

NAVIGATING AI TRANSFORMATION

3 Big Questions Nobody Is Talking About

“AI isn’t just another piece of technology. It could be one of the most fundamental pieces of technology the human race has ever created.”

~ Satya Nadella
CEO, Microsoft





"AI is the most profound technology humanity is working on. More profound than fire, electricity, or anything that we have done in the past."

~ Sundar Pichai, CEO
Alphabet (Google)

The Profundity of Technologies is Measured by Its Ability to Help Humanity Flourish



Paradigm Shifting Technology-Driven Advancements

Foundational

- Spoken Language
- Clothing
- Control of Fire
- Coil Pottery
- Weapons

B.C.

- Domestication of Plants
- Domestication of Animals
- Smelting of Ore
- Money
- Wheel
- Writing
- Bronze
- Iron

Middle Ages – 19th C.

- Water Wheel
- Three Masted Sailing Ship
- Printing Press
- Factory System
- Steam Engine
- Railways
- Iron Steam Ship
- Internal Combustion Engine
- Electricity
- Telephone

20th – 21st C.

- Automobile
 - Airplane
 - Mass Production
 - Computer
 - Lean Production
 - Internet
 - Biotechnology
 - Mobile Computing / iPhone
 - Advanced Manufacturing
 - Nanotechnology
-
- 👑 Artificial Intelligence
 - Extended Reality
 - Cognitive Augmentation
 - 👑 Synthetic Biology
 - Mass Personalization
 - 👑 Quantum Computing
 - 👑 Genome Editing
 - 👑 Geo Engineering
 - 👑 Fusion Energy

28 Technologies

14 Processes



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1490-1527



1517



c. 1543



17th & 18th C.



Human *Ford* Flourishing





HORSE-POWERED ECONOMY



This is Us

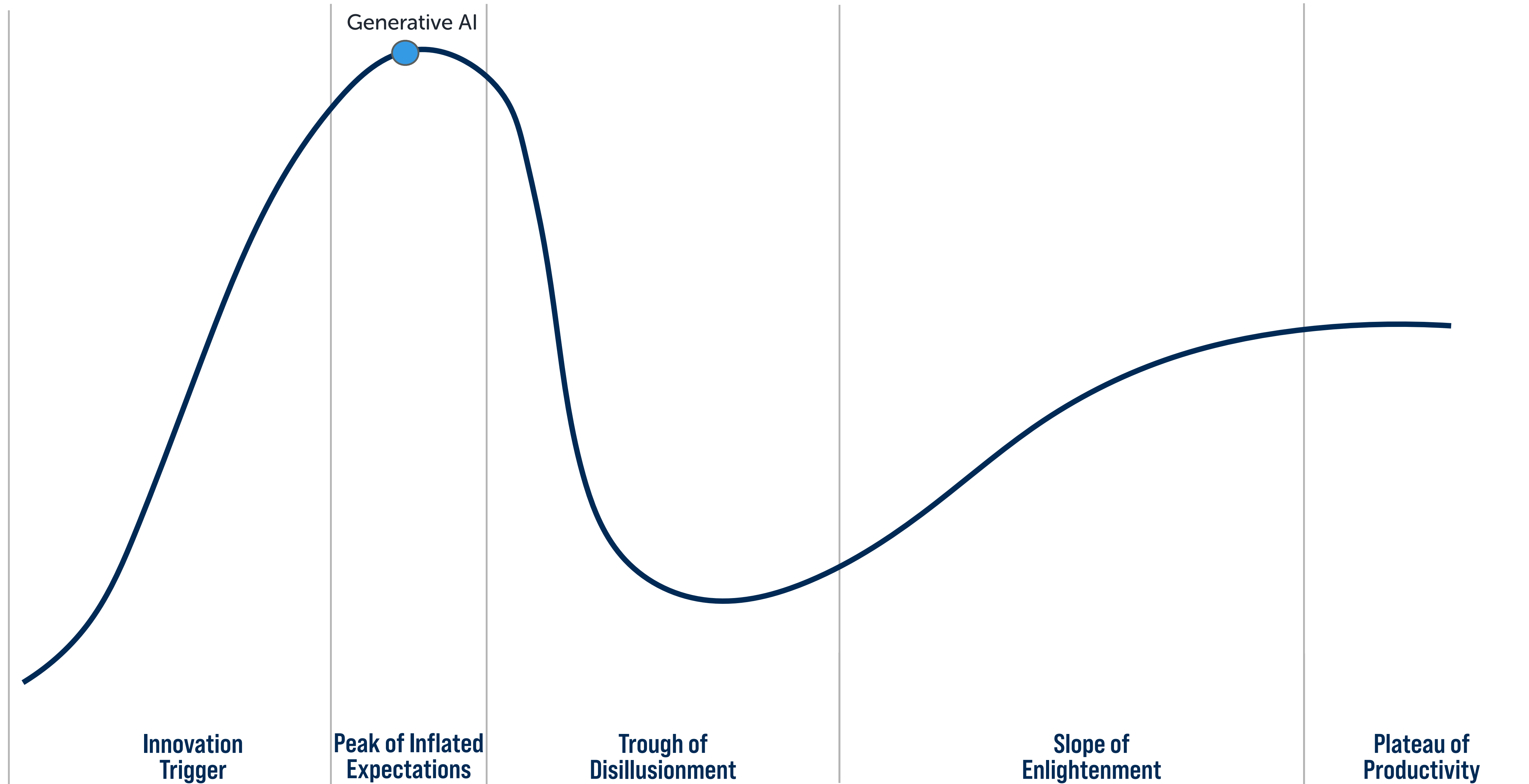




BRIDGE GENERATIONS

**RISE
ABOVE
THE
NOISE.**

2024 Generative AI and the Trough of Disillusionment

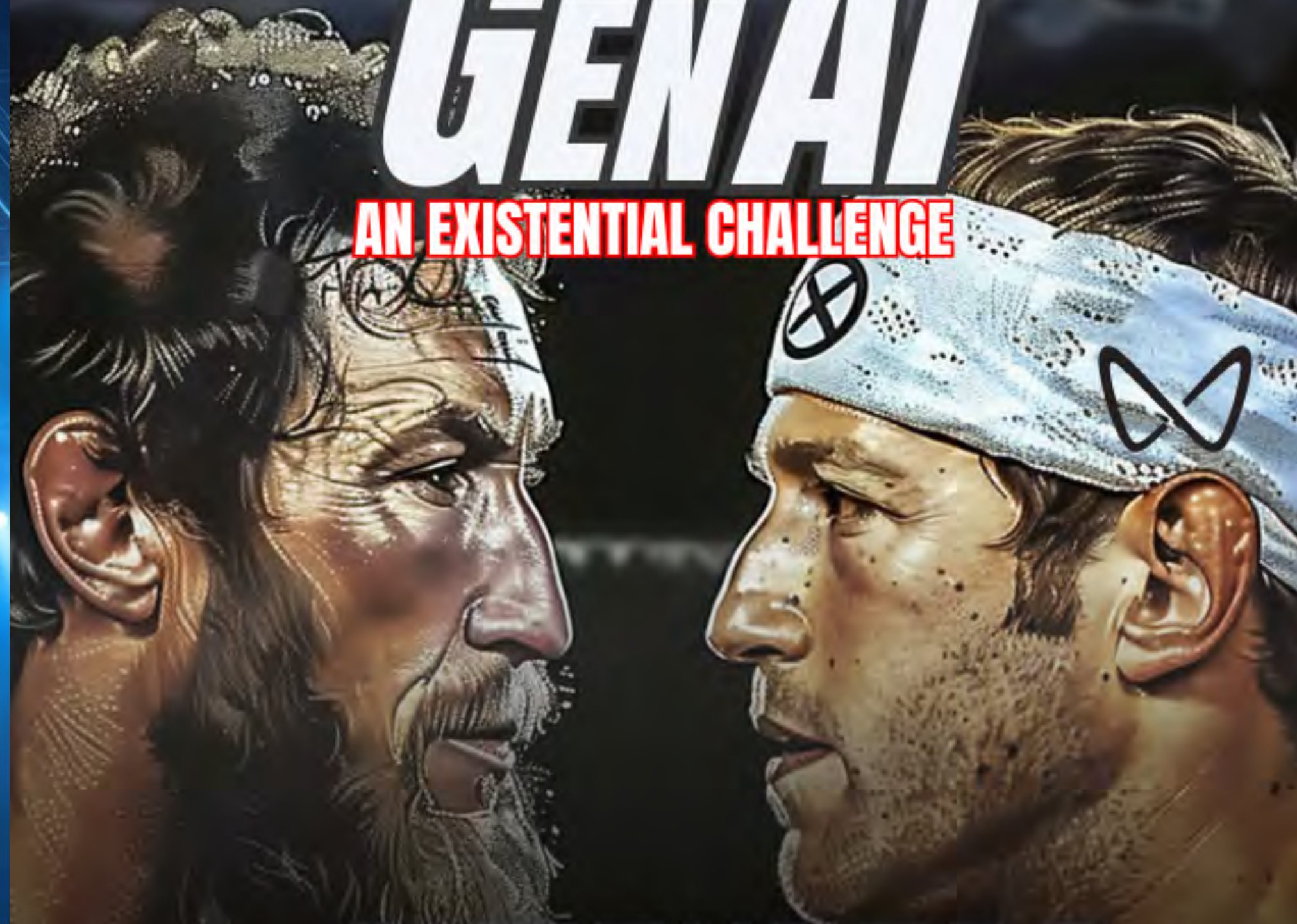


What is the top strategic objective you have in mind for Generative AI at your institution?

LIVE STREAM

GEN AI

AN EXISTENTIAL CHALLENGE



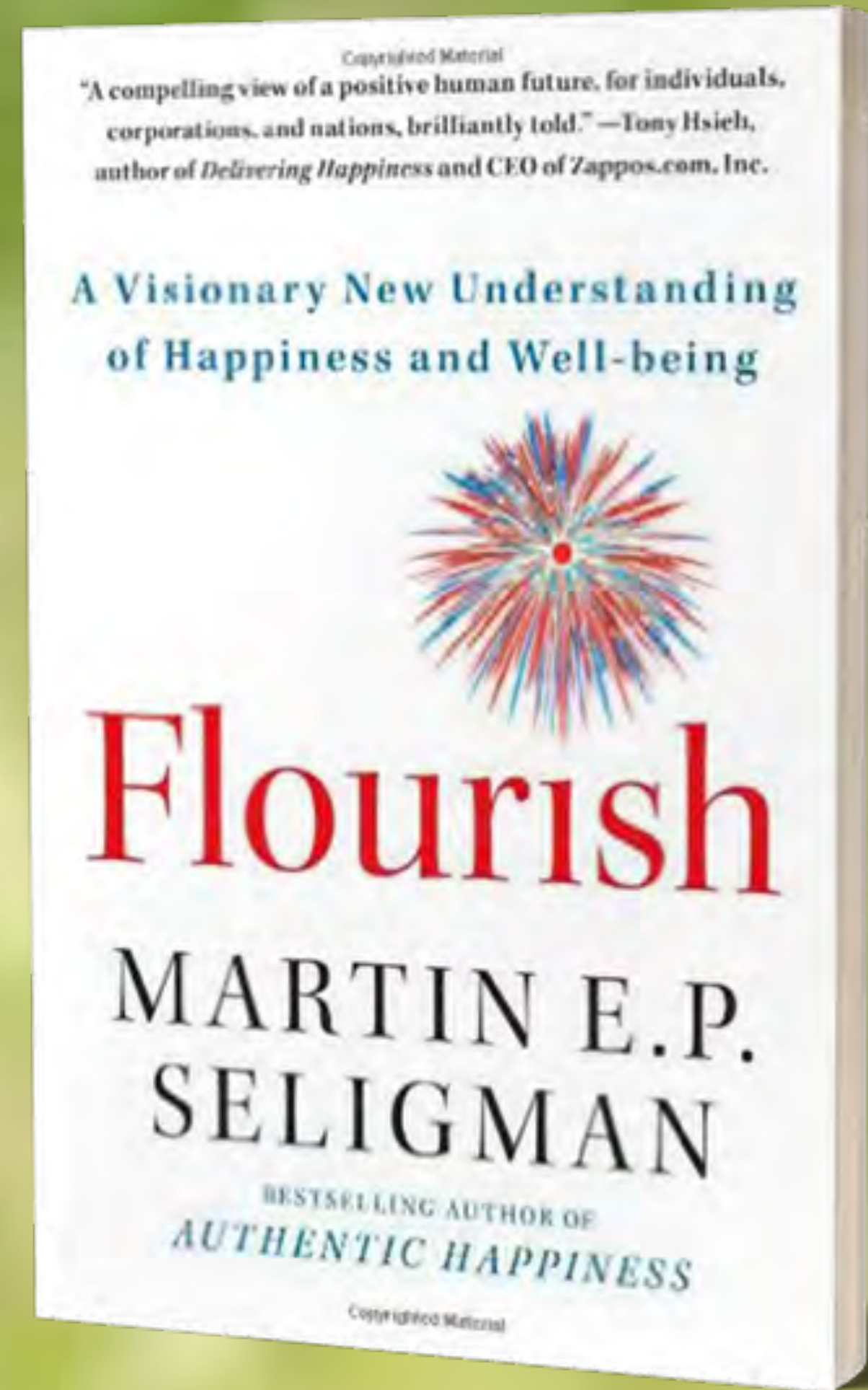
VS

GUTENBERG ZUCKERBERG

THE BATTLE FOR HUMAN AGENCY

THE AI ECONOMY

FLOURISH OR LANGUISH
YOU DECIDE THE OUTCOME!



