Creating a Culture of AI

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Generative AI is one of the first generations of artificial intelligence now made available to **all of us.**

Background

The media likes to marvel at how amazing it can be at replacing people's tasks and simultaneously **scare us** about this fact.

Background

The result is that we often hear more about the **worst** that AI has to offer us...

Background

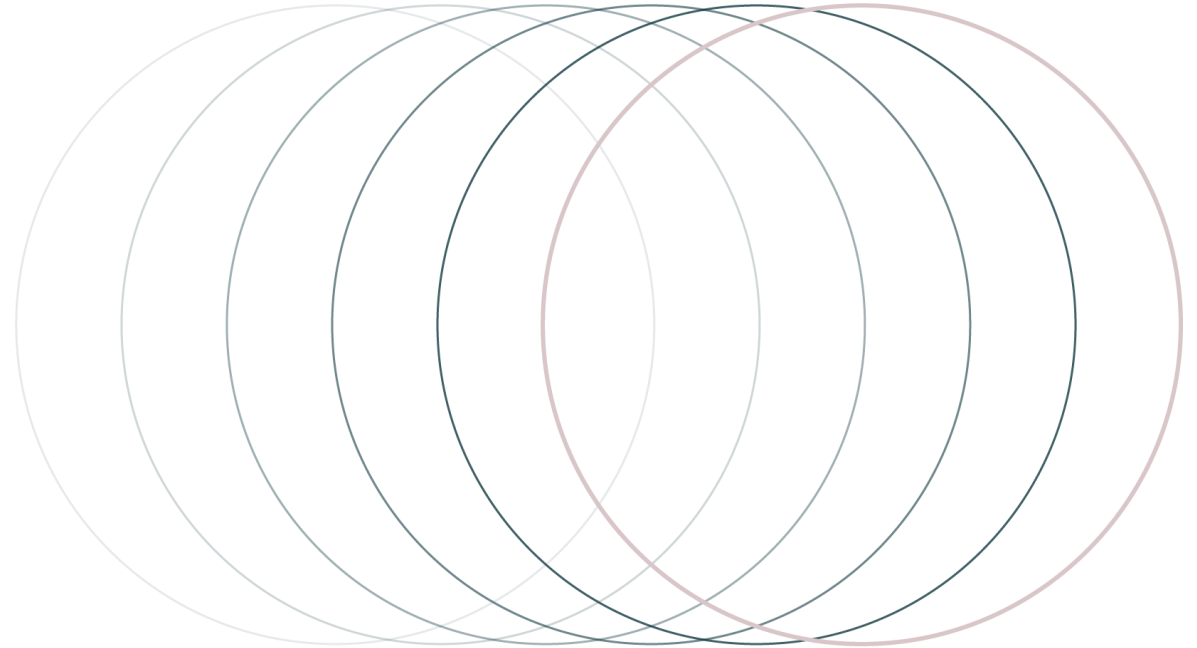...and less on how important it is today for **everyday work** and life.

