

**SAMPLE
CHAPTER**

THE ChatGPT™ REVOLUTION

**How to Simplify
Your Work and
Life Admin with AI**

**DONNA
McGEORGE**

WILEY



As always, Donna translates what was somewhat overwhelming into a practical how-to and step-by-step guide that will be a game-changer for us all. Every team member in every organisation needs this book on their shelf to use ChatGPT to increase their capacity. I've already used it for social media content plans, sharing stories and metaphors in content and finding ways to delight my customers that would have taken hours of time but with ChatGPT were done in a few minutes. I'm off to create more clever prompts to help me optimise my time even more!

—Jane Anderson, award-winning business consultant, *Forbes* contributor and author of ten books

Donna has shared a wealth of insights about the potentials (and the perils) associated with ChatGPT. She cleverly explores practical examples that illustrate how we can leverage the tool, both professionally and personally, so we can save our most precious resources as humans, TIME! This book was a catalyst for me to start to think about the myriad of other ways to bolster my productivity with ChatGPT.

—Dr Kristy Goodwin, digital peak-performance and wellbeing researcher, speaker and author

As someone who thought they already knew a lot about ChatGPT I was blown away by how much more I learned from this book. So many examples, tips and tricks to turbocharge anyone's ChatGPT journey. AI and machine learning aren't going away, and Donna's book equips you to come along for the ride. Exciting stuff.

—Anne-Marie Hyde, ACA, associate partner, Professional Services

The ChatGPT Revolution is a how-to guide for anyone who wants to get up to speed on this new technology and use it to reclaim time for what matters most. Donna's practical approach will help you quickly master using ChatGPT for day-to-day tasks from travel planning to letter writing... and before you know it you will wonder how you managed your life (and life admin) without it.

—**Dinah Rowe-Roberts, co-author of
Life Admin Hacks and co-host of the
Life Admin Hacks podcast**

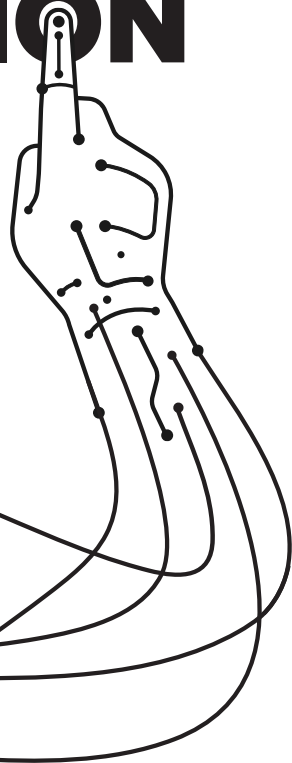
If you want the inside scoop on how to understand and use ChatGPT and AI, both personally and professionally, *The ChatGPT Revolution* is a must-read! Whether you are new to ChatGPT or been deep in it, Donna McGeorge provides a practical breakdown of how to best utilise this mind-blowing technology for productivity and efficiency!

—**Amy Yamada, business coach for
Coaches & Entrepreneurs**

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Your Work and
Life Admin with AI

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First published in 2023 by John Wiley & Sons Australia, Ltd
Level 4, 600 Bourke St, Melbourne Victoria 3000, Australia

Typeset in Bembo Std 12/15pt

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ISBN: 978-1-394-20780-0



A catalogue record for this
book is available from the
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About the author

Donna McGeorge makes work *work*.

She is passionate about enhancing the time we spend in the workplace (too much, for many of us) to ensure it is effective and productive, and enjoyable.

Donna has worked with managers and leaders throughout Australia and the Asia–Pacific for over 20 years. In 2020 she, like many of us, transitioned her work from live, in-person to online. She delivers productivity programs, keynotes and webinars globally across a mix of industries.

Her CV is as eclectic as her record collection (yes, classic vinyl). In addition to roles at Telstra, Qantas, Ernst & Young and Ansett, she has managed theatre, sports, and concert tours for the UK-based travel company Keith Prowse, and been the Asia–Pacific organisational development manager for the Ford Motor Company in Shanghai.

Donna also shares her knowledge for good through appearances on *The Today Show*, Sky News, radio interviews across Australia, and articles for *Harvard Business Review*, *Forbes* and *Fast Company*, as well as local publications, including *The Age*, *Boss Magazine*, *Smart Company*, *B&T Magazine* and *HRM*.

This book compliments her best-selling productivity series, 'It's About Time', which includes *The 25 Minute Meeting* (2018), *The First 2 Hours* (2019) and *The 1 Day Refund* (2022), also published by John Wiley & Sons.

She runs her business from her home in Hope Island, Southeast Queensland, a region known for its world-class beaches and golf courses, but her most creative moments come while sipping tea on her balcony and gazing at the meandering waterways with her husband, Steve, and her dog, Prudence.

Donna believes that while workplaces are complex, they are not hard. More often than not it's getting the simple things right, consistently, that has the greatest impact.