Positive Emotions



+

- Creative Empowerment
- Enhanced Intuition
- Positive AI Feedback
- Augmented Creativity

- Dopamine Dependency
- Increased Cortisol (Stress)
- AI-Induced Anxiety
- Decreased Creativity (Groups)

Deep Engagement



+

- Cognitive Enrichment
- Deep Work Immersion
- Enhanced Learning Experiences
- Increased States of Flow

- Even Lower Attention Span
- Decision Fatigue
- AI-Induced Anxiety
- Increased Burnout
- Increased Digital Distraction
- Infinite Exploratory Loops
- Information Saturation
- Reduced Creativity

Healthy Relationships



+

- Global Connectivity
- Language Barriers Eliminated
- Improved Collaboration Tools
- Strengthened Community Ties

- Social Isolation / AI Companionship
- Decreased Human Interaction
- Dehumanization of Interactions
- Diminished Empathy
- Erosion of Personal Connectivity

Sense of Meaning



+

- Enhanced Purpose
- Personalized Feedback
- Broad Accessibility to AI Tools

- Short-Term Goal Focus
- Decision Fatigue
- AI-Induced Anxiety
- Ikigai Crisis
- Confusion from AI Ambiguity

Sense of Achievement



+

- AI Augmented Problem Solving
- Boosted Innovation
- Skill Enhancements

- Innovation Stagnation
- Skill Atrophy
- Productivity Pressure
- Skills Mismatch
- Increased Perishability of Skills

Personal Growth

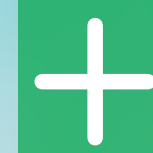


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- AI Augmented Capabilities
- AI Career Development Support
- Accelerated Learning
- Enhanced High Cognitive Skills
- Mental Health Support
- Personalized Learning

- Cognitive Offloading
- Dependency
- Erosion of Human Skills
- Job Displacement
- Over-Reliance on AI
- Reduced Autonomy / Agency
- Skills Mismatch

Professional Impact



- Economic Growth
- Productivity Gains
- Increased Efficiency
- AI Job Creation
- Increased Work Quality
- AI Supported Collaboration

- AI-Induced Skill Obsolescence
- Dunning-Kruger Effect
- Employment Volatility
- Increased Confirmation Bias
- Niche Market Disruptions

Societal & Ethical

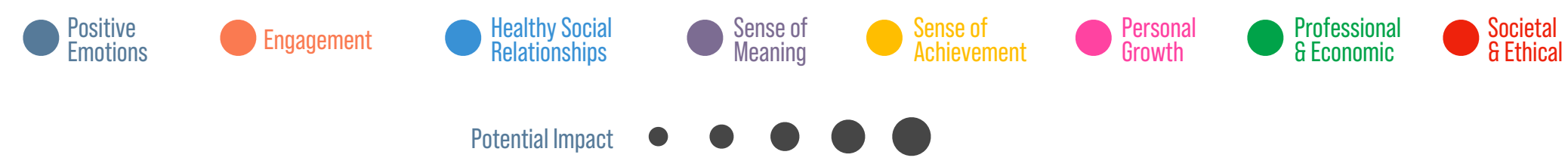
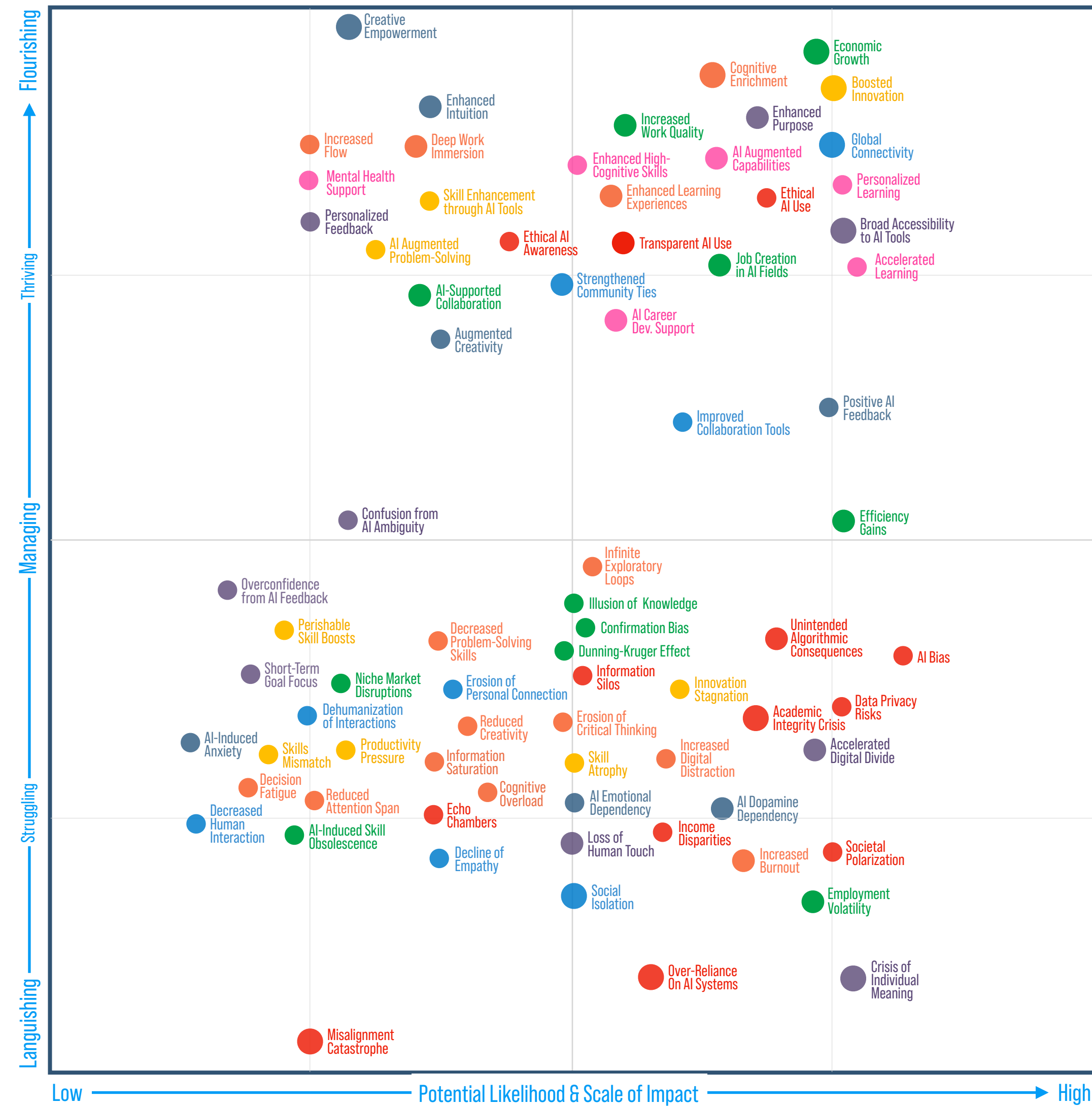


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- Human Flourishing
- Ethical AI Systems
- Responsible AI
- Transparent AI

- Unintended Algorithmic Consequences
- Existential Crises
- Ikigai Crisis (Purpose)
- AI Bias
- Academic Integrity Crisis
- Misalignment Catastrophe
- Echo Chambers
- Information Silos
- Data Privacy Risks

Potential Effects of Generative AI on Well-Being



Employee Well-Being

\$11.7T

GenAI
\$4.4T



THE PELOTON PARADOX



2020

2021

2022

2023





Generative AI Significantly Boosts Human Performance

15%

Faster Completion

26%

More Tasks Completed

40%

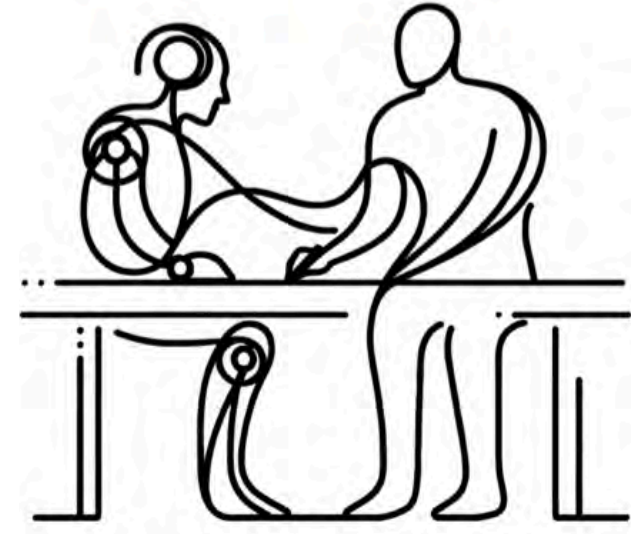
Better Quality Work

Source: Human - Generative AI Collaboration Experiment (June 2023); BCG Analysis

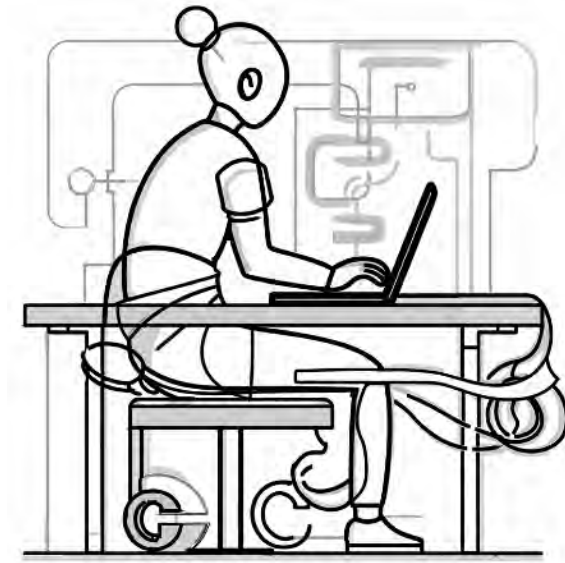
What People Can Do & Bring To
ORGANIZATIONS

Six Components of AI Agility

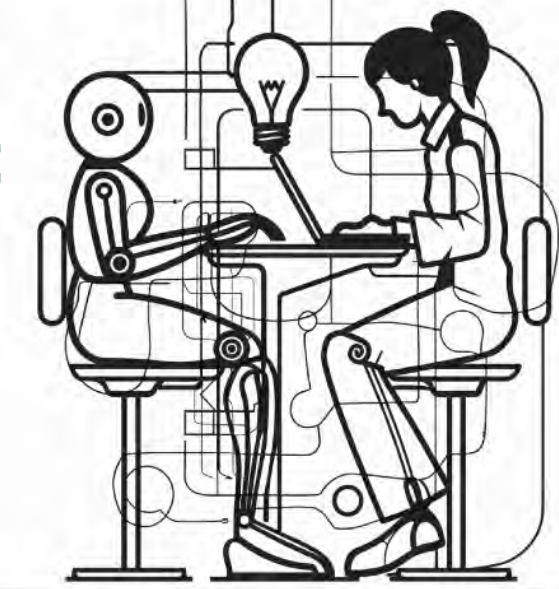
Forging Optimal
Human^{AI}
Partnerships



GenAI Literacy
+ Prompt Design



Creating Intrinsic
Business Value
with GenAI



Achieving
Responsible AI



Navigating the
Skills-Based
Economy



Cultivating
Human Skills



Organizational Initiatives
THAT IMPACT PEOPLE

How are you preparing for different scenarios of AI advancement?

