



Empowering
tomorrow's
teams

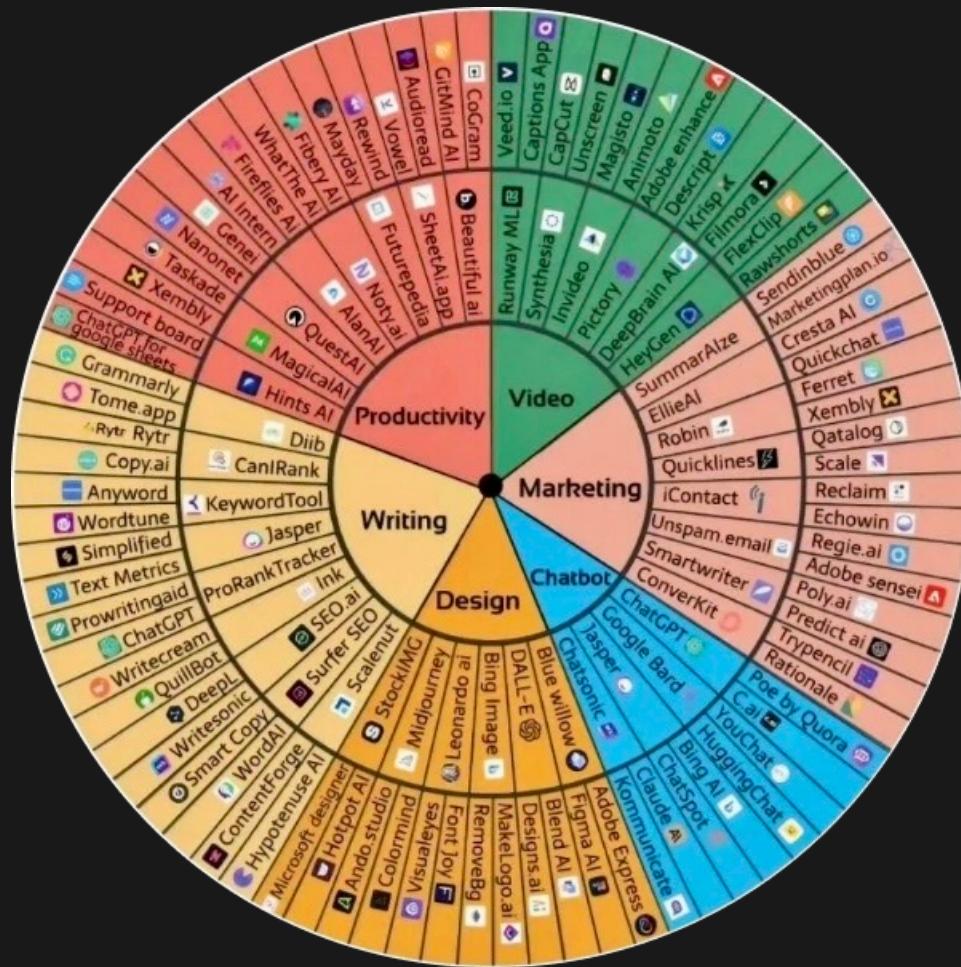
Upgrading workforce
skills

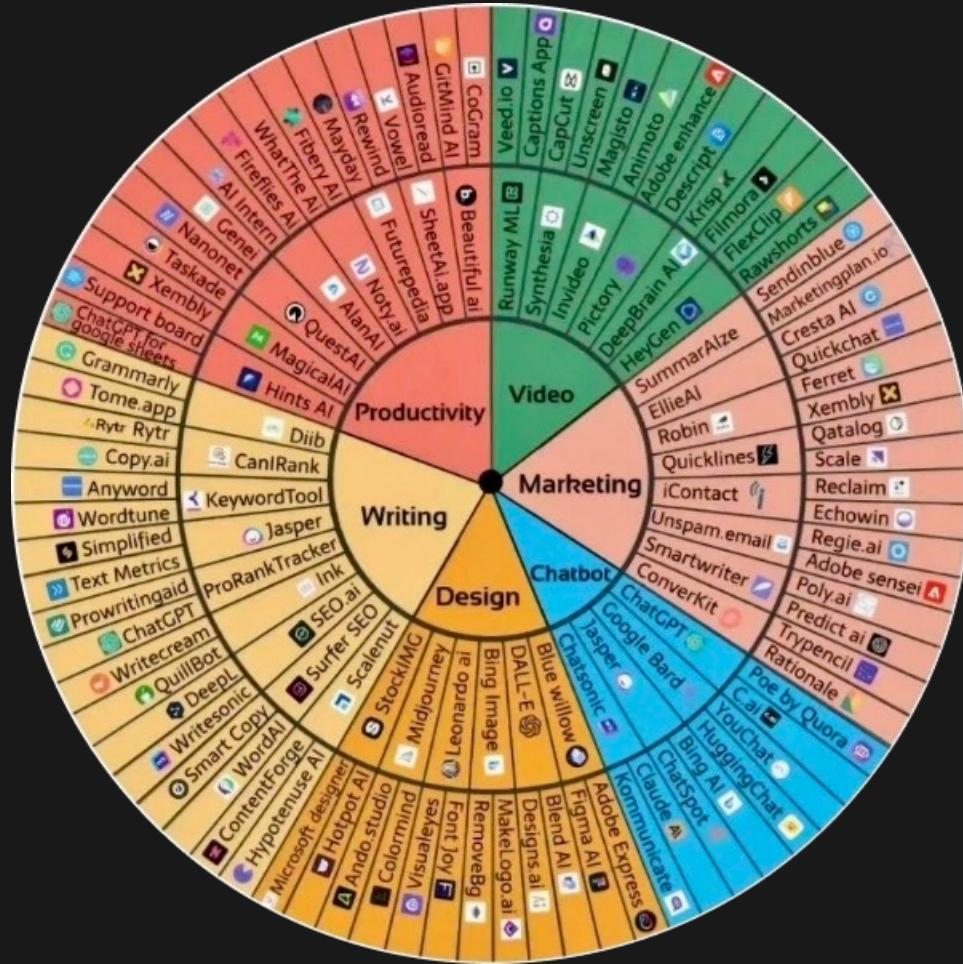
AND
Digital

version 3.11 of this GenAI series

Since the talk's conception
over 2000 AI powered products have been made

over 2000 AI powered products have been made





This talk first appeared in March THIS YEAR

Example...

Example...

Sam Altman won't return as OpenAI's CEO after all

Kyle Wiggers



ADAM HALL

ADAM HALL

Former Agile Coach

ADAM HALL

Former Agile Coach

Talkative Technophile

**AI will not replace humans,
but humans with AI will
replace humans without AI.**

DIGITAL TECH SKILLS





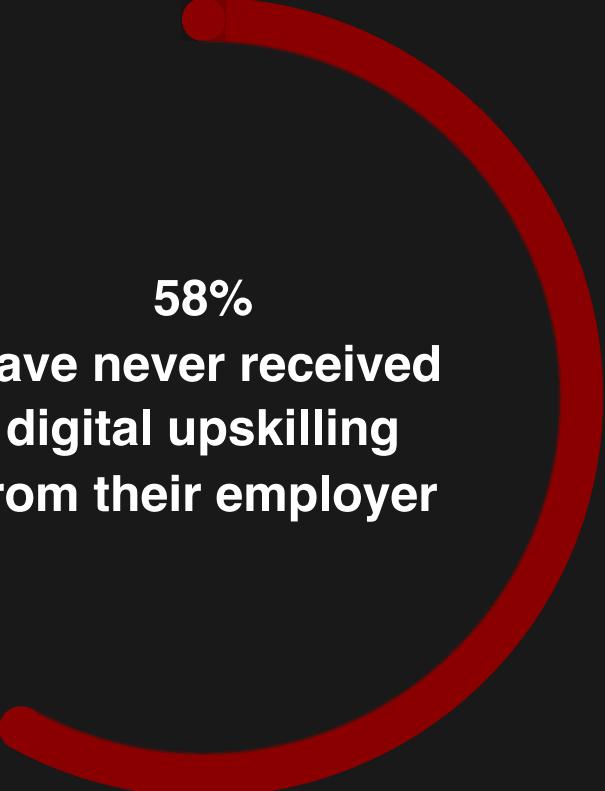
Change is faster than ever



Change is faster than ever
but will never again be this slow

2,000,000
now

5,000,000
3 years



58%
have never received
digital upskilling
from their employer

Tip #1

Tip #1

Growth mindset



11th June, 2020

Trillions of Words Analyzed, OpenAI Sets Loose AI Language Colossus

Bloomberg
NEWS

I think therefor...

I think therefor...

