

Glossary of Terms

The AI vocabulary a change manager actually needs

THE THINGS YOU BUILD

Skill

A packaged instruction set. You write down how a task gets done properly, once, and then anybody can run it and get the same result. No prompt engineering, no remembering what worked last time.

Dashboard

One briefing page assembled from every platform you work in, waiting before you start. Not a feed. A triaged list of what needs you, in the order it needs you.

Connector

The piece that lets your AI read a platform, Slack or Asana or SharePoint. Read-only if you build it right.

Skill Cascade

The specialist builds a skill, everybody runs it, and the team adapts it to how they actually work. The program compounds instead of resetting.

WHERE YOUR INFORMATION LIVES

Matrix

Your own indexed set of resources, SOPs, dictionaries and documents, so the AI can find a file, or a concept inside a file, in seconds.

Vector database

The same idea at company scale. One maintained store the whole organization reads from, so everybody works off the same current truth.

Semantic search

Finding by meaning instead of by keyword. You describe what you are looking for, not the exact words in the file.

RAG

Retrieval augmented generation. The AI looks something up in your documents before it answers, instead of answering from memory. This is what makes an answer traceable to a source.

Getz AI

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HOW THE AI ITSELF WORKS

API

How software talks to other software without a person copying and pasting between them.

LLM

Large language model. The engine underneath ChatGPT, Claude and Gemini. It predicts text. Everything else is built on top of that one behavior.

Prompt

What you ask it. A skill is the version of a prompt somebody already got right, written down so nobody has to guess again.

Context window

How much the model can hold at once. Too small and it forgets the start of a long document. This is why a good skill tells it what to read and what to ignore.

Token

A chunk of text, roughly three quarters of a word. Pricing and limits are usually quoted in tokens, which is why nothing is priced per page.

Hallucination

When the model states something false with complete confidence. Cannot be eliminated. Managed with retrieval, citations, and a human check on anything that matters.

Guardrails

The rules that stop it doing something it should not, and the citations that let you check its work. This is the part your legal and security teams will ask about first.

Agent

An AI that takes multiple steps on its own toward a goal, rather than answering one question. Useful and worth watching closely, because the mistakes compound.

WHO DOES THE WORK

AI SME

Experience building skills, prompts, integrations and connectors, and knows which tool to use and when. Usually hired or contracted, not promoted from inside. They sit with each team, watch what those folks actually do, and build the skills that do it. Not an architect, not a developer.

Take this, change what does not match your house, and use it.