“It is likely than in the next 3 to 5 years we will see Language Models that are 1,000 to 10,000 X more powerful than the foundation models that we have today...And there is nothing you can do to stop it.”

~ Eric Schmidt (May '24)
Schmidt Ventures
Google 2001-17

Hardware • Data • Engineering • Science



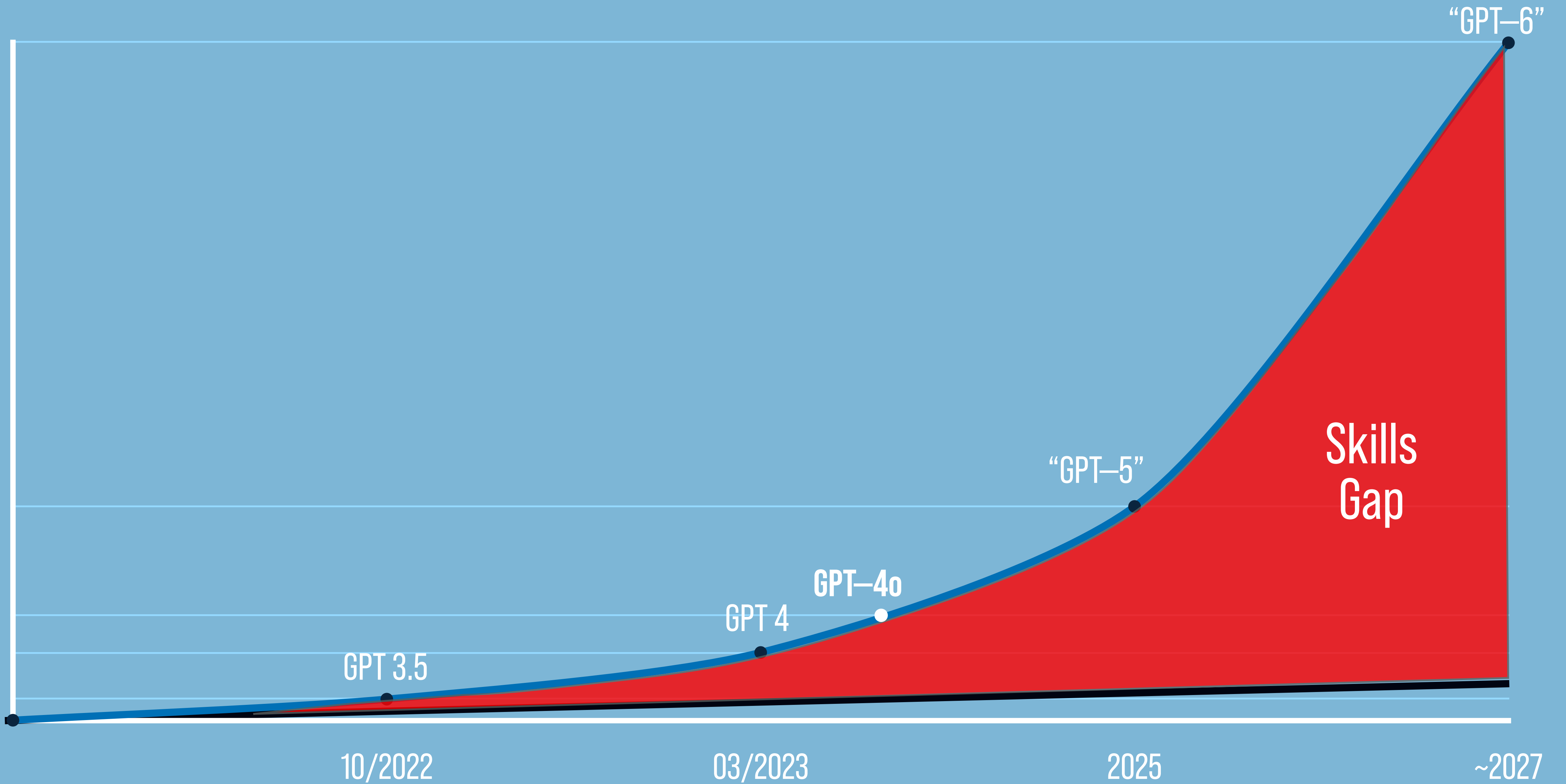
PLAN FOR TOMORROW'S VERSION OF AI

10/2022

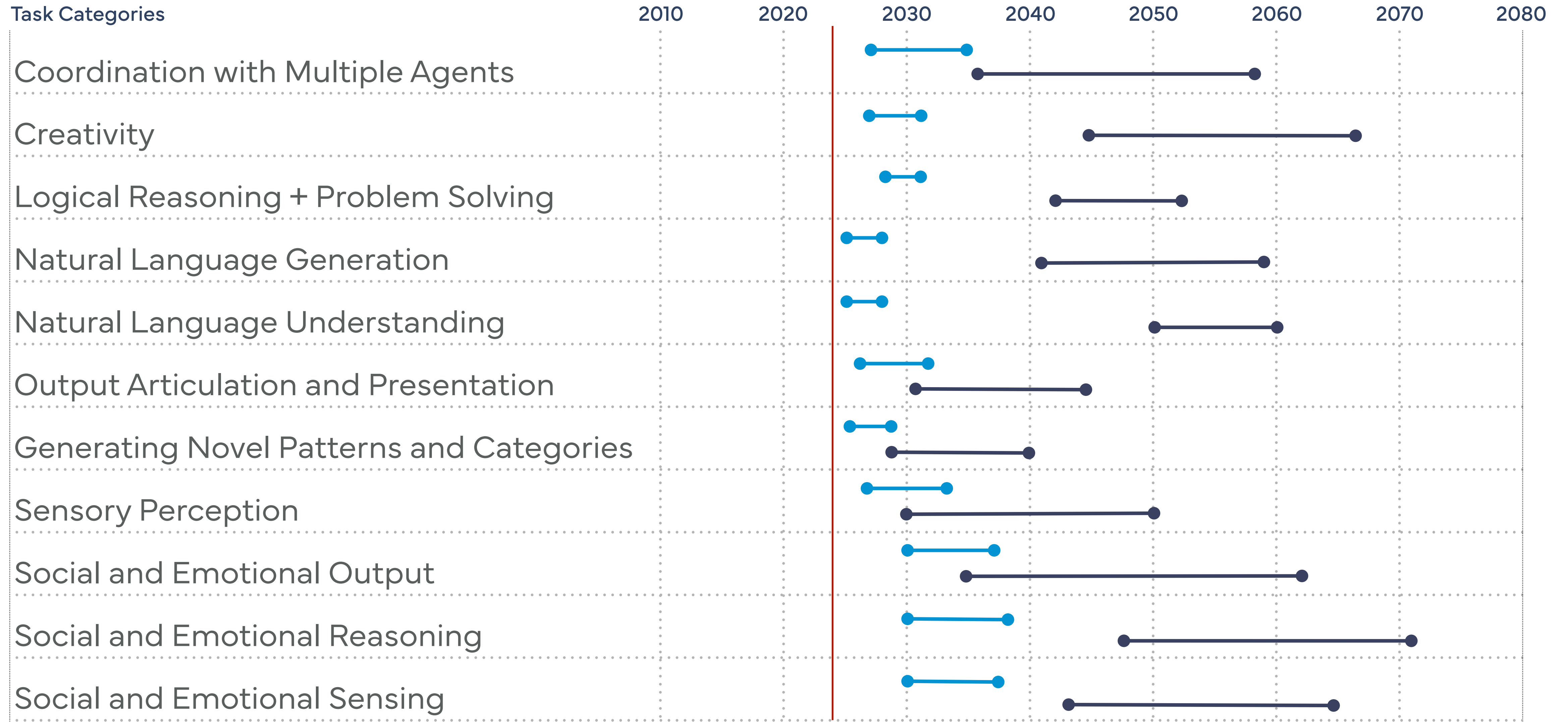
03/2023

2025

2027



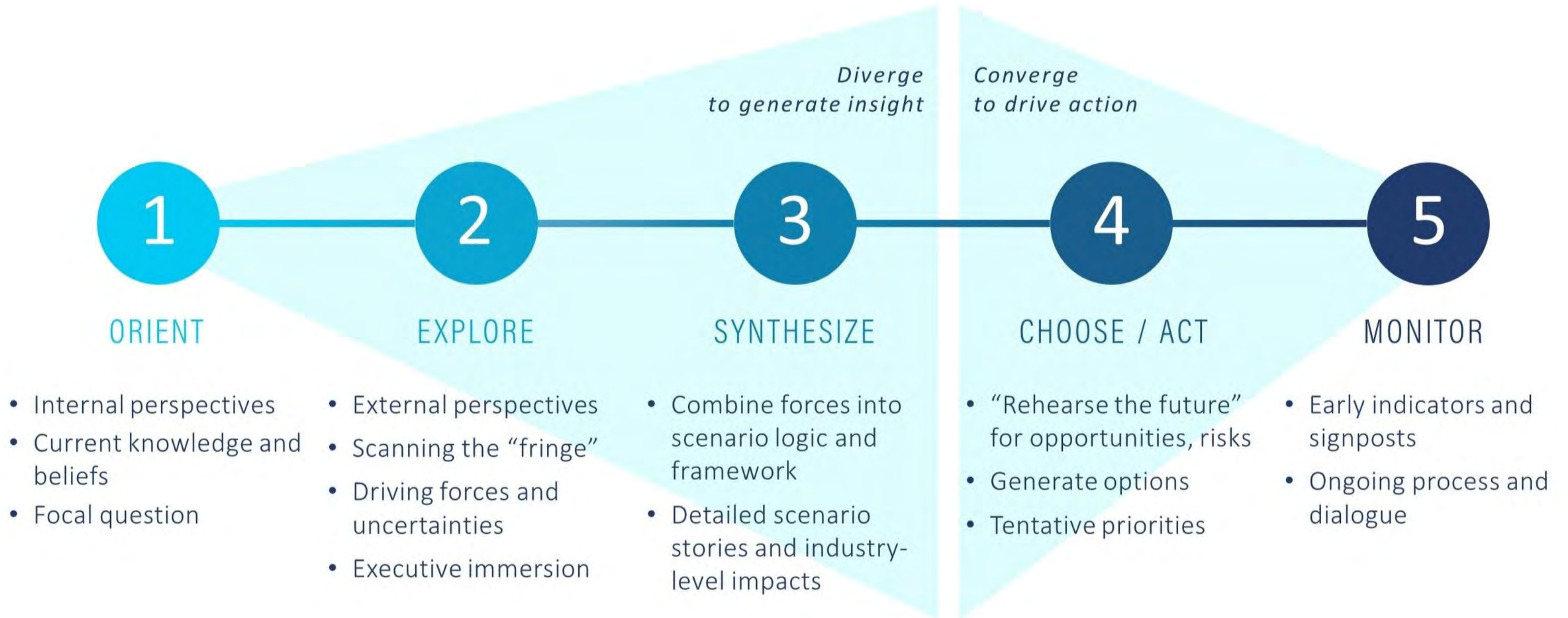
When Will Top Quartile Human Performance be Achieved with AI?