She also knows that when we decide to be intentional, we can surprise ourselves with what we can achieve.

www.donnamcgeorge.com

Acknowledgements

In 2018 I published my first ‘proper’ book, *The 25 Minute Meeting*. It was a super-steep learning curve, and I couldn’t have done it without the team who supported me. In 2019, just a year later, I published *The First 2 Hours* and, in 2022 following the global pandemic, I published my third book, *The 1 Day Refund*.

I thought I was done.

And then I got a call from Lucy Raymond at Wiley offering me the opportunity to write this book.

The difference this time is that it came at a challenging time both personally and professionally, and I wasn’t sure if I had the capacity to write another book. And... here we are.

Again, it has been a team effort.

Lucy Raymond, Leigh McClennan, Melanie Dankel, Ingrid Bond, Renee Aurish and the team at Wiley — thank you for offering me this opportunity. You have opened up my work to a whole new market with this one and, despite the frantic pace, it felt effortless.

Kelly Irving: For running your eye over my shitty first draft and realigning me with the purpose for the book.

Joanne Smith: My sister and often partner in crime. We decided to get curious early about ChatGPT and kept sharing our various discoveries and delights as it saved us hours of work in the creation of content.

Janine Garner: For being my sounding board. You experienced the highs and lows of this book, and had my back the whole way.

Maree Burgess: My conscience. Whenever I have a dilemma, you help me cut right to the chase, providing clarity where there was confusion.

Anne Marie: Once again your honesty and humour in applying your exquisite knowledge of the Queen's English are appreciated and loved. Thank you.

Emma McGeorge: You continue to be the inspiration for much of my writing as I strive to create a better working environment for everyone and, particularly, for you. I love you, my darling girl.

And, finally, there is nothing I could do in my professional or personal life without the loving support of my husband, Steve. This one was particularly challenging because of the compressed time frames, and you were patient and understanding as our carefully curated life was interrupted.

Introduction

I write books about productivity because I'm on a mission to give people back time for the most important things in their world. I get ideas for books when I speak with people in organisations about the things that are preventing them from being their best selves or doing their best work.

Hence my books are about things like meetings, structuring your day, and creating space to think and breathe.

So, when my publisher came to me and asked me to write a book about how artificial intelligence (AI) or, more specifically, ChatGPT could help us with productivity, I went straight back to the problems that people share with me.

In addition to the three things above, the issues that I regularly hear about (that may be future books) include:

- » delegation
- » decisions
- » email
- » information overload
- » admin tasks
- » life admin.

I'm sure the list goes on and on. This is the stuff that prevents us from doing our 'real' work. We would describe it as mundane, tedious and not very value-adding, particularly if they are tasks we don't do very often. For example, when was the last time you had to:

- » write a job description and ad for a role
- » write a policy or procedure for a new starter in an organisation
- » develop a presentation or proposal from scratch
- » handle a client complaint
- » plan an event?

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All of these infrequent tasks take up a huge amount of time when you only do them on rare occasions, particularly if you are starting from scratch. They are difficult to delegate because (a) you don't do them very often, so (b) it's easier and quicker to just do them yourself.

ChatGPT has provided us with a tool to get through mundane tasks. A tool to clean our slate of repetitive, uninteresting and demotivating work that despite this must be done. The stuff that prevents us from doing higher value work or keeps us from our families or the things we work for.

Irrespective of where you are in an organisation, you now have a virtual assistant, intern or support person to help you get through these mundane tasks up to 50 per cent faster than you were doing them before.

By combining ChatGPT with human input, a study by MIT found that productivity increased by between 35 and 50 per cent and the quality improved by up to 25 per cent.

The question at this point is: *Could you use some help to simplify your life and work, and free up more time in your day?* If so, read on.

What will you use all this free time for?

The end of labour is to gain leisure.

— Aristotle

Thus, for the first time since his creation man will be faced with his real, his permanent problem—how to use his freedom from pressing economic cares, how to occupy the leisure, which science and compound interest will have won for him, to live wisely and agreeably and well.

— John Maynard Keynes

For centuries, technological advances from the printing press through to the vacuum cleaner were invented to give us more leisure time. Instead, all it did was give us more time for work.

According to Oliver Burkeman, we are destined to be on the planet for about 4000 weeks. I found this sobering, and it brought into focus my mortality, which begged the further, somewhat less philosophical thought, ‘I’m running out of time, so I’d better use that time wisely.’

Now is the time to leverage technological advancements, like AI and ChatGPT, to make that promise of increased leisure time a reality.

There's been a lot of buzz around ChatGPT and AI, and while you may have heard a thing or two about it, chances are you've picked up this book because you may not understand what it does and how it could be useful to you in taking back some of your valuable time.

This book is about getting beyond the buzz and giving you access to a productivity boon.

