ChatGPT Part 3: Prompt Frameworks That Work

ChatGPT can analyze, compare and draft, but the quality of the result depends on how the request is built. A prompt framework is a short structure that we reuse, so that nothing important is left out. Four steps make it work: separate, pattern, criteria and template. Each step answers one simple question. In this part, Karim, head of customer support at an online electronics retailer, uses them to turn three months of customer complaints into a decision for his director.

1. Separate

ChatGPT reads everything we paste as one continuous text, so it can confuse our instructions with the material we want it to work on. The first step keeps them apart. The question is: which part is the instruction, and which part is the material? We write the instruction in its own short block, then place the material between clear markers, such as three quotation marks or a labelled heading. We also say that the marked text is material to analyze, not orders to follow.

Example: A procurement manager at a hospital group pastes a supplier's email thread and asks for a summary of the open issues. She uses the Separate question: which part is the instruction, and which part is the material? She states the request first, wraps the thread in markers and says it is material only. ChatGPT lists the open issues and does not act on the supplier's request to confirm the order.

At work: Karim wants the main complaint themes from three months of customer emails. He uses the Separate question: which part is the instruction, and which part is the material? He writes the task in one block, labels the pasted complaints as material and wraps them in markers. ChatGPT groups the themes and treats a customer's demand for an instant refund as data, not as an order.

2. Pattern

Describing the answer we want takes many words, while a sample takes few. The second step shows ChatGPT the pattern. The question is: what does a good answer look like? We add one short sample of the format, tone and length we expect, and we label it as a sample. We tell ChatGPT to copy the structure but not the content, and to say so if the material does not fit. The sample must be invented or anonymous, never real customer details.

Example: A sales director needs weekly account notes in the same shape every time. He uses the Pattern question: what does a good answer look like? He adds one invented sample note with a headline, three short lines and a next step. ChatGPT now writes every account note in that shape, and the team can compare them at a glance.

At work: Karim needs each complaint theme summarized for his director. He uses the Pattern question: what does a good answer look like? He adds one invented sample made of a theme name, one sentence of evidence and one proposed action. Every theme comes back in the same three parts, without long background paragraphs.

3. Criteria

A request to find the best option invites a quick, general opinion. The third step gives ChatGPT a yardstick. The question is: which criteria decide the answer? We name three or four criteria, such as customer impact, cost, speed and strength of evidence. Then we ask ChatGPT to assess every option

This document is a property of Asaseeyat Academy - © Copy Right Protected.

against each criterion before it recommends one, and to list its assumptions and what the material does not show. This makes the reasoning visible, so we can challenge it before anyone acts.

Example: A plant manager compares two maintenance contracts. She uses the Criteria question: which criteria decide the answer? She names cost, downtime risk and supplier support, and asks for a small table before the recommendation. The table shows that the cheaper contract is weakest on downtime, so the choice is argued rather than guessed.

At work: Karim must decide which complaint theme to fix first. He uses the Criteria question: which criteria decide the answer? He names customer impact, cost to fix, speed and strength of evidence, and asks for a table, assumptions and gaps. The table ranks late deliveries first and flags that the refund theme rests on only a few emails.

4. Template

A prompt that worked once is a valuable asset, so we should not rebuild it every quarter. The fourth step turns it into a template. The question is: what changes next time, and what stays the same? We keep the fixed parts and replace the changing facts with labelled gaps in brackets, such as the material, the audience and the decision. What is always true about how we like to work, such as tone and reading level, can live in custom instructions, but confidential task facts never belong there. After each use, we fix one weakness in the template.

Example: A finance team lead runs the same variance review every month. He uses the Template question: what changes next time, and what stays the same? He saves the working prompt with brackets for the month, the figures and the audience. Next month the review takes minutes to prepare and repeats the same checks.

At work: Karim must repeat the complaint analysis every quarter. He uses the Template question: what changes next time, and what stays the same? He saves his prompt with brackets for the complaints, the quarter and the director's decision, then adds one fix after the first run. The next analysis starts from a tested structure instead of a blank chat.

Conclusion

Back to Karim's first prompt. He typed only: analyze these customer complaints. ChatGPT answered with long, generic remarks about service and delivery, and nothing his director could decide on.

Now he sends the framework. The task has its own block, the complaints sit between markers, one sample shows the shape, four criteria decide the ranking, and brackets mark what changes next quarter. ChatGPT returns the themes in rank order, flags the thin evidence on refunds, and leaves Karim with one clear decision for his director.

In summary, we separate the instruction from the material, show the pattern, name the criteria and save the template. Before every send, the key question is simple: could a colleague repeat this result from the prompt alone? The final judgment always stays with us.

Sources

- OpenAI Help Center: Prompt engineering best practices for ChatGPT (separate instructions from material, show examples of the output) – https://help.openai.com/en/articles/10032626-prompt-engineering-best-practices-for-chatgpt
- OpenAI Help Center: ChatGPT Custom Instructions – https://help.openai.com/en/articles/8096356-chatgpt-custom-instructions
- OpenAI Platform Docs: Prompt engineering (delimiters, examples, reference text) – https://platform.openai.com/docs/guides/prompt-engineering

- ChatGPT and OpenAI are trademarks of OpenAI. This video is independent training material and is not affiliated with OpenAI.

This document is a property of Asaseeyat Academy - © Copy Right Protected.