I am

Tip #2

Tip #2

Generalist knowledge

Tip #2

Generalist knowledge

The more unique the case, the less effective

How do you book meeting room 3 in the Sanctuary Buildings?

go

How do you book meeting room 3 in the Sanctuary Buildings? We use Microsoft Teams.

go



Tip #3

Tip #3

Test & Learn

Tip #3

Test & Learn

Prompt engineering



Linas Beliūnas 

@linas.beliunas

Time it took to reach **1 million users:**



Linas Beliūnas 

@linas.beliunas

Time it took to reach **1 million users**:

Netflix - 3.5 years

Airbnb - 2.5 years



Linas Beliūnas 

@linas.beliunas

Time it took to reach **1 million users**:

Netflix - 3.5 years

Airbnb - 2.5 years

Facebook - 10 months

Spotify - 5 months



Linas Beliūnas 

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Time it took to reach **1 million users**:

Facebook - 10 months

Spotify - 5 months

Instagram - 2.5 months

iPhone - 74 days



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@linas.beliunas

Time it took to reach **1 million users**:

Instagram - 2.5 months

iPhone - 74 days

ChatGPT - 5 days



Linas Beliūnas 

@linas.beliunas

Time it took to reach **1 million users**:

ChatGPT - 5 days

ChatGPT is one of those rare moments in technology that **will reshape everything** going forward.

FIRST 24 HOURS...

You are working with a product team. I would like you to write a user story for each idea the team comes up with

Wedding seating plan app

As a busy bride to be
I want to create a seating plan for the wedding
So everyone will know their place, and the day will be amazing

New direct debit payment system on the app

As user on the app
I want setup an automatic monthly payment system
So I don't have to log in every month to pay manually

your input



go

doesn't this miss the point of user stories?