Right now, people are already using ChatGPT to generate:

- » difficult emails
- » process flow charts
- » instruction guides
- » presentation outlines
- » job descriptions
- » job applications
- » administrative tasks
- » summaries and analyses of large amounts of information
- » product descriptions
- » content, articles and blogs.

And in case you are wondering, yes, some people are using it to help write books (I'll get to that later).

ChatGPT and AI represent a significant step forward in the ability of computers to understand and respond to human language. It has the potential to transform the way people interact with technology, providing a more natural and intuitive experience.

Introduction

But, as with any new technology or time-saving application, there's always a danger that it could end up creating more work than it saves. Email was supposed to make our lives easier, but it has ended up being a nightmare for a lot of us. I'm reminded of the German word *Verschlimmbesserung*, which means 'an intended improvement that makes things worse'.

If used effectively, ChatGPT has the potential to free up valuable time for other activities, so I think the real question is: *What will you do with that time?* As technology continues to advance and make tasks easier and more efficient, it is up to us to decide how to use our new-found free time.

Disclaimer: Before going any further, you need to know that these technologies are moving extremely fast, and they are full of errors. Even while writing this book, things were changing, and rumours were rife with what the next versions and new applications would provide. With a technology this explosive, chances are some of the ideas covered in this book could be considered obsolete before it even hits the shelves. Despite this, the fundamentals covered in this book provide core strategies for getting the most out of AI and, more specifically, ChatGPT.

You have no time to lose.

It's time to join the revolution.

How to use this book

This book mirrors the way I run my webinars, workshops, corporate programs and hands-on sessions. It is practical and easy to read and navigate, so you can quickly implement real yet simple changes in the way you work.

It isn't a hefty tome that you'll have trouble carrying around, or that you'll leave on your bedside table to gather coffee-cup stains. Rather, it offers quick tips, real-life stories, lots of no-nonsense advice, questions to encourage you to reflect on how you're working now and how you could use ChatGPT to work simpler and smarter, and practical exercises to help you get started.

My suggestion for working through this book is to keep it simple and achievable. Start small and work your way up to the bigger concepts. Read the book and choose one or two things that resonate strongly with you and start to action those immediately. (You will thank me when you see how simple it really is.)

Part I is all about what ChatGPT is and the long history of artificial intelligence (AI) and machine learning (ML). You may not realise how much you are already using AI and ML in your day-to-day life. We will also cover why it's important to be curious and take the opportunity to learn about ChatGPT and other AI/ML technologies. They are here to stay. It's time to get on board.

Part II introduces practical strategies to get started with ChatGPT, and help you be productive both at work and home. Imagine having a permanent intern or virtual assistant at your side to get some of your mundane work out of the way. That's what's on offer here!

As you read this book, I'd like you to heed the advice from my late mentor and friend, Roger Deaner, who told me to 'believe nothing, and test or try everything'. This has helped me maintain my curiosity in the face of negativity, blowhardedness (I don't know if that's even a word!), and 'splaining.

So, this may seem counter-intuitive...but I encourage you to not believe everything I say in this book. Instead, I want you to get curious about ChatGPT and explore it for yourself. This will provide you with a hands-on experience of its capabilities and limitations and allow you to explore its potential applications.

As you read, you will find I can be a little irreverent at times—because life and work are way too important to be taken too seriously. And reading a book should be a pleasure, not a pain!

So please read, implement, experiment and have fun immersing yourself in the world of AI, ML and ChatGPT!

PART I

**GET
CURIOUS**



What does Albert Einstein, your car and an African wildebeest have in common?

No, this isn't the start of a corny joke, and the answer is the global positioning system (GPS).

Because of Einstein's theory of relativity, GPS systems can help us get from A to B in our cars, and also track the migratory patterns of animals on the planet, including wildebeest, arctic terns and humpback whales.

Do you think that Einstein had the tracking of birds' migratory patterns in mind when he stood in front of four blackboards-worth of calculations and then simplified it to $E=MC^2$? Unlikely, and yet here we are.

Albert Einstein is widely regarded as one of the most brilliant scientists in history. Throughout his life, he was driven by an insatiable curiosity that led him to question the very foundations of our understanding of the universe.

It's his curiosity, and that of those who stood on his shoulders, that has resulted in us having access to this extraordinary technology, not only in our cars, but on the smart phones we carry around in our pockets.

You may not realise it, but the masses have only had access to GPS since 2010, and look at how it has already become integrated into our lives. We couldn't get a ride share car, know the time or plan a picnic for a nice day without it.

Like GPS, artificial intelligence (AI) and applications like ChatGPT are here to stay, and the extent of their use, and subsequent integration into our lives, is still unclear. Even when writing this book, changes were happening on a daily

basis and people were sharing how they were using AI to the point where I couldn't keep pace with it.

What has kept me going, and got this book into your hands, is staying open minded and being curious.

Curiosity plays a critical role in driving progress and shaping our understanding of new technologies.

Let's face it, in today's world, where technological breakthroughs are happening at an unprecedented pace, staying current and informed can be challenging. You barely have time to keep up with your email and calendar, let alone new discoveries!

