



Webinar On



AI Prompt Tips and Techniques for Technical Writers



Speaker

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Overview

1

How technical writers are using AI in documentation work today

2

Why AI output varies even when using the same tool

3

How documentation workflows change with AI support

4

Practical prompt techniques with Examples for guiding AI output

Technical Documentation Workflow — Before AI vs With AI

Before AI	With AI
Outlines created manually from product inputs	AI assists in generating initial outlines
Drafts written fully from scratch	AI supports refining and restructuring drafts
Manual clarity and consistency checks	AI assists with readability and clarity review
Multiple rewrite cycles	Faster iterations through guided prompts

How AI Fits in documentation work today

AI already supports many parts of the documentation workflow — but its effectiveness depends on how we guide it.

- Used to support outlining, rewriting, and reviewing content
- Helps reduce time spent on repetitive writing tasks
- Does not understand product context, users, or documentation intent by default
- Responds entirely based on the instructions and context provided in the prompt

Example Prompt: “Improve this installation guide.”

Result: AI simplifies terminology and removes key configuration details because the task and audience were not clearly defined.

Why Prompting Matters in Documentation

1

Two writers can use the same AI tool and get very different results.

2

The difference is not the tool, but how instructions are framed.

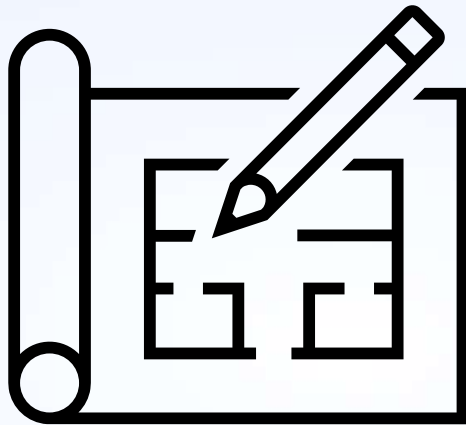
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Prompting becomes part of the documentation workflow, not a shortcut

4

Detailed prompts reduce ambiguity and improve relevance

Prompt Techniques



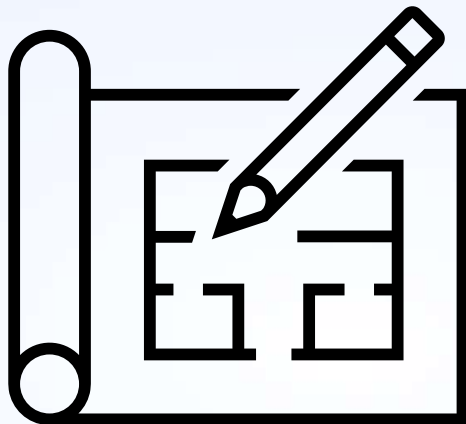
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Structured Prompting

2

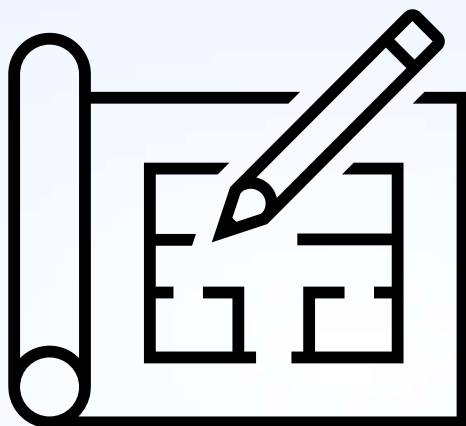
Few-Shot Prompting

Structured Prompting and Few-Shot prompting



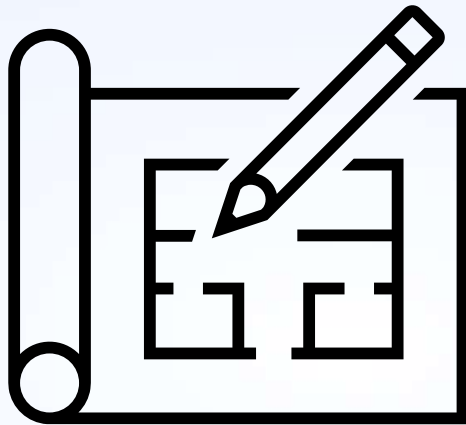
Structured Prompting	Few-Shot Prompting
Instruction-based	Example-based
AI guesses style	AI follows shown pattern
Good for clarity	Good for consistency

Prompt Techniques Framework



Role	Who should AI act as?
Task	What exactly should AI do?
Context	What background or audience matters?
Output	What format or style is expected?
Example – shot prompting	Example Guidance (Pattern Examples) ← additional component used in few-shot prompting

Structured Prompt Technique with Example



You are a technical writer working on a cloud security platform user guide.

Rewrite the following feature description for a new “Access Policy” module. Keep technical steps accurate and do not remove important details.

Purpose: Help first-time administrators understand configuration steps clearly.

Target users: IT administrators with basic cloud knowledge.

Maintain technical accuracy and avoid oversimplifying configuration details.

Output format: concise, structured paragraphs suitable for a user guide.