AI Improvement Scenario Planning (2025-2027)

Scenario 1 AI Capabilities Plateau	Scenario 2 Incremental AI Improvements	Scenario 3 Exponential AI Improvements	Scenario 4 Artificial General Intelligence
Student Success			
Dual Credit			
Credentials of Value			
Workforce Strategies			
Funding Strategies			
Community Engagement			
Regional Growth			
Culture of Innovation			
Leadership Development			

Scenario Planning for AI's Rate of Improvement (2025-2027)



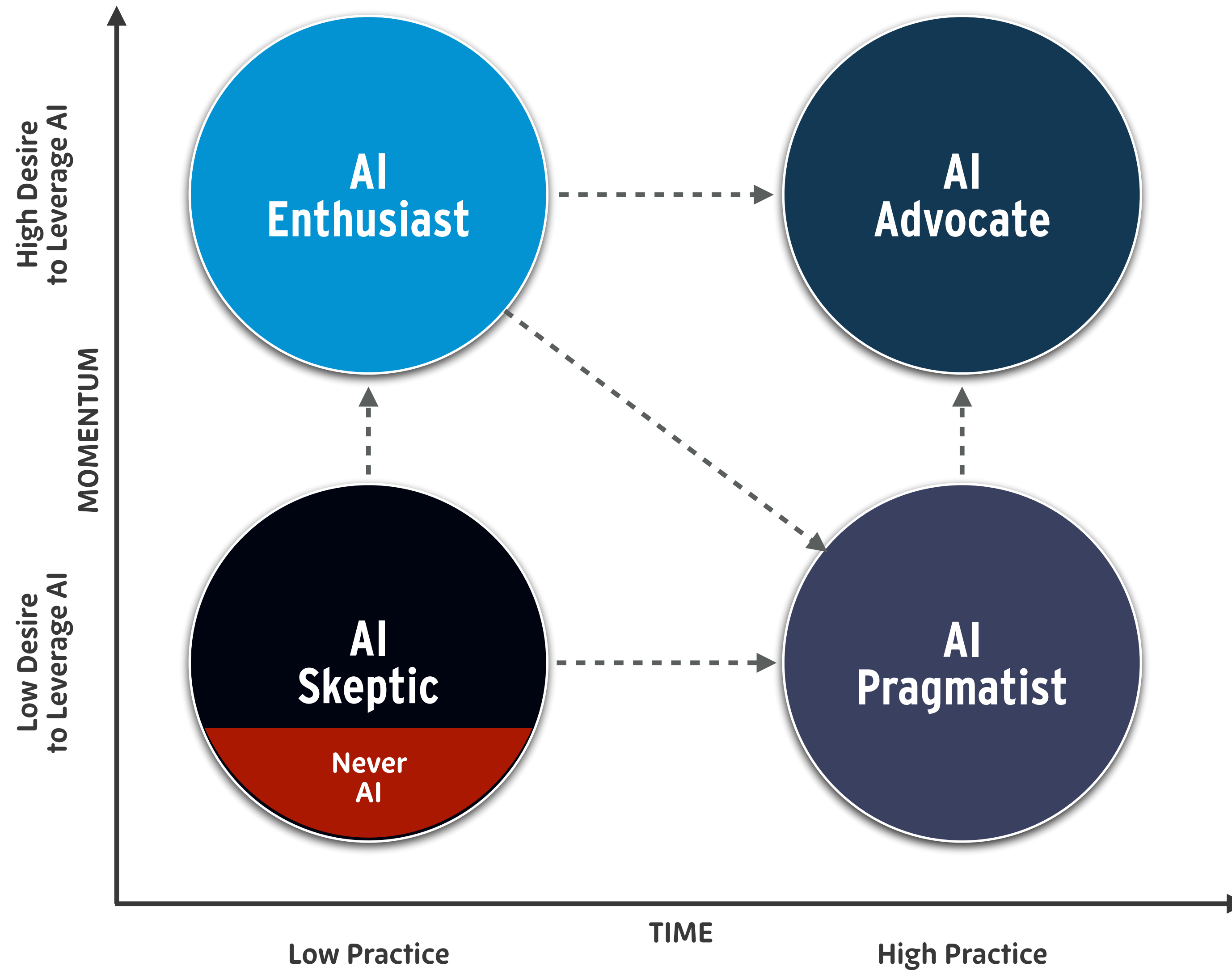
Creating Institutional Value with GenAI: Tactical to Strategic



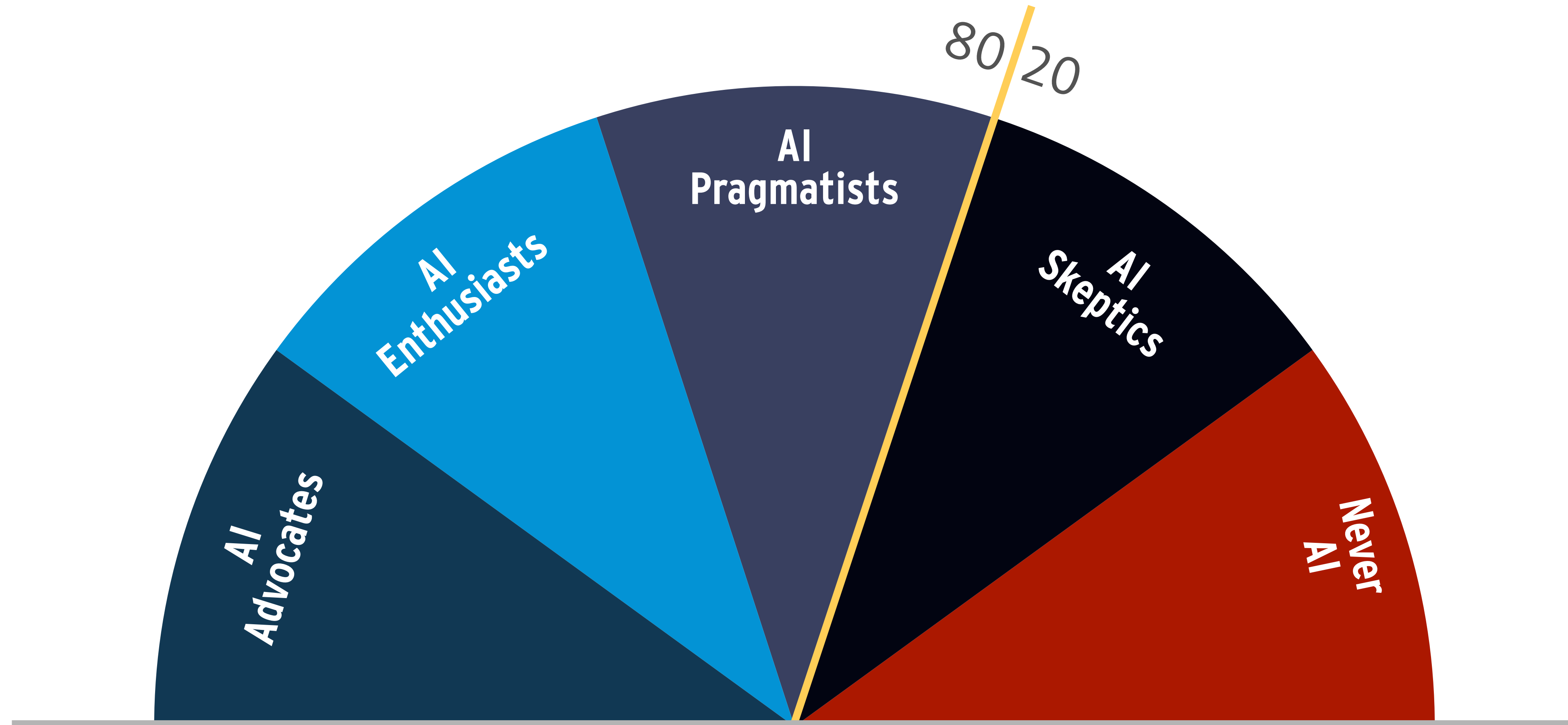
Transactional

Strategic

AI Transformation Archetypes



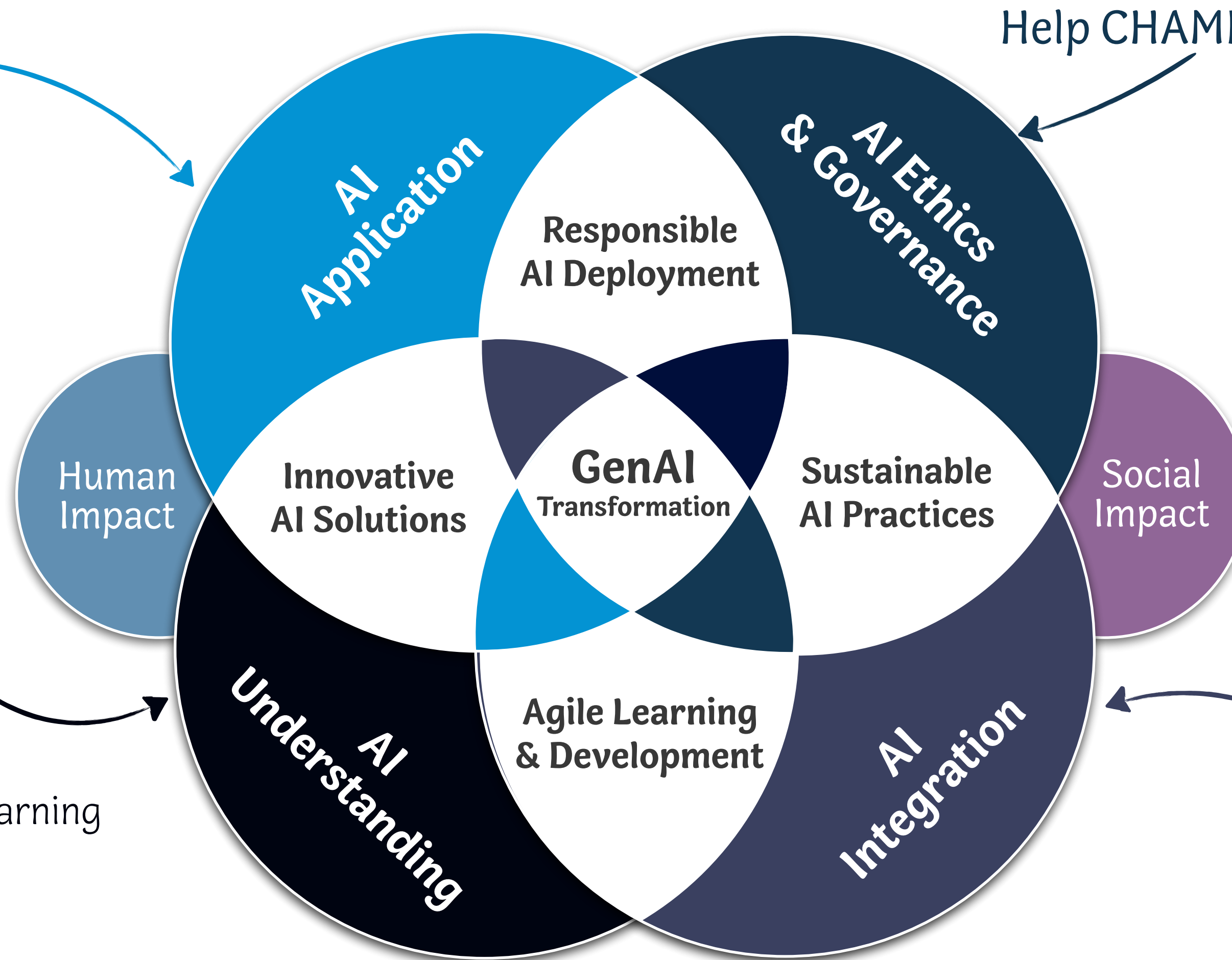
Pareto's Spectrum of Allies



Human-First GenAI Transformation

Help ENTHUSIASTS Apply AI

- Human-First AI Principles
- Build AI Agility
- AI-Enhanced Value Creation
- Problem Solving with AI
- Evidence-Based Decision Making



Help CHAMPIONS Advocate for Responsible AI

- AI Ethical Discernment
- AI Bias Mitigation
- Regulatory Compliance
- **Ethical Scenario Planning**

