DISPLAYHUB INC.
AI AT WORK TRAINING
MON 2026-10-12 15:00–16:50
MAPO GARDEN HOTEL

What to Hand to AI, What to Keep

A 110-minute hands-on session built from 29 improvement plans and 5 questions

Yohan Koo
CEO, CMDSPACE · LG executive AI programs · The Better newsletter

◆ 00 마스터 노트 · ◆ 01 직원의견 분석

THE PROMISE FOR 110 MINUTES

You leave with three things

An eye that sorts
what to hand to AI and what to keep in my own work

A verification routine
source check → AI draft → owner edit → send

One team standard card
my prompt made usable by the next person, ready for the company Claude project

All three are collected again on the last slide.

FIRST, TO BE CLEAR

Not replacement.
Extension and reinvestment.

Extension
one person can cover more ground

Reinvestment
saved time goes to customers, sites and design quality, as you wrote

Responsibility
judgment and final responsibility stay with people, all 29 agreed

One plan worried this hinted at headcount cuts. We answer that first.

ALL 29 IMPROVEMENT PLANS

29 people, 6 job families, 3 levels

29명

improvement plans submitted

6직무군

sales, install, R&D, admin, design, marketing

3수준

advanced 6 · daily 13 · starting 10 (est.)

20명+

wrote 'humans check the source' as a rule

Levels are estimated from self-descriptions.

FIVE QUESTIONS FROM THE TEAMS THREAD, AND WHERE WE ANSWER THEM

Your questions, answered where

QUESTION	CORE	WHERE
1 Assets, handover	prompt DB, leaver handover	Part 5, exercise B
2 Legal accuracy	outdoor ad law via AI	Part 2, law card
3 Working together	company plan, adoption	Part 5, sharing
4 Sensitive data	prices, training use	Closing, security
5 Practical use	50%+ hands-on, hallucination	Parts 3–5, closing

Full questions and answers are at the back of the handout.

A TABLE ONE EMPLOYEE DREW IN THEIR PLAN

AI does / I do

Hand to AI

- Pull spec conditions into a table
- Site voice memo to work log
- Proposal draft, missing items
- Patent lists, standard summaries

I do

- Check against source, sign drawings
- Delays and safety issues
- Our edge, unit price, total
- Read the source, not the summary

Design, install, sales, R&D. Left is speed, right is responsibility.

SAME AI, THREE WAYS TO USE IT

Prompt → Context → Team template

v1	**Prompt**	'Write a work report.' Fast, but different every time and nothing remains
v2	**Context**	Site, deadline, budget included. Better, but retyped every time
v3	**Team template and rules**	Template, checks and bans stored once. Same quality for the next person

In your plans: 'just faster' is v1, 'questions with context' is v2, 'team standards' is v3.

Ask with context, then verify

2 / 5

From v1 to v2, and answers on law and hallucination

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V1 → V2

Same fault, two questions

v1 — 'The screen is out'

- No section named
- No onset
- Nothing checked yet
- Answer: ten generic causes

v2 — with context

- Lower right quarter, intermittent
- Worse after rain, installed Nov
- Power LED is on
- Answer: how to confirm each cause

A field technician's idea: ask what is needed to confirm, not for the cause.

V2 — HOW TO CARRY CONTEXT

Four things are enough

Purpose
who uses this output, for what

Facts
site, customer, product: memo, mail, spec as-is

Constraints
length, tone, template, what not to write

Done criteria
what counts as done, how to mark the unknown

From a plan: 'organising the question is itself a check of my understanding'.

RULE INTO PROCEDURE

Anything sent to a customer passes four steps

01

Check the source

Mail, memo, spec, drawing. I read it before AI does

02

Review the draft

Underline what the source lacks. Numbers one to one

03

Owner edits

Delete or mark unverified. Our edge and prices by a person

04

Send

The sender is accountable. AI never sends

Exactly the order one salesperson wrote in their plan.

NOT REVIEW, A SEPARATE PROCEDURE

Three areas AI never settles alone

01

Safety

Power, wiring, structures, heights. Five field staff wrote it. A senior confirms

02

Law and certification

Outdoor ad law, light pollution, KC, UL. Articles checked at source, experts decide

03

Quantity, price, delivery

Cabinets, receiving cards, power units, prices, dates. Recalculate both ways

These three get a separate confirmation step, not a review.

QUESTION 2 — AI CHECKING THE OUTDOOR AD LAW FEELS INACCURATE

Give AI the statute text, not its memory

01

Load the text

Current act, decree and local ordinance from law.go.kr into project knowledge

02

Force citations

'Cite article, paragraph, item and quote one line for every answer'

03

Unknown stays unknown

'If it is not in the provided text, write cannot confirm' — no guessing

04

Verify at source

A person opens each cited article at the source, especially local ordinances

Accuracy is low because AI recalls law from memory. Given the text, the question changes.