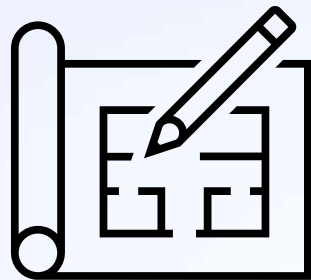
● Role

● Task

● Context

● Output

Few-Shot Prompt Technique with Example



You are a technical writer working on a cloud security platform user guide.

Rewrite the following feature description for a new “Access Policy” module. Keep technical steps accurate and do not remove important details.

Use the following rewrite examples as a reference for tone, clarity, and level of simplification:

Configure role-based access policies through the policy management interface to control user permissions

→ Set up user access rules from the policy screen to control actions.

Enable token-based authentication to strengthen account security during login

→ Turn on token authentication to add an extra layer of login security.

Purpose: Help first-time administrators understand configuration steps clearly.

Target users: IT administrators with basic cloud knowledge.

Maintain technical accuracy and avoid oversimplifying configuration details.

Output format: concise, structured paragraphs suitable for a user guide.

● Role

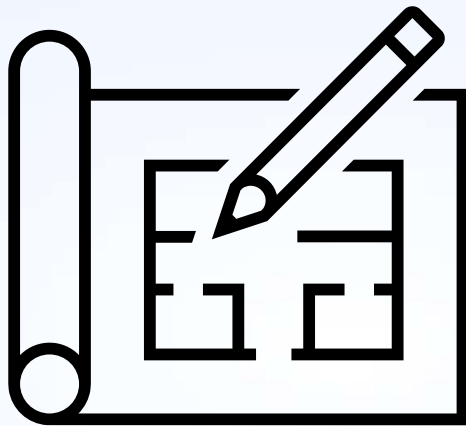
● Task

● Context

● Output

● Example Guidance (Few-Shot)

Example 2 – Reviewing Doc



You are a technical writer reviewing a cloud security platform user guide for the “Access Policy” feature.

The content is written for IT administrators who are new to policy configuration.

Review the section and identify:

- grammar issues or awkward phrasing
- sentences that reduce readability
- areas where language can be simplified without losing technical meaning
- steps that may confuse new users

Do not validate technical accuracy or suggest new steps.

Provide only clarity-related feedback.

Output: short bullet-point suggestions.

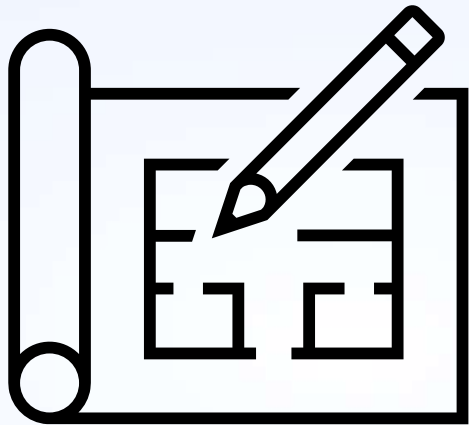
● Role

● Task

● Context

● Output

Exercise 1— Identify Role, Task, Context, and Output



1. Rewrite the following feature description for clarity while keeping technical steps accurate.
2. The audience includes IT administrators with basic cloud knowledge.
3. Provide the response in concise structured paragraphs suitable for a user guide.
4. You are a technical writer working on a cloud security platform.
5. Avoid oversimplifying configuration details.

Identify Role, Task, Context, and Output in this prompt.

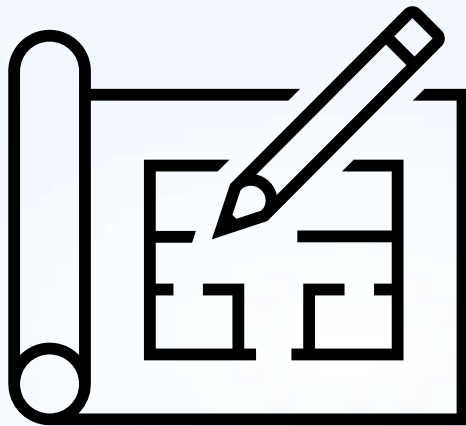
● Role

● Task

● Context

● Output

Exercise 2 - Identify Role, Task, Context, and Output



1. Review the following troubleshooting steps and suggest improvements for clarity and readability.
2. The guide is used by enterprise IT teams managing SaaS environments.
3. Present feedback in short bullet points.
4. You are a senior technical writer reviewing software documentation.
5. Do not change technical meaning or add new configuration steps.

Identify Role, Task, Context, and Output in this prompt.

● Role

● Task

● Context

● Output

Human Responsibility in AI-Supported Documentation

AI assists documentation — it does not replace documentation thinking.

AI Supports	Writers Retain Ownership
Creating outlines	Accuracy
Rewriting for clarity	Technical correctness
Readability review	SME validation
Structure suggestions	Final approval

Key Takeaways

- 1 AI supports documentation work but does not replace judgment
- 2 Advanced prompting defines role, audience, scope, and responsibility
- 3 Prompting is a control mechanism, not a writing shortcut
- 4 Technical writers remain responsible for quality and accuracy

Thank You!