Help SKEPTICS Understand AI

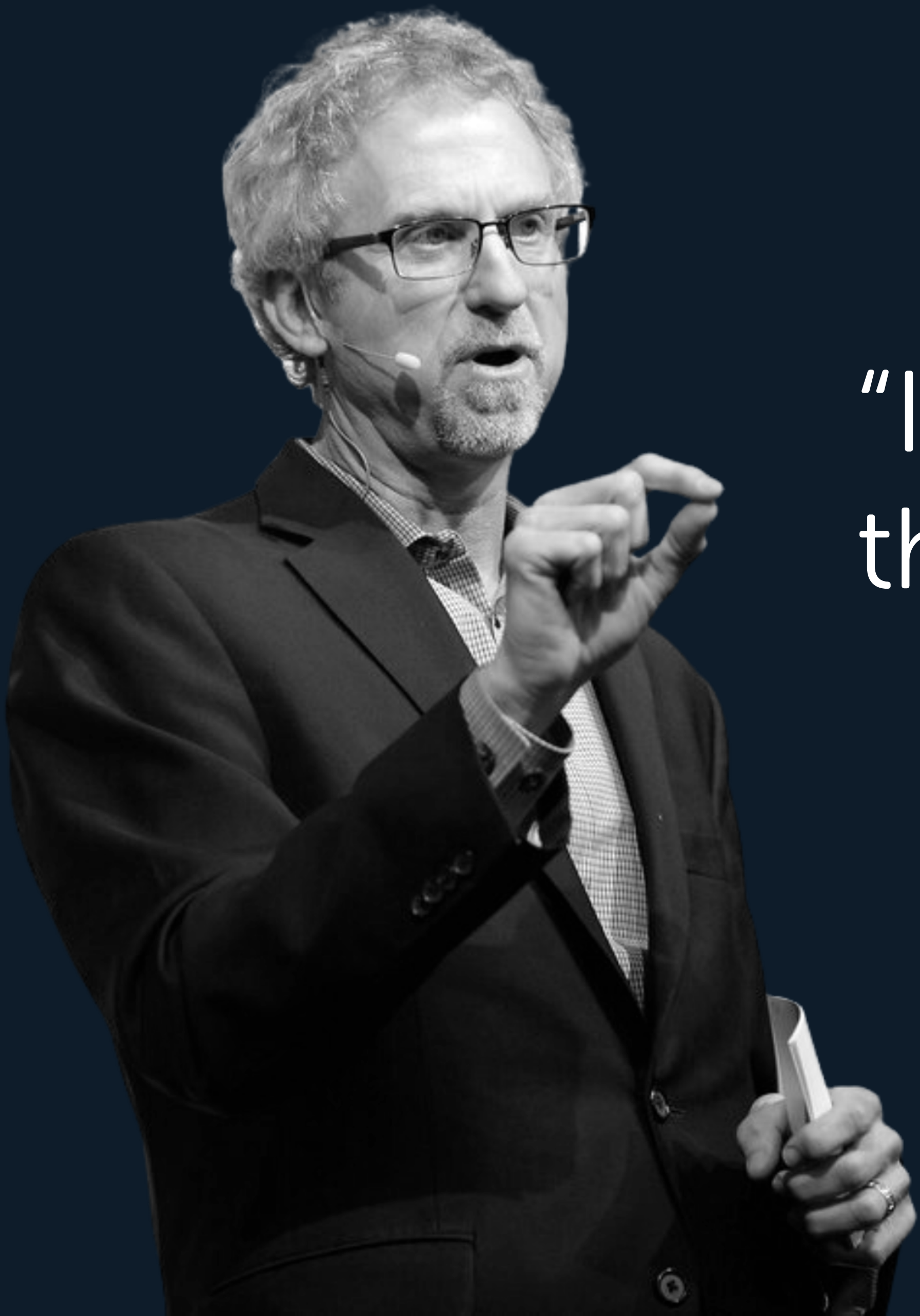
- AI Fundamentals
- AI Tools Proficiency
- AI's Impact on People, Work & Learning

Help PRAGMATISTS Integrate AI

- AI Workflow Integration
- AI Change Strategies
- Continuous Skill Building



UNLEASH YOUR INNER 5-YEAR-OLDS



“Invest more in the people
than the technology.”

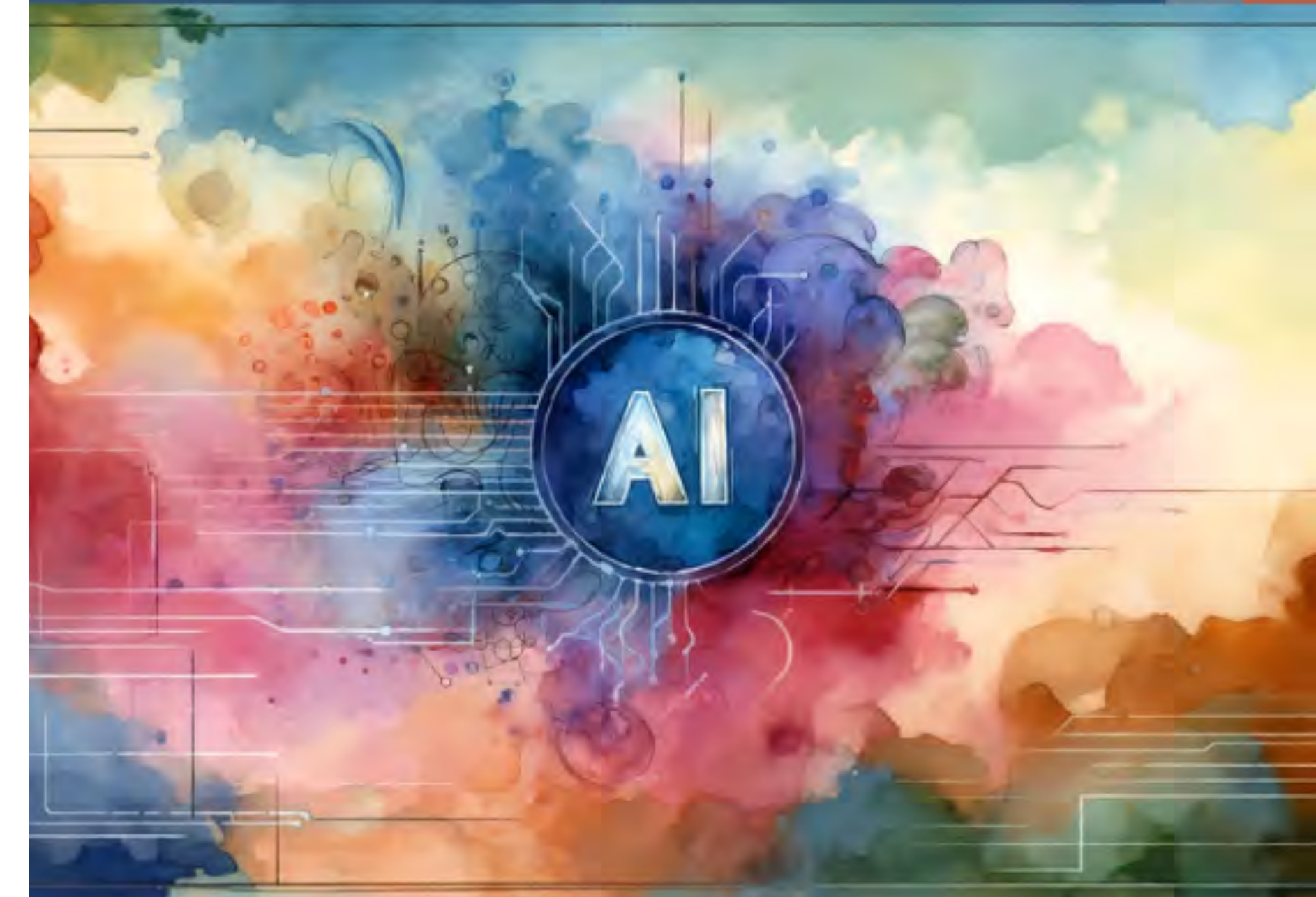
~ Paul Daugherty, CTIO
Accenture



AI Forward

- **Ethical AI Development & Deployment**
- Innovation and Empowerment
- **AI and Academic Integrity**
- Academic Innovation (AI in the Classroom)
- Human-First AI Approach
- Building Healthy & Sustainable AI Partnerships
- **Inclusive AI**
- **AI Transparency & Explainability**
- **Data Privacy & Security**
- **Regulatory Compliance & Governance**
- Practical Application Guidelines
- Optimizing Workflows with AI
- Collaborative Innovation
- **Enforcement & Reporting Mechanisms**
- **Review & Adaptation**
- AI & Community Impact
- Commitment & Future Direction