You need to take time to get curious about the merits of ChatGPT and AI more generally, and understand how it can simplify your life and work and ultimately save you time. Try some of the following.

Carve out some time to get to know what it's all about. You probably only need an hour.

Read articles from different perspectives and discuss it with colleagues.

Think about ways you might be able to use it, and get a clearer picture of how it can help you.

Have an opinion. There is a lot of information out there right now about this tool, and it's coming from a range of perspectives. Decide for yourself how useful (or not) it could be for you.

And in the meantime, let's dig a bit further into how we can use this tool to make your work and life easier.

CHAPTER 1

What is ChatGPT?

My mate Sam has always been an avid user of social media, was a very early adopter of apps like Facebook and Instagram, and is always quickly on board with other tech. She was actually the first person to ask me about ChatGPT.

When it came to her socials, she loved sharing her thoughts, pictures and updates with her friends and family. However, as she scrolled through her feed one day, she felt like something was a bit off.

While advertising and sponsored posts had been in her feeds for a while, suddenly it felt like every sponsored post or ad was perfect and her desire to hit 'buy' was getting a bit out of control.

It was as if the social media platform knew her better than she knew herself.

What Sam didn't know was that, around 2013, Facebook started to get very smart about the content it was pushing to its users.

Power Digital, a digital marketing company, wrote that in 2013:

The newest algorithm was pushing more organic content from brands so that users only saw posts that may be interesting to them specifically. The algorithm analysed over 1000 different factors with the goal of pushing high-quality content.

Have you ever found yourself scrolling through social media and suddenly an ad pops up that just seems perfect for you? Maybe it's a product that you've been thinking about or a service that you've been meaning to try.

That's how many of the social media AI and machine learning (ML) algorithms work. Serving up content, products and services that feel perfect for you based on your activity, and the activity of those connected to you.

Today, AI and ML is everywhere, from the personal assistants on our smartphones to the recommendation engines that suggest what movies to watch or products to buy. Here are some everyday examples of AI and ML in action.

- » Online retailers like Amazon use ML algorithms to make recommendations based on your purchase history and browsing behaviour. For example, if you buy a book on Amazon, the site might suggest other books that are similar in topic or style: 'If you liked *The ChatGPT Revolution*, then you might also like other books by Donna McGeorge.'

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- » Virtual assistants like Siri, Amazon Alexa and Google Assistant use natural language processing (NLP) to understand and respond to spoken or written commands. They can also perform simple tasks like setting reminders or playing music.
- » Chatbots, which are becoming increasingly popular for online customer service, use AI to simulate human conversation and provide assistance to users. For example, if you need help with an online purchase, a chatbot might be able to answer your questions and guide you through the process.
- » Autonomous vehicles, like self-driving cars, use a combination of sensors, cameras and ML algorithms to navigate the road and avoid obstacles. These algorithms are trained on massive amounts of data, including images of road signs, traffic patterns and weather conditions.
- » Medical researchers are using ML algorithms to analyse large datasets of patient information, to identify patterns and make more accurate diagnoses. In some cases, ML algorithms have been able to diagnose certain conditions more accurately than human doctors.

And then along came ChatGPT.

But wait ... what is ChatGPT?

Let's cut to the chase with a definition that came from the horse's mouth.

Example prompt: Describe what ChatGPT is.

ChatGPT: ChatGPT is a sophisticated computer program that uses a type of artificial intelligence called natural language processing to understand and respond to human language. It has been trained on a vast amount of text data and uses that knowledge to generate responses to a wide range of questions and topics.

It's a bit like a virtual librarian who has read every book in the world's largest library, and can provide you with information on any topic you ask.

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The GPT in its name stands for 'generative pre-trained transformer', which is the name of the neural network architecture that powers it.

It's like a smart robot that can talk to people and answer their questions.

You know how you can ask Siri or Alexa to tell you a joke or play a song for you? ChatGPT uses similar technology, only it can do a whole lot more. As a language model, ChatGPT has been trained on a massive amount of data to be able to understand and generate human-like (natural) language.

This means that it can take in a question or a prompt in natural language and generate a response, also in natural language, similar to how a human would respond.

ChatGPT has been trained on a wide range of topics, from simple trivia questions to more complex topics like science,

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history and politics. Its large database of information allows it to provide detailed and (not always) accurate answers to a variety of questions. We'll talk more about accuracy in Chapter 2.

You can use it for explanations of difficult concepts, to get advice on personal or professional matters, or even just have a conversation about a topic of interest.

And it's fast! The first time I used it, I was stunned at how quickly the information started streaming onto the page.

A brief history

While the application ChatGPT feels new, the underlying principles and technologies have been around for quite a while.

