



AI & ChatGPT for Financial Mentors

A practical 1-hour workshop for curiosity and creativity

Stronger Together Forum Presentation

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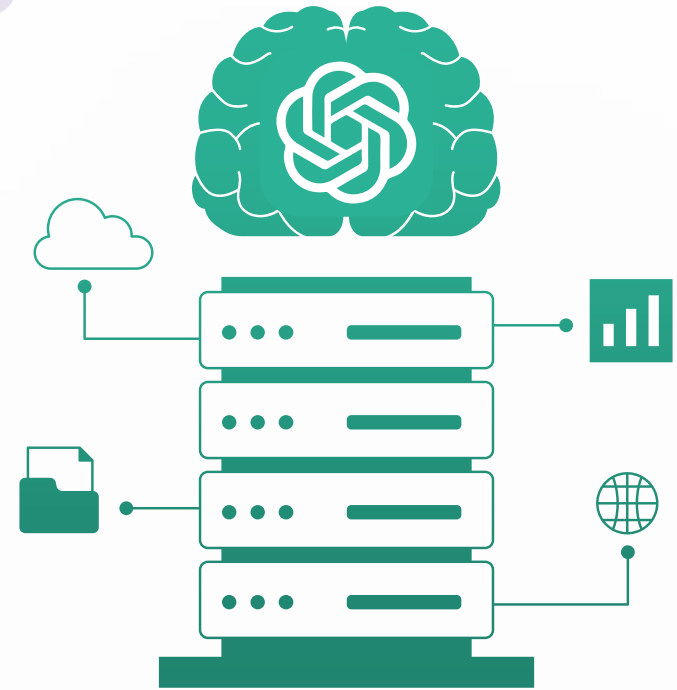
Tony Agar
Hamilton Budgeting

Understanding AI & ChatGPT: Capabilities, Benefits, Shortfalls, and Applications for Financial Mentors and BFC Services



Introduction

Exploring ChatGPT, its capabilities, benefits, limitations, and its potential in revolutionizing business operations.





