

Prompting tips: AI tools to support stakeholder mapping.

Introduction

These tips aim to help Australian Public Service (APS) officers interested in using Gen AI tools to support them in stakeholder engagement. They relate to **video 6** from the “Artificial Intelligence (AI) tools for Evaluation in the Australian Government” series.

This video series and resources are meant to inspire ideas and learning. They are not designed to be a manual. It aims to show how AI tools, especially generative AI (Gen AI) can support the evaluation process. The goal is to help evaluators and APS staff explore how AI can be useful, and where it is less useful.

AI can help with repetitive tasks but cannot replace expert knowledge. APS officers must carefully review AI outputs. Any AI-based decisions and products must be owned by the officers. This human oversight can help ensure that results are accurate, fair, and culturally appropriate.

Please note that you should only use AI tools that have been approved by your agency or department. Any documents that you upload to the tool should only be up to the security clearance level approved for the tool by your agency or department.

Prompt engineering

A prompt is an instruction in natural language that tells a Gen AI tool to perform a task. Prompt engineering is the process of creating and refining these prompts to get a suitable output from the tool.¹ Table 1 below shares some essential tips for using Gen AI tools. This is derived from the AI Colab’s “AI for Policy People” course, available through APSLearn. These tips are organised along four pillars:



Share specifics and context



Provide examples



Avoid leading or biased prompts



Chat, not search

¹ [Prompts overview | Microsoft Learn](#)

Table 1: Essential prompt engineering tips

Share specifics and context	Provide examples	Avoid leading or biased prompts	Chat, not search
Gen AI tools like Copilot are not search-engines. They don't work on keywords, they work on the meaning of words and how they are used, just like people. For more tailored, and useful responses from AI tools, you should provide as much context as you can, with specific requests. Vague prompts lead to generic answers.	Gen AI tools can "read between the lines" pick up a lot of indirect instructions when you share raw examples about your topic of interest. Examples help reinforce your specific requests.	Use balanced prompts/requests to get well-rounded responses. Avoid leading or biased prompts. If you are unsure that the Gen AI tool has considered all aspects of your query, simply ask it to be appropriately critical.	Use Gen AI tools conversationally. Ask clarifying questions, build on responses, and treat it like a colleague you're bouncing ideas off. Don't expect a perfect response in one go. Iterate, get a rough version, revise and refine through additional prompts.

Prompts to identify key stakeholders

An "evaluation stakeholder" is anyone with a stake in a program and its evaluation. This could mean that they can either influence the program and its evaluation, or are impacted by it, or both. It is good practice to involve stakeholders in an evaluation, but there are no hard and fast rules about who should be involved and how. These are some examples of prompts that you could use to identify stakeholders for a program using Gen AI tools.

1. "Please summarise this document/these documents in 1-2 pages". (this helps prime the Gen AI tool with reference content)
2. "Please define the term "stakeholder". Why are stakeholders important for an evaluation? Provide references for your response." (this provides context for the AI tool for the follow-up questions you will ask).
3. "Who/what are some of the evaluation stakeholders mentioned in the uploaded documents? Provide references for your response."
4. "Please list any additional evaluation stakeholders who may not be mentioned in the documents but may be impacted by this program? Provide references for your response."

Prompts to support stakeholder engagement planning

Once you have identified stakeholders, these prompts can help develop a stakeholder engagement plan. Using these in sequence may help to generate more useful outputs. These can be used and adapted to most Gen AI tools such as Copilot. You can experiment with these using the tips in table 1 to suit your needs.

Prompting tips: AI tools to support stakeholder mapping.

1. “Whose involvement and support would be necessary to increase the chances that the evaluation’s results will be used? Provide page, and any external references.”
2. “Which stakeholders should be involved closely in the evaluation to ensure that it is transparent? Provide page, and any external references.”
3. “Who are the stakeholders whose expertise (program-specific, and/or context including cultural knowledge) and perspectives are essential to generate valid results from the evaluation? Provide page, and any external references”
4. “What is the interest-influence matrix for stakeholder mapping? Provide references.”
5. “Please map the stakeholders listed below on the interest-influence matrix for this program. Please provide a rationale for the same.”
6. “Suggest engagement strategies for each stakeholder group listed below.”

Testing and finalising stakeholder engagement approach

Once you have a draft set of stakeholders mapped on the interest-influence matrix, you can test these with key decision makers and program staff. This may require an iterative process, with changes emerging as engagement progresses, and new stakeholders may emerge.

Finally, you must make sure that any stakeholder maps and engagement approaches, meet the needs of the evaluation commissioners, and align with the program’s objectives. This is to ensure that the evaluation’s findings are useful to program staff, and decision makers. You may then use templates available on the ACE website to complete a suitable stakeholder engagement plan, which can be updated as required.

Policy and training

All use of AI tools must comply with the [Policy for the responsible use of AI in government](#). Your use of AI tools should also comply with any guidance and any specific requirements from your entity’s accountable official under the Policy for the responsible use of AI in government.

The ACE strongly recommends that you complete the APS Learn course, [AI in government fundamentals](#). This course has been designed to provide all APS staff with foundational knowledge of AI, and the principles of safe and responsible use.

Lastly, you can test a suite of AI tools on [GovAI](#). This is a secure, APS-only platform designed to help APS officers learn about and use artificial intelligence (AI).