

CoachStation

Coaching and mentoring leaders and managers.
Developing people and businesses.
Influencing organisations success.



CoachStation

Leadership. People. Business Development.

AI & Leadership: Reflections and Resources

This resource has been developed to extend your understanding of artificial intelligence (AI) and its evolving relationship with leadership. It is designed to challenge thinking, deepen awareness, and explore how AI can enhance human leadership rather than replace it.

The following pages include key insights, curated readings, and reflective prompts to help you apply these ideas in practice. Each element encourages you to consider how AI is reshaping work, communication, decision-making, and leadership itself, and what this means for how you lead, collaborate, and make decisions.

If you wish to explore further, the resources and content outlined in this pack will help you continue developing the capability, curiosity, and confidence needed to lead effectively in an AI-enabled world.

Context & Curiosity

Opening Reflection Questions

As we explore the themes and examples today, take note of the following questions and reflect on your own responses throughout and after the session.

- **In what ways could AI complement, not replace, your leadership judgement and intuition?**
- **What safeguards or principles should you personally champion to ensure responsible AI use in your organisation?**
- **How will you build confidence and literacy around AI among your colleagues?**
- **Where might small, low-risk experiments with AI create the biggest learning impact?**

These reflections will help you connect the concepts of AI and leadership to your daily decisions, ensuring insights translate into meaningful action.



 **Key Focus:** AI is accelerating rapidly, but we concentrate on tools you can implement immediately as managers and leaders, not distant technological possibilities.

Understanding AI – The Basics

Artificial Intelligence is not one thing. It is a collection of systems that recognise patterns, process information, and generate responses in ways that appear intelligent. From predictive text and facial recognition to generative tools like ChatGPT, AI is now woven into our daily work and decisions.

The question for leaders is not *'if'* we use it, but *'how'* we use it well.

Before exploring broader AI tools, let's start with something close to home — **CS CoachBot**. This tool was designed and trained by me to demonstrate how generative AI can support leadership learning and reflection in real time. It acts as a digital thought partner, helping leaders clarify thinking, prepare for conversations, and strengthen accountability.

About This Tool

Purpose: To encourage reflection, structured thinking, and consistent leadership practice.

Use Case: A practical guide to support your 1:1s, meeting preparation, or exploration of leadership challenges in a confidential, guided way.

Approach: Powered by the same AI framework as ChatGPT, enhanced with CoachStation frameworks, language, and leadership models for real-world impact.

Designed to bridge knowledge and application, helping you turn insight into leadership action.

Understanding AI, LLMs and GPTs

Before exploring leadership applications, it helps to understand what artificial intelligence actually is, how it works, and what powers tools like ChatGPT.

Artificial Intelligence (AI) is when computers perform tasks that normally require human intelligence — things like understanding language, recognising patterns, or solving problems.

A **Large Language Model (LLM)** is a type of AI trained on enormous amounts of text. It learns language patterns and can generate human-like responses to questions or prompts.

GPT stands for *Generative Pre-trained Transformer* — the model architecture used by ChatGPT. “Generative” means it can create new text, “pre-trained” means it has already learned from vast data, and “transformer” describes the technology that understands context and relationships between words.

- **AI** = the broad field of machines simulating human intelligence.
- **LLM** = a model that learns and generates natural language.
- **GPT** = OpenAI's specific family of LLMs, trained to understand and communicate with humans effectively.

In simple terms, AI predicts what comes next in a sequence of words. It does not “think” like a person, but it can reason, summarise, and create with surprising accuracy.



Common AI Tools: Strengths and Limitations

The AI landscape is expanding rapidly, with each tool offering unique advantages and some trade-offs. Below are several of the most recognised AI platforms, where they excel, and where they occasionally fall short.

Microsoft Copilot

Integrated across Word, Excel, Outlook, and Teams, Copilot excels in productivity and document-based assistance within enterprise security. Its limitation is scope — it cannot explore open-web data or creative use cases outside Microsoft's ecosystem.

ChatGPT (OpenAI)

Known for its natural conversation and creative capability, ChatGPT excels at ideation, writing, and reasoning tasks. It can, however, produce confident but inaccurate responses when data is ambiguous or outdated.

