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| Source | Title | Publication Date | Author(s) | Best Practices |
| Forbes | Best Practices for Executive Leaders | August 14, 2023 | Izabela Lundberg (Forbes Coaches Council) | * Set clear objectives * Maintain data quality and privacy * Build a learning culture * Consider ethics * Start small, scale fast |
| Forbes | Best Practices for AI Implementations for Organizational Leaders | August 17, 2023 | Grant Wernick (Forbes Technology Council) | * Start small * Be experimental but purposeful * Don’t take the human out * Use AI to amplify innovation (can’t create what’s not there - AI is the microphone, not the stage) |
| Forbes | Gen AI in High Tech | July 7, 2023 | Syed Alem (Forbes Business Development Council) | * Start with people * Dive in * Prepare your data * Stay responsible * Invest in a sustainable tech foundation * Accelerate ecosystem innovation |
| Fortune | Best Practices for Implementing AI from Business Leaders | November 8, 2023 | John Kell | * Value of AI depends on who has the best data * Implement AI with a committee approach (not just one person) * Use it! |
| Forbes | Making AI Work in Organizations | April 13, 2023 | Bernard Marr (Contributor) | * Identify your business needs and objectives * Choose the right AI solution * Develop a data strategy * Build your AI Team * Train your AI model * Integrate the AI model into your applications * Monitor and evaluate performance * Continuous improvement |
| Forbes | Generative AI in healthcare best practices | August 18, 2023 | Rich Birhanzel (Forbes Business Council) | * Prepare the digital foundation * Establish controls for AI * Harmonize technology with the people it impacts |
| Forbes | Best Practices for AI as an Investor | August 8, 2023 | Leen Kawas (Forbes Business Council) | * Start with low risk tasks that take a significant portion of your time * Start with AI software for those tasks * Hire data scientist to build a model that helps with your investment thesis |
| Harvard Business Review | Helping Employees Succeed with Generative AI | November/December 2023 | Paul Leonardi | * Trust employees to experiment * Create conditions for learning and incentivize helping * Rethink workforce planning * Reimagine your own role |
| Harvard Business Review | Getting Employees on Board with AI | May/June 2024 | David De Cremer | * Create time and space for social connection as employees work with AI * Make tech and nontech teams collaborate * Constantly develop your own leadership skills * Reward workers for being human and let them share in the value that AI creates |
| Harvard Business Review | How Managers Can Capitalize on Gen AI | November/December 2023 | Andrew McAfee, Daniel Rock, and Erik Brynjolfsson | * Ask “How many of your people primarily write for a living? How many data analysts, managers, programmers, customer service agents, and so on do you have?” * Ask: How much would an employee in this role benefit from having a competent but naive assistant—someone who excels at programming, writing, preparing data, or summarizing information but knows nothing about our company * Ask: How much would an employee in this role benefit from having an experienced assistant—someone who’s been at the company long enough to absorb its specialized knowledge? * Prioritize the most-promising generative-AI efforts based on the answers to these questions. |
| Stanford Insights | How to Start Implementing AI in your Business | October 25, 2023 | Dave Gilson | * Get ready to jump in by trying AI, especially if an effective AI would change your business strategy * Find the right tools by matching problems with solutions * Take AI for a test drive by using it for a small experiment * Human decision makers still matter: Don’t replace strategic thinking with AI * AI is a tool, not a lord: continue to explore if AI is solving important problems |
| Forbes | Best Practices for Using Generative AI | September 7, 2023 | Kevin Thompson (Forbes Technology Council) | * Put together a cross-functional team * Harness your data * Be “privacy alert” * Develop a rigorous verification and testing strategy |
| Forbes | How to Get AI Efforts Off the Ground in Organizations | May 18, 2024 | Joe McKendrick (Senior Contributor) | * Build AI around a business case * Start small * Think about skills * Establish shared governance * Stay positive |
| IBM | Best Practices for augmenting human intelligence with AI | June 13, 2024 | IBM AI Ethics Board | * Use AI to augment human intelligence, rather than operating independently from it * Notify individuals that they are interacting with an AI system, not a human-being * Design human-AI interactions to include and balance human oversight across the AI lifecycle * Develop policies and practices to foster inclusive and equitable access to AI technology * Provide comprehensive employee training and reskilling programs to foster a diverse AI workforce |
| Sloan Management Review | Five Management Strategies for Getting the Most From AI | September 19, 2017I | Jacques Bughin and Eric Hazan | * Plan to grow, not just cut * Invest in both technical and managerial talent capabilities * Be open to revising your strategic goals * Rely on a solid digital foundation of existing digital assets * Help nurture the creation of AI ecosystems by encouraging supportive government policies |
| Intel | 7 Things Managers and Leaders Can Do to Facilitate a Successful Artificial Intelligence Adoption in Their Organization | No Date | Nufar Gaspar | * Set clear strategy and goals for the scope and method of AI usage in the organization * Define the “pyramid” of AI skills in your organization such that everyone has some AI knowledge and some people have specialized AI knowledge * Capitalize on your existing data and invest smartly in improving it * Manage the change: Top down and bottom up by involving the end-user in the process of implementing AI * Select appropriate use cases with clear ROI and business goals * Assign the right people based on the task’s criticality and complexity * Set expectations and patience: Transformation takes time and investment |