Gemini



Jasper



Claude



Copilot



Chatsonic



Writesonic



perplexity



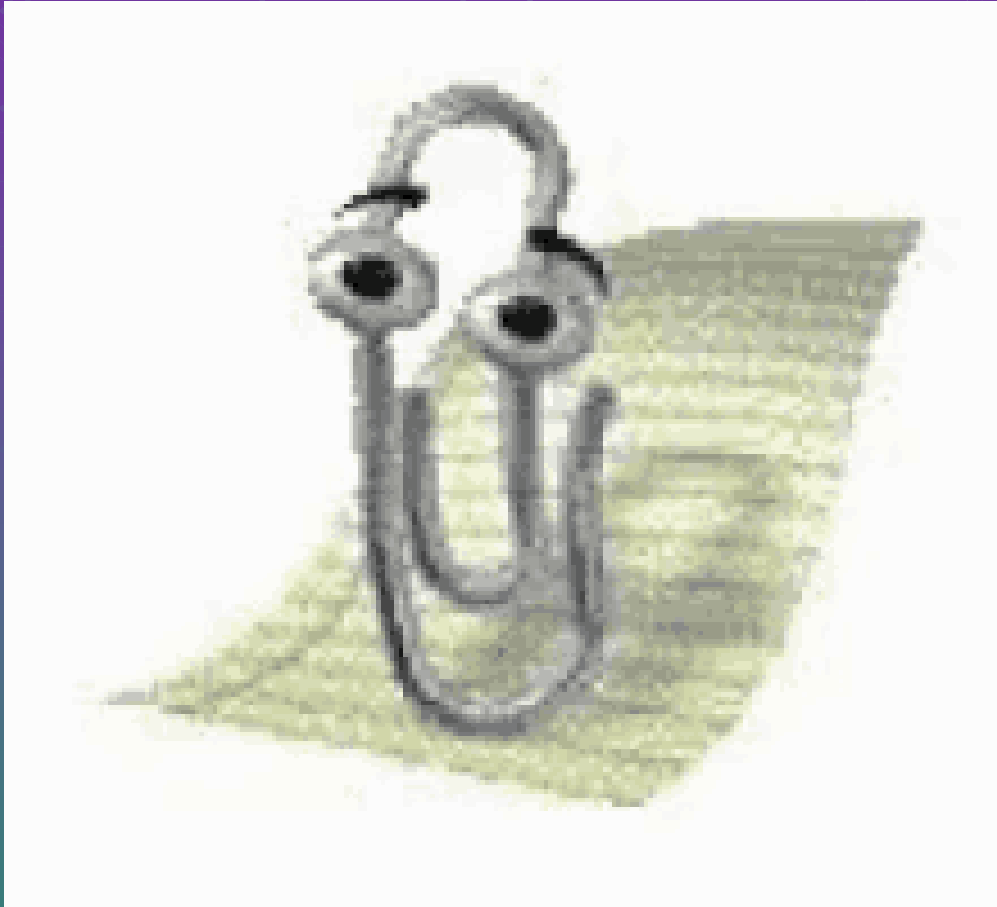


NETFLIX





1950's



1990's



2010's



2015

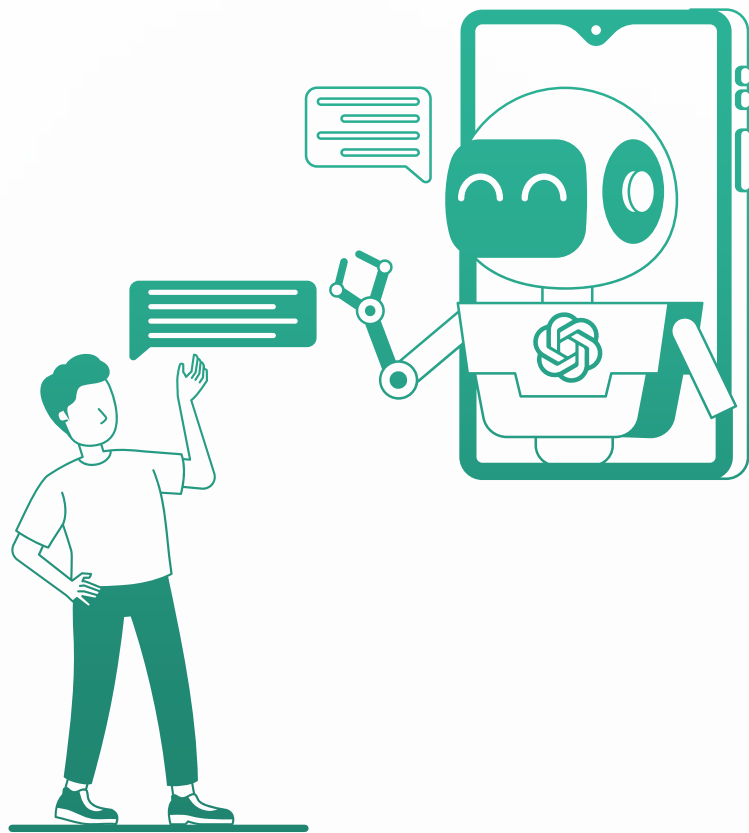
ChatGPT



2022



2026

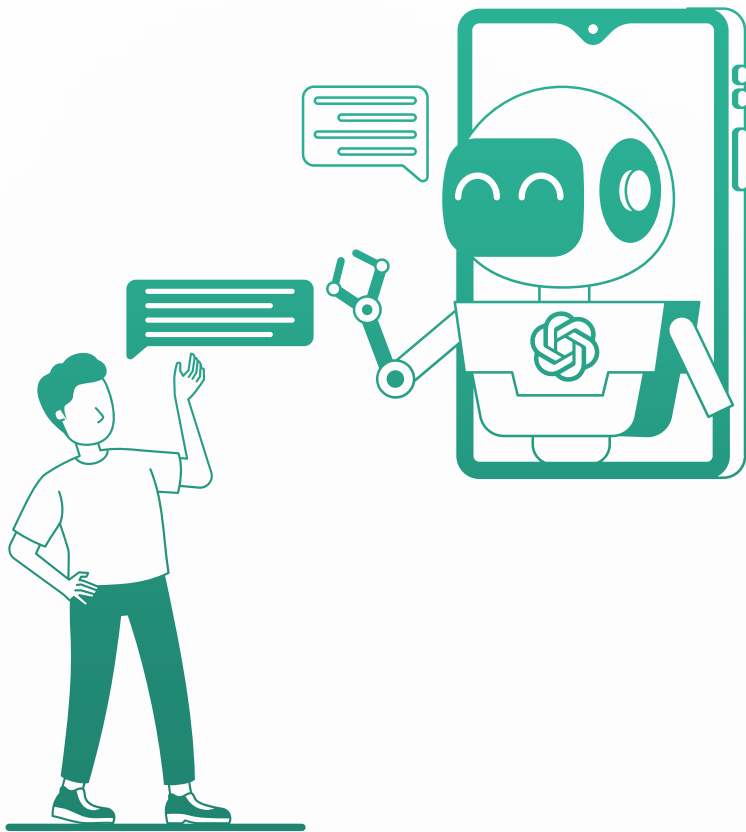


What is ChatGPT?

