

KEYNOTE: AI FOR HUMANS: WORKFORCE OF THE FUTURE



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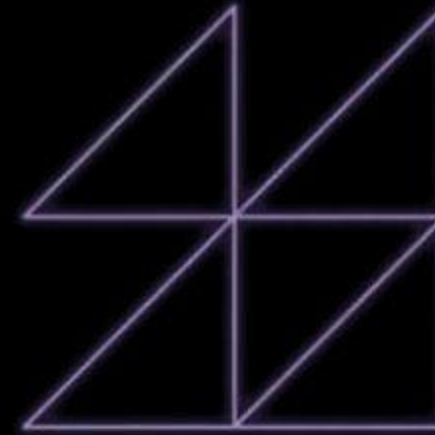
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AI for Humans: Workforce of the Future

Nov 16, 2024

Presented by Ashima Sharma

Ayuka Consulting

Agenda

- 01 Welcome & Introduction
- 02 Section I: AI in Project Management
- 03 Section II: Challenges in AI Adoption
- 04 Section III: Journey of Potential to Performance
- 05 Wrap-up, Call To Action, Q&A



Introduction

Ayuka is a full service Technology Consulting Company serving mid sized and small businesses. Ayuka's Vision is to Unite Technology with Humanity. We serve clients with Digital, AI, Data Management or Software Implementation needs. We excel in Strategy Development, Implementation and Adoption of Complex Technical Transformations including Artificial Intelligence. Change Management and Program Management best practices are key pillars of our delivery.

At Ayuka we firmly believe when people succeed, organizations thrive. Ayuka's People First Strategy brings success to complex, multi-layered Change Initiatives.



www.ayukaconsulting.com



Ashima Sharma



- Digital Transformation Leader for Banking and Healthcare
- 20 years of Technical Delivery, App Dev, PMO Leadership
- VP and Senior Director Roles for Fortune 500 companies
- Artificial Intelligence and Data Modernization Consulting
- Agile & Hybrid Delivery Transformation Expert
- Change Management Assessment and Strategy
- Prosci Certified Change Practitioner
- People Focused Technologist
- Experienced in Cloud, Digital, AI / ML, Data
- PPM, Daptiv, Azure DevOps, MS Project, JIRA, Monday, SAP, Deltek, Power BI, Tableau, Informatica, Salesforce
- PMP, Microsoft AZ-900, PMI-ACP, Scrum Certified
- Loves to travel and cook new cuisines!