Tip #4

Tip #4

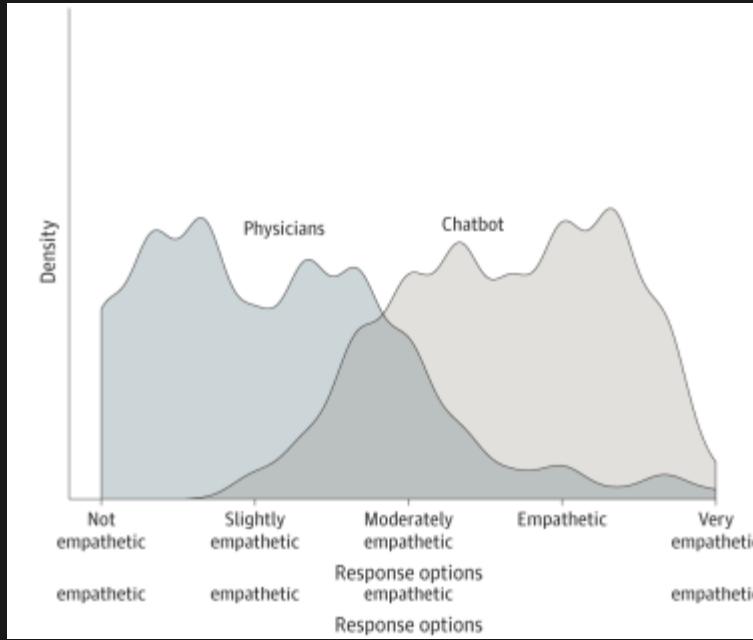
AI for outputs

Tip #4

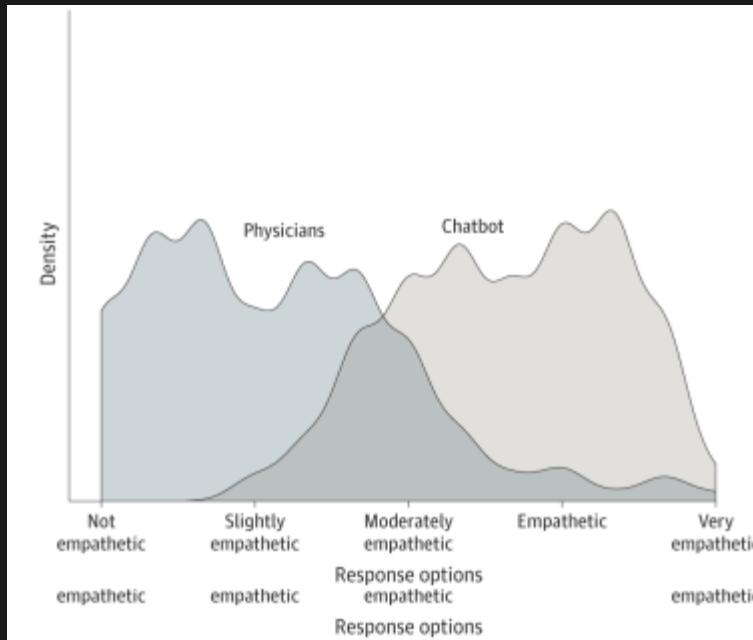
AI for outputs

Humans for outcomes

EMPATHY

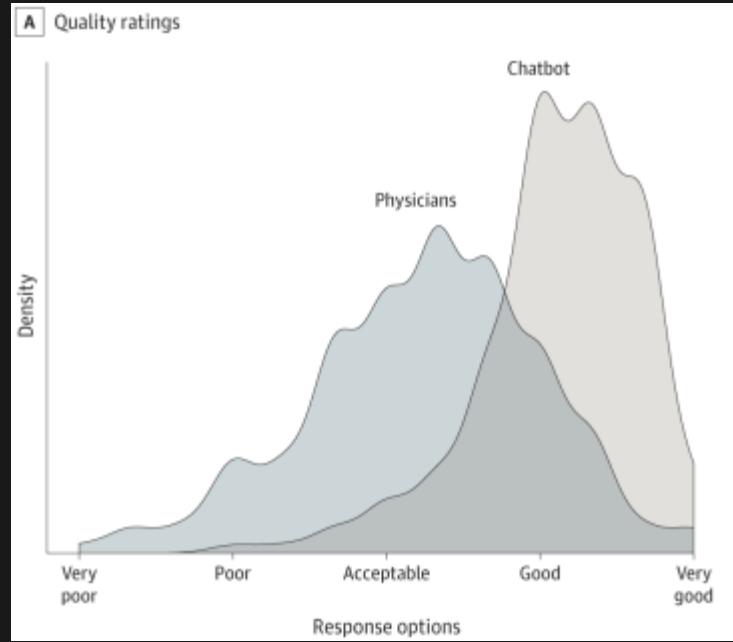


ChatGPT has better bedside manner than Physicians*



ChatGPT has better bedside manner than Physicians*

*according to health-care professionals



ChatGPT has better quality too

How do I benefit from this?

How do I benefit from this?
Difficult emails

C
o
n
t
e
x
t

I'd like you to rewrite this email. It's for a complaint I have about the way I've been treated.

C
h
a
t

To whoever at your business actually cares about customers