- ChatGPT is an AI language model by **OpenAI**.
- It generates human-like text based on previous context.
- 'GPT' = **Generative Pretrained Transformer**.
- It learns from internet text.
- It fine-tunes its responses using reinforcement learning from human feedback

Think of AI like a trainee – Its helpful, but you still need to check its work.

What is ChatGPT?



- **GPT is a Large Language Model (LLM):**
- A type of artificial intelligence trained to understand and generate human-like text.
- It's called "Large" because it has learned from a huge amount of text.
- It understands how words and ideas fit together.
- **Google = crawls the web and locates:**
- Google is a search engine.
- It searches the internet to find websites and shows you matching links.
- **GPT = inputted language and learnt relationships:**

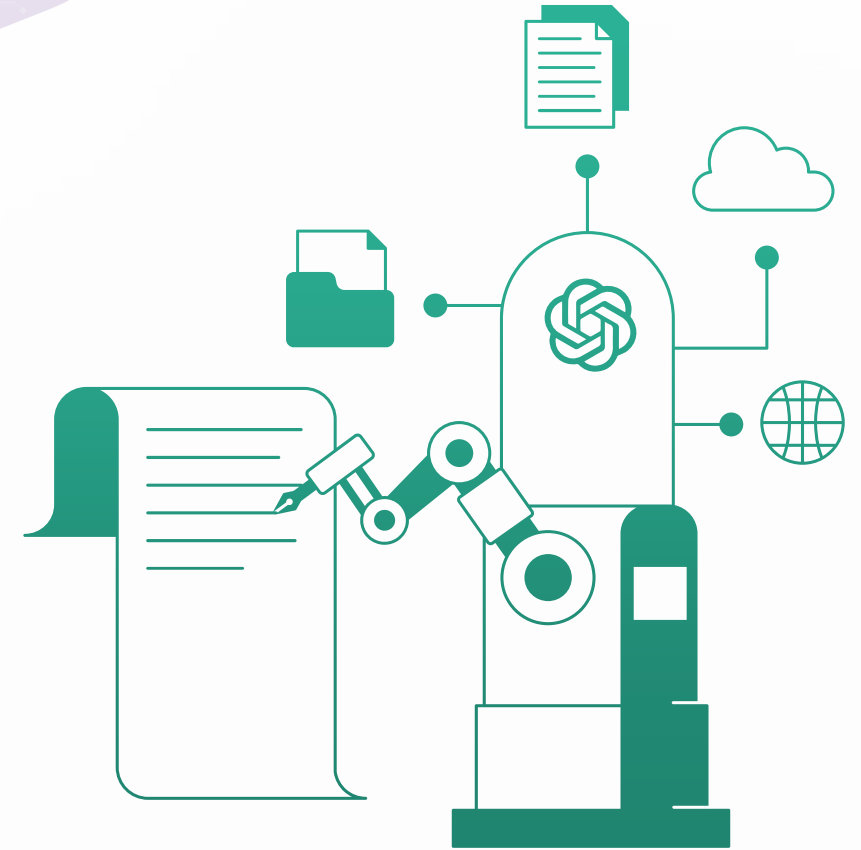
Google vs GPT – What's the Difference?