Background

What to Expect

- This is a work in progress

- Almost everything we can do will be impacted by AI in the next few years

- The work environment we exist in has increasingly led to **digital debt**
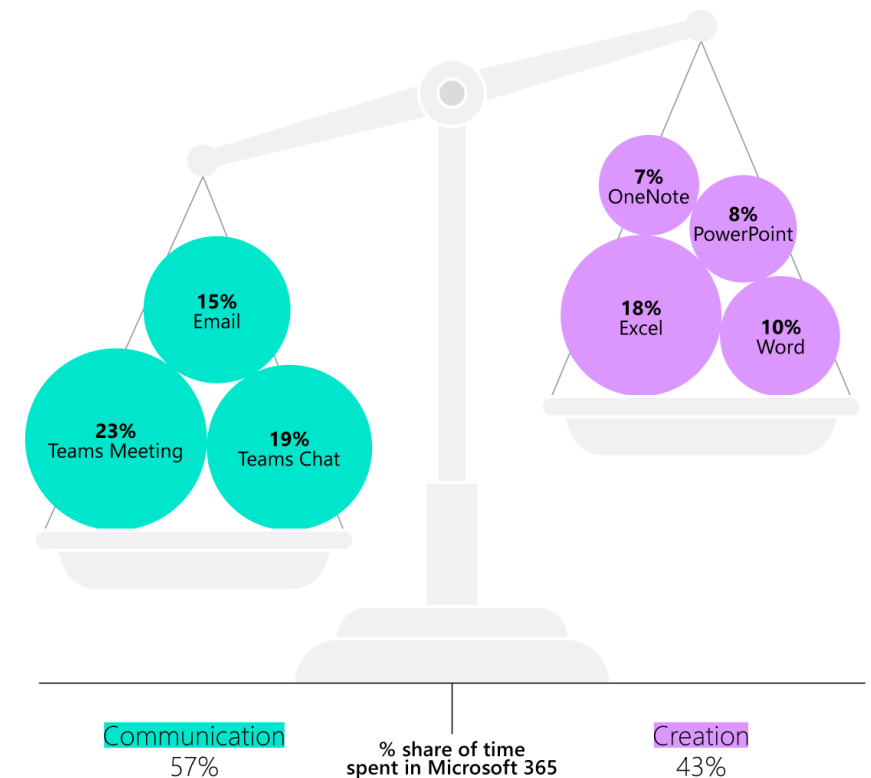
What is Digital Debt?

Microsoft describes it as the circumstance we have where we are no longer able to keep up with the administration of our lives, and we spend more time in each of our days in meetings, answering emails, answering calls and texts, and less time producing or creating

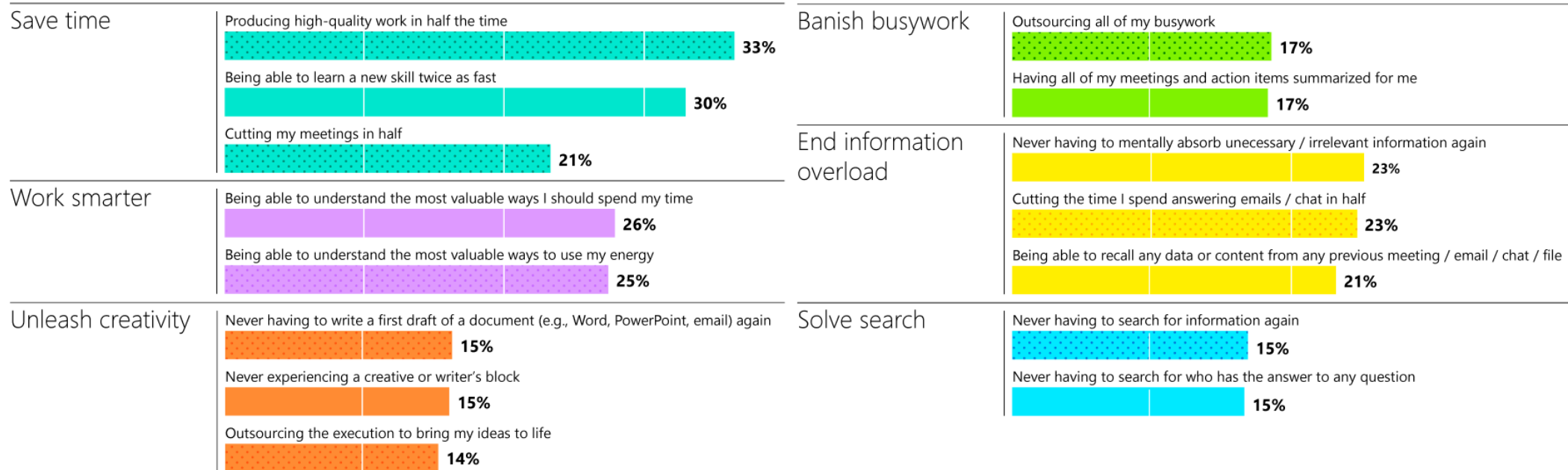- Workers spend 57% of workday communicating
- 68% of people say they don't have enough uninterrupted focus time during the workday

The Weight of the Workday

15% Email

23% Teams Meeting

19% Teams Chat

7% OneNote

8% PowerPoint

18% Excel

10% Word

Communication 57%

% share of time spent in Microsoft 365

Creation 43%

Source: The 2023 Microsoft Work Trend Index

AI will provide the ability to recover from Digital Debt.