Perplexity

A research-grade AI search engine, Perplexity excels at sourcing and citing live web information. Its main limitation is that it sometimes summarises without full nuance or verification.

Google Gemini

Integrated with Google Workspace, Gemini performs strongly in real-time web analysis, visuals, and data integration. It can struggle with depth or tone when tackling strategic or leadership content.

Anthropic Claude

Claude is strong in long-form analysis and contextual understanding, especially for documents and reports. Its limitation is reduced web access and slower integration into common workplace tools.

CS CoachBot

Powered by CoachStation's trained data, experience and leadership resources, CS CoachBot delivers focused reflection, mindset growth, and development insights, backed by ChatGPT for enhanced conversational depth.

Notion AI

Excellent for knowledge management and summarising notes, Notion AI excels in personal productivity and documentation. It can struggle with accuracy or creative nuance outside structured content.

Adobe Firefly

A leader in visual content creation, Firefly is ideal for generating and editing images within brand and style controls. It is limited for text-based or reasoning tasks beyond design workflows.

Mistral (Emerging)

A rapidly growing European developer of open-weight AI models such as *Mistral 7B* and *Mixtral 8x7B*. Known for privacy, speed, and efficiency — ideal for self-hosted or regulated environments. Still primarily developer-focused, with limited mainstream adoption for now.

 **Insight:** No single AI tool does it all. Selecting the 'right' one depends on context, purpose, and security requirements.





Prompting for Impact: Getting the Best from AI

The quality of what you get from AI depends entirely on the quality of what you ask.

Effective prompting is a leadership skill. It reflects clarity, curiosity, and precision.

When you ask better questions, you get better thinking.

Prompting Principles

- **Be specific:** Provide detail, context, and intent. Avoid one-line questions.
- **Set the role:** Tell the AI who it is — e.g., 'act as a leadership coach' or 'banking analyst'.
- **Define the outcome:** Be clear on what you want — a summary, a plan, a tone, or a structure.
- **Iterate & Reframe:** The best results come from refining and re-prompting, not one-shot questions. As with effective human conversations, the best results come from exploration and curiosity.
- **Challenge and verify:** Use your judgement to assess accuracy and relevance.

Example Prompts

Leadership Reflection

"Act as a leadership coach. Help me explore how I can build more trust within my team while maintaining accountability."

Communication & Influence

"Draft an email to senior leaders that summarises key discussion points from a performance review in a positive and concise tone."

Decision Support

"You are a business analyst. Compare the potential risks and benefits of adopting AI tools in a financial services context."

Problem Solving & Innovation

"Identify three creative strategies to improve cross-team collaboration in a hybrid workplace while maintaining productivity and engagement."

 **Workshop Activity:** Test and refine prompts live using Copilot and/or CS CoachBot. Observe how small changes in language alter the quality of insight.



Prompt Deep Dive: From Simple to Strategic

Great results from AI don't come from luck — they come from intentional prompting. In this exercise, we explore how to move from generic instructions to precise, context-rich prompts that deliver stronger, more relevant outcomes.

Basic Prompt

"Write an email about a new policy."

✗ Too broad, lacks audience, tone, and purpose — likely to produce a generic and unhelpful result.

Improved Prompt

"Write a short internal email to all staff announcing the new customer service policy. Keep the tone professional but positive."

+ Clearer purpose and audience, but still lacks context, reasoning, and leadership voice.

Strategic Prompt

"Act as a communications manager for a national bank. Draft an internal email to all staff announcing a new customer service policy. Emphasise our commitment to fairness and consistency, and end with an invitation for feedback. Keep it concise, confident, and aligned with our leadership tone."

✓ Defines role, context, values, and tone — leads to a coherent, on-brand response with meaningful impact.

 **Workshop Application:** Using your questions and scenarios prepared prior to today's workshop, craft and refine prompts relevant to your real work - from leadership communication to policy interpretation.

We will review what changed, what improved, and why as you develop deeper skills in prompting and understanding how best to use these AI tools.



Sample Prompts

The following sample prompts can help you and your teams continue exploring the intersection of AI and leadership. They are designed to spark reflection, guide experimentation, and support more intentional conversations about how AI can enhance the way you lead and collaborate. Use the prompts as conversation starters or reflection tools to extend your thinking and bring AI-enabled leadership concepts into daily practice.