QUESTION 5 — HALLUCINATION BETWEEN FACT AND IDEA, WHEN YOU CANNOT VERIFY

Unverifiable means idea, not fact

Split the question
ask 'facts only, with sources' and 'ideas, sources optional' separately

Demand sources
'attach a source after every fact: file, URL or article; else write no source'

Ask twice
repeat in a fresh chat. If the answer shifts, it is a guess, not a fact

Write 'unverified' as such
keep the unverified tag in the document; a person decides before sending

Hallucination never hits zero. Keeping it out of the fact column works.

Exercise A
Site memo → work report

3 / 5

25 minutes. Claude web or app, everyone on the same task

ALL HANDS, EXERCISE A, 25 MIN

A report from one memo line, then hunt the invented sentences

1

v1 (5 min)

Paste the memo, type 'write a work report'. Keep the result

2

v2 (8 min)

Again with the handout prompt. Put both side by side

3

Underline (8 min)

Underline every sentence the memo lacks. Swap with a neighbour

4

Share (4 min)

One invented sentence per table

Memo: facade / 6 faulty / 1 replaced / 5 blocked by ladder / lift / to arrange

EXERCISE A RUNNING

Find every sentence the memo never said

Step 1 v1
'write a work report', keep the output

Step 2 v2
handout prompt: 8 fields, unknown marked unverified

Step 3 underline
confirmed normal? customer agreed? model name? hours? safety check done?

Until 15:52. Four minutes before the end, pick one invented sentence per table.

EXERCISE A LANDING

Four kinds of blanks AI fills

01

Unchecked 'normal'

'Remaining modules confirmed working' — not in the memo. Unverified

02

Agreement that never happened

'With customer consent', 'schedule agreed' — it was 'to be arranged'

03

Guessed cause or model

'Model X replaced', 'likely power fault' — causes are for people

04

Declared procedures

'Safety check done', 'two hours of work' — unwritten means undone

This is the 'did it add undone work or call the unverified normal' from your plans.

18 / 38 지어낸 문장 유형

EXERCISE A IN ONE LINE

Step 2 put that check into the rules up front

v1

a person checks later, and skips it on busy days

v2

the check lives in the question: 'if absent, unverified'

Next ten minutes: how to stop retyping that rule.

Same question, three answers

4 / 5

A 10-minute live demo, three answers to one mail

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LIVE DEMO: SAME CUSTOMER MAIL, THREE TIMES

Prompt → Context → Project

v1

New chat

'Summarise requirements' + mail. Generic table, guessed values

→

v2

New chat

Full prompt from the sales card. Right columns, open questions appear

→

v3

Pre-set project

Instructions = team card, knowledge = template. Paste mail, type one word

⟲

The v3 project was set up beforehand. The run happens now.

LIVE DEMO RUNNING

An answer is only as good as its context

v1
columns drift, AI settles pitch and resolution on its own

v2
right columns, 'unverified → question' appears. But 30 lines were typed

v3
v2 quality from one word. Same template whoever asks

If it fails, pre-run captures with dates are shown. Nothing is faked.

FORMAT FORCES THOUGHT

A template's blanks are the context and the check

Limit of v2
30 lines every time. Shrinks on busy days. Differs by person

Condition of v3
template, checks and bans written once. That is exercise B

The 'unverified' field
with this field in the template, AI cannot invent 'normal'

LED installation paperwork has fixed structure. That is the asset.

From personal to team asset

5 / 5

Exercise B, 15 minutes, then answers to Q1 and Q3

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V3 — WHAT STAYS WITH THE TEAM

Three things that stay

01

Prompt library

Good prompts as cards. About 12 asked, nobody set the method. We set it now

02

Shared templates

Work report, requirement table, comparison, FAQ answer. Template is context and check

03

Fault case DB

Symptom → cause → checks → fix. The onboarding material nine field staff asked for

All three start with a few files and one Claude project.

EXERCISE B FORM

The team standard card, seven fields

FIELD	WHAT	EXAMPLE (SALES)
① Name, purpose	use of the output	mail → requirement table
② Input	what gets pasted	mail, names and prices masked
③ Output format	table, fields, order	item/content/source/unverified
④ Human checks	what a person compares	guessed as settled? numbers 1:1
⑤ Bans, unknowns	how to mark the absent	as 'unverified → question'
⑥ Instruction	the actual prompt	tuned to ②–⑤
⑦ Author, tested	name, date, cases	checked on N real mails

Empty ④ means it is not a card. The form is on the handout's back.

ALL HANDS, EXERCISE B, 15 MIN

Turn your exercise A prompt into a team card

10 min writing
seven fields, start with ④. Your own task is welcome

3 min swap
with a neighbour: could they get the same result from the input alone?

