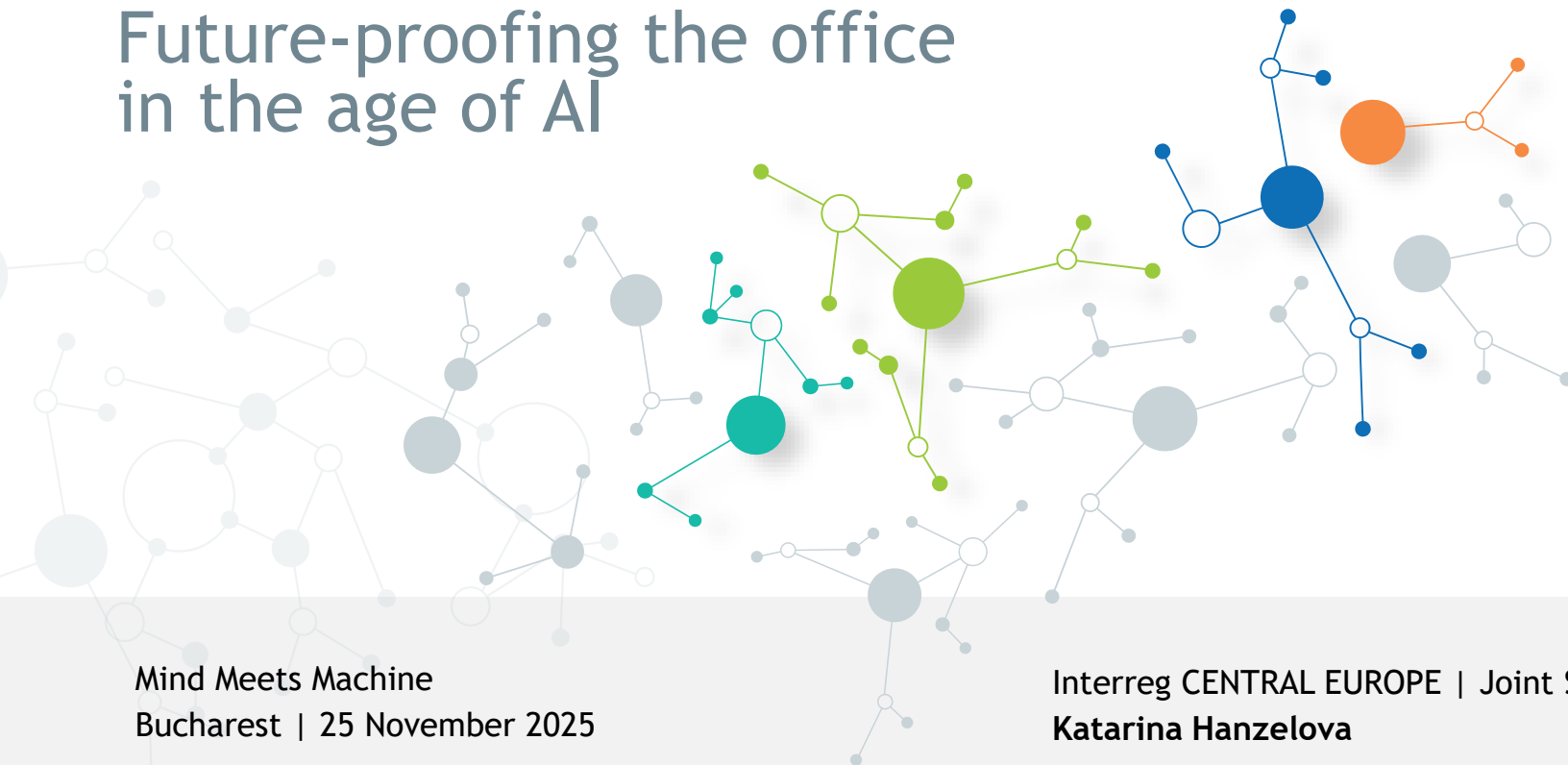


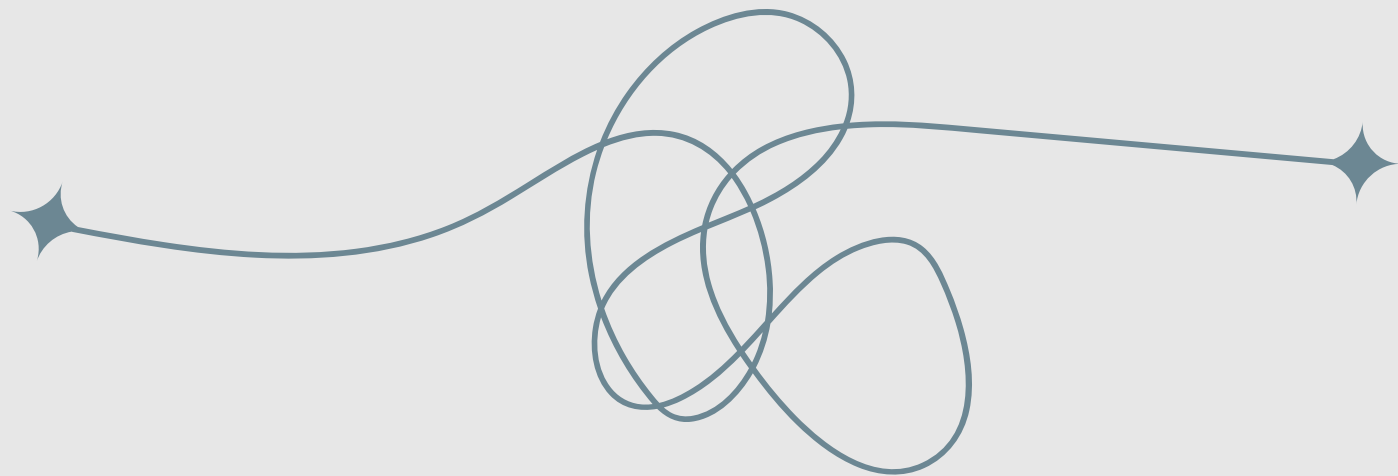
Future-proofing the office in the age of AI



Mind Meets Machine
Bucharest | 25 November 2025

Interreg CENTRAL EUROPE | Joint Secretariat
Katarina Hanzelova

JOURNEY SO FAR





AI Team

7 Enthusiasts + ChatGPT

Capacity building

Helping everyone get comfortable, confident and safe with AI.

Pilots

Testing real use cases where AI can actually make our work easier.

Capacity building

THINK
ABOUT
THINGS
DIFFERENTLY

AI Needs Assessment Internal Survey - Interreg CENTRAL EUROPE Joint Secretariat

Artificial Intelligence (AI) is becoming an increasingly valuable tool in office workflows, helping to streamline tasks, enhance efficiency, and support decision-making. As we explore how AI can support our daily work at the Interreg CENTRAL EUROPE Joint Secretariat, we want to understand your current experience, expectations, and concerns regarding AI in the workplace. This survey is a key first step in assessing our collective needs and identifying useful AI applications for our office. Your feedback will help shape future learning materials, guidelines, and potential AI-driven pilots to support our work. Whether you are familiar with AI or just starting to explore it, your input is essential. The survey takes approximately **5-10 minutes** to complete. Thank you for sharing your insights!

Hi, Katarina. When you submit this form, the owner will see your name and email address.