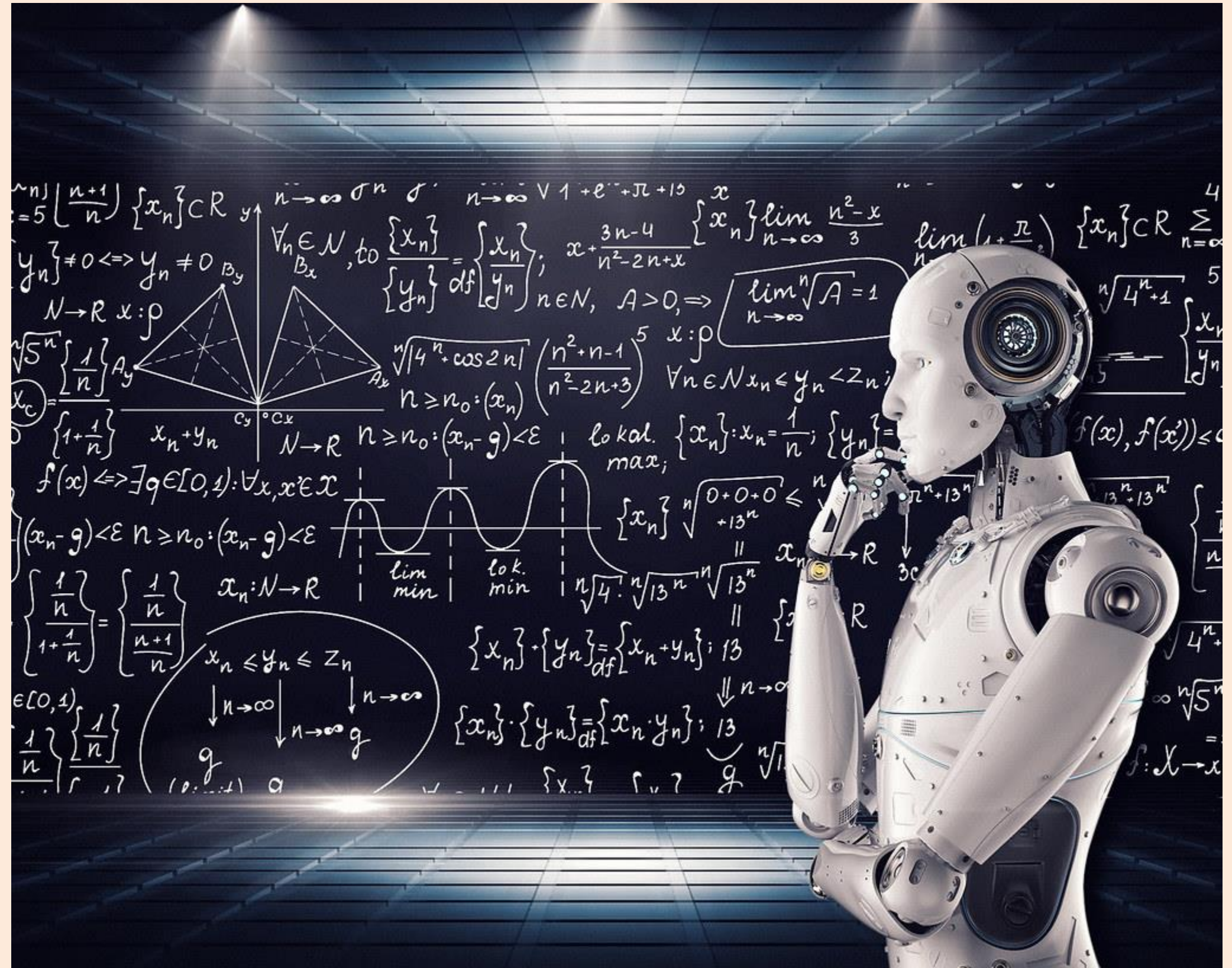


You & Artificial Intelligence



I. What excites you the most about AI?

II. What concerns you the most?



Why is Change Hard?



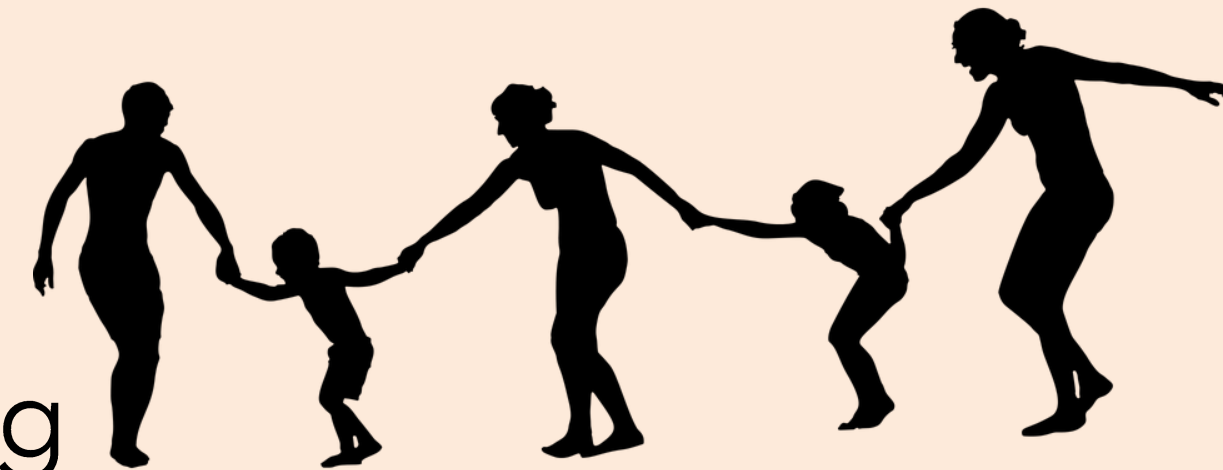


Artificial Intelligence (AI) In Project Management

AI for Humans – What It Means?



- Impact of AI on Human Centric Workflows
- Reinventing Ways Of Working (WOW)
- Need For Deep Dive Into Change Management Efforts
- Value-led Use Case Implementation
- Human in the Loop – Situational Decision Making
- Upskilling Workforce Needs – continuous Learning



Project Management and AI



Increased Productivity: By automating routine tasks, project managers can focus on strategic aspects, saving time and improving overall project productivity.

Enhanced Decision Accuracy: AI's data-driven insights reduce human error in decision-making, leading to more accurate project outcomes.

Proactive Risk Mitigation: With predictive analytics, project managers can identify risks early and develop solutions before they escalate, avoiding costly delays or failures.

Better Resource Management: AI ensures that resources are optimally allocated, improving team efficiency and reducing downtime.

Cost and Time Savings: AI-driven scheduling, budgeting, and risk management help stay within budget and on time, ensuring projects are completed efficiently.

Improved Communication: NLP tools enable better communication, reducing misinterpretations, and aligning team members more effectively.



Generative AI Models



AI Tool	Functionality
ChatGPT (OpenAI)	ChatGPT (OpenAI) AI-powered conversational assistant for answering questions, content generation, and brainstorming.
GitHub Copilot	Assists developers by suggesting code snippets, functions, and completing code in various programming languages.
DALL·E (OpenAI)	Generates images from text descriptions, used by content creators and marketers to create visuals.
Jasper AI	Content creation tool for generating blog posts, marketing copy, and social media content.
Mid-Journey	AI art generator that creates creative and complex visuals from text prompts.
Writesonic	AI-driven writing assistant for creating blogs, product descriptions, ad copy, and emails.
Claude (Anthropic)	Conversational AI focused on safe, helpful, and aligned interactions similar to ChatGPT.
Notion AI	Integrated into the Notion workspace, assisting with task management, note summarization, and brainstorming.
Copy.ai	Helps users generate marketing content, including social media posts, blogs, and product descriptions.
Lumen5	Turns text into engaging video content for social media, marketing, and tutorials.
Synthesia	Allows users to create AI-generated videos with lifelike avatars for corporate training, marketing, and education.
ElevenLabs	Realistic AI text-to-speech tool for generating natural voiceovers for audiobooks, podcasts, and multimedia content.
Gemini (Google DeepMind)	Advanced conversational AI from Google, expected to have multimodal abilities and integration with real-time search and reinforcement learning models.