Save time

Producing high-quality work in half the time
33%

Being able to learn a new skill twice as fast
30%

Cutting my meetings in half
21%

Work smarter

Being able to understand the most valuable ways I should spend my time
26%

Being able to understand the most valuable ways to use my energy
25%

Unleash creativity

Never having to write a first draft of a document (e.g., Word, PowerPoint, email) again
15%

Never experiencing a creative or writer's block
15%

Outsourcing the execution to bring my ideas to life
14%

Banish busywork

Outsourcing all of my busywork
17%

Having all of my meetings and action items summarized for me
17%

End information overload

Never having to mentally absorb unecessary / irrelevant information again
23%

Cutting the time I spend answering emails / chat in half
23%

Being able to recall any data or content from any previous meeting / email / chat / file
21%

Solve search

Never having to search for information again
15%

Never having to search for who has the answer to any question
15%

Source: The 2023 Microsoft Work Trend Index

What can AI do?

BH What can AI do?

AI, or artificial intelligence, refers to the development of computer systems that can perform tasks that typically require human intelligence. AI has a wide range of applications and capabilities. Here are some things that AI can do:

1. Natural Language Processing (NLP): AI can understand and generate human language, allowing for tasks like language translation, sentiment analysis, chatbots, and voice assistants.
2. Machine Learning (ML): AI can learn from data and improve its performance over time. ML algorithms can be used for tasks such as image recognition, speech recognition, predictive analytics, and recommendation systems.
3. Computer Vision: AI can interpret and understand visual information from images and videos. This enables applications like object recognition, facial recognition, image and video analysis, autonomous vehicles, and surveillance systems.
4. Robotics: AI can be integrated into robots to enable them to perform tasks autonomously or with minimal human intervention. This includes tasks like assembly line work, logistics, healthcare assistance, and exploration in hazardous environments.
5. Expert Systems: AI can simulate human expertise in specific domains. Expert systems use knowledge and rules to make decisions or provide recommendations in areas such as medicine, law, finance, and engineering.
6. Data Analysis: AI can process and analyze vast amounts of data to identify patterns, extract insights, and make predictions. This is particularly useful in fields like finance, marketing, healthcare, and cybersecurity.
7. Automation: AI can automate repetitive or mundane tasks, freeing up human resources for more complex and creative work. This includes tasks like data entry, customer support, content generation, and process optimization.
8. Gaming: AI can play games at a high level and compete against human players. Deep reinforcement learning has enabled AI agents to achieve remarkable performance in games like chess, Go, poker, and video games.
9. Personalization: AI can personalize user experiences by analyzing individual preferences and behavior. This is commonly seen in recommendation systems for streaming platforms, online shopping, and targeted advertising.
10. Creativity: AI can generate new content, such as music, art, and writing. It can assist in

What else can AI do? (Use Cases)

EVERYDAY WORK ENVIRONMENT

- Automating the organization of emails
- Automating the creation of meeting minutes, gathering action items and key decisions
- Data analysis

OUR FIRM (PENSION CONSULTING)

- Custom AI Apps
  - Automating the generation of requirements and user stories
  - Automating the generation of test scripts
- Chatbots as a project knowledge base
- Harvest business rules from legacy code

MEMBER SERVICE ORGANIZATIONS SUCH AS PENSION FUNDS

- Chatbots - Could be used by call center staff on the summary plan descriptions and member handbooks
- Calculations
- Internal policies and procedures
- Operationalizing legislation
- Member & internal communications
- Explain legacy code in plain English to understand system functionality

Other Observations:

Harmful or Helpful

While AI has the potential to be used to harm, it also has a great ability to **create some very positive things.**

Other Observations:

AI is like having a conversation and communicating with someone.