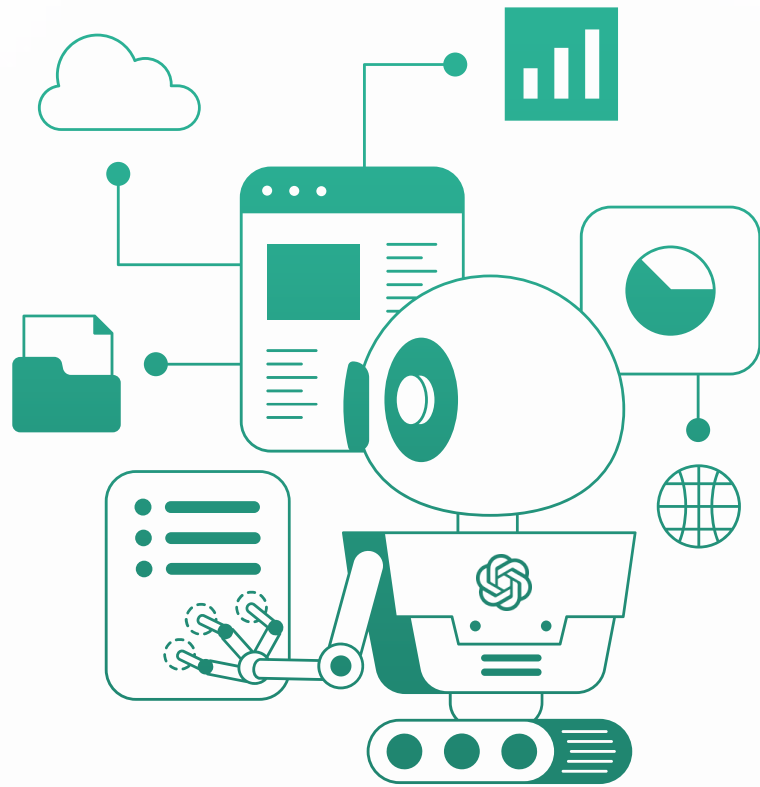
Feature	Google	GPT
How it works	Searches the internet for answers	Uses what it has learned to generate answers
Information source	Live web – it shows links to websites	Trained on a large set of text (but not live web)
What you get	A list of websites you can click on	A direct answer in natural language
Purpose	Helps you find info online	Helps you understand or create text
Example	Search: “What is budgeting?” → list of sites	Ask: “Explain budgeting” → gives you an explanation

How Does ChatGPT Work?

ChatGPT uses Machine Learning (ML) for natural language processing. It's trained on internet text, learning language patterns and facts.

It respects user privacy and doesn't store personal data. It predicts text responses based on the context provided.





How Does ChatGPT Work?

- “Why...?”
- What could be the next word?
- “Why did the...?”
- “Why did the chicken...?”

Lets give it a go!

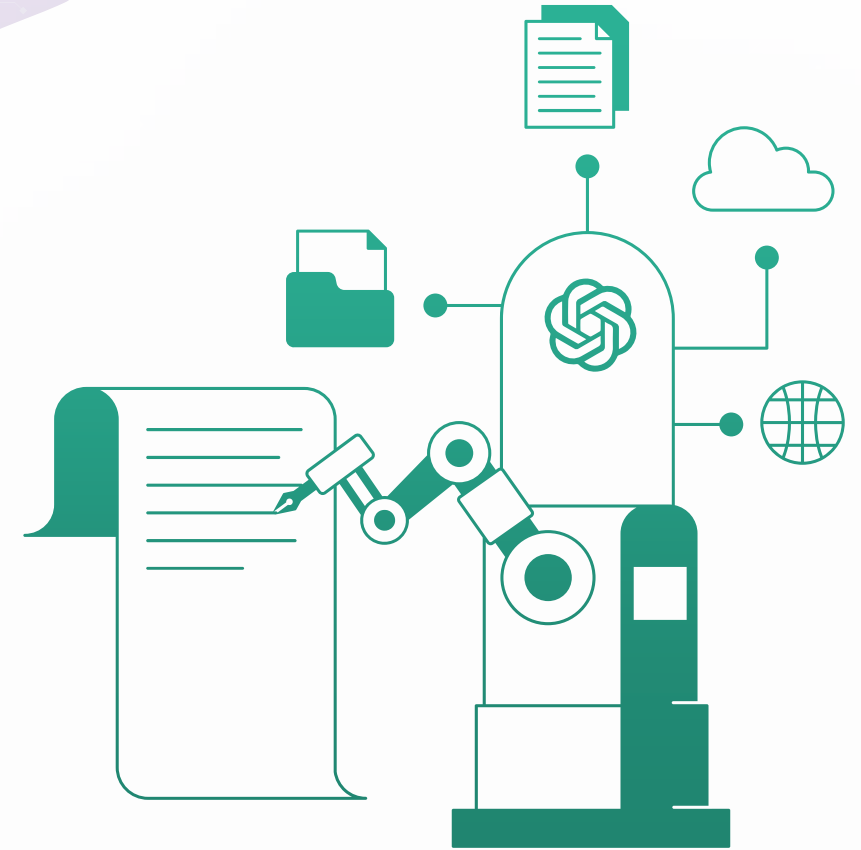
“Explain KiwiSaver in plain English”:

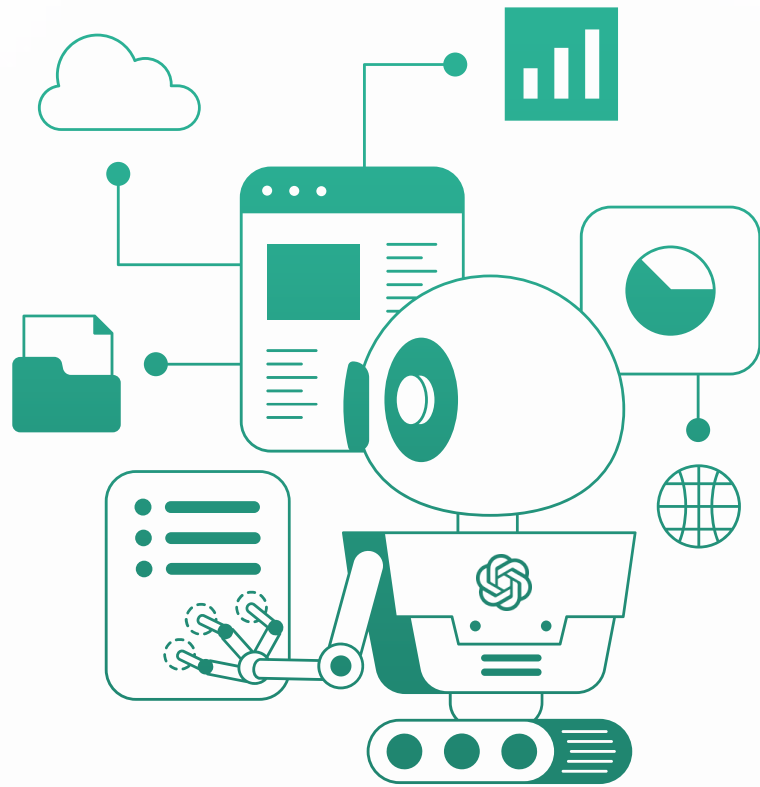
Prompt:

Act as a financial mentor. Explain KiwiSaver in a simple way for someone who has just moved to NZ.

Prompt Tips:

- Start with: “Act as a financial mentor...”
- Be specific: Tell it who you are helping, and what you need.
- Don't like the response? Click *Regenerate*, or say: “Make it simpler” or “Use bullet points.”





Risks of ChatGPT

ChatGPT Risks:

- **Security:** DO NOT put clients names, details or personal info into ChatGPT.
- **Hallucinations:** It sometimes gets things wrong, even if it sounds confident.
- **Culture:** It doesn't understand Aotearoa's culture or context like you may do.
- **Reliance:** Remember! It's a helper, not the boss.

It makes stuff up!

Prompt: How can ChatGPT help me be more productive?

ChatGPT: It can also help you with scheduling and organisation. If you have a busy family schedule, you can use ChatGPT to create a shared calendar that everyone can access. This means you can keep track of appointments, school events, and more, all in one place. And if you need to reschedule or cancel an event, simply ask ChatGPT to do it for you.

Prompt: Give me step-by-step instructions for how to do scheduling on ChatGPT.

ChatGPT: Step 1: Sign up for a ChatGPT account
If you don't already have a ChatGPT account, the first step is to sign up. Visit the ChatGPT website and follow the instructions to create an account. Once you're logged in, you'll have access to a wide range of features, including scheduling and calendar sharing.

Step 2: Connect your calendar. The next step is to connect your calendar to ChatGPT. This will allow ChatGPT to access your calendar and schedule events on your behalf. To do this, go to the "Settings" tab in ChatGPT and select "Calendar Integration". From here, you'll be prompted to connect your calendar. Follow the instructions to connect your calendar, and you're good to go.

Prompt: Where do I find settings tab in ChatGPT?

ChatGPT: I apologise for any confusion. As an AI-powered language model, ChatGPT does not have a graphical user interface with a “settings tab”. In my previous response, I mistakenly referred to a “Settings” tab in ChatGPT, but this does not exist as such.

Next Token Prediction

The cat sat on the...