PMI Infinity



Centralized Project Hub: Provides a single platform for project documentation, task tracking, and team collaboration, enhancing visibility and control over projects

AI-Driven Insights: Delivers real-time data analytics and predictive forecasting, allowing project managers to make informed decisions and proactively manage risks.

Enhanced Collaboration: Cloud-based features enable seamless team collaboration, file sharing, and communication, improving coordination across remote and distributed teams.

Automated Reporting: Reduces the time spent on manual reporting by generating insights and status updates automatically, freeing up time for strategic activities.

Continuous Learning & Growth: Offers access to PMI resources, tools, and certifications, helping PMs to stay updated with the latest project management methodologies and best practices.



Shortening AI Learning Curve for PMs



Start with User-Friendly Tools: Tools like Microsoft Project, Trello, or Monday.com offer AI integrations (e.g., automated task assignments, timeline predictions). These platforms are intuitive for beginners, making the AI functionality more accessible.

Leverage AI-Driven Assistants: AI assistants integrated into communication tools (like Slack or Microsoft Teams) can handle basic tasks like sending reminders or updates, allowing PMs to get comfortable with AI through everyday usage.

Take Short AI Training Courses: Many platforms (LinkedIn Learning, Coursera, or Udemy) offer AI in project management courses that provide hands-on experience with practical tools.

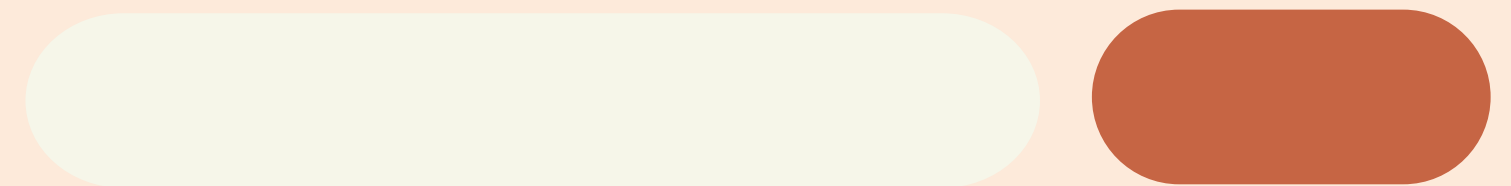
Explore Built-in Analytics Features: Encourage the use of built-in predictive analytics available in popular project management tools. Understanding trends and forecasting through these dashboards will help a novice PM recognize the value AI adds.

Practice with Low-Stakes Projects: New PMs can start applying AI tools on smaller projects to experiment with different functionalities without high-pressure stakes.

Use AI to Assist in Reporting: Utilize AI-powered reporting tools (e.g., ClickUp's AI reporting or Jira's AI-driven analytics) to generate insights that help PMs present data effectively to stakeholders.