I'm planning to roll out the following strategy: [insert plan or outline] Please analyse it for potential execution risks. Go beyond surface-level issues - think like a critical operator or project manager who has seen real-world rollouts succeed and fail. Resourcing: Are there risks around budget, staffing, or skill gaps? Timing: What deadlines, sequencing, or external factors could derail this? Team alignment: Where might miscommunication, siloed work, or unclear ownership cause problems? Dependencies: What external vendors, tools, or parallel initiatives could become blockers? Scalability & sustainability: What happens if the plan grows bigger than expected or drags on longer than planned? Blind spots: What hidden assumptions might I be missing? Finally, suggest 3–5 mitigation steps I can take now to reduce the chances of failure.

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You are a skilled data analyst. I will provide you with a dataset [describe the format: CSV, Excel, JSON, etc.]. Your job is to: Understand the data – summarize the key columns, data types, and what the dataset seems to represent. Analyze trends – identify patterns, correlations, or anomalies. Provide summary statistics (mean, median, max, min, etc.) where relevant. Visualize insights – suggest (or generate, if possible) appropriate charts or graphs (e.g., bar chart, histogram, scatter plot, line chart) to best illustrate the findings. Explain simply – communicate results in clear, plain language, as if explaining to a non-technical audience. Dataset: [Paste or describe your dataset here]

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I'm going to paste in a raw braindump of my thoughts. These will be messy, fragmented, half-formed ideas, sometimes repetitive. Your job is to: 1. Organize everything into a clear structure or outline. 2. Preserve my original voice — don't rewrite, polish, or rephrase into something more formal. 3. Group related ideas together under logical headings or categories. 4. Sequence them so they flow in a sensible order (e.g., from big picture → details, or problem → solution). 5. If something doesn't fit anywhere, place it in a "Misc / Unsorted" section at the end. Important: Do not delete or change my words. Don't inject new ideas. Don't improve the writing. Just structure it. When you're ready, say: "Paste your braindump now."

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Adopt the role of a McKinsey Senior Partner with 15+ years advising Fortune 500s. Your mission: create a comprehensive, executive-ready strategic report using McKinsey frameworks and methodologies. Process: Context Discovery – Clarify core business challenge, industry, and strategic questions. Stakeholder & Success Definition – Map decision-makers, define success, set boundaries. Market Research – Analyze industry trends, competition, customers, regulation, and macro forces. Frameworks – Apply Porter's Five Forces, 7S, BCG Matrix, Value Chain, SWOT, and other frameworks. Insight Generation – Synthesize data into insights and implications. Options Development – Create strategic pathways with trade-offs. Recommendations – Prioritize actions with rationale, KPIs, and implementation approach. Executive Report – Deliver structured report: summary, analysis, recommendations, risks, metrics. Implementation Roadmap – Define 90-day wins, 6-month initiatives, 12-month milestones. Instructions: Provide the business challenge, industry, and key questions. Generate a McKinsey-quality strategic report with research, insights, and actionable recommendations.

As your understanding evolves, continue creating your own prompts to challenge thinking and spark new insight. Effective prompts invite reflection, connect to real decisions, and explore both the human and technical dimensions of leadership. The more intentional and context-specific your questions become, the more valuable your learning will be.

Practical Application for Leaders: From Insight to Action

 **Reflect & Discuss:** Now that you have had the chance to practice specific prompts, think about how you might use AI tools to streamline tasks, improve decision-making, and strengthen your managerial impact.

Understanding AI is one thing, applying it effectively is another. For leaders, the opportunity lies in using AI to enhance thinking, preparation, and influence. This is not about replacing human judgement, but about improving how we prepare, plan, and communicate.



Summarising Complex Information

Transform lengthy reports, emails, and documents into concise executive summaries. Practice with real banking scenarios including regulatory updates, market analyses, and internal communications.



Drafting Communications

Generate first drafts of emails, presentations, and strategic documents. Learn prompting techniques that produce professional, contextually appropriate content requiring minimal revision.



Data Analysis & Insights

Interpret complex datasets, identify trends, and generate actionable insights. Explore how AI can support decision-making without replacing human judgement.