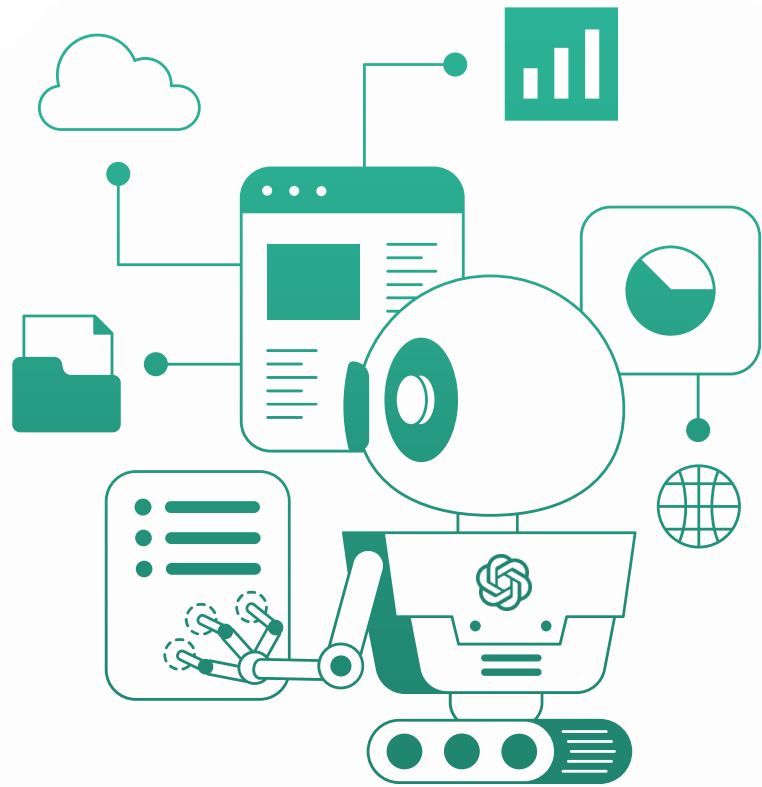
- The cat sat on the *mat*
- The cat sat on the *rug*
- The cat sat on the *floor*
- The cat sat on the *bed*
- The cat sat on the *table*

Limitations of ChatGPT

What might be limitations of ChatGPT?

1. Knowledge Cut-off
2. Training Bias
3. Hallucination
4. Context Tracking
5. Ethical Considerations





Prompt Pro Framework

Think “RIGHT”

1. **R**ole
2. **I**nstructions
3. **G**uidelines
4. **H**urdles
5. **T**arget



Prompt Pro Framework

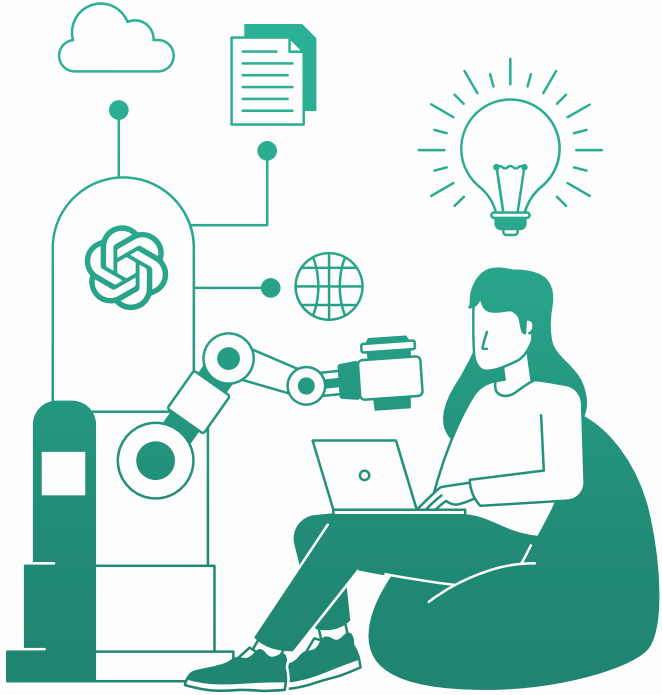
1. **R**ole – who do you want your assistant to be?
2. **I**nstructions – what (exactly!) you want them to do?
3. **G**uidelines – what are the key steps they need to follow?
4. **H**urdles – what time, budget or other limits do they need to be aware of?
5. **T**arget – what is the purpose or goal of the prompt?

Playtime #1



Use ChatGPT to create an email to a client who has missed a number of financial mentoring sessions.