AI Responsible



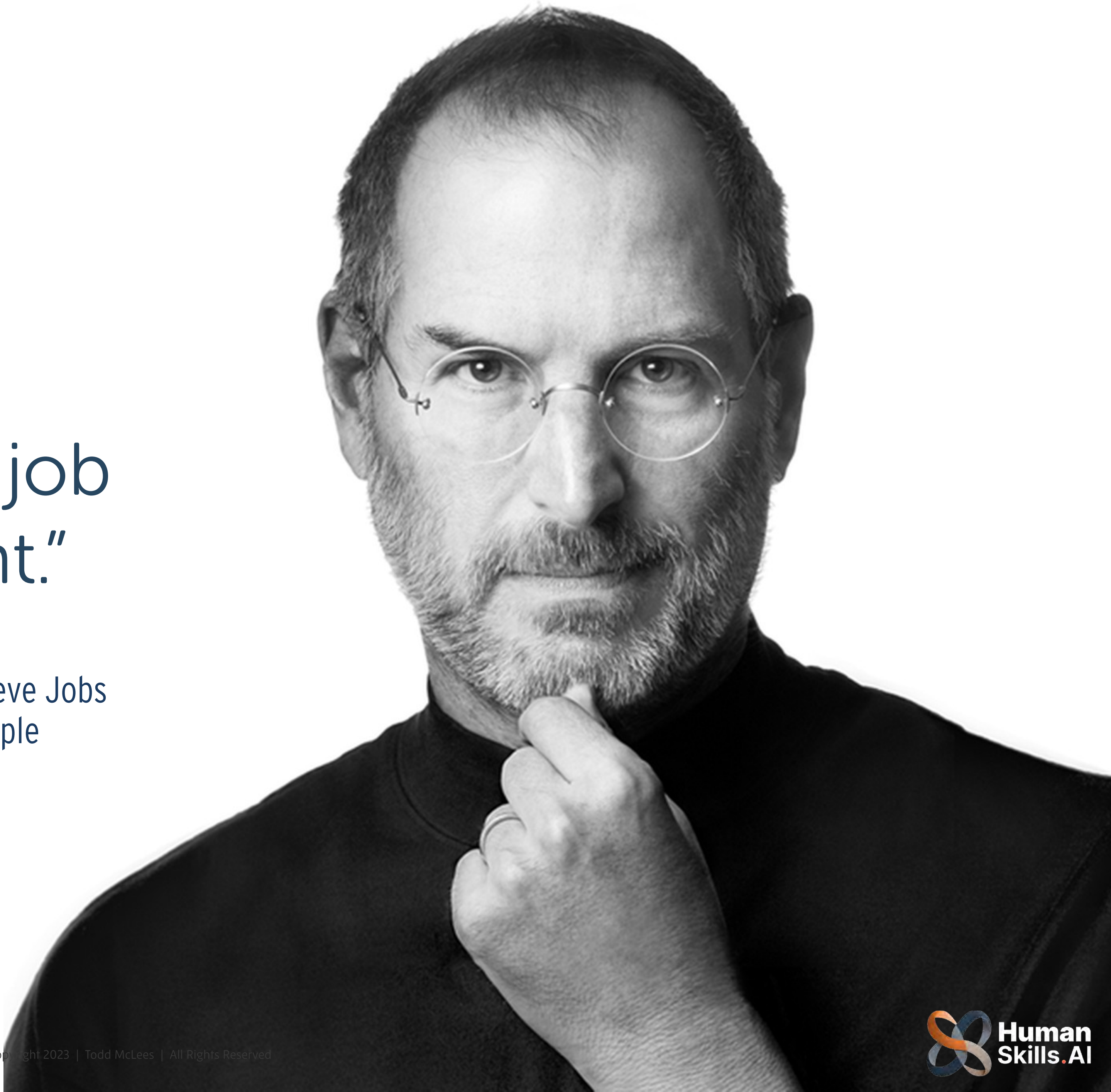
RESPONSIBLE AI INNOVATION PLAYBOOK

Where Human and Artificial Intelligence meet

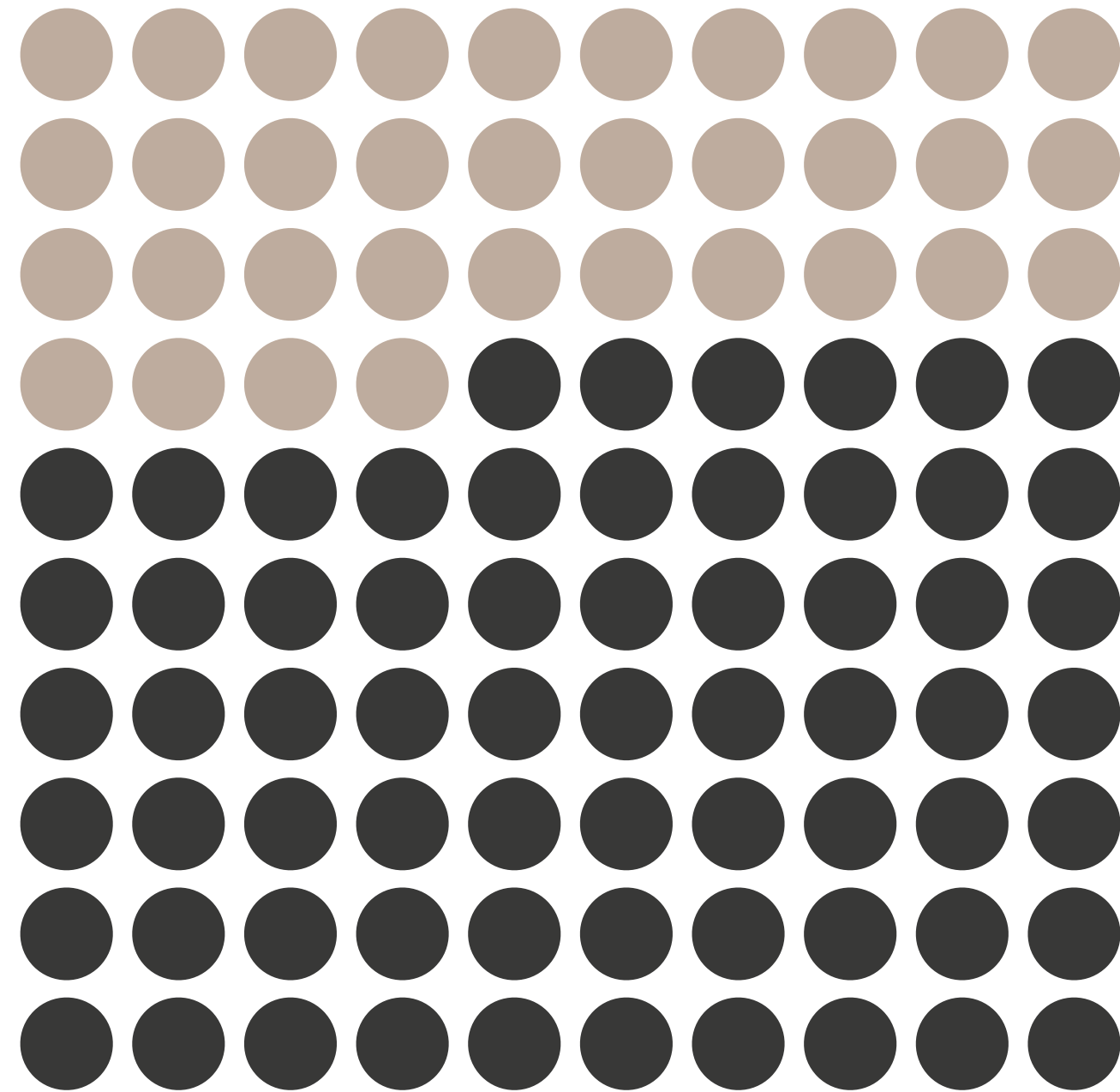
In what ways will your AI initiatives address the skills gap in your region?

“It’s not the customer’s job
to know what they want.”