AI and ML have come a long way since their inception in the mid-twentieth century. Although the term 'artificial intelligence' was first coined in 1956, the ideas behind it date back much further to the work of pioneers, such as:

Charles Babbage who designed the Difference Engine (a calculator), and a kind of early computer called the Analytical Engine during the 1820s. Considered the great-grandparents of modern computers, they were never actually built; however, they inspired a whole generation of computer scientists and engineers. Babbage believed machines could perform tasks beyond just simple calculations—he was all about pushing the limits.

Ada Lovelace who, as far back as the 1840s, is credited with coming up with the first ever computer algorithm. She worked with Charles Babbage on his Analytical Engine. Lovelace was a visionary and saw the potential for machines to learn and develop intelligence beyond their programming. Basically, she was the original AI thinker!

Alan Turing is considered the father of AI. He came up with the idea of the Universal Turing Machine, a machine that could perform any computation a human could. He also created the Turing test, which evaluates a machine's ability to exhibit human-like intelligence. His work was seriously groundbreaking and set the stage for the development of modern AI and ML.

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Fast-forward to the twenty-first century and ChatGPT is created by OpenAI, a research organisation founded by some of the biggest names in the technology world, including Elon Musk (who left the organisation in 2018) and Sam Altman (the current CEO).

The team at OpenAI wanted to create a program that could understand human language and generate responses in a way that sounded like it was coming from a real person.

The first version of their language model was called GPT-2, and it was released in 2019. It was able to generate fairly good responses to all kinds of prompts, questions or statements. There were some concerns about how the technology could be used to spread fake news and propaganda, so OpenAI didn't release the full version of the program right away.

The next version of the model, GPT-3, was released in 2020, and it was even better than GPT-2. It was more sophisticated

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and powerful, and could generate not just coherent text, but creative writing and computer programming code. It was a huge step forward in everyday utility around time saving.

ChatGPT was launched to the general public on 30 November 2022 and uses GPT-3.5 as its operating model. At the time of release, GPT-3.5 was the largest AI language model out there with a whopping 175 billion parameters. This enables it to perform a range of tasks, from translating languages to summarising texts to answering questions — all with minimal fine-tuning. And fast!

In mid-March 2023, ChatGPT was upgraded, with GPT-4 providing even more firepower. It works with around 100 trillion parameters, meaning it can go well beyond writing essays and articles to creating art and music.

To put the difference between GPT-3.5 and GPT-4 into perspective, it's like comparing the number of grains of sand on a beach to the number of grains of sand in the world. This means a whole bunch of new ways to incorporate it into work and home to relieve us of our administrivia and allow us to get on with enjoying life.

I like to think of it as a virtual assistant, colleague or friend that can help you with work, provide advice or just have a casual conversation with you.

ChatGPT has been trained on a massive dataset of text, giving it the ability to understand and respond to natural language questions and, just like a librarian who needs to continuously update their knowledge by reading new books, ChatGPT is

regularly updated and fine-tuned to ensure its responses are accurate and up-to-date.

With its ability to process vast amounts of information and generate human-like text, there are endless applications.

I have spoken to a few people who are not sure how ChatGPT is different to a search engine. The best way to explain this is to give an example. If I go to a search engine and type ‘vegetarian recipes with potato, cheese and spices’, I get 53 100 000 hits and pages to trawl through to find what I’m looking for. Time consuming, right?

On the other hand, if I prompt ChatGPT with, ‘Give me vegetarian recipes that include potato, cheese and spices’, it responds with ingredients, instructions and, if you ask it, a shopping list. And if you don’t like the first response (in this case it was cheesy potato wedges), ask it for more until you find something you like.

Just pause for a moment and think about what your life would be like if you had a personal librarian at your fingertips who could quickly provide you with the information you need, without having to go through multiple books or search engine results.

This is the power of ChatGPT—your very own virtual librarian with a wealth of knowledge waiting to be explored.

Is this just another fad?

ChatGPT hit one million users in just five days after launching back in November 2022.

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That's an impressive feat, especially when you consider that other popular online services usually take much longer to reach the one million user mark (see figure 1.1, overleaf).

To put this into perspective, the previous record holder, Instagram, achieved one million users in just 2.5 months, while Spotify and Dropbox took just five and seven months, respectively.

It's true that most online services took longer than ChatGPT to gain one million users, but it's worth noting that some of the companies shown in figure 1.1 (overleaf) were founded more than 15 years ago. It's fair to say that, as the internet has become more ubiquitous over time, online services attain users faster.