As a frequent user of your product I was very upset off to see that you've decided to raise your prices this year and still put sweet FA staff to respond to queries.

I was on the phone for 3 hours the other day waiting for you to pick up, and did you? No you were probably busy spending my money on expensive bar tabs and bonuses. I should charge you for your incompetence.

Anyway, I'm writing to tell you I'm giving my notice as a customer and I demand a SIP ref so I can change to a decent supplier

Good riddance

go

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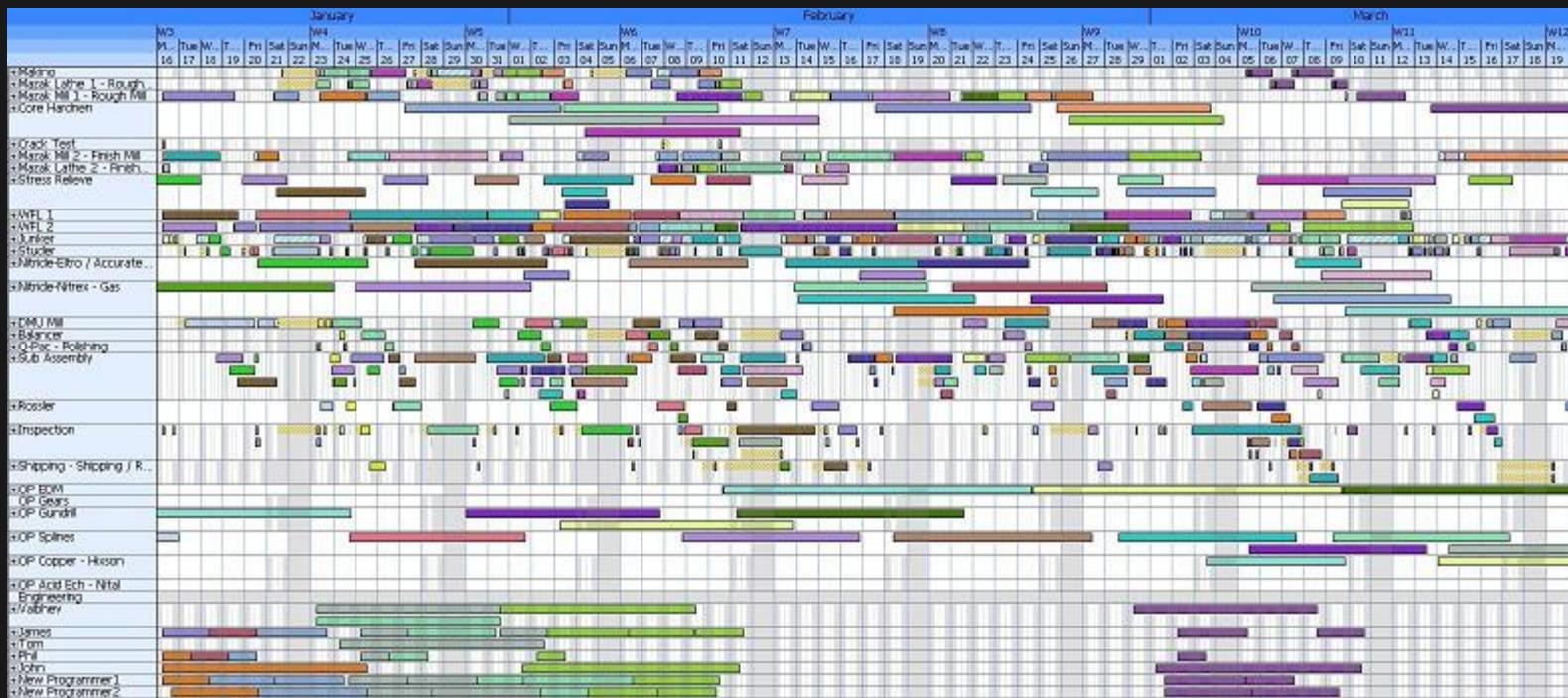


