

LESSON 2.4 • 1 HOUR

AI writing tools: improve your professional communication

IN THIS LESSON

- Why writing quality matters in digital work
- Three AI writing tools: ChatGPT, Grammarly and DeepL
- The 3-step editing process: Generate, Edit, Personalise
- AI pitfalls: hallucination, tone and privacy



L2.4 Learning Objectives

By the end of this lesson you will be able to:



Choose the right AI writing tool for a writing task



Use the Generate, Edit, Personalise process to improve a message



Spot generic AI phrases and rewrite them in your own voice



Apply privacy and fact-checking rules to AI-written text

THIS LESSON

L2.4

Duration: 1 hour

Practice: Interactive activity

Quiz: 5 questions, 70% to pass



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Key Terms

The words you will meet in L2.4, in plain language.

Hallucination

When AI writes something that sounds true but is false, like a made-up fact, name or source.

Tone

How your message sounds to the reader: formal, friendly, direct or polite.

Browser extension

A small add-on for your web browser. Grammarly's extension checks text as you type.

Machine translation

Translation done automatically by software, such as DeepL.

Draft

A first version of a text that you will check and improve.

GDPR

The EU law that protects personal data. It limits how personal information may be shared and used.



Why writing quality matters

YOUR FIRST IMPRESSION

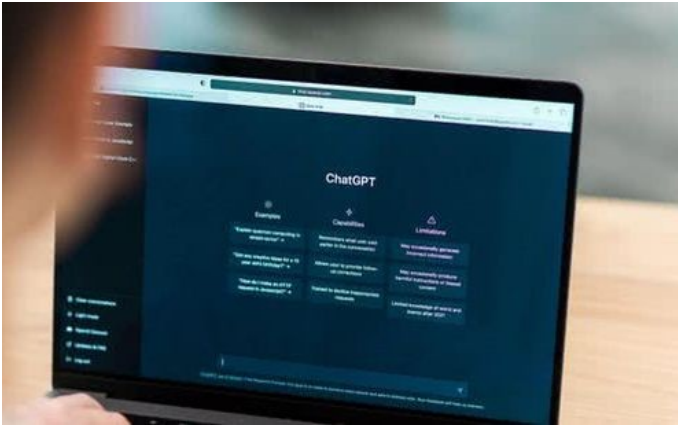
In remote work, your writing is your first impression, every time. Good writing isn't a soft skill. It's a productivity tool.

Without tone of voice or body language, unclear writing slows teams and harms your credibility.



Three AI writing tools

Each tool has a different job. All three are free at the basic level, with no card needed.



ChatGPT

Drafting and rewriting. Create first drafts, rephrase sentences or restructure paragraphs.



Grammarly

Grammar, clarity and tone. Works as a browser extension or app and suggests fixes as you type.



Deepl

Translation between languages. Often sounds natural, even for professional text.

The 3-step editing process

Use AI for speed, then use your judgement for quality.

1



1. Generate

Use AI to write a quick first draft. Do not aim for perfection. Get the ideas down first.

2



2. Edit

Check every fact, name, figure and claim. AI can be wrong. Treat its output as a starting point.

3



3. Personalise

Add your voice and context. Remove generic AI phrases so the message is really yours.



Before and after: clearer messages

Small edits make a big difference. Here AI helped, and the writer checked and personalised the result.

Before	After	What changed
hey the report will be late cuz data missing	Hi Ana, the sales report will be one day late because two data files are missing. I will send it on Thursday.	Clear reason, new date, polite greeting
Pls send me the thing from the meeting asap	Could you send me the slides from Monday's meeting by 3 pm today? Thank you.	Says what, when and adds thanks
Ich habe die Rechnung geschickt.	I have sent the invoice. (DeepL translation, checked by the writer)	Translated, then checked for meaning

Ask for the tone you need

Tell the AI exactly how the message should sound. Try these short instructions.



More formal

Rewrite this for a client I have never met. Keep it polite and professional.



Friendlier

Make this message warmer and more friendly for a colleague I know well.



Shorter

Shorten this to three sentences. Keep the deadline and the request.



Simpler

Rewrite this in plain English for a reader whose first language is not English.

Generic AI tone vs your own voice

AI often sounds too formal and empty. Read your text aloud: would you really say that?