~ Steve Jobs
Apple

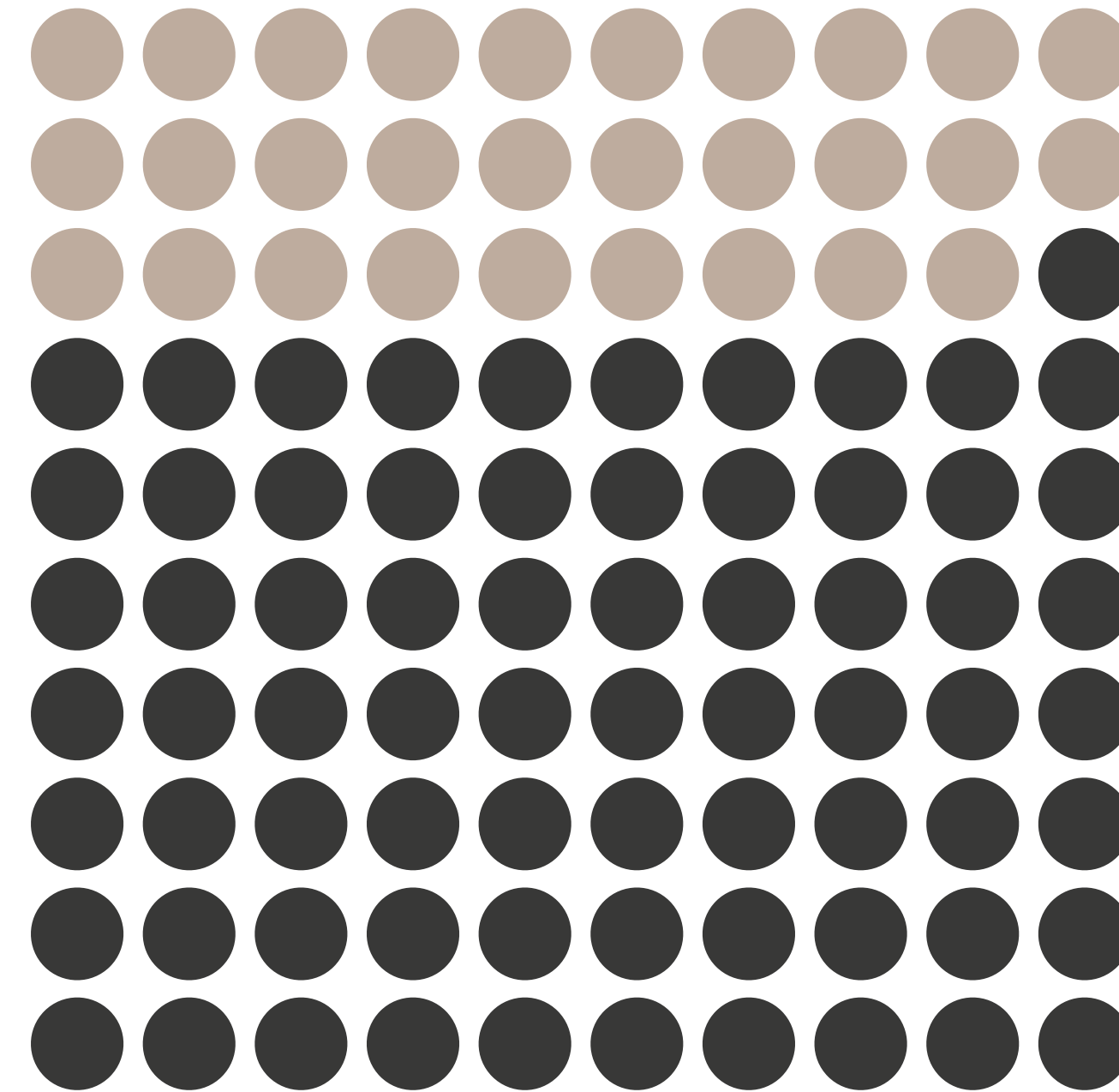


AI Technology Has Arrived in the Workplace



66%

CEOs Who Demand AI Skills of New Hires



71%

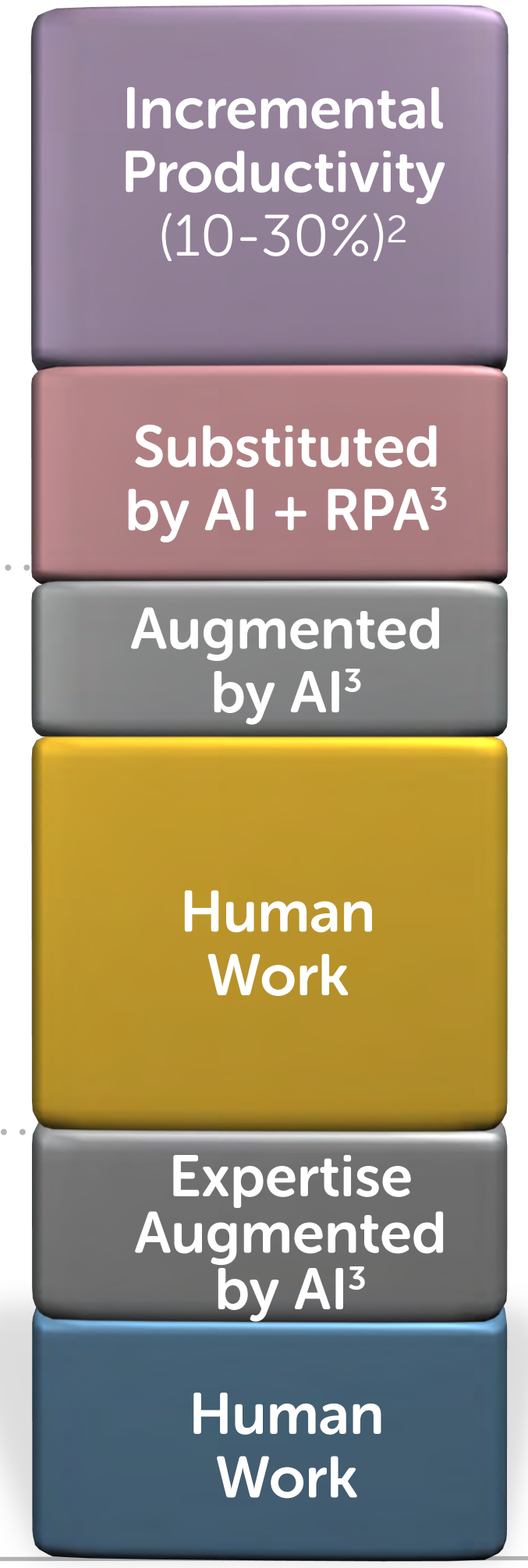
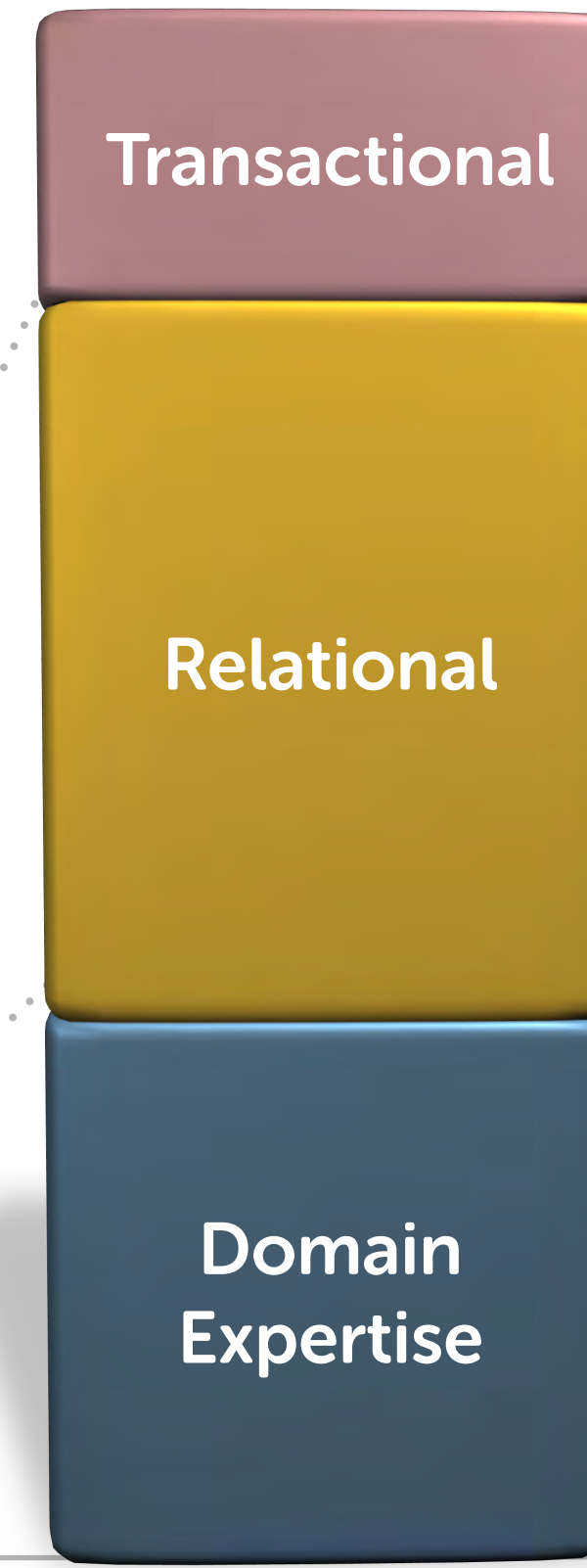
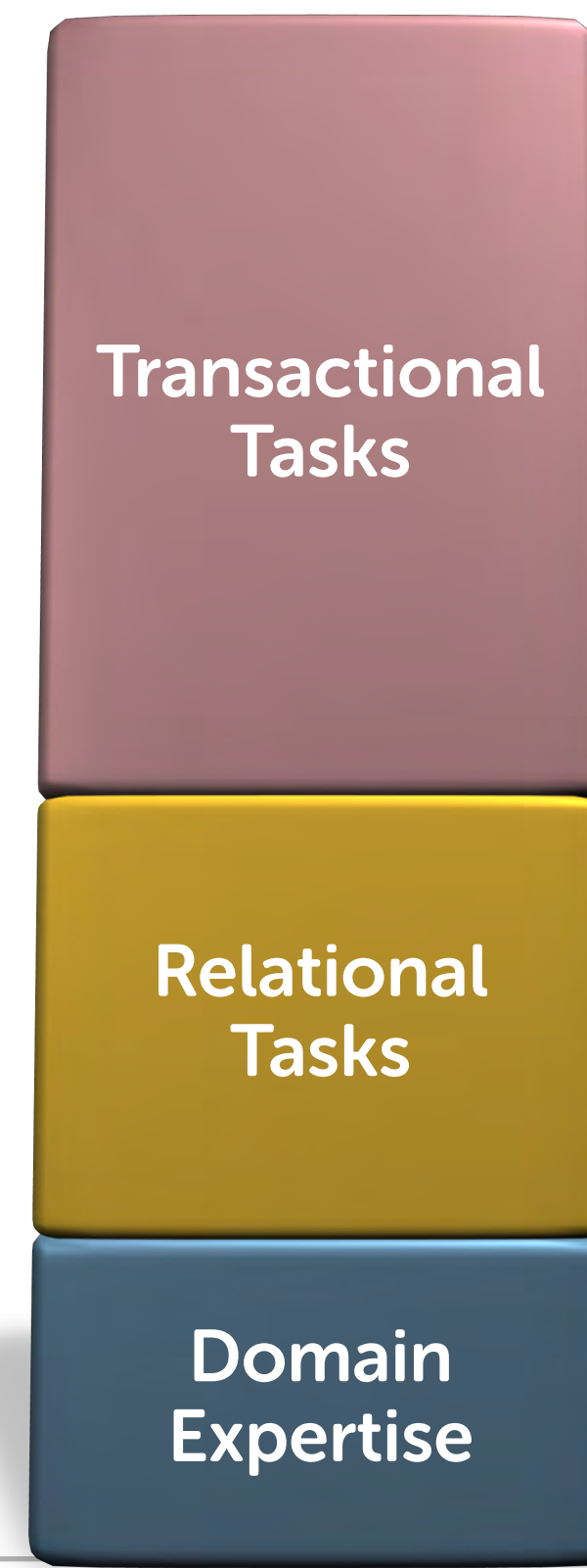
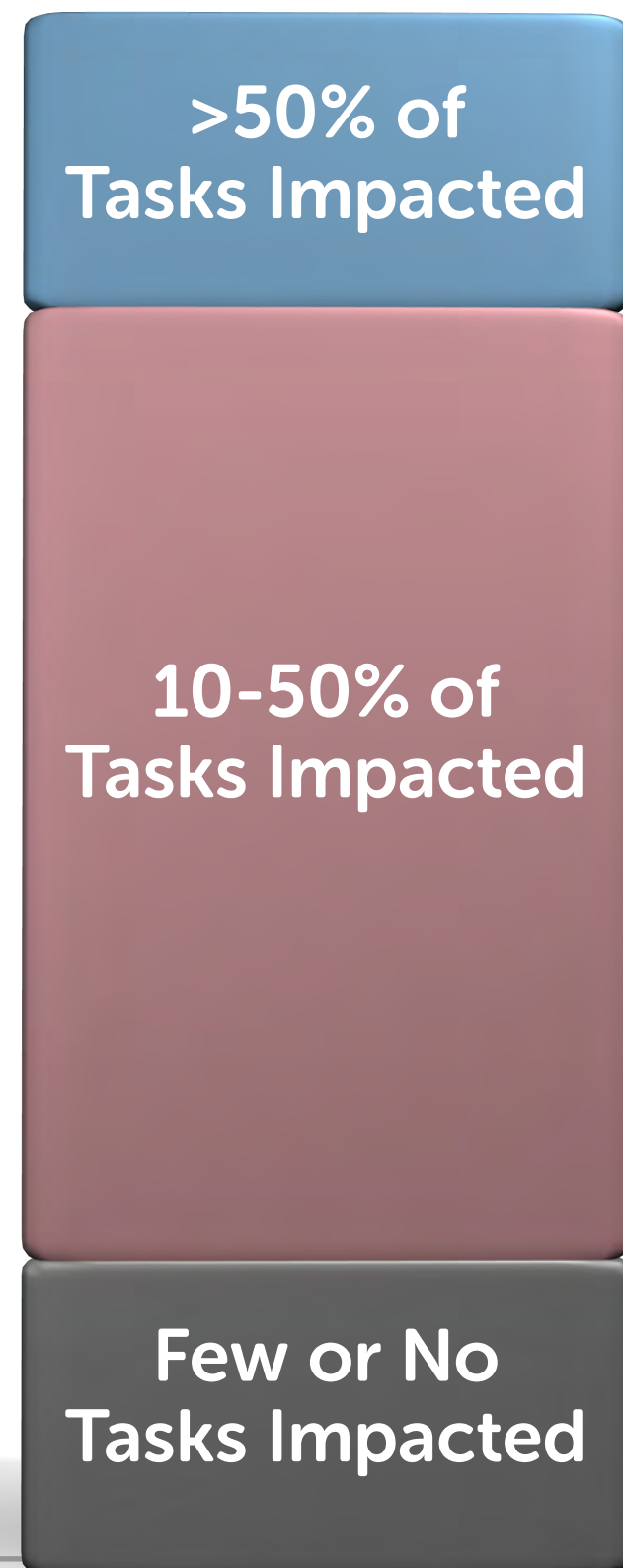
CEOs Who Would Hire Someone with less Domain Expertise vs. AI Skills

How Generative AI is Changing Work

80% of today's jobs are likely to be affected by Generative AI¹

...19% of jobs will see >50% of their tasks affected¹

...most importantly, the core tasks of what we consider Human Work will change significantly and be augmented by technology³



Today

~ 2027

~ 2027

Source: ¹Open AI, Open Research, University of Pennsylvania; ²Brookings;

³Goldman Sachs Research, Reinventing Jobs: A 4-Step Approach for Applying Automation to Work (Jesuthasan and Boudreau, HBR Press 2018)

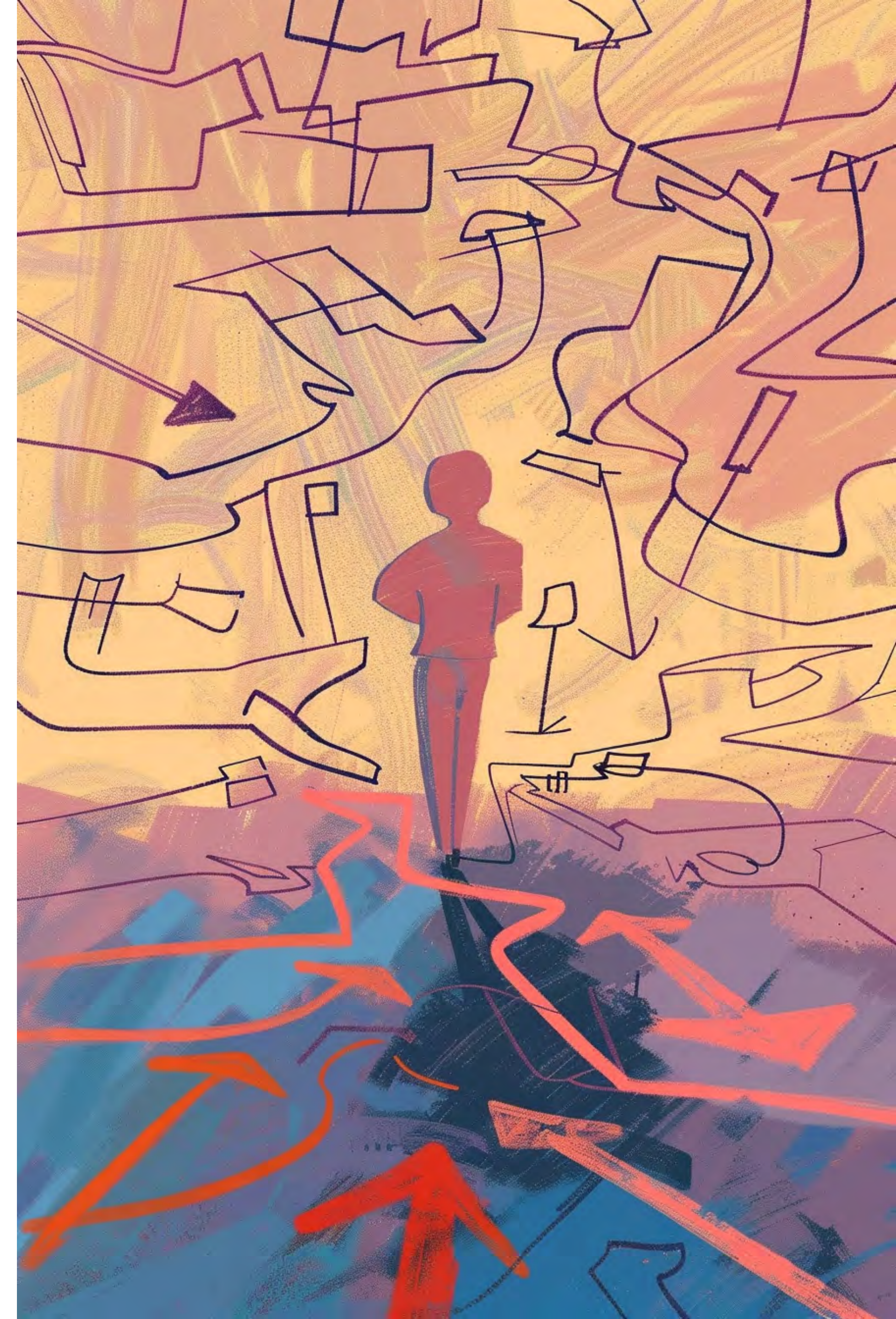
Adapted from the original chart created by Ravin Jesuthasan

Navigating the Skills-Based Economy

A transformational shift in how business and individuals think about professional value and success.

Places individual skills – the skills we have, the skills we need, and our ability to acquire new ones – at the forefront.

Challenges the significance of traditional credentials and job titles.





“AI cannot replace human qualities like creativity, empathy, and judgment. Instead, AI will amplify our human capabilities and help cultivate our creative spirit.”