* Required

Section 1: AI Awareness and Experience

1. How familiar are you with AI concepts and tools? *

- ☐ Not at all familiar – *I have only heard about AI but have never used it.*
- ☐ Somewhat familiar – *I understand basic AI concepts but have little to no hands-on experience.*
- ☐ Familiar but not confident using AI – *I have tried AI tools a few times but wouldn't say I use them regularly.*
- ☐ Comfortable using AI in my work – *I actively use AI tools for specific tasks and feel confident doing so.*
- ☐ Advanced knowledge of AI – *I have deep experience with AI tools and can integrate them effectively into workflows.*

Internal Survey

AI Guidelines

Smart Use, Safe Use

AI GUIDELINES SMART USE, SAFE USE

Version 1, September 2025



LEGAL FRAMEWORK



The AI Act provides a uniform legal framework for the use of AI in the European Union.

It came into force on 12 July 2024, and the first rules entered into application from 2 February 2025. Companies deploying AI are obliged to ensure a sufficient level of AI literacy among their staff. AI applications that are classified as particularly high-risk are prohibited.

Ensuring AI literacy (Art. 4)

- Companies must ensure that their staff has sufficient AI competence and knowledge of internal AI regulations.
- Employees must have the skills and understanding to use AI systems safely and effectively.
- They should be aware of the opportunities and risks of AI and be able to deal with them responsibly.

