

## **Workshop: The Impact Of AI Technologies on Patient Communication and Care**

### **Exercise 1: Creating a Coaching GPT for reflective questions**

#### **Purpose**

With this exercise, you can use a GPT-based system to structure language and generate reflective questions that support self-observation and integration. It is an addition to your regular therapy sessions, not a replacement or clinical judgment.

LLM generate language based on patterns. They do not understand, feel, or intend. The clinical impact depends on framing and use.

Step 1 and 2 are preparational tasks to finish before adding the text into a custom GPT. Take your time to find the right words for your coaching principles and question style. The knowledge base will be put together only once and stay as a base for this particular custom GPT. If necessary, you can adjust it later on, but you don't have to redo it every time you would like to use the GPT.

#### **Step 1: Role Instructions**

Define the use case and be specific. In our case the example would be:

“Generate reflective questions based on anonymized client information to support self-observation, perspective shift, and integration — without interpretation, advice, or diagnosis.”

#### **Step 2: Prepare a Small Knowledge Base and Instructions**

Keep it short and clear. Later, this will be used to define the content and structure of the GPT's output. It also describes your core principles and ethical limitations of the GPT, so make sure to be precise about it. You find an example at the bottom of this form for orientation, but make sure to define the content in your own words so it will be your personal assistant.

“You are my coaching assistant for generating reflective questions. Your task is to support self-observation, perspective shifts, and awareness through carefully phrased questions. You do not diagnose, interpret, analyze, or give advice.

You do not try to solve problems or suggest solutions.”

Include (in your own words):

- Your coaching principles (non-interpretive, supportive)
- Question styles you use
- Ethical boundaries (no diagnosis, no advice, no crisis work)

**Step 3: Custom your own GPT**

Once you prepared step 1 and 2, you can open the LLM you would like to use and custom your own GPT.

This example is a step-by-step description for the product ChatGPT by OpenAI. You might need a Plus subscription to be able to create a GPT:

1. Open ChatGPT
2. Click “Explore GPTs”
3. Click “Create”
4. Type in a name for your GPT (e.g. “coaching assistant for reflective questions”)
5. Find the field for “Description” and fill in your role instructions from [Step 1](#)
6. Find the field for “Instructions” and fill in your information from [Step 2](#)
7. Click “Create” on the upper right corner and adjust your safety settings -> choose “only me” so the GPT stays private.

**Step 4: Client Snapshot (Anonymized)**

Once you set up the GPT you can use it to create reflective questions individually for different clients. You can use the following template to create meaningful outputs. This is where the client’s information matters, so you have to adapt it for every individual client. Make sure to use anonymized information.

Template for client information:

- Context (2–3 sentences)
- Current theme
- What feels stuck
- Resources
- Desired tone

**Step 5: Core Prompt**

Copy this prompt into the chat area of your custom GPT. You can reuse the prompt every time, but make sure to add the client information from step 4. You can adjust the last line of the prompt if you prefer a different grouping.

**Prompt:**

“Create 6–8 reflective questions.

Constraints:

- no advice, no interpretation
- short questions
- focus on self-observation
- calm, supportive tone

Client Snapshot:

[paste anonymized notes from [step 4](#)]

Group questions into: Noticing / Meaning / Next Step”

**Optional:**

You can add other instructions you would like to use to the prompt, e.g.:

- *Style lock*: No “why” questions, keep under 14 words
- *Best-of*: Select the 5 most useful questions

Be creative and find the prompt that suits you most. I recommend trying different types and choose the best option by comparing the results.

## Exercise 2: Letter to Self

### Purpose

This is an example of how clients might use a language model at home – not as therapy, but as a structured self-reflection exercise. The goal is to shift perspective through appreciation rather than self-criticism. It activates resources and positive inner states. Again, framing the exercise is most important and is the therapist’s key responsibility.

Option 1: Steps 1 to 3 happen in one therapy session.

Option 2: Step 1 is a self-task for the client, steps 2 to 3 happen in therapy.

### Step 1: Preparation

Ask the client to write down short bullet points. This could be a homework between sessions or a guided exercise during therapy. The instructions for the client are:

- Write down anything you have achieved, learned, or overcome in your life
- Challenges you managed or survived
- Skills you developed
- People or situations you positively influenced
- Moments when you were brave, kind, or patient
- Things you feel proud of today — even small ones

### **Example:**

*I reoriented myself after a difficult time.*

*I learned to set boundaries.*

*I found a new job.*

*I listened to a friend when they really needed it.*

### Step 2: Prompt Template

Tell the client to use a common LLM program (e.g. ChatGPT, Gemini,...). They should fill in their bullet points and first name into the following prompt template:

“Please write a loving and appreciative “letter to myself” based on the following bullet points. The letter should sound as if a wise, caring part of myself is speaking to me — with warmth, compassion, and genuine appreciation.

Please keep the tone gentle, encouraging, and authentic. Avoid exaggeration or artificial positivity. Use natural, personal language and allow for emotional depth. Write the letter in the first person, addressing me as “Dear [first name]”, and close the letter with a warm ending such as “With love, your heart / your inner wisdom / your wiser self”.

The intention of this letter is that, while reading it, I can feel: I am enough. I am valuable. I am allowed to be proud of myself.

Here are my bullet points:  
[paste your notes here]"

### **Step 3: Framing**

This is the most important step. There are different options how to frame this exercise. Make sure to disclose the core principles of AI technologies while pointing out its chances in this situation. Use your known hypnotherapeutic skills. Also make sure to check the bullet points the client wrote down in step 1 so they are truly positive.

#### **Examples (choose / use your own words):**

- This exercise is not about whether the words are “true” or “deserved”. It’s about allowing a different inner voice to be heard for a moment.
- You don’t need to believe every sentence. You just need to notice what happens while reading it.
- The AI doesn’t feel anything — but it can reorganize what you’ve already accomplished into a more appreciative perspective.
- This is how a more supportive inner perspective might respond to your experiences. Even though the AI doesn’t feel anything, it can identify patterns in what you describe and reflect them back in a different form.
- If reading the letter feels overwhelming or unsettling, pause the exercise and bring the experience into the next session.

### **Step 4: Letter to Self**

After framing, the client can use the prompt from step 2 and create their own *letter to self* at home as a self-reflective exercise.

### **Step 5: Integration**

After the client created and read the letter, you should refer to it during the next therapy session. Use your common hypnotherapeutic techniques to work with the perspective shift and resources that appeared:

- *What sentence touched you the most?*
- *What felt easy to accept — what felt difficult?*
- *What inner voice reacted to the letter?*
- *Which part makes you proud? What was surprising?*
- ...

Use this letter as a neutral source of language. The LLM “translates” the bullet points into a caring and supportive tone, which has a positive effect compared to the regular client-therapist-interaction. You can combine this with any helpful interventions you know, just make sure to stay resource-orientated and use the prompt example from above to receive a positive outcome.

Both exercises are not suitable for acute crises, severe dissociation, or situations requiring immediate clinical intervention. LLM were used in the creation of this handout (structure / templates)