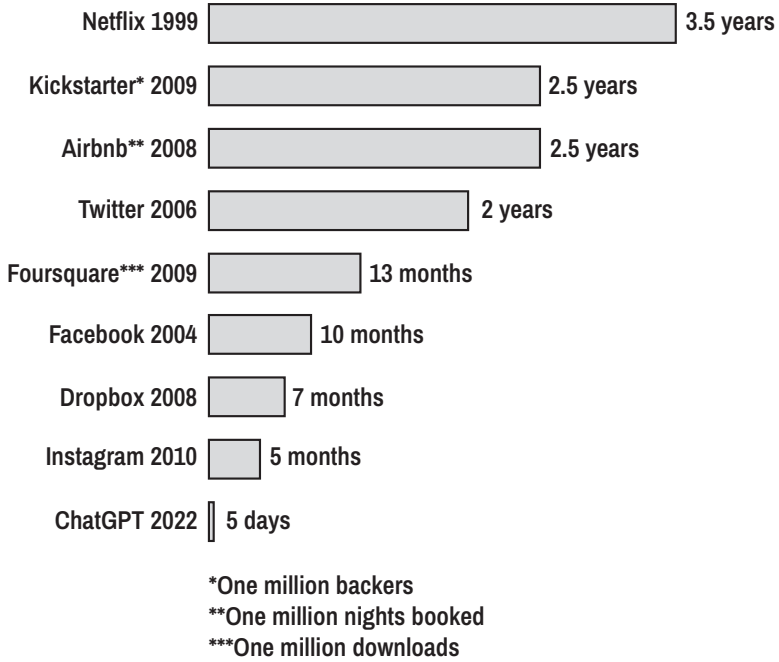
This speed of uptake is the first piece of evidence that, for me, says ChatGPT is here to stay in some way, shape or form.

The second piece of evidence is its ease of use. No programming needed, no computer degree, just the ability to type—and even that isn't necessary if you use voice-to-text tools.

The third piece of evidence that it is here to stay is that it will give people back time and make their work and life easier.

Finally, it will only improve over time. Since ChatGPT was launched into the world in late 2022, there have already been improvements, competing products that claim to be better, and other applications of AI that are astounding users with their cleverness and efficiency.

There are those who feel that they may not be tech-savvy enough to understand it, while others worry about the impact it may have on their lives. Maybe it's too complicated, or you



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Figure 1.1: Time to one million users

Source: Statista, www.statista.com/chart/29174/time-to-one-million-users/

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don't have the technical skills required to use it effectively, or maybe you worry that you will make a mistake and cause something to go wrong.

You can't break ChatGPT.

These emerging technologies are becoming increasingly user-friendly. They are getting easier and more intuitive to use, and ChatGPT is a great example of that. For a sophisticated model that uses AI and NLP to provide users with answers to their questions, it's incredibly easy to use.

All you have to do is type in your question or prompt, and ChatGPT will provide you with a clear and concise answer. You don't need to be an expert in AI or ML to use this technology—it's designed to be accessible to everyone. And, if you don't understand the answer, ask it to repeat the response as if it were explaining it to a seven-year-old.

Here's an example:

Prompt: Explain how nuclear fission works

ChatGPT: Nuclear fission is a process in which the nucleus of an atom is split into two or more smaller nuclei, releasing a large amount of energy in the process. The process of nuclear fission is usually initiated by bombarding the nucleus of an atom with a neutron.

When a neutron strikes the nucleus of an atom, it may be absorbed, causing the nucleus to become unstable and split into two or more smaller nuclei, along with the release of several more neutrons and a large amount of energy. These

released neutrons can then go on to strike other nuclei, causing a chain reaction and releasing even more energy.

[I'm bamboozled already... blah blah blah]

Prompt: Now rewrite it as if you were explaining it to a seven-year-old.

ChatGPT: Have you ever played with building blocks? Imagine that an atom is like a building block, and it's made up of even smaller pieces. When we split the atom by shooting tiny particles at it, it breaks into even smaller pieces and releases a lot of energy, kind of like when you break apart a block tower and it falls down with a big crash.

Scientists can use this energy to make electricity that we use in our homes, but they have to be very careful because it can also be dangerous if it's not handled properly. It's like playing with fire, it can be useful, but we have to be careful not to get burned!

Okay. Got it!

It's a tool for good

Some people worry about the impact technology has on their lives. They feel that technology is taking over, and that they are losing control over their time and attention.

This may be true for doom-scrolling social media; however, many of us spend hours every day doing research, whether it's

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for work, school or personal interests. We can now streamline this process and save ourselves valuable time. ChatGPT can quickly find the information we need and present it in a clear and concise manner, allowing us to focus on other tasks and activities.

Of course, it's important to remember that technology is not a panacea for all of life's ills. It's not a replacement for human interaction, and it certainly can't solve *all* our problems. However, by using it wisely, we can make our lives easier and more productive, without sacrificing the things that make life worth living.

Reclaim your work-life balance

One of the biggest challenges of modern life is achieving some semblance of work-life balance. Many of us work longer hours than we should, sacrificing time with loved ones and neglecting the activities that bring us joy. But technologies like ChatGPT can help us to reclaim our time.

We are already accustomed to technologies that help us simplify our lives in other ways. For example:

- » budgeting apps help us track our expenses and manage our finances more effectively
- » fitness apps help us stay in shape and maintain a healthy lifestyle
- » video conferencing tools help us collaborate with colleagues and clients, regardless of our location.

