LESSON 8

The Red-Pen Check

The machine drafts. You decide. Read once just for facts, make it sound like you, and nothing goes out without consent and a human check.

1 · Before it goes in

Only what the customer shared, or what's public, goes into a tool. Nothing confidential (loss runs, payroll, employee names, anything about health, anything told in confidence) in tools nobody approved. Ask which tools are approved.

Tool	Approved by my agency? (Y/N)	What I put in (customer-shared / public)

2 · Read it once just for facts

Every fact gets a source or a red line. A source is a document you can show, a number you can point to, or a story you have permission to tell.

Example (made up): "Our team has helped hundreds of contractors like you." Source? None. Red line.

Fact in the draft	Source (document / number / story with permission)	Keep or cut

3 · Make it sound like you

Would you say it across a kitchen table? Add one real detail from the call. Never knock the current agent. Then read it out loud.

Example: subject "Quick question!!" → "Your mod, before renewal."

Robot line	My words

4 · Before you hand it a job

Busywork, or a judgment call? Good information to work from? Will you catch its mistakes? Frees you up for the customer? Four yeses, let it draft. Any no, you do it.

Task	4 yeses? (Y/N)

5 · Who said you could send it?

No AI or automated call, text or email goes to a real person without consent and a human check. "They opted in"? Is it real? For this kind of message? Easy to stop? Can't show all three: treat it as a no.

Message	Consent shown?	Human check done (initials)

6 · AI check, after every call

AI check: every fact in my follow-up has a source. Tick "All sourced", or write what you cut.

Day	Follow-up (role only)	All sourced / Cut ___
Mon		
Tue		
Wed		
Thu		
Fri review	What did the robot get wrong? What did I catch?	

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