Sounds like you

- Hi Marta, thanks for the quick reply.
- I can send the draft by Friday.
- Call me if anything is unclear.
- Short, specific and friendly



Generic AI phrases

- I hope this message finds you well.
- Please do not hesitate to reach out.
- I trust this email finds you in good health.
- Long, vague and impersonal

AI pitfalls: hallucination and privacy

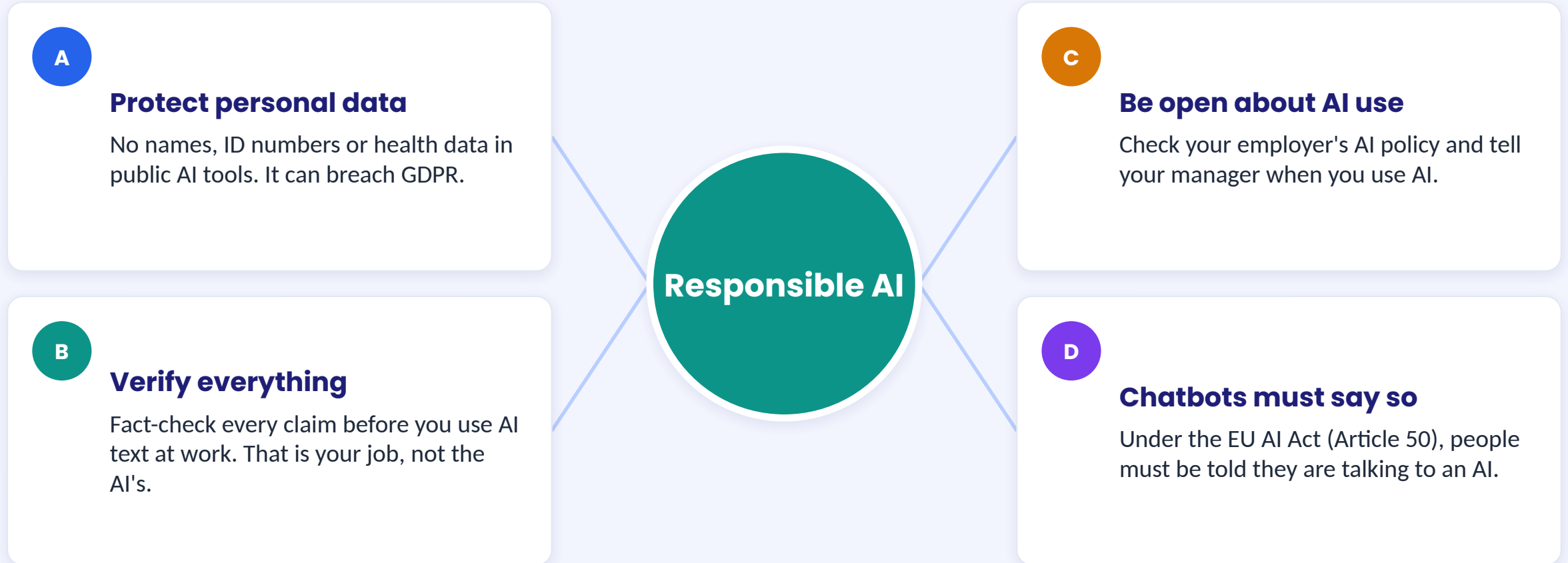


AI can write things that sound convincing but are wrong: made-up statistics, wrong names, sources that do not exist. Treat AI output as a draft, never as a verified source.

- Check every fact, number and name before you send
- What you type may be stored or used to train AI models
- Never paste confidential client data or personal details
- When in doubt, describe the situation in general terms



Responsible AI use in daily work



Check Your Understanding

Try answering these in your own words before moving on.



Which tool would you use to translate a message, and which to check grammar?



What are the three steps of the editing process?



Name two generic AI phrases and say how you would rewrite them.



What is an AI hallucination, and how can you protect yourself from it?



Learning Resources

Want to go further? These are free and trusted.



Grammarly

<https://www.grammarly.com>



DeepL Translator

<https://www.deepl.com/translator>



EU AI Act, Regulation (EU) 2024/1689

<https://eur-lex.europa.eu/eli/reg/2024/1689/oj>



L2.4 Key Takeaways

Before the next lesson, hold on to these five points.



Your writing represents you, so make every message count.



ChatGPT drafts, Grammarly checks and DeepL translates.



AI gives you a first draft: Generate, Edit, then Personalise.



Remove generic AI phrases and write in your own voice.



Check every fact and keep personal data out of AI tools.

Now Put It Into Practice

Head to the Re-AI learning platform to finish this lesson.



INTERACTIVE ACTIVITY

Which tool for the job?

On the platform · about 10 minutes



LESSON QUIZ

5 multiple-choice questions

70% to pass · unlimited retakes

