, enrolment)
- Who is my target audience? (demographics, behaviours, needs)
- What is the core action I want the audience to take? (e.g. click a link, register, share)

Tip: Try phrasing your objective as a SMART goal: specific, measurable, achievable, relevant, timebound.

### Step 2: Select the right Al tool

Choose a tool that matches your needs:

- ChatGPT / Claude / Gemini: for content generation, brainstorming, and rewriting
- Copy.ai / Jasper: for structured marketing copy and branded messaging
- Canva Magic Write: for visuals with Al-generated copy
- Notion AI / Microsoft Copilot: for collaborative drafts and planning

### **Question to ask:**

Is the tool aligned with my ethical and data privacy standards (e.g. GDPR compliance)?

### Step 3: Draft a prompt with precision

All is only as good as your prompt. To get relevant output, provide **specific context**.

### **Example prompt template:**

"Act as a marketing copywriter. I need a campaign post for [platform] targeting [audience type] to promote [product/service/event]. The tone should be [friendly/professional/inspirational]. Include a strong call to action and keep it under [X] characters/words."

### Advanced elements to include:

- keywords to focus on
- emotional tone (e.g. urgency, curiosity, excitement)
- format constraints (e.g. hashtags, emojis, links)

### **Step 4: Analyse the Al output critically**

Once the Al generates content, **don't copy and paste blindly**. Instead, interrogate the response.

### **Critical checks:**

- Does the tone match my brand identity?
- Is the information accurate and aligned with my values?
- Could any part sound generic, biased, or culturally insensitive? Is the call to action clear and actionable?

**Revise** as needed using follow-up prompts like:

"Add a statistic or quote to increase credibility." "Simplify this for readers with low digital literacy."

"Make this more dynamic and suitable for a Gen Z audience."

### Every platform has its own logic:

**Step 5: Adapt to platform requirements** 

Ideal message length

**Platform** 

LinkedIn	150–300 words	professional, inspiring	include a story or stat
Instagram	100–150 words	visual, conversational	use emojis and short hooks
Facebook	100–250 words	friendly, informative	add a question for comments
Twitter/X	~280 characters	punchy, clever	use hashtags strategically
Action: Prompt Al to reformat or condense for each platform			

Tone & style

Tip

### "Reformat this for an Instagram caption with a maximum of 120 words and include 3 relevant hashtags."

### Generate images based on your concept

Step 6: Incorporate visuals or multimedia

Create branded templates Turn your post into short video content

Use AI for visual content:

- **Prompt example for image generation:**
- "Create an image of a diverse group of entrepreneurs collaborating in a modern coworking space, with a warm, optimistic tone."

Step 7: Test, revise and localise

### share the draft post with a small group for feedback A/B test different versions of the message

translate or adapt for local cultural nuances using Al-assisted localisation tools

Before going public:

- **Question to ask:** Would this message resonate equally in different languages or cultural contexts?

### **Metrics to watch:**

**Step 8: Publish and monitor performance** 

reach and impressions

Post your message on the chosen platform(s) and track how it performs using platform analytics.

conversion rate

click-through rate

engagement (likes, shares, comments)

"Based on these analytics, what changes should I make to improve engagement in my next campaign?"

**Step 9: Archive and build a prompt library** 

### Don't let your work disappear. Save:

the Al-generated content (with versions)

**Tip:** Feed results back into your next Al prompt

- the prompt used
- performance metrics

edits made by humans

Use this material to **build a personal prompt library** for future reuse and refinement.

Categories to include:

- awareness posts
- product/service launches testimonials/stories
- thought leadership

### event promotions

**Final reflections** 

While AI can streamline and enhance the creation of campaign messages, its outputs should always be filtered through human judgment.

The best results come from a dynamic partnership: your clarity of intent + Al's generative power +

critical revision.



# Creative task: each participant drafts a short message (social media, newsletter, or pitch script) aligned to a communication goal



Task: Communicating a business service on LinkedIn

#### Context:

You are the communication officer for a small or medium-sized enterprise (SME) that is launching or promoting a professional service (e.g. consulting, training, digital marketing, logistics support, financial planning, etc.). Your goal is to create a LinkedIn post that clearly presents the value of this service to a professional audience.

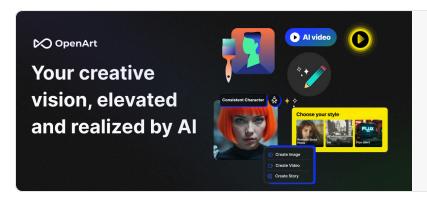
#### **Your Task:**

Write a LinkedIn post (max 150 words) that introduces the service, highlights one key benefit, and encourages engagement (e.g. contact, click, comment, share).

### **Q** Your LinkedIn post must:

- 1. **Use a professional and engaging tone** (UK English).
- 2. Clearly identify the target audience (e.g. start-ups, schools, HR managers).
- 3. Explain what the service is and how it solves a relevant problem.
- 4. Include a call to action (e.g. "Find out more", "Book a free consultation", "Let's connect").
- 5. Use **one hashtag** relevant to the service or audience.
- 6. Stay within **150 words**.

### Design a prompt for a photorealistic portrait



po openart.ai

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#### Al Art Generator: Free Al Image Generator & Editor | OpenArt

Explore AI image generators with our free photo generators & editors. Perfect for transforming ideas into stunning visuals using text-to-image prompts.





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#### Le Chat

Chat with Mistral Al's cutting edge language models.



OpenArt

#### Shared Generation by Sandra Al Troia | OpenArt

Create a photorealistic portrait of a friendly, independent shop owner standing inside a small, well-lit home goods store. The person should be in their late 40s, wearing casual,...



Mistral Al

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#### photorealistic portrait

Chat with Mistral Al's cutting edge language models.

### Design a prompt for...

### **Select from <u>https://openart.ai/style-palettes</u>**





#### **B&W** frazetta art

Chat with Mistral Al's cutting edge language models.

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## Group feedback and discussion: evaluating effectiveness, tone, and originality



In your opinion, which of the following is the most valuable contribution of AI to business communication?

**Is Al-generated communication truly original?** 



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# Thank you!



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