

The Shift Card

Keep it on the clipboard. Full prompts: jonharmeling.com/field-guide

Protect the person before you prompt the machine.

Green: Go within approved use. Public, fictional, sanitized, or generic material, or information clearly authorized for this tool and purpose. Use only what the task needs and review the output.

Yellow: Pause and check. Internal documents, employee situations, schedules, unpublished plans, and operating data. Confirm approval, remove names and unnecessary detail, and narrow the excerpt. Otherwise, keep it out of the tool.

Red: Stop in an unapproved system. Credentials, payment information, health information, sensitive HR records, confidential guest data, work-authorization documents, and security details. Use a specifically authorized workflow or escalate.

Use AI to prepare for human moments, not replace human moments. Use roles or initials, check the answer, then close the tool and lead.

Shift-Ready prompts

#02 Shift Handoff Brief

Use when: The last ten minutes of your shift. · No guest names or contact details. No health reasons for absences.

#03 Five-Minute Pre-Shift Huddle

Use when: Before a busy daypart. · Green. No personal information needed.

#04 Call-Out and Coverage Options

Use when: When people call out and the shift still has to run. · Leave out the reason for a call-out if it is medical or family-related.

#05 A New Hire's First Week

Use when: Before a new team member's first shift. · Red: never put work-authorization documents, Social Security numbers, or IDs into a general AI tool.

#06 Coaching a Struggling Team Member

Use when: When someone has been struggling for more than a shift or two. · Describe behavior, not the person. No names or health details.

#07 Guest Recovery

Use when: After a complaint or a low-star review. · Red: confidential guest data stays out. Remove names and contact details first.

#08 Recognition From the Floor

Use when: When you notice someone doing it right. · Green. Initials are enough.

#09 The People Behind the Alert

Use when: When a report flags overtime, labor variance, or a late clock-in. · Describe the alert, not the person. Never paste payroll records.

#10 An Attendance Conversation That Lands

Use when: Before you address a pattern of call-outs or tardiness. · Leave out medical or family reasons. Those stay in person and in the approved HR process.

#11 Ready to Lead a Shift?

Use when: Before someone runs their first shift. · Observed behavior only. No HR records.

#12 Five Hours Back

Use when: Right after AI takes a task off your plate. · Green. Roles only.

#13 Team AI Ground Rules

Use when: Before your team starts using AI tools on its own. · Have the result reviewed against your organization's actual policy.

#14 Introducing AI to My Team

Use when: Before you change a workflow your team depends on. · Green. No personal information needed.

#15 One Person, One Capability

Use when: When you are doing work someone else could learn to own. · Roles or initials only.

Machines do. Managers decide. Leaders develop. · jonharmeling.com