| Harvard Business Review | Managing the Risks of Generative AI | June 6, 2023 | Kathy Baxter and Yoav Schlesinger | * Use data that customers proactively share and first-party data to train generative AI tools * Keep data fresh and well-labeled * Ensure there’s a human in the loop * Test, test, test * Get feedback by listening to employees, trusted advisors, and impacted communities |
| Forbes | Three Best Practices When Using Generative AI for Healthcare | August 18, 2023 | Rich Birhanzel (Forbes Business Council) | * Prepare the digital foundation, including foundational systems and cloud-based data * Ensure patient data is kept confidential * Experiment on a smaller scale case to learn to deploy the right controls * Harmonize technology with the people it impacts by considering how AI enhances workers’ experience |
| Forbes | How to Approach AI Adoption Ethically and Responsibility Within Your Organization | September 24, 2023 | Rhett Power (Contributor) | * Establish an AI ethics advisor * Remain up to date on all regulations * Invest heavily in AI technology training * Collaborate with or establish an AI consortium * Take the initiative to collaborate with peers and legal experts about AI regulation |
| Forbes | Generative AI for Customer Service: Best Practices for Success | July 7, 2023 | Anand Subramaniam  (Forbes Communications Council) | * Deploy prudently based on risk and value * Identify trusted content * Remember the Garbage In, Garbage Out concept * Integrate Generative AI into a knowledge hub * Make sure your vendor allows you to “BYOB” (Bring your own bot) to an AI tech stack * Experiment with “Sweet-spot use cases” first, such as generated draft content from documented content * Analyze for continuous improvement * Mitigate risk |
| Forbes | How Leaders Can Enhance Employee AI Usage | May 28, 2024 | Paola Cecchi-Dimeglio | * Conduct regular literacy and capability assessments * Foster a culture of innovation * Implement tailored training programs * Encourage AI advocacy * Monitor and Adapt AI Policies |
| Sloan Management Review | How Generative AI can boost highly skilled workers’ productivity | October 19, 2023 | Meredith Somers | * Be cautious about using AI for important tasks * Have onboarding phase so workers can understand how and where AI works well and offer feedback * Use peer trainers to facilitate upskilling and reward them accordingly * Have people from different positions experiment together to find the most productive role structure around AI * Encourage a culture of accountability so workers can explain what they did without relying on the outputs of AI |
| Harvard Business Review | How Gen AI Can Make Work More Fulfilling | June 12, 2024 | Deborah Lovich, Rosie Sargeant, and Jacob Smith | * Recognize that impactful gen AI adoption depends on managers’ leadership * Managers should use the technology themselves * Cultivate psychologically safe environments to test out new tools * Believe in the power of Gen AI to improve work and communicate it to teams * Co-create processes of AI implementation with team members * Identify specific sources of joy and toil and proceed cautiously when implementing AI tools to maximize joy and minimize toil |
| Slack, In Collaboration with Harvard Business Review |  | June 20, 2024 | Team at Slack | * Manage data in a secure and trusted environment * Pilot AI in a contained area of your business where employees can test it out in accordance with security policies * Create a clear, concise and attainable roadmap for deploying AI (aim for 4-6 use cases at a time) * Develop a governing structure to accommodate the evolving nature of gen AI * Strategize how you can automate common processes across the organization * Champion change management |
| HarvardBusiness Review | A Better Way to Onboard AI | July/August 2020 | Boris Babic, Daniel L. Chen, Theodoros Evgeniou, and Anne-Laure Fayard | * Phase 1: Train the AI like an assistant (for example, to help with high-volume decision making) * Phase 2: Set up the AI system to provide real-time feedback * Involve workers in this phase and encourage clear and consistent criteria for application of AI decisions * Phase 3: Use AI to offer performance feedback, with lots of opportunities for the provision of human feedback * Phase 4: Treat AI like a teammate in the final phase of implementation and garner trust in AI by deploying explainable AI |
| Harvard Business Review | How AI Can Help Leaders Make Better Decisions Under Pressure | October 26, 2023 | Mark Purdy and A.  Mark Williams | * Be domain specific in the application of generative AI models * Pay attention to the experience curve of workers and calibrate AI use with workers’ skills * Maintain workers’ expertise to avoid over reliance on AI * Help workers learn how to effectively engineer prompts |
| Harvard Business Review |  | June 8, 2023 | Mohammad Hossein Jarrahi, Kelly Monahan, and Paul Leonardi | * Democratize data to foster the continuous development of competitive human and machine skills * Utilize freelance workers to keep up with the skills needed to deploy AI * Don’t let geography limit the skills your company is hiring for |
| Harvard Business Review | The Skills Your Employees Need to Work Effectively with AI | November 3, 2023 | Nada R. Sanders and John D. Wood | * Have slack in the system to allow opportunity for learning * Entrust experienced workers with generative AI, who can better identify hallucinations than less experienced workers * Assign AI “shallow work” and keep “deep work” for humans * Develop novel metrics tied to the intentionality of the business model using AI * Keep experienced humans in the loop |
| Harvard Business Review | AI is Changing Work – And Leaders Need to Adapt | March 24, 2020 | Martin Fleming | * Reallocate capital resources * Invest in workforce training * Education for the future today |
| Harvard Business Review | How Artificial Intelligence Will Redefine Management | November 2, 2026 | Vegard Kolbjørnsrud, Richard Amico, and Robert J. Thomas | * Leave administration to AI * Focus on judgment work * Treat intelligent machines as “colleagues” * Work like a designer * Develop social skills and networks * Explore early * Adopt key performance indicators to drive adoption * Develop training and recruitment strategies for creativity, collaboration, empathy, and judgment skills |

**Table 6.1.** Synthesis of Best Practices from Popular Press Management Outlets