Collaborative Intelligence



Predictive Models & Intelligence



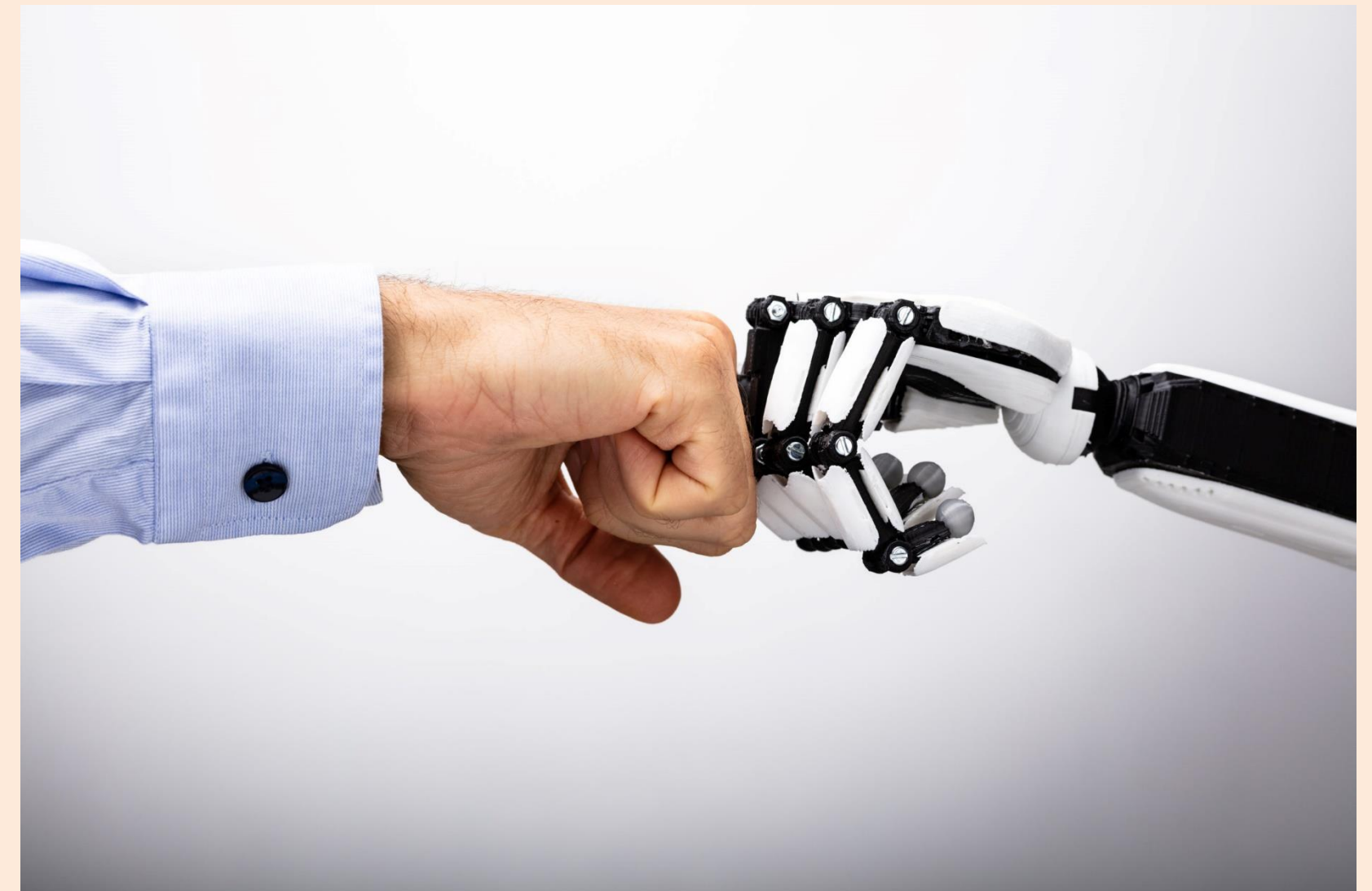
- Prediction is about using what we know to deduce what we don't
- Influence of Prediction on our day to day lives
- Estimating based on averages derived from conditional data
- Instead of programming rigid rules, machine learning enables computers to draw insights directly from examples
- Machine learning combined with uncanny predictive accuracy = “artificial intelligence”



Human In The Loop



- Incorporate Human Judgement
- Ethical Discernment
- Avoid and Remove Bias
- Scrutinize Outputs
- Teach New Thought Processes
- Intelligent Troubleshooting



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The Upskilling Dilemma



- In a 2024 survey of 7000 professionals, 94% said they were ready to learn to work with Gen AI, only 5% reported that employers are making effort and investment to train them
 - Taking Learning in our own Hands
 - Rapid Advances in LLMs
 - Translating Theoretical Concepts into Practice
- Thinking with AI and scrutinizing to better outputs
 - Requires certain aptitude and skills
 - Needs Growth Mindset
 - Knowledge work transformation is extremely fast paced
 - Real Time Decision Making