By embracing technology and using it in these ways, we create more time and space for the things that matter most to us.

In the years between 2020 and 2023, remote work and working from home took us to unprecedented heights of flexibility and, for many, more balanced work-life. Thanks to tools like video conferencing and cloud-based collaboration software, it's now easier than ever to work from anywhere in the world. By working from home, we eliminate long commutes and the associated stress and fatigue that come with them.

Instead of spending time grocery shopping, we can use online ordering services that deliver food to our doorstep, freeing up valuable time that we can use to pursue our hobbies and interests, spend time with loved ones, or simply relax and recharge.

Fitness apps and wearable technology help us to stay healthy and active, even when we're busy with work and other responsibilities. By tracking our daily activity and setting goals, we can create a more balanced and healthier lifestyle that supports our physical and mental wellbeing. I do, however, sometimes tell my smartwatch to shut up as it reminds me, once again, it's time to do another 250 steps.

Social media platforms, messaging apps and video conferencing tools can all help us stay in touch with our family and friends, regardless of where we are in the world. By making time for these connections, we can maintain strong and supportive relationships that are essential for our wellbeing and happiness.

None of these technologies are a replacement for human interaction, and I believe ChatGPT and other AI tools will give us back time for the things that matter most to us:

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Face-to-face interactions and meaningful experiences, like planning a weekend getaway with friends, attending a family gathering, or simply going for a walk in the park. The things we never seem to be able to find the time to do.

More importantly, by taking away much of our work and life administrivia, it is a real weapon in the war against burnout.

It pays to keep up with changes

Technology (and the world) is constantly evolving, and new tools and applications are being developed every day. This means that staying current is essential for remaining productive and competitive in today's fast-paced world. If we don't stay current, we risk falling behind and missing out on the benefits that these new tools can bring.

Staying current with technology helps us to work more efficiently; for example, Microsoft Windows is constantly evolving, with new features being added all the time—it would be crazy to expect us all to still be using Windows 95.

No matter what our job or role, it's important to stay relevant and competitive in our chosen field. For example, if you're working in marketing, you need to stay up-to-date with the latest trends and tools to create effective campaigns that resonate with your target audience. Similarly, if you're working in finance, you need to stay current with the latest budgeting tools and software to manage your customers' finances more effectively.

And this can be challenging. There are so many tools and applications available that it can be difficult to know where to start.

Overcoming technology overload

While technology can be a powerful tool for achieving work-life balance, it can also be a source of stress and distraction. I don't know about you, but I have days where it feels like I'm constantly bombarded with notifications, messages and alerts, making it difficult to stay focused and productive.

We also need to acknowledge the negative impact that excessive technology use can have on our mental and physical health, our productivity and our relationships.

Again, boundaries become important. This could involve setting specific times of day when we check our email or social media, turning off notifications when we need to focus on a specific task, or doing what we can to reduce the constant distractions that come with technology use, and create more focused and productive work periods.

Let's use technology to our advantage.

Tools like ChatGPT get us the information and results we need quickly and efficiently, without getting lost in the sea of distractions and notifications that come with traditional search engines and information sources.

It seemed weird to ask it, but here are three ways that ChatGPT said it could help with overcoming technology overload:

1. Providing advice on managing technology and how to create clear boundaries around technology use,

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reducing the constant distractions that come with technology overload.

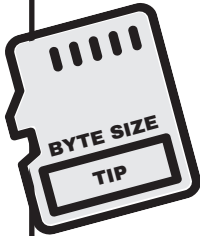
2. Offering mindfulness exercises and tips to reduce stress and anxiety and create a more focused and centred mindset.
3. Suggesting ways to increase human connection such as spending time with loved ones, joining social groups, or participating in community activities.

As someone who has been in the field of productivity for a while, I did find myself nodding at the suggestions as they appeared on the screen.

By overcoming our fears, having a growth or learning mindset, and staying current, we can use technology in ways that save us time, simplify our lives and give us back time for the things that matter most. By setting boundaries, we can avoid getting lost in technology and instead use it to enrich our lives. So, don't be afraid of ChatGPT, AI or any other technology—embrace it and use it to create the life you want.

While ChatGPT can handle complex topics, it's important to remember that it's still a machine and can only provide information based on what it has been programmed to know. Many people are criticising ChatGPT for not being more accurate or 'human-like'. We need to remember it is not human, and expectations of that nature are unrealistic.

And I know what you are thinking, 'I've heard some troubling things about ChatGPT and AI. Is it safe?' Chapter 2 will help answer this question.



Saying the name ChatGPT is a bit of a mouthful, so give it an easier name. A colleague of mine refers to it as Chachi. I call mine Charlie, or sometimes Chuck, for short.

Literacy game-changer

Danny Richman, a search engine optimisation (SEO) consultant, and Ben Whittle, a plumber, met last December when Whittle came over to fix a leak in Richman's house. They hit it off, and Richman began to mentor Whittle in expanding his business. Sounds like a classic friendship origin story, right?