Strategic Brainstorming

Generate creative solutions, explore multiple perspectives, and develop comprehensive project plans. Use AI as a thinking partner for complex leadership challenges.

Applying AI in Leadership Practice

- **Meeting Preparation:** Use AI to summarise reports, extract key discussion points, and draft agenda notes. Start each meeting with clarity on data, decisions, and intent.
- **Decision Framing:** Test options and reasoning by asking AI to outline benefits, risks, and unseen perspectives.
- **Communication:** Draft follow-up messages, board papers, and summaries with AI as a thought partner, not a ghost-writer.
- **Strategic Thinking:** Use prompts to explore "what if" scenarios, market trends, and stakeholder implications.
- **Leadership Reflection:** Engage AI tools like Copilot or CS CoachBot to refine how you lead, influence, and develop others through questioning and insight.

Practical Example

Before a leadership meeting, ask ChatGPT or Perplexity: "Summarise the key themes and insights from this 3-page report, focusing on strategic risks and decisions required."

Within seconds, you have a concise briefing. The task is not to accept the answer. It is to interrogate it, refine it, and use it to lift the quality of conversation.

 **AI in Action:** The leaders who thrive with AI are not the most technical. They are the most curious, disciplined, and intentional.

AI Responsible Use

Banking operates in a highly regulated environment where accuracy, security, and compliance are paramount. Understanding AI limitations and implementing appropriate safeguards ensures you harness its benefits whilst maintaining the rigorous standards expected in financial services.

Transparency: Be clear when AI contributes to analysis or content shared with others.

Ethical Leadership: Model responsible experimentation, apply curiosity, use care.

💡 **Key Insight:** AI should amplify human intelligence, not automate human responsibility.

Responsible AI Usage in Banking

AI Can Be Wrong

Large Language Models sometimes generate plausible-sounding but incorrect information. Always verify facts, figures, and regulatory requirements through authoritative sources before making decisions or communicating with stakeholders.

Bias Recognition

AI systems reflect biases present in training data, potentially affecting recommendations or analysis. Maintain awareness of potential bias in AI outputs, especially regarding customer segments, risk assessments, or market predictions.

Hallucination Awareness

AI may confidently present fabricated information, citations, or data. Implement verification processes for all AI-generated content before sharing with colleagues, customers, or regulatory bodies.

Golden Rule: Trust but Verify

Use AI as a draft assistant and thinking partner, never as a final authority on critical banking decisions or customer communications.



Do Not Share Confidential Data

Never input customer information, proprietary data, or confidential business details into public AI systems. Maintain strict boundaries regarding sensitive information.



Review All Outputs

Treat AI-generated content as first drafts requiring human review, fact-checking, and refinement before use in professional contexts.



Maintain Human Oversight

Ensure human judgement guides final decisions, especially regarding risk management, customer relationships, and regulatory compliance matters.

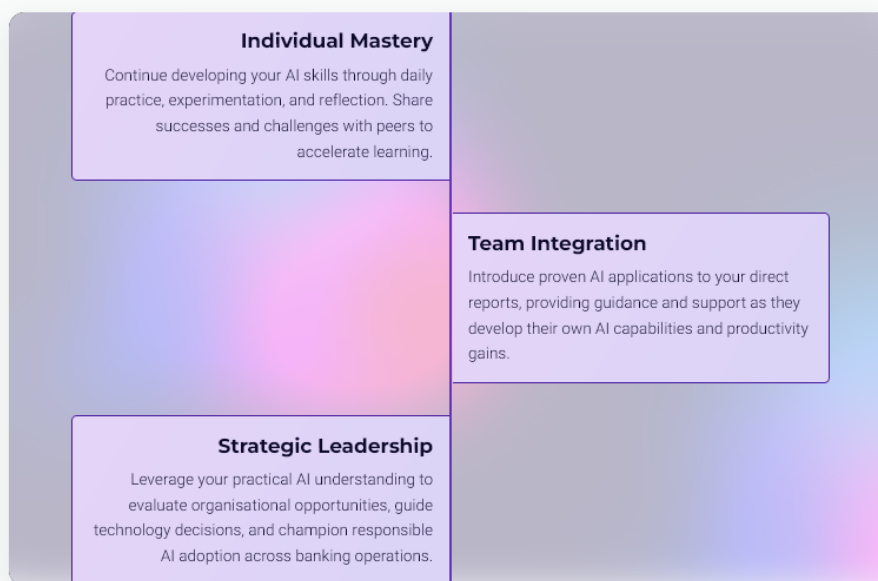




Implementation, Next Steps & Close

The true value of AI emerges when learning turns into application. This final section focuses on translating today's insight into meaningful experimentation, starting small, testing ideas, and building confidence through practical use.