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Intentional AI Scaling



Proof of Concept
to Intentional
Scaling

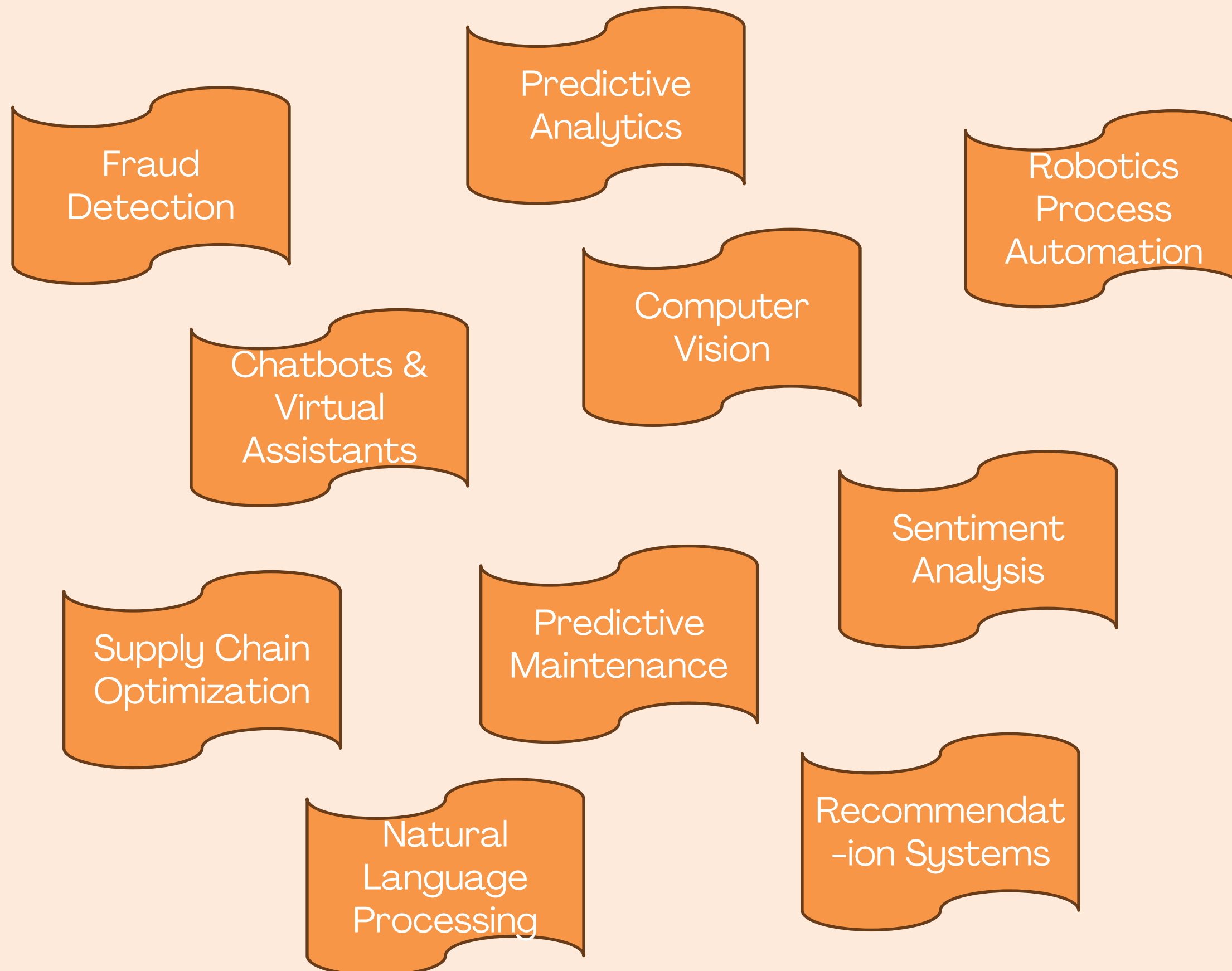
Adopt Design
Thinking
Principles

Align All
Misaligned or
Silo'd Efforts

Expect Radical
Transformation
of All Jobs

Understand
'Fusion Skills'
Concept

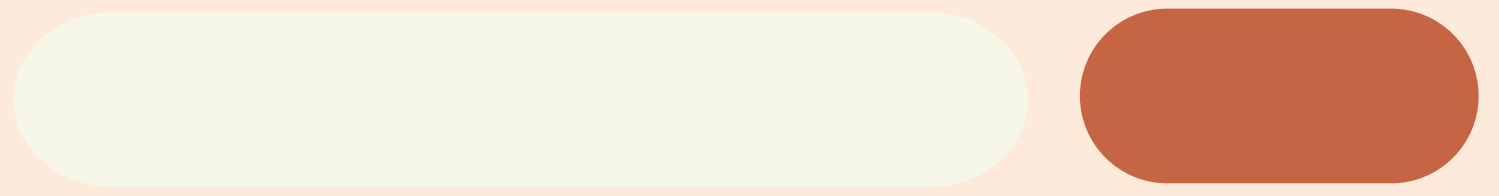
Use Cases For Every Industry Vertical



- Finance
- Healthcare
- Retail & E-commerce
- Manufacturing
- Agriculture
- Telecommunications
- Logistics & Supply Chain
- Media & Entertainment
- Government & Public Services
- Energy & Utilities
- Education
- Insurance
- Travel & Hospitality
- Aerospace & Aviation
- Automotive
- Construction
- Pharmaceuticals
- Cybersecurity
- Human Resources
- Oil & Gas



Ethical And Responsible Use



Ethical and Responsible Use



Transparency and Explainability

- Issue: Many AI models, especially deep learning algorithms, operate as "black boxes," where the decision-making process is opaque even to their creators. This lack of transparency raises concerns in areas like finance, healthcare, and criminal justice, where individuals are impacted by AI-driven decisions.
- Solution: Adopt models with built-in explainability (such as interpretable AI) and provide clear explanations of AI decisions to users, particularly in high-stakes environments. Regulatory frameworks may mandate explainability in certain industries.

Bias & Fairness in AI

- Issue: AI systems can inadvertently perpetuate or amplify biases present in the training data. If not handled carefully, AI can result in unfair outcomes, such as discriminatory hiring practices, biased legal judgments, or inequitable healthcare recommendations.
- Solution: Implement robust bias detection and mitigation techniques during the AI development process, and continuously audit AI systems for fairness post-deployment.

Human Oversight And Controls

- Issue: Fully autonomous AI systems raise ethical concerns, especially in sensitive areas like healthcare, warfare, and finance. The potential for AI to make decisions without human oversight can lead to unintended consequences.
- Solution: AI systems, especially in high-stakes environments, should be designed with "human-in-the-loop" mechanisms, allowing humans to override or intervene when necessary. Human oversight should be integral, especially in decisions that significantly affect people's lives.