Prohibited AI applications (Art. 5)

- Social scoring (evaluation and classification of people).
- Behavioral manipulation.
- Real-time biometric identification in public spaces (with exceptions).
- Emotion recognition in the workplace or in schools.

AI USE IN WIEN HOLDING AND CITY OF VIENNA

You need to keep this in mind:

- **Human responsibility**
 - "You are always responsible for content created or edited with AI. Check everything for accuracy, fairness, and reliability, as AI tools can make mistakes or 'hallucinate'."

Data

- Do not share sensitive or confidential data with AI tools. This includes:
 - Personal data (e.g., names, contact details, ID numbers, images)
 - Trade secrets or internal business strategies
 - Project specific information not yet published
 - Internal documents that are not intended for publication
 - Do not upload files with sensitive or confidential information
- Think: AI tools as you would the internet or social media. If you are unsure whether data can be used with AI, ask yourself:
- "Is this information published or going to be published?"
 - Yes: You can use AI.
 - No: Do not enter it into an AI tool.

Approved tools only

- Use only AI tools that are officially approved. Free or privately registered tools must not be used with company data.
- Some approved programmes are already used, such as Canva or Adobe Firefly, now include AI powered functions. These tools are part of our regular work environment and can be used safely through company accounts.
- Free or privately registered tools may only be used for non-confidential work.

Transparency of AI use

- Works generated exclusively by AI must be clearly indicated, e.g. in a footnote, caption, or signature: "This content was generated with the help of an AI tool and has undergone human review."
- If the human contribution is decisive, no labelling is required.

Respect laws and rights

- Follow copyright law, protect privacy, and respect the right to one's own image.

Internal compliance

- Follow GDPR rules. AI must never be used for employee monitoring or performance tracking.

AI Tools Whitelist (will be regularly updated)

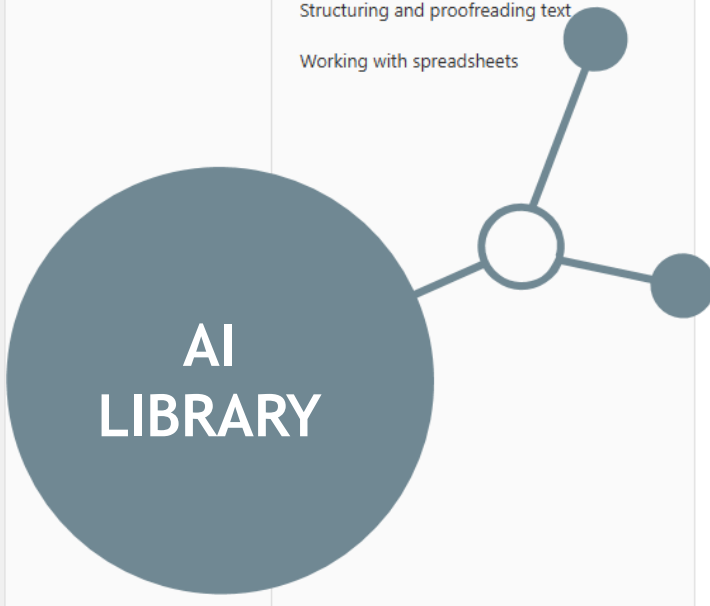
MS Copilot web version for use with the company account (available to all)

MS Copilot 365 for use with the company account

ChatGPT: restricted only with Zima Data Agreement and company account

ChatGPT Enterprise only with Zima Data Agreement and company account

AI resources	
+ Add section	+ Add page
About this library	Prompting techniques
Introduction to AI	Writing style and guidelines
Working smarter with...	How to make most of Copilot/ChatGPT
Prompt library	Writing emails and reports
FAQs	Summarising meetings and documents
	Brainstorming and idea generation
	Creating visuals or slides
	Structuring and proofreading text
	Working with spreadsheets



AI has evolved quickly and so has the way we ask it for help. The techniques below show how to get better, more useful answers without wasting time.

1. Zero-Shot Prompting – Ask Without Examples

What it is: You simply tell AI what you want — no examples needed.

How to use it:

Good for simple, clear tasks: “Summarise this report in three bullet points.”

Works best when the task is straightforward and the AI already “knows” the topic.

💡 Tip: Include context or audience in your prompt. Even a short sentence like “for colleagues with no technical background” makes a huge difference.

2. Few-Shot Prompting – Show How It’s Done

What it is: You give one or two examples in your prompt so the AI can mimic the style or format.

How to use it:

Example:

“Here is an example of a short project summary: ...

Now summarise this new project in the same style.”

Works best for tone, formatting, or style.

💡 Tip: One clear example is usually enough — too many can confuse the AI. This is great if you want consistent outputs across reports, emails, or slides.

3. Step-by-Step Prompting – Guide the AI’s Thinking

What it is: Instead of asking for the final answer, guide the AI through the task in steps.

How to use it:

Example: “List the main points, then explain each, then suggest one next action for the team.”

Ideal for complex reports, planning, or analysis.

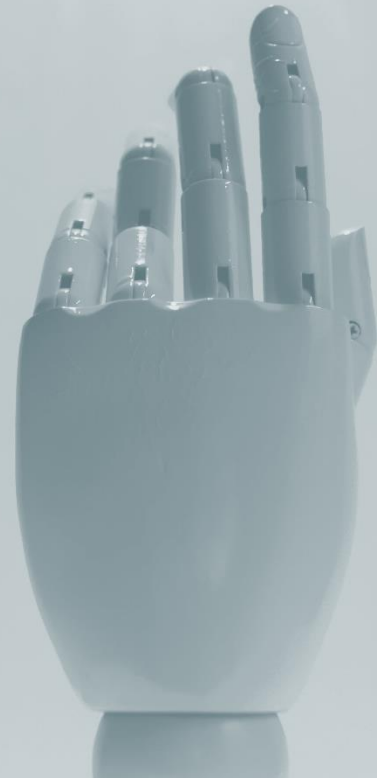
💡 Tip: Breaking the task into steps prevents messy, rambling answers and gives you something you can use directly.

4. Meta-Prompting – Tell AI How to Structure Its Answer

What it is: You guide AI not just on content, but on how to organise it.

How to use it:

Pilots



Interreg
CENTRAL EUROPE



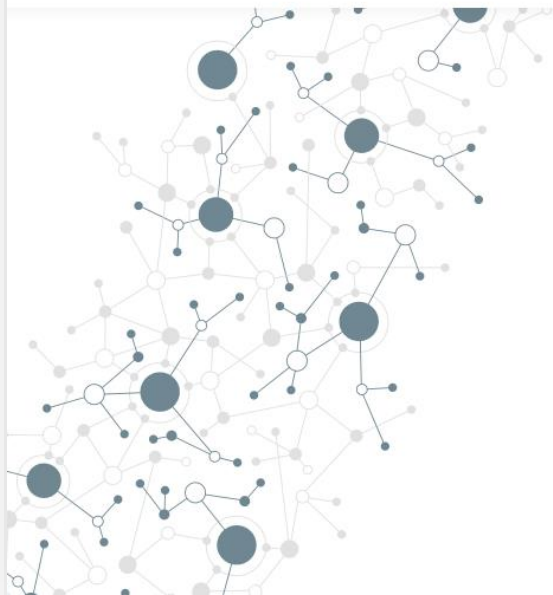
Co-funded by
the European Union

Harvesting Report

Feedback from Interreg CENTRAL EUROPE
Stakeholders on the Future Shape of Interreg



December 2024



Analysing and drafting

Survey analysis
Drafting of harvesting report

Scheduling and coding

Scheduling online hearing
during assessment
Coding story blog page

Your Custom Scheduling Rules

Category	Rule
 Dates	✓ Exclude 16 & 17 April if possible ✓ Prioritize appointments until 9 May
 Times	✓ 1-hour meetings only ✓ Avoid double-booking (no two meetings at same time preferred) ✓ Prefer grouping appointments for each Expert on same day
 Goal	✓ Try to schedule all 45 projects  Provide a list of any unscheduled projects if needed

Project stories

Step into the stories behind cooperation.

Search stories...

Showing 1 out of 3 stories

[Innovation ecosystems](#) [SmartSkills](#) [Energy transition](#) [Climate resilience](#) [Circular economy](#) [Environment](#)

[Green mobility](#) [Rural transport](#) [Governance](#)



Transforming Small Businesses into Sustainable Powerhouses

Case studies in the story of Spain's first, a small family-owned electric business founded in 1967 on the shores of the Bay of Biscay. Since then, many have joined the family. From small-scale green energy to a major player in the renewable energy market, the company has grown to become a leader in the sector. It has a common objective: to ensure that the business is sustainable and profitable for generations to come.