Progress in AI adoption is not about scale; it is about mindset, curiosity, and leadership intent.



- **Personal Application:** Identify one area in your role where AI could enhance efficiency, reflection, or communication.
- **Team Experiment:** Pilot one AI use case within your team. Measure what changes in quality, speed, or engagement.
- **Ongoing Learning:** Stay curious. Explore tools, share insights, and discuss outcomes with peers.
- **Partnership with CoachStation:** Continue your development through deeper, focused leadership workshops, 1:1 leadership or business coaching, or strategic advisory support.

💡 **Final Reflection:** AI will not take the place of great leadership, but it will stretch the definition of what great leaders do.



Strategic / Leadership-focused Reading & Articles

Putting tools and templates in the hands of leaders helps move from 'we should think about AI' to 'we are doing AI' (with clear workflows, artifacts, measurable outcomes).

1. *Harvard Business Review - AI-First Leadership: Embracing the Future of Work*: This article emphasises how leaders must shift from merely adopting AI technologies to embedding an "AI-first" mindset in how humans and machines collaborate. Many organisations have technologies but struggle with leadership, culture and process when it comes to AI. The Harvard & LSE pieces highlight that the gap is often in the "people & process" rather than the tech itself. [Harvard Business Impact](#)
2. *London School of Economics (LSE) - Seven Leadership Practices for Successful AI Transformation*: A relevant breakdown of practical leadership behaviours that drive successful AI adoption (rather than just the tech side). Leaders need to translate AI potential into business value (not just pilot proof-of-concepts). That means executive sponsorship, strategy alignment, ethical governance, team readiness. [LSE](#)
3. *Soren Kaplan & Associates – Essential AI Leadership Development Resources You Need Today*: A good meta-resource for modules, courses, books and tools you can recommend to the Execs. [sorenkaplan.com](#)
4. *Korn Ferry - Defining and Developing the AI-Augmented Leader*: explores how leaders will increasingly oversee hybrid teams of humans + AI, and need to evolve their uniquely human capabilities (vision, meaning, trust) - [Korn Ferry](#)
5. *MIT Sloan Management Review - 10 Urgent AI Takeaways for Leaders*: a very practical executive-level digest of what leaders must focus on right now (strategy, data, culture, ethics) - [MIT Sloan Management Revi](#)
6. *5 Critical Skills Leaders Need in the Age of AI (HBR)*: article that identifies the evolving skill set of leaders in the AI era - [Harvard Business Re](#)
7. *Forbes Coaches Council - AI and Leadership Development, Navigating Benefits and Challenges*: considers how AI can personalise leadership development, but also raises caution about balance, ethics and human connection - [Forbes](#)

Curated Book / Reading Lists

ChatGPT has provided the following books as additional resources, which you may find of interest and value.

- *10 Essential AI Books for Leaders in 2025*: covers books tailored to non-technical leaders, focusing on strategy, governance and ethical adoption - [Engagedly](#)
- *7 Essential Books on AI Governance Every Leader Should Read*: emphasises the governance, ethics and risk side of AI, which is imperative for leadership - [Avi Perera](#)
- *Great Books on AI for Business Leaders*: curated for business leadership rather than deep technical AI; helpful for execs seeking breadth - [CEOWorld Magazine](#)

Key Themes & Why They Matter

These resources emphasise themes you covered in the workshop and help embed them further:

- **Leadership mindset shift:** Moving from 'implementing AI' to 'leading with AI' (e.g., Korn Ferry).
- **Trust, transparency & culture:** Critical enablers of AI uptake — not just tech. (LSE)
- **Skill evolution:** Identifying what top-leaders need to develop to remain relevant (HBR article).
- **Governance & risk:** Leaders must lead not just deployment but responsible adoption (AI governance lists).
- **Strategic alignment:** Ensuring AI efforts link to business value not just tech projects (MIT SMR).