From Potential To Performance – A Journey



Instead of reactive firefighting, AI-powered systems can detect anomalies, pinpoint the root causes of incidents, and propose potential solutions. With AI in play, teams can reduce mean time to resolution (MTTR), minimize downtime, and ultimately improve the reliability and availability of all applications.



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Data Integrity



Consistency, Completeness, Accuracy: Organizations need a robust framework to ensure that data is consistent across different sources, complete (no missing values or fields), and accurate (reflects real-world scenarios correctly).

Timeliness: Data must be up-to-date, as outdated information can skew AI model outputs.

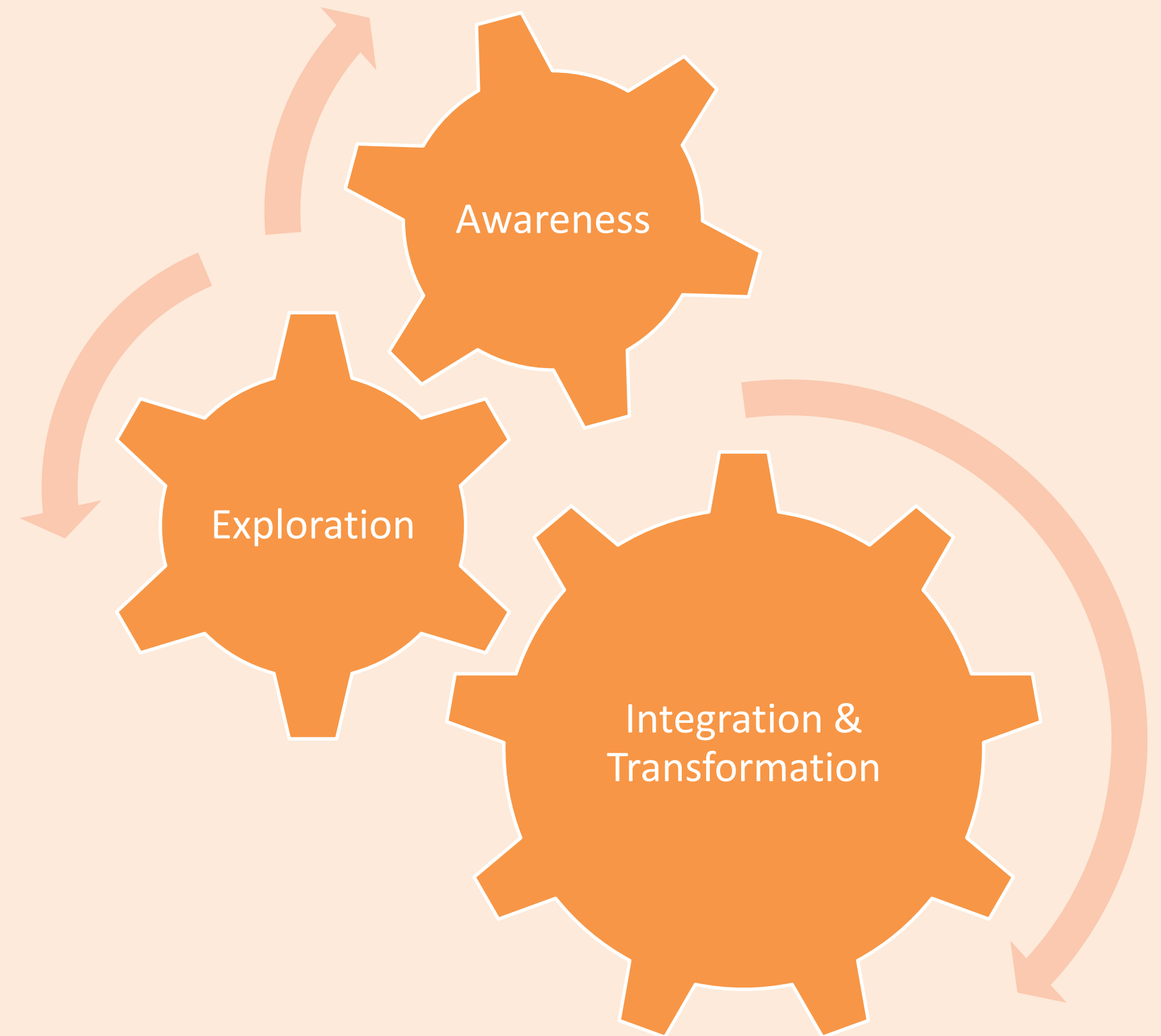
Relevance: Data must be relevant to the AI use case. Irrelevant or extraneous data can cause AI models to learn the wrong patterns.

	IBM's <i>The Four V's of Big Data</i> highlights the importance of high-quality data for effective AI systems, noting that bad data leads to poor AI decisions and reduces the value of AI investments.	
	Gartner emphasizes that “poor data quality costs organizations an average of \$15 million annually and is the primary reason for 40% of all business initiatives failing to achieve their targeted benefits” .	

Adoption Readiness



- Measure Readiness
- Understand Maturity Levels
- Create Awareness
- Start Feedback Loops
- Provide Opportunity for Exploration



Significant Organizational Investment



- **Technology Infrastructure Costs**

High Initial Costs: AI systems often require significant upfront investments in hardware, software, and cloud infrastructure. Deploying AI at scale necessitates advanced computing power, data storage, and sometimes specific hardware like GPUs (Graphical Processing Units).