With Richman's help, Whittle started a swimming pool installation company called Ashridge Pools. But Whittle was struggling with writing formal emails to clients due to his dyslexia.

That's when Richman came up with the brilliant idea of using ChatGPT's AI tool to build an app that could convert Whittle's words into a formal email.

And the best part? The app helped Whittle improve his language skills as he could compare what he wrote with the tool's output. Now that's what I call a win-win situation.

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Here's an example of how it worked:

Original Text from Ben: Jo will gets quote to yous next Friday – ben

ChatGPT Rewrite:

Dear Jo

I hope you are doing well.

I will be sending you a quote next Friday. Please let me know if you have any questions or require any additional information.

I look forward to hearing from you.

Kind regards,

Ben

Richman shared this app on Twitter, and it quickly went viral, with people around the world asking for help. Charities, teachers and individuals are all reaching out to Richman to build something for people with speech and language difficulties. It's incredible to see how one person's idea can help so many others.

But the most amazing part is that Richman is even talking to OpenAI to figure out how to share the app with the company's help at zero cost to users and without any commercialisation. Talk about a game-changer!



EXPERIMENT 1: START CHATTING

First, set up with a free account with ChatGPT.

Go to chat.openai.com and follow the prompts. Don't sign up for the paid version just yet. Play for free while you get the hang of it.

At the time of going to print, the ChatGPT home page provided a list of examples, capabilities and limitations. It is otherwise quite plain, which, for some, could be a bit disconcerting as we are used to seeing lots of bells and whistles on a web page.

The blank box at the bottom is where you type your question, or 'prompt' as the AI world refers to it.

Press enter or click the arrow at the end of the prompt box to get your chat started.

Each of your chats will appear as a list on the left-hand side like a menu. You can go back at any time and review a chat or continue it. ChatGPT will remember everything that came before for each individual chat and keep the thread going.

For each new topic start a new chat. That's about it!

Here are some ideas to get you going.

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- » Think of a topic that interests you and ask for its thoughts and opinions on the subject. For example, use the prompt, 'I'm interested in learning more about space exploration. What do you know about it? Can you tell me some interesting facts?'
- » Ask for a recommendation on a particular topic or subject. For example, use the prompt, 'I'm looking for a good podcast to listen to on [insert topic]. Do you have any recommendations? What are some of your favourites?'
- » Use the responses to drill down by typing prompts like, 'tell me more about [insert topic]' or 'give me more information about [insert topic]'.

TIME OUT

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Discover more about AI by:

- » **Paying attention to where and how you are already engaging with AI, ML or ChatBots. Just about every website you go to these days has a pop-up chat window that says, ‘Hi, can I help?’**
- » **Talking to friends, family or colleagues. Who do you know that you could speak to about this? Is there someone in your world who always seems across the latest technologies? What do they have to say about ChatGPT and AI?**
- » **Using some of the ideas already described in this book.**

IT'S ABOUT
TIME



Get on top of busyness

Donna McGeorge's *It's About Time* series will change the way you think about time, forever!

With *The 25-Minute Meeting*, you'll learn to give your meetings purpose and stop them wasting your time; with *The First 2 Hours*, you'll find the best time of the day to do your most productive work; and with *The 1-Day Refund*, you'll discover how to give yourself the extra capacity to think, breathe, and live.

It's time to get your life back—one minute at a time.



Get the most out of AI in both your work and life

The future of AI has arrived, and it's here to help you free up time for what really matters. But only if you know how to use it effectively! In *The ChatGPT Revolution*, bestselling author Donna McGeorge shows how ChatGPT is much more than a cool new tech tool: it's a multi-purpose, lightning-fast virtual assistant that can help you organise your everyday work and life.

In this book, you'll learn how to put ChatGPT to work, getting it to draft emails and reports, brainstorm and test ideas, create a meal or fitness plan, or even plan your next vacation. This is the ultimate guide to unlocking every last bit of productivity from this ground-breaking new technology, walking you through every step you need to take to make ChatGPT your most useful AI-powered friend.

Learn how to:

- understand what ChatGPT is capable of
- write smart, specific prompts and queries to get the results you need
- build on existing examples to create new use-cases of your own
- revitalise your workflows and overcome procrastination and creative blocks
- organise and summarise data and information to create reports, schedules and more.


The ChatGPT Revolution is a fun, hands-on, practical resource that will serve as your personal guide to this game-changing new tech. AI technologies are here to stay: this is your invitation to join the revolution.

DONNA McGEORGE is a global authority on productivity and a bestselling author. She is an expert in overcoming the obstacles and struggles that everyday people face when trying to get things done.

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Cover Design: Wiley
Cover Images: © ioat/Shutterstock

WILEY

 Also available
as an e-book

PRODUCTIVITY

AU \$27.95 / NZ \$30.99

ISBN 978-1-394-20780-0

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