

## Real-time Insights – The Productivity Step with Artificial Intelligence and Disruptive Change

Understand the changing work environment and how **humans and machines** can break stalling productivity, how AI can be of benefit to business, society and make life better and the value of being human

Artificial Intelligence (AI) technology has made quantum leaps over recent years with impacts and ramifications in health, economics, security and governance.

So what is the impact and benefit to human kind? Some will say it may be catastrophic others effuse the benefit, change however is inevitable and the truth lies somewhere in the middle.

### Observations

Recent studies would suggest;

- 46% of people have no idea of what it is all about
- 81% of people feel optimistic about its potential
- Human impact will be seen across the corporate spectrum, with more jobs created than lost
- AI represents a real opportunity for business and people alike, with cross industry investment
- AI is an extension of human ingenuity not a replacement, or dangerous adversary
- Human decision making is currently more trusted to humans than machines, especially in critical corporate decisions

Identify creativity  
“the conceptual in all of us”

- There is a general aversion to AI, with unrealistic expectations of the C-Suite, difficulties in change management, and un-cooperative employees
- AI is here to stay and will increase in its outlook and implementation, although currently only 20% of businesses use AI at scale, adoption is in its infancy

### Why Artificial Intelligence

The objective of using Artificial intelligence (AI) is to:

- Improve productivity and output by removing costly repeatable process through automation
- Allow humans to let go of the mundane and embrace their creativity, pushing focus towards conceptualising and strategy
- Allow humans to learn and develop more satisfying skills and emotional intelligence
- Remove bias and improve objectivity
- Create positive momentum, and employment outlook
- Make interactions simpler and develop the continuous innovation lifecycle

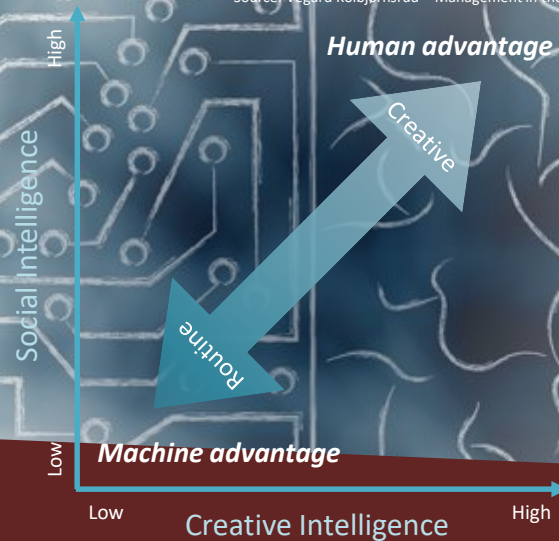


## How can AI be good for society?

### Strong Benefits

- **it's Faster**
  - Can react quicker to signals and triggers
  - Creating or processing more in the same time allows us to do more
  - Can learn quicker, time is saved, therefore improving technology and functional systems
- **it Produces**
  - Repeatable process jobs will reduce while conceptual jobs will increase significantly
  - Employment momentum – job satisfaction
  - Overall unit production increases as well as productivity as a whole
- **it's More Efficient**
  - Error reduction – faster decision making, no fatigue, no breaks, doesn't tire, etc
  - Automation can sense anomalies such as the lights left on to identify needed change
  - Is able to streamline workflow, improve decision making allowing focus on strategy and innovation
- **it's Convenient**
  - Removal of repetitive, monotonous jobs
  - Saves human time and attention
  - Ensure tasks are carried out and not forgotten
- **it's Safer**
  - Removes the risk of the places we don't want to go, can't go, shouldn't go
  - Removes the risk of the things we don't want to do, can't do or shouldn't do
  - Minimize the risk of harm
- **it's Healthier**
  - Medical applications and disease management
  - Faster analysis and recognition
  - Improved service provision
- **it Makes Life More Enjoyable**
  - Cameras to sports, innovations with no practical purpose in mind other than to improve the human experience
  - Automated applications, digital assistants and avatars
  - Removes the mundane, focuses the important

# The alignment of people and AI!



## The greater the presence of machines, the greater the need for human judgement

### There is a Cost

- Monetary charge
- Employment market disruption
- Difficult human replication (intelligence)
- No improvement with experience
- Lack of judgement, no original creativity
- Disruption while new processes take effect

### Tradeoff for Humanity

- Healthcare, environmental conservation, cyber security
- Increases efficiency, productivity and prosperity
- Improved satisfaction, and work-life balance

### The AI-Human Experience

- Set humans free to focus on what is truly valuable
- Allow humans to develop creative and social skills and capabilities required for organizational change
- Allow humans to take the initiative and spend more time experimenting
- Make interactions simpler, more accurate and comprehensive

- AI can help to improve job satisfaction by removing the tedious and replacing it with new options, freeing time to spend on important things
- Set human kind to be a premium asset of high skilled, forward focused decision makers
- Allow humans to explore the things that inspire the most, and experience things in the world we would otherwise have not opportunity or capability to do
- Some decisions and practices require insight beyond what information can tell. This is the sweet spot for human judgement

AI will be an extension of human kind not a dangerous adversary. Benefits will far outweigh the harm. Focus on people management via employee experience will make humans a premium asset.

### Next Steps

How do we take it where it needs to be?

- Advocate for a systems approach to AI research and development that accounts for other emerging technologies and promotes human participation
- Promote innovation, avoid centralizing and dramatically expanding regulation
- Maximize benefits, and minimize risk

# AI ≠ Emotional Intelligence, it cannot capture or replicate.

AI won't replace the workforce, instead complement and augment performance by removing the mundane!



**There is an aversion to AI which is a real ailment,** unrealistic expectations from C-Suite, difficulties in change management, uncooperative employees all contribute

## Outcomes

What will possibly happen in the future?

- AI will become adopted as a mainstream addition to the corporate environment
- Appropriate internal AI practices will develop
- Humans will cultivate keener awareness and forward thinking, with a focus on what matters
- Real-time understanding will increase
- Productivity will increase with human kind better placed than ever before

## Engagement

Be realistic, address the resistance, develop the human resource and skills capability best able to take advantage of this next evolution.

Concentrate on the value and the rest will follow

Program

Design

Create

Embed

## How can FirstAlign help?

### We uncomplicate AI

We help leaders identify their AI opportunities and we bring them to life.

- ~ Change governance
- ~ Current state analysis
- ~ Future state design
- ~ Transition planning

### We assess and develop

We consider the business problem, and build awareness.

- ~ New services
- ~ Existing services
- ~ Automation
- ~ Predictive analytics

### We deploy tactically

We develop proof(s) of concept, and systems that bring ideas to life.

- ~ Understand
- ~ Diverge - sketch - decide
- ~ Prototype
- ~ Validate

### We create lasting value

Embed new working methods, and develop better analytics.

- ~ Operational transition
- ~ Center of Excellence
- ~ Long term viability
- ~ Knowledge & education

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