Data Infrastructure: AI relies on vast amounts of data, which may require organizations to build or overhaul data lakes, integration platforms, and analytics tools. Ensuring data quality, security, and privacy adds further cost.

- **Human Capital & Upskilling**

Training and Development: For AI to succeed, employees need to understand how to work with AI systems. This often means investing in reskilling and upskilling the workforce, including AI literacy for non-technical staff and advanced training for data scientists, analysts, and developers.

Hiring Expertise: AI requires specialized talent (data scientists, machine learning engineers, AI ethicists), which can be expensive to recruit and retain due to high demand for such skills in the job market.



Change Management in AI Implementation

The Traditional Change Curve



Why Is Change Management Important?



With Change Management



Without Change Management



Leveraging Change Management in Artificial Intelligence (AI) Implementation



Engaging Influencers and Overcoming Resistance

Upskilling and Reskilling for Pilot Use Case Implementation

Embedding AI Adoption into Organization's Culture

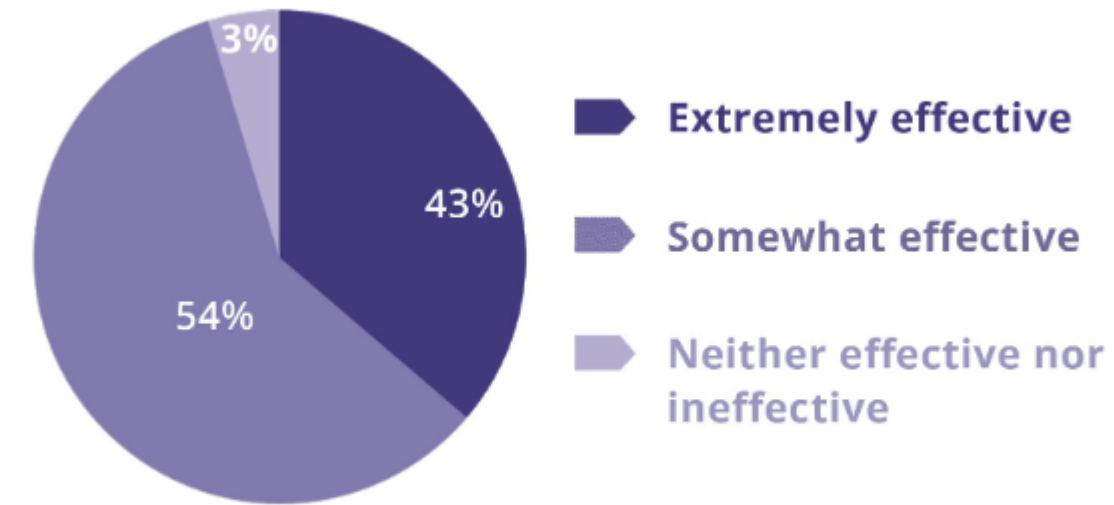
Ethical Frameworks and Data Governance



Structured Approach To Change Management



- Prosci's ADKAR Model
- Ayuka's Change Blueprint
- Kotter's 8-Step Change Model
- Lewin's Change Management Model
- McKinsey 7-S Framework
- Nudge Theory
- The Kübler-Ross Change Curve



Percent of Study Respondents Who Used ADKAR as a Structured Change Management Approach

Use Case	Prevalance	Frequency
Leverage a structured approach and methodology	80%	95%
Facilitate individual change	●	●
Measure change outcomes	●	●
Integrate with project management	●	●
Empower managers	●	●
Equip senior leaders	●	●
Create a common language for change	●	●

Source: Prosci Research

The Change Blueprint



I. Understanding

- Define Strategic Objective and Goals clearly so there is a common understanding
- Enable all key stakeholders and impacted teams to ask and discuss the change openly
- Ensure alignment of mission and vision across ALL individuals impacted

II. Communicating

- Two-way communication channels
- Structured methods to collect feedback and implement changes
- Open ended dialog and empowerment culture

III. Adapting

- Create Visible and Engaging Support Systems
- Invest in Training and Standard Operating Procedures
- Create clear productivity metrics and KPIs that are well communicated
- Discuss benefits achieved by change that has been implemented

IV. Developing Resilience

- Foster positive workplace culture and encourage work life balance
- Promote Growth Mindset
- Encourage Autonomy and Empowered Decision Making

V. Sustaining

- Embed Change into the day to day and routine tasks
- Celebrate and Recognize Successes (big or small)
- Reinforce through Leadership Advocacy and Continuous Learning



Learning from History: Case Studies



Netflix's Business Model Shift

- In the early 2000s, Netflix was a DVD rental service facing disruption from streaming technology.
- CEO Reed Hastings led the shift from DVDs to a streaming-based model.
- Proactive Change Strategy; Customer Feedback; Innovation

IBM's Transformation

- In the early 1990s, IBM was facing significant financial difficulties due to its outdated business model and increasing competition.
- Louis V. Gerstner Jr., who became CEO in 1993 shifted IBM's focus from hardware to services and software, fostering a customer-centric culture.
- IBM successfully transitioned into a leading global services company, regaining profitability and market leadership.

