



Prompt Like a Pro

Practical AI Strategies for Urban
Municipal Administration

Urban Municipal Administrators Association of Saskatchewan
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Today's Roadmap

1

GenAI Prompting Framework

2

Content Generation

3

Output Refinement

4

Content Knowledge

5

Privacy & Security Considerations

1 GenAI Prompting Framework

Before delving into prompting, let's spend some time to walk through some high-level tips to improve success

TIP 1

Provide Clear and Specific Prompts

Consider guiding GenAI toward your intended output(s) by providing it with clear instructions

TIP 2

Tailor Prompts to Use Case(s)

Use keywords, phrases, and context which can help GenAI understand your needs

TIP 3

Experiment with Different Prompts

Find what works best and fine-tune based on specific datasets, where and as available



1. GenAI Prompting Framework

Commit PTO to memory to maximize the value of your interactions with Generative AI (GenAI)

P	Persona The “who” to channel	<i>You are a <role></i>
T	Task Identifies the “what”	<i>Generate a response to <item></i>
O	Output Identifies the “style”	<i>Bulleted list of main points</i>



1. GenAI Prompting Framework

Or choose to commit ACE to memory to maximize the value of your interactions with Generative AI (GenAI)

A	Action State what you want to do	<i>Summarize this council meeting report into 3 bullet points</i>
C	Context Provide relevant background	<i>This is for ratepayers in an urban municipality</i>
E	Example Show “what good looks like”	<i>Here’s an example of previous wording: “<wording here>”</i>

2 Content Generation

Turing frameworks like PTO and ACE into a usable draft of contents

TIP 1

Reduce Cognitive Load

Consider letting AI help with the “blank page” problem that usually starts when you’re beginning writing from scratch

TIP 2

Consider Task Management

Determine when and where AI might be a helpful tool to reduce the administrative overhead with repetitive tasks

TIP 3

Draft for Clarity First; Polish for Consistency Later

After defining the Persona, Task, and Output you can enrich the content presented with Action, Context, and Example

Keep in Mind

- Results produced can vary depending on the model used
- AI can make mistakes; use professional judgment when reviewing materials
- Review output(s) as necessary to validate the information is accurate



2. Content Generation

A high-level look at some of the elements of prompt engineering and how it can be used to produce better results



STARTER PROMPT

Persona: You are a Chief Administrative Officer preparing a council update for ratepayers.

Action: Write a clear, plain-language notice that summarizes council decisions and provides actionable next steps for residents.

Context: Council has approved the 2026 budget and updated rates; ratepayers need to know what changed and what actions to take.

Example: Intro: Intro: "Thank you for your patience and participation in the session, the following is a summary of our progress. Thank you for your continued support of the municipality. Below is a summary of recent council decisions and upcoming changes."

3 Output Refinement

Using variables and constraints to support repeatable and reliable patterns

Here's what we'll cover in this portion of our workshop:



Variables

Make prompts reusable and adaptable across municipalities and scenarios



Constraints

Control tone, length, structure, and compliance without micromanaging



Chaining

Break complex tasks into steps for improved accuracy, transparency, and quality



3. Output Refinement

Here's a look at how we can use variables to reduce the amount of work we need to do for repeatable tasks...



STARTER PROMPT EXAMPLE #1

You are a Chief Administrative Officer. Write a short letter to **{municipality-name}** about **{council-topic}** for the **{fiscal-year}** fiscal year in a friendly, yet professional tone.

Municipality-Name: City of Lakeside

Council-Topic: Utility Rate Adjustments

Fiscal-Year: 2026



3. Output Refinement

Here's a look at how we can use constraints to reduce the amount of work we need to do for repeatable tasks...



STARTER PROMPT EXAMPLE #2

You are a Chief Administrative Officer. write a ≤250-word letter to {municipality-name} about {council-topic} for the {fiscal-year} fiscal year in a friendly, yet professional tone, using Canadian spelling, including a "Next Steps" section with three bullet points, and drawing only on {source-file}; if required facts are missing, ask three concise clarification questions before drafting.



3. Output Refinement

Here's a look at how we can use advanced chaining to reduce the amount of work we need to do for repeatable tasks...



STARTER PROMPT EXAMPLE #2

Step 1: List five key facts from **{source-file}** with brief citations;

Step 2: draft a ≤250-word ratepayer notice to **{municipality-name}** about **{council-topic}** for the **{fiscal-year}** fiscal year (friendly, yet professional tone; Canadian spelling; sections: 1-2-line intro, decisions as bullets, "Next Steps" with three bullets, one-line close);

Step 3: Output a three-item QC check confirming that dates, council decisions, and referenced facts match the sources.

4 Content Knowledge

Supplementing prompts with reliable, vetted, and secure data sources

Providing approved knowledge source(s) can help improve the output of information...



Chat Interaction

Engage with the agent based on previous examples



Provide Source(s)

Limit the model to named source(s); require proof



Refine Output

Propose the expected output (e.g., file or text)

✓ Practical Tips

- Customize the contents to fit what works best for your individual practice
- Store source knowledge as separate files which can be referenced in approved models
- Continuously review and improve materials to support consistency



4. Content Knowledge

Here's a look at how we might be able to use an existing artifact to help create a more repeatable way of producing content...



STARTER PROMPT

Step 1 – Key Considerations: From the {Source-File}, list 5 facts we must reflect (cite each source).

Step 2 – Draft: Write a ≤250-word ratepayer notice in {tone} with a "Next Steps" section (3 bullets); Canadian spelling.

Step 3 – Quality Check: Use only verified facts from the council decisions checklist (strategic goal checklist ("Council Meeting Minutes Checklist") and strategic planning file) and council meeting minutes; do not introduce new information. Then propose:

- Proposed Filename: "YYYY-MM-DD_{municipality_name}_CouncilDecisions_V1.docx"
- Proposed Path: "03_Ratepayer_Correspondence/"
- 1-line reason for the chosen path

5 Privacy & Security Considerations

A few things to keep in mind (*not legal advice)

✗ Things to Avoid

Paste ratepayer-sensitive Personally Identifiable Information (PII) **into public models**

Use **unvetted (or non-organization approved) connectors with ratepayer data**

Send AI-generated content **without a human review**

✓ Things to Keep in Mind

Use tenant-secured tools for municipal context

Cite internal sources; verify all output and data

Exercise due diligence and transparency

As you look ahead to exercise what you've learned today...

!! Your clearest OOO is your best prompt; start there and level up as you build your confidence!

A Call to Action



Thank you



Let's Connect

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