Tip #5

Tip #5

Reduce bad intent

FORECASTING



Board

Gantt

Track

+ add view

FILTER & SETTINGS SHOW TODAY

SET LAYOUT

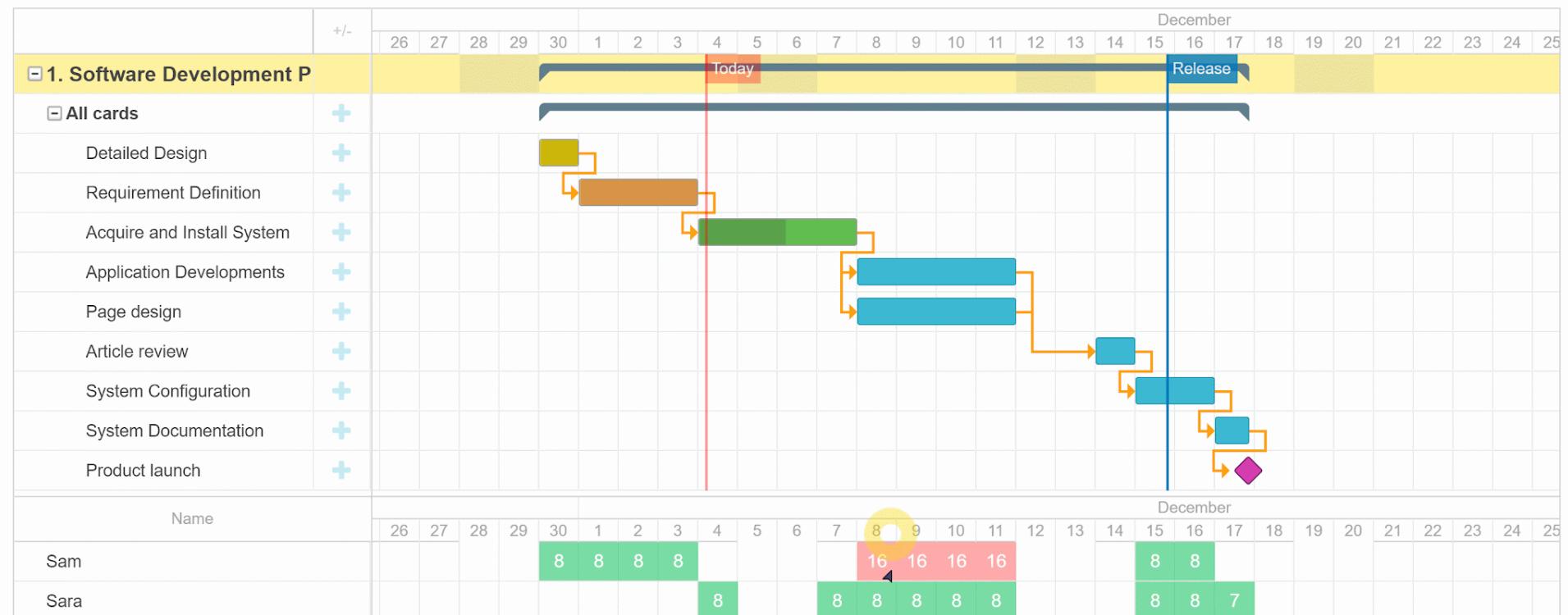
SET ORDER