~ Satya Nadella
CEO, Microsoft

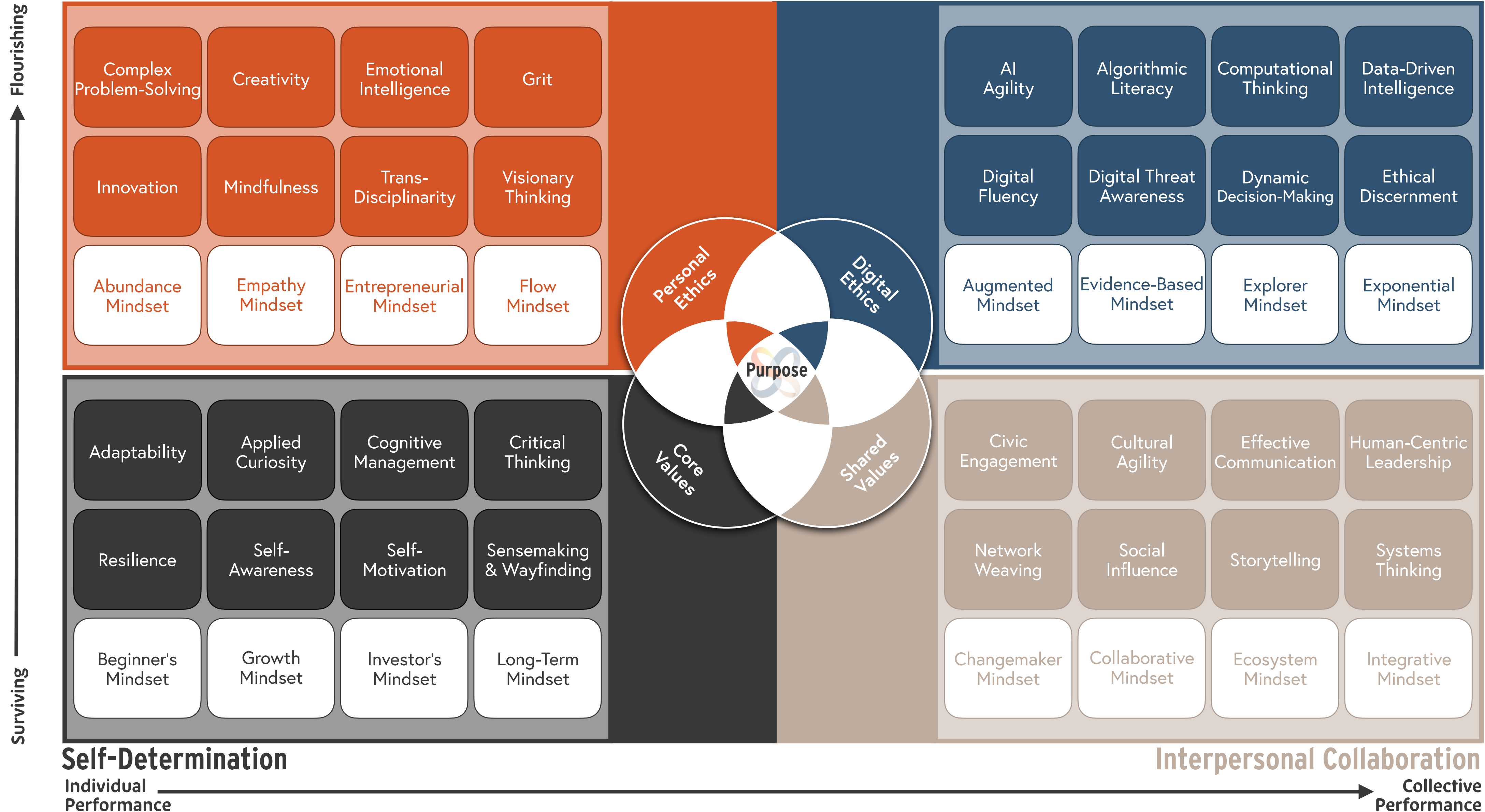
Human Skills for the AI Economy



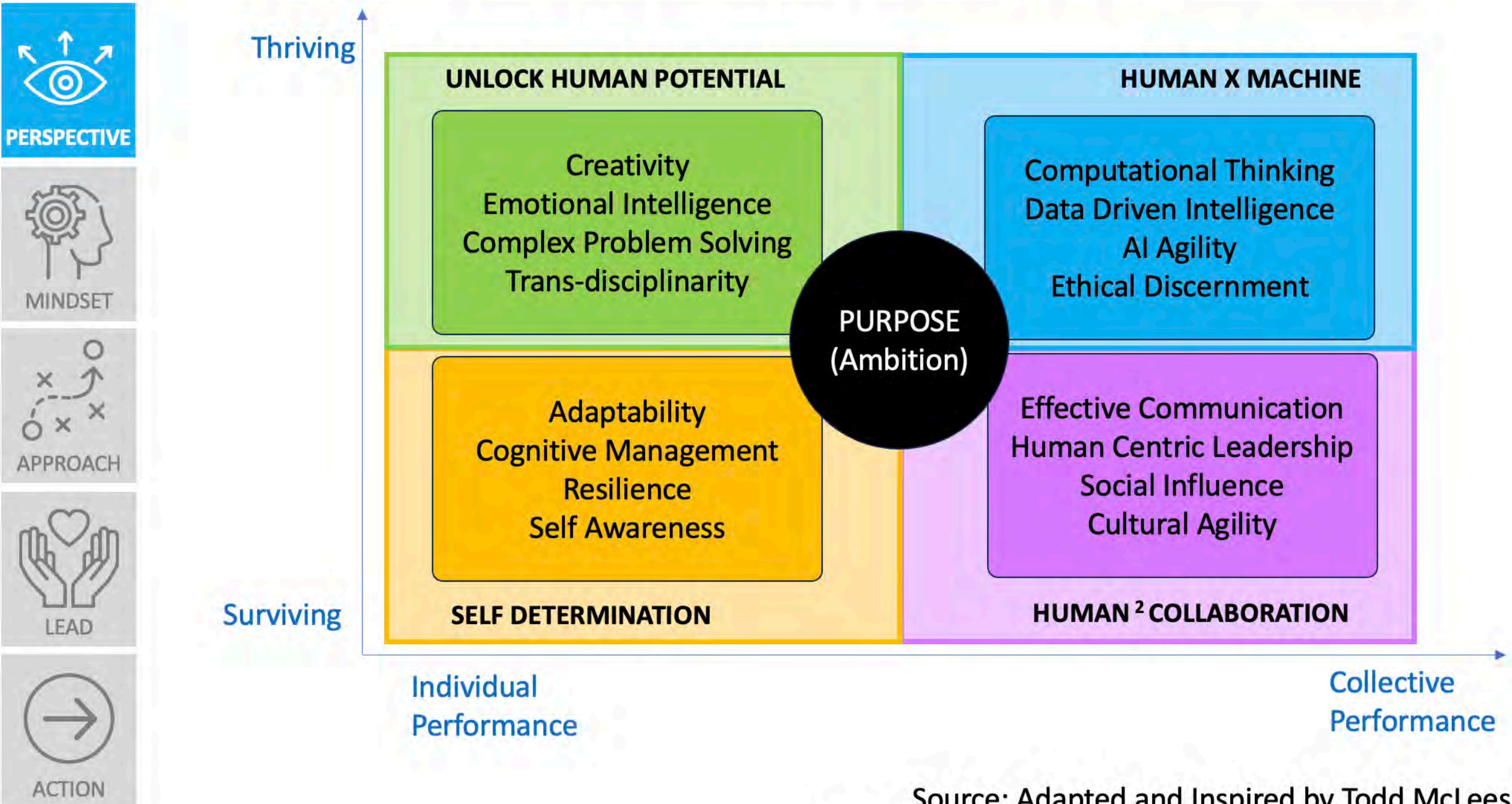
Human Skills for the AI Economy

Unlock Human Potential

Human x Machine

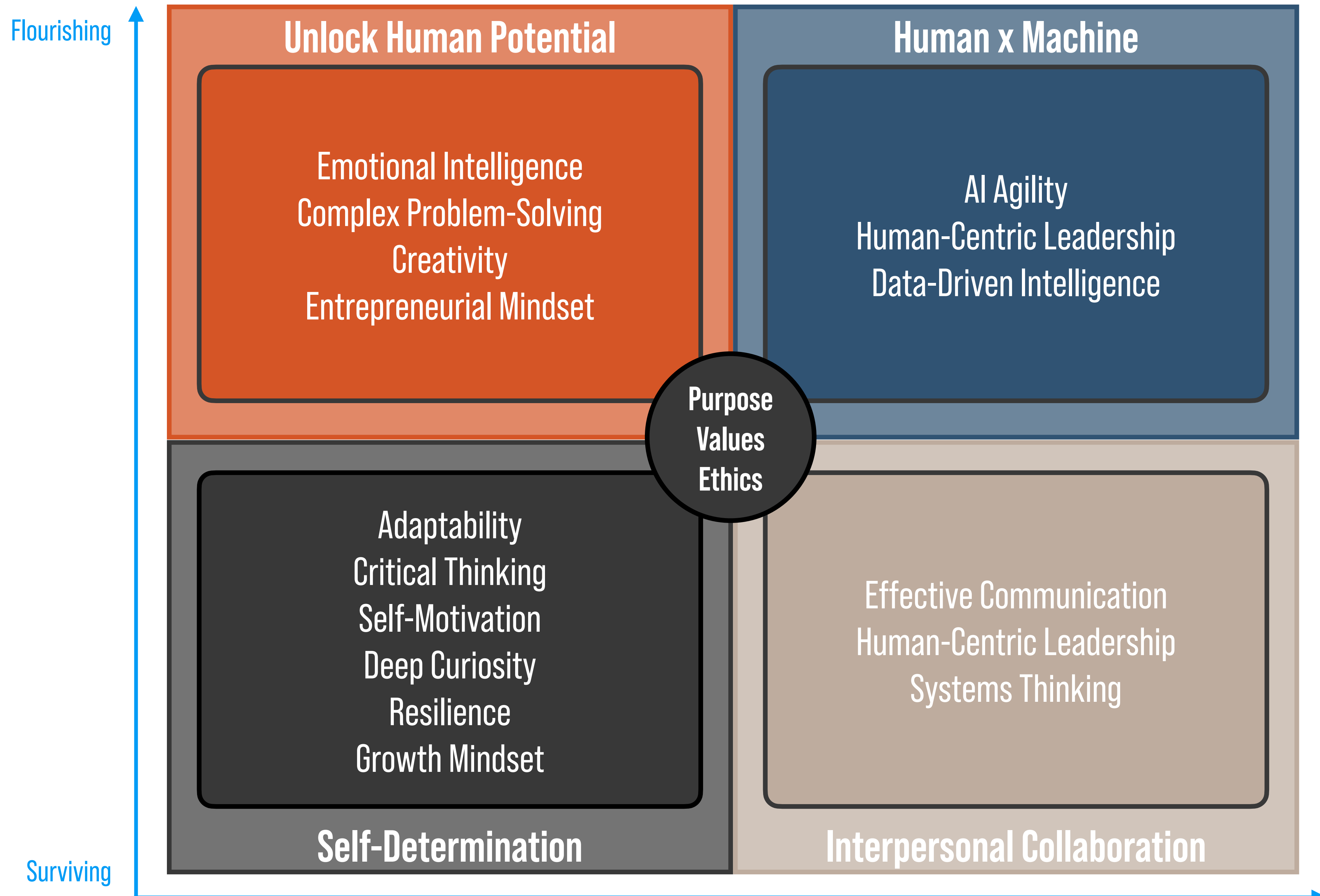


PERSPECTIVE: Skills/Behaviors in the Age of AI (Todd McLees)



Source: Adapted and Inspired by Todd McLees: Generative AI Impact on Work





Individual Performance

Collective Performance

Foundations Stack 1



Foundations Stack 2



Connect & Follow-Up Items



AI Agility
30-Day Challenge

Higher Ed Partnerships – First 12 months

IHE Investments	Regional Events	Training	Strategic Consulting
Initial Programming Day	AI Summits	AI Agility Workshops	AI Strategy
		Human Skills Workshops	AI Transformations
		Corporate Training	Responsible AI
		Human Skills Challenges	Workforce Transformation
			L&D Strategy