Ford's Turnaround

- In the mid-2000s, Ford was struggling with declining sales, high costs, and outdated products.
- CEO Alan Mullaly initiated a turnaround plan called "One Ford" with Product Focus and Unified Vision.
- Ford returned to profitability without requiring a government bailout during the 2008 financial crisis, regained its position as a leading automaker.

Call To Action



- Find Use Cases for AI in your work
- Look for Ways to Upskill Yourself and Teams
- Understand and communicate the need for in-depth Change Management for AI Deployment and Implementation
- Set a [FREE CONSULTATION](#) to continue Conversation
- Share Feedback on this Session (10/11)

- Resources:

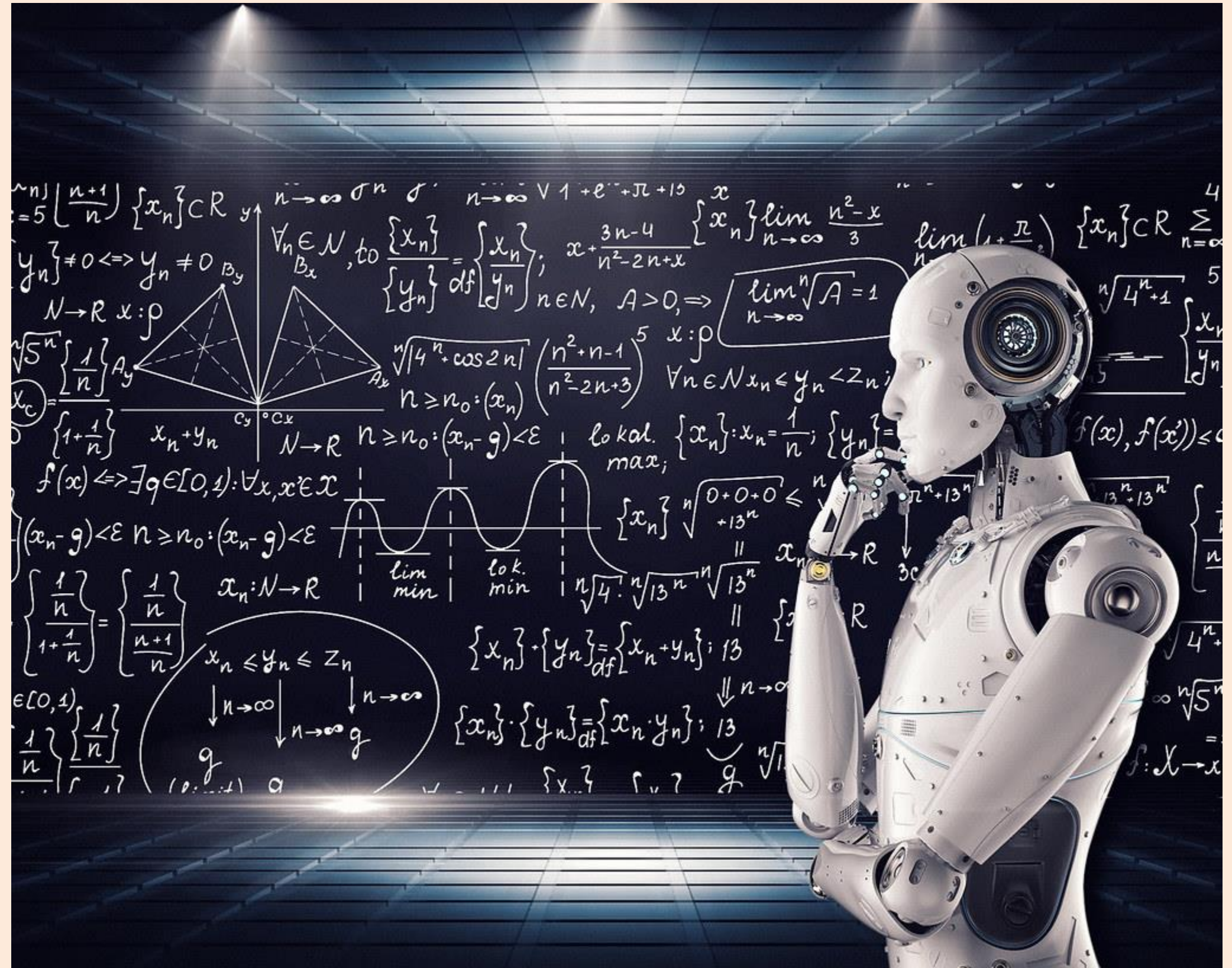
AI Now Institute's Annual Report 2019
Algorithmic Bias Detection and Mitigation – Brookings Institution
The EU General Data Protection Regulation (GDPR)
Explainable AI – NIST (National Institute of Standards and Technology)
World Economic Forum's AI Governance Framework (2020)
Accenture's AI: Built to Scale report.
Deloitte's State of AI in the Enterprise reports for case study material.



Key Takeaway



Identify one takeaway from today's discussion





THANK YOU!



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