Reflect and Act

The true value of learning lies in reflection and application. Use the questions below to consider how the ideas from the workshop connect to your leadership practice and where they can be applied to create meaningful impact.

1. Where in your leadership practice could AI create efficiency or insight?
2. How might AI enhance (not replace) trust and connection with your team?
3. Which part of decision-making could benefit from data-driven insight?
4. What concerns or opportunities did the workshop surface for you?
5. How can AI enhance decision-making while strengthening trust and connection?
6. What responsibilities do leaders hold in ensuring ethical and transparent AI use?
7. How can I role-model curiosity, learning, and confidence in an AI-enabled environment?
8. How can we, as a leadership team, support one another to build the knowledge and momentum?

AI does not replace leadership, it reframes it. Effective leaders in the age of AI understand the balance between human capability and technological augmentation. These readings and reflections are designed to help you explore that balance and apply it meaningfully in your own context.

Continuing the Conversation: From Insight to Practice

Across industries, leaders are increasingly exploring how to extend learning beyond awareness and into meaningful application. As organisations adopt new technologies and ways of working, the opportunity lies in helping teams build confidence, capability, and curiosity in applying AI effectively and responsibly within their roles.

The following programs outline practical, coach-led opportunities to deepen learning, sustain momentum, and embed AI and leadership principles into daily practice, ensuring they become part of how people lead and work, not just what they understand.

Together, these programs represent a progressive development journey designed to build both individual capability and organisational readiness. Each stage builds on the last, from developing foundational awareness, to strengthening leadership practice, through to embedding AI integration and cultural alignment across the organisation.

Stage	Offering	Depth	Ideal Audience
Awareness → Application	1. Applied AI in Practice	Foundational to intermediate	Leaders and team members at all levels seeking to move from understanding to doing.
Application → Mastery	2. AI-Enabled Leadership Mastery Sessions	Intermediate to advanced	Mid-level and emerging leaders seeking consistent, AI-informed leadership practice.
Mastery → Sustainability	3. AI and Culture Integration Partnership	Strategic and systemic	Executive and senior leadership groups focused on embedding AI readiness and cultural alignment.

1. Applied AI for Teams

Format: 1 x half-day or 2 x 90-minute workshops (in person or via Teams)

Group size: Up to 15 participants per session

An engaging, hands-on experience designed to help teams apply AI confidently and responsibly in their everyday work. Participants explore practical use cases, experiment with common tools, and strengthen the human capabilities - curiosity, collaboration, communication - that make AI adoption effective and sustainable.

***Purpose:** build confidence and capability by translating AI and leadership concepts into practical action across all levels of the organisation.*

2. AI-Enabled Leadership Mastery Sessions

Format: Series of 4 - 6 coach-led sessions (60–90 minutes each) delivered monthly or bi-monthly

Group size: 6 - 10 participants per cohort

A small group learning series designed to turn AI and leadership insights into consistent, everyday leadership practice. Through guided reflection, discussion, and accountability, participants learn to integrate AI tools and thinking into how they plan, decide, and lead, while strengthening trust, accountability, and emotional intelligence.

***Purpose:** embed modern, AI-informed leadership habits and behaviours through practice.*

3. AI and Culture Integration Partnership

Format: 6–12-month collaboration combining coaching, workshops, and culture assessment

Participants: Executive and senior leadership groups

A tailored partnership connecting leadership development, cultural alignment, and responsible AI adoption. This engagement supports organisations to embed the mindsets, structures, and behaviours that enable teams to thrive in an AI-enhanced environment, ensuring sustained capability and measurable impact.

***Purpose:** align culture, leadership, and AI readiness to achieve long-term performance improvement.*

These programs provide flexible entry points depending on organisational maturity and leadership needs. Whether the focus is building team capability, strengthening leadership practice, or aligning culture and strategy, each program is designed to translate insight into sustained action, helping leaders and teams thrive with confidence in an AI-enabled world.

All CoachStation development programs are designed to increase knowledge and confidence, turning awareness into application and capability across every level of leadership.

To explore how these programs could support your leaders and team members, book a discussion with Steve:

👉 [CoachStation Bookings](#)

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