Playtime #1



Scenario:

You are a financial mentor working with a client who has missed several scheduled mentoring sessions without notice. You want to check in with them, express your support, and explore whether they'd like to continue or reschedule. Your tone should be professional, compassionate, and encouraging.

Objective:

Use ChatGPT to co-create or refine a warm and supportive email that encourages re-engagement with your service.

Playtime #1



Neutral & Professional

“Write a polite and professional email to a client who has missed three financial mentoring appointments. Ask if they’re okay and let them know how to rebook.”

Supportive & Empathetic

“Create a warm and caring email to check in on a client who hasn’t attended several financial mentoring sessions. Let them know we’re here to help if they want to continue.”

Encouraging Rescheduling

“Draft an encouraging email inviting a client who has missed their last few appointments to rebook a session. Include possible times and how to get in touch.”

Playtime #1



Checking Wellbeing First

“Write a short, kind email to a client asking if everything is okay, after they missed a number of mentoring sessions. Let them know there’s no pressure, just checking in.”

Firm but Fair

“Write a respectful but direct email reminding a client they’ve missed multiple appointments and asking whether they’d like to continue with financial mentoring.”

Ending Contact if Needed

“Draft a final check-in email for a client who has stopped attending sessions, offering them one last opportunity to re-engage or let us know if they wish to close their file.”

Playtime #2

You are going to deliver a short 15-minute presentation to a community group (real or imagined).on a topic of **your choice**

This could be something you're passionate about, something helpful for your work, or a community issue you care about.



Prompt:

“Help me create a 15-minute presentation for a community group on [your topic]. Include a PowerPoint outline with 6–8 slides, speaker notes for each slide, and a short introduction and conclusion.”

- Customise and Review
- Edit the slides or speaker notes if needed
- Make sure the tone fits your audience
- Add local examples or personal touches

Helpful Prompts You Can Use:

- “Create a slide deck for a community presentation on [topic] with 6 slides and simple language.”
- “Write speaker notes to go with a 15-minute talk on [topic].”
- “Suggest a title and structure for a short public presentation about [topic].”
- “Make my talk more engaging for a mixed audience of adults and youth.”

Uploading Files to ChatGPT: What You Can Do?

Documents (Word, PDF):

- Summarise or rewrite content
- Check tone, grammar, or readability
- Convert to bullet points or slides
- Extract key themes or actions

Uploading Files to ChatGPT: What You Can Do?

Spreadsheets (Excel, CSV):

- Analyse trends and data
- Write or explain formulas
- Help clean up or reorganise info

Uploading Files to ChatGPT:



Uploading Files to ChatGPT: What You Can Do?

Images (JPEG, PNG):

- Read and summarise text
- Describe visuals or create alt-text
(Best with clear text/images)

Uploading Files to ChatGPT: What You Can Do?

Presentations (PowerPoint):

- Summarise slides
- Add speaker notes or rewrite titles
- Turn slides into a script or handout

Creating Images in ChatGPT: What You Can Do?



What is a Deep Dive in ChatGPT?

- A detailed, in-depth explanation of a topic
- Goes beyond quick answers or summaries
- Breaks info into sections, steps, or examples
- Useful for learning, planning, or training
- Ideal when you want to understand something full

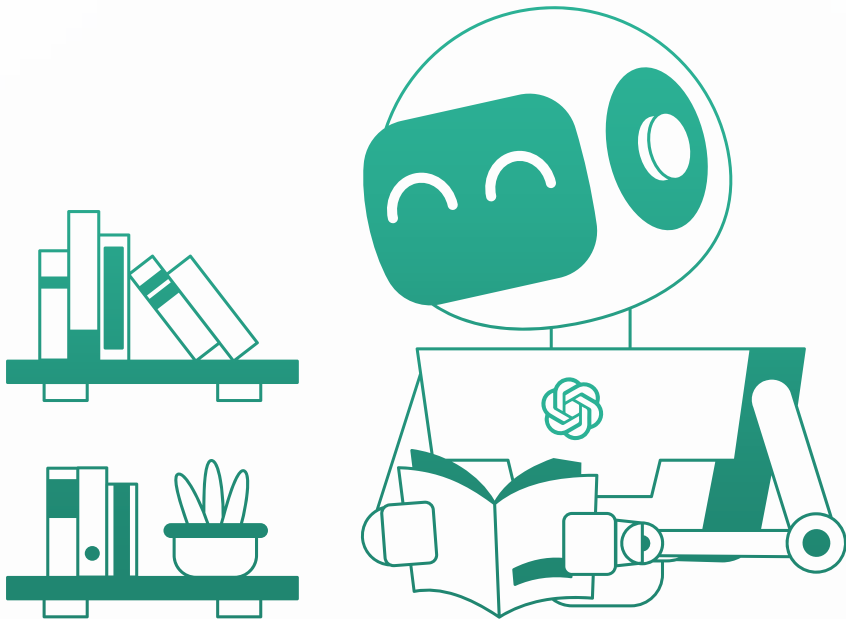
Or

- Funding Applications or Accountability reports

Future of ChatGPT and AI in Building Financial Capability

Looking ahead:

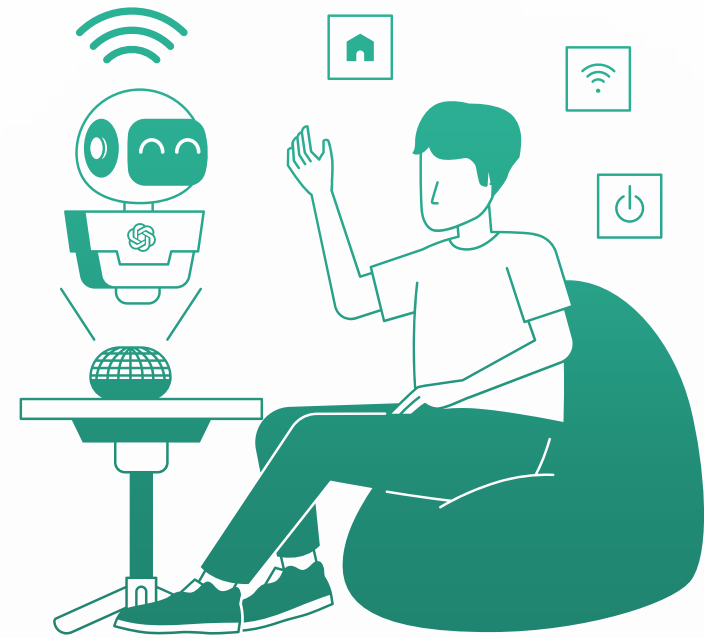
- **Future Developments:** Expect more advanced AI models as technology progresses.
- **Ethical Considerations:** Emphasize the importance of ethical AI use.
- **AI in Business:** AI will continue to be crucial in various business operations.



Takeaways:

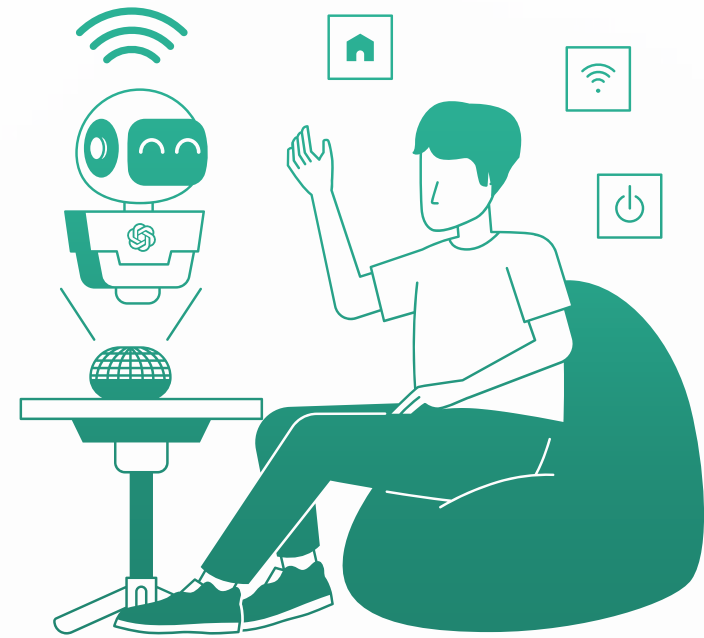
Think of AI like a trainee – Its helpful, but you still need to check its work.

- Try Creating email templates, info sheets, or a newsletter.
- Use it for brainstorming or simplifying complex topics
- Never share clients names.



Conclusion and Questions

In conclusion, ChatGPT is a potent tool for businesses with some limitations. As AI continues to advance, so will its potential applications in the business realm.



STRONGER TOGETHER 2025

New Horizons
*Ko te pae tawhiti,
whāia, kia tata*

Professional
Development
Forum for
Financial
Mentors