2 min fix
if not, tighten ③ the output format

Advanced: put the card into a Claude project's instructions, run 3 inputs, compare variance.

QUESTIONS 1 AND 3 — WORKING TOGETHER AND KEEPING ASSETS IN COMPANY CLAUDE

Cards go into a company Claude project

SETTING	COMPANY PLAN (TEAM/ENTERPRISE)	PERSONAL PLAN
Project visibility	private, members, whole org	self only
Permissions	view / edit	none
Knowledge, instructions	team cards + templates + case DB	personal
Outside the org	no (seat required)	no
Admin	members and public projects in org settings	—

Per Anthropic's help pages (checked 2026-10-06). Limits and menus change; recheck on the day.

QUESTION 1 — PROMPT KNOW-HOW AS A DB, LEAVER DATA HANDOVER

Chats do not hand over. Cards do.

Cards are files
a team card is a text file: company drive or wiki first, then uploaded as project knowledge

Projects belong to the team
work projects are shared, not private. At least two editors

Before someone leaves
extract instructions, knowledge and good chats from personal projects into cards, then into the team project. Chats themselves do not move

Monthly tidy
add or retire cards, refresh templates, load cases: one owner

Cards with no home are gone in two weeks.

Security, tools, the next two weeks

The rest of questions 4 and 5, what the company decides, homework

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QUESTION 4 — CAN I PASTE PRICES AND SALES, AND WILL IT TRAIN THE MODEL?

Company and personal plans follow different rules

ITEM	COMPANY (CLAUDE FOR WORK)	PERSONAL (FREE/PRO/MAX)
Used for training	not by default	per your toggle
Exceptions	feedback, explicit opt-in	if allowed, kept up to 5 years
Admin control	can disable feedback	yourself
Our rule	work data only on company plan	no company data
Before pasting	mask names, accounts, personal data	—

Anthropic's published policy (checked 2026-10-06). Policies change; recheck quarterly.

Anthropic 상업용 데이터 정책 · Anthropic 개인용 데이터 정책 · ◆ 05 사전 질의 답변

QUESTION 5 — PERSONAL CHATGPT/GEMINI AND COMPANY CLAUDE, BY TASK

Pick the tool by the task, not the vendor

TASK	FIRST CHOICE	WHY
Docs, tables, checks	company Claude project	stored rules, no training
Simulation visuals	Gemini / ChatGPT images	Claude makes no images
Proposal assets, video	image tools + human retouch	label as 'illustration'
Public data, law	source text + Claude	forced citations
Translation, minutes	company Claude	glossary as knowledge

Company data only on the company plan. Personal plans for image and idea work without data.

It reads like AI because nothing of ours is in it

House style samples
three real, well-written documents as knowledge: 'follow their sentence length, tone and headings'

Banned phrases
'innovative', 'through', 'various' and other words we never use, in the instructions

First sentence by a person
the opening paragraph and the conclusion are written by the owner. AI fills the middle

Design from the template
build the company template first, pour AI output into it

With our template and our sentences, it is no longer an AI document.

FOUR DECISIONS FOR THE COMPANY

Training ends when the company decides

01

Sensitive data rule

Which of names, prices, drawings, personal data get masked. Today it is personal judgment

02

Account rule

Work data only on company Claude. What personal plans may do

03

Generated image labels

AI visuals labelled 'illustration', never as proof of work (a salesperson's proposal)

04

Shared store and owner

A project for cards, templates and the case DB, plus one monthly owner

Without a home (04), today's cards are gone in two weeks.

TWO WEEKS

Just four things

01

One task

Today's card or your plan's top item

02

Before and after

Two weeks, including review and fixes

03

Submit one card

A team standard card to the owner

04

One case (field)

Symptom, cause, checks, fix

No number is fine. Starting the record is enough.

GIVEAWAY

What I leave with you

Handout
exercise cards, the team card form, answers to the five questions

AKM Index self-check
measure your AI knowledge practice at akm.cmdspace.work

Public system files
real files that give AI its rules at system.cmdspace.work

The Better newsletter
every two weeks at cmdspace.work

No sales pitch. Take only what you need.

Lean on convenience and skip the check, and you lose the customer's trust

A DisplayHub salesperson · improvement plan, Sept 2026

Three things to take: an eye that sorts, a verification routine, one team card

Thank you

Questions are always welcome.

Ask

Anything we did not get to

ask.cmdspace.work

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cmdspace.work

Yohan Koo

Contact and lecture history

bio.cmdspace.work

Materials

Practice guide, slides, job tasks

labs.cmdspace.work/displayhub-1012

What to hand to AI, what to keep, and the space between as a team asset.

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Yohan Koo
CMDSPACE

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