With People…

- The more you converse, the better the other person understands you

- The better your articulation, the better the other person understands what you are trying to say

With AI…

- The more you set up related prompts, the more the AI understands what you mean

- The better your prompts, the greater chance the AI will provide responses that are correct and are aligned with your intentions

Other Observations:

Using AI is a skill

Learning AI is just like learning to use a language.

But unlike software code, AI is a skill that everyone will need, and so the world will be filled with people that are better at it than others.

Given its ubiquity, it is important that every organization embrace AI and create a Culture of AI.

What is a Culture of AI?

Given the **power** of generative AI and the speed at which advancements are being made, AI will be used for **almost everything** we will do as knowledge workers.

- Culture of AI envisions an organization in which staff will use AI tools in one form or another every day they work
  - In fact, the organization will support staff to learn, and not be afraid of getting skilled at the use of AI tools

- Organization promotes and supports AI while managing associated risks.

How do you create a Culture of AI?

OUR WAY IS NOT THE ONLY WAY, BUT WE BELIEVE IT…

- Is systematic
- Protects against risks
- Leverages the interests and skills within the organization
- Is nimble enough to adapt to the rapid rate of innovation
- Lives on through Continuous Process Improvement

Step 1 ▶ Assemble an AI Team

- Can be as official or unofficial as fits within your work environment

- This team may serve as a governance committee

- Who should be in it?
  - Leaders
  - Those already embracing AI
  - Someone from IT
  - Someone from a training perspective

- The team will help in making decisions on approving use cases, general terms of use in the organization, and policies concerning privacy and confidentiality

Step 2 ▶ Create a Governance Charter

This will help define...

- Makeup of the AI team
- Team's decision-making capabilities
- Approved use cases
- Approved tools to use
- Terms of engagement

Step 3

Create an AI Use Policy

Understand your risks.

This needs to be a **living document** as new use cases could also alter the use policy.

Step 4 ▶ Understand Your Opportunities

Create a preliminary listing of applicable use cases within the organization:

- Some that are for everyday use
- Some that are specifically related to the organization's processes

Step 5

Build Excitement for AI

Emphasize the opportunities while mentioning that the risks are being accommodated for

- Do team sessions, use **Organizational Change Management** processes to build excitement

- Make sure people know that the organization is investing in this so people will be supported

Step 6

Develop / Refine Use Cases

Ready use cases for wider staff adoption.

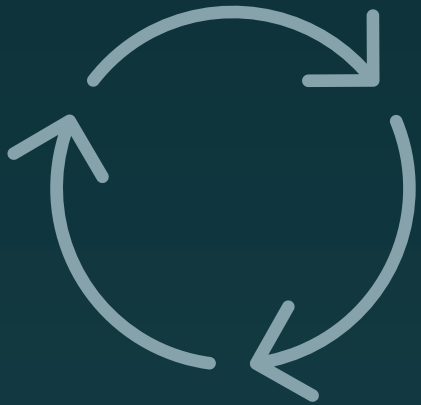Test use cases for viability within the organization.

Step 7

Train

Implement and train staff on use cases.

Step 8

Iterate

Repeat and continue to review steps one through seven to be able to...

Step 9 ▶ Maintain

- Deploy procedures to train people on these skills
- Continue to make people feel they are going to be supported
- Provide a help desk for AI

1. Assemble AI Team

2. Create Governance Charter

3. Create AI Use Policy

4. Understand Opportunities

5. Build Excitement

6. Refine Use Cases

7. Train

8. Iterate

9. Maintain

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Summary of Steps

Questions or Comments?

Please feel free to reach out to:

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