

AI Office Hours People Actually Want to Attend

A lightweight format for turning one good workshop into an ongoing habit.

GUIDES & RESOURCES

PLAYBOOK · 2 PAGES

Training can create a burst of enthusiasm. Then everyone goes back to work. Office hours give people somewhere to bring the messy middle: the prompt that is almost working, the workflow they cannot quite explain or the security question keeping them from trying.

The point is sharing and unblocking

The best office hours are not a lecture and they are not forty-five minutes of awkward silence followed by “Any other questions?” Give the session a little shape, bring one real example and leave room to work on live problems.

A 45-minute format that works

01 Spotlight share, 10 minutes

One person shows a real before-and-after: the task, what they tried, what improved and what still needs work. Rotate across teams and levels so AI does not feel like an IT-only initiative.

02 Live clinic, 25 minutes

Invite people to bring a prompt, document or recurring workflow. Work on one or two examples together. The goal is a useful next step, not a perfect finished system.

03 Clear next move, 10 minutes

End with one small challenge and a place to share what happened. People are more likely to return when the session leads to action.

Who should be there

- One facilitator who keeps the conversation moving
- One or two people comfortable troubleshooting prompts and workflows
- An optional rotating guest from a business function

You do not need a panel of experts. Two prepared people and one good example are enough to start.

Keep the conversation alive between sessions

- Use one Slack or Teams channel for questions, examples and useful resources
- Seed it two or three times a week, but do not flood it
- Pull common questions into the next office-hours agenda
- Share short wins, including what changed between the first attempt and the useful result

Your first-session checklist

- Choose one practical spotlight in advance
- Invite attendees to bring a real task
- Assign a facilitator and a hands-on helper
- Post the format and expectations before the session
- Capture the best question, example and next action afterward

What makes office hours flop

- No example prepared, so the host waits for questions
- Turning every question into a product demo
- Answering only advanced users and losing everyone else
- Letting one person's complicated problem take the whole session
- Ending without a clear next step or place to follow up

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