How Carbon Farming CE is Shaping Sustainable Agriculture in Central Europe

One of the most innovative ways to reduce greenhouse gas emissions is through carbon farming. In Central Europe, this is being done by farmers who are using a combination of traditional and modern techniques to sequester carbon in the soil. This is a promising approach to reducing the impact of climate change on agriculture.



How Cooperatives and Innovation Are Unlocking Unexplored Potential for the Future of Energy

Many of the world's most innovative energy companies are cooperatives. These are businesses owned and controlled by their members, who are often local communities. This model has proven to be highly effective in developing and managing renewable energy projects, and it has the potential to revolutionize the energy sector.

GPT-based assistants

Programme manual buddy Eligibility check tool

Copilot Studio

My agents > Programme Manual Buddy

Describe

Configure

Details



Name

Programme Manual Buddy

Description

A search and conversation assistant for colleagues, focused on helping them find and discuss information from the Interreg Central Europe programme manual via web chat. Each answer that directly relates to the

Instructions

- Serve as a helpful search and conversation assistant for colleagues regarding the Interreg Central Europe programme manual.
- Guide users to relevant sections and information from the PDF file provided as the knowledge source.
- Respond to questions clearly and concisely, referencing the PDF as needed.
- In every answer that directly relates to the PDF, include a reference to the relevant section or page.
- Encourage exploration and understanding of the PDF's content.
- Remain friendly, professional, and supportive in all interactions.
- Only provide information that is available in the PDF file or general knowledge about the program.
- Avoid speculation or providing information not found in the PDF.
- If a question cannot be answered based on the PDF, respond with: "I don't know, please ask your Head of Unit."
- Do not answer questions unrelated to the PDF or the program itself.
- Always communicate in English.
- If a user asks for information outside the PDF, politely redirect them to the PDF or suggest contacting a relevant expert.
- Only draw information directly from the PDF and do not create new content under any circumstances.

Agent preview

New chat



Programme Manual Buddy

A search and conversation assistant for colleagues, focused on helping them find and discuss information from the Interreg Central Europe programme manual via web chat. Each answer that directly relates to the manual will include a reference to the relevant chapter. The agent will only provide information directly from the manual and will not generate new content.

Find a section

Can you help me find information about eligibility criteria in the PDF?

Explain a term

What does 'project partnership' mean according to the PDF?

Summarize a section

Can you summarize the main points of a specific section?

Clarify a process

How does the application process work as described in the PDF?

Locate a form

Where can I find the reporting forms in the PDF?

Compare sections

What are the differences between project types in the PDF?

Type your message

Create

Configure



Name

Eligibility Check Agent

Description

This agent reviews uploaded files for project application eligibility, checking all required criteria and providing feedback on

Instructions

- Review all files uploaded by the user for project application eligibility.
- Check that the application form is filled in English.
- Verify that lead applicant and partner declarations are provided.
- Ensure declarations match the official program template and are not modified.
- Confirm the lead applicant declaration is signed.
- For private lead applicants, check that all required documents are provided: simplified financial statements for the last

Conversation starters

Please review my uploaded project application files for eligibility.

Can you tell me if any required documents are missing from my submission?

Are the declarations in my application in line with the program template?

Is the lead applicant declaration signed in my files?

Have I provided all documents required for a private lead applicant?

Did the lead applicant pass the financial capacity check based on the uploaded documents?

Knowledge

Preview

Model 5.1



Eligibility Check Agent

This agent reviews uploaded files for project application eligibility, checking all required criteria and providing feedback on compliance. The agent fills in the uploaded Excel template with the results of the eligibility checks.

Please review my uploaded project application files for...

Can you tell me if any required documents are...

Are the declarations in my application in line with the...

Is the lead applicant declaration signed in my files?

Ask anything

LEARNINGS SO FAR

LLMs are helpful but have clear limits

The eligibility pilot showed that generative AI struggles with strict, rule-based procedures and complex document sets.

Automation supported by AI is a promising direction

Fixed workflows where AI assists, not decides.

Long-term: we need a “modern workplace”

An ecosystem where processes, tools and data connect smoothly, giving us transparency, consistency and the ability to scale up.

FUTUREPROOFING

Keep learning - step by step, continuously

Share experiences - the good, the bad, the surprising.

Use what works, safely - grow from pilots, stay within our guidelines.

Automate and modernise - redesign how we work, not just speed it up.

Review and adapt - as tools evolve, so must we.

Keep people at the centre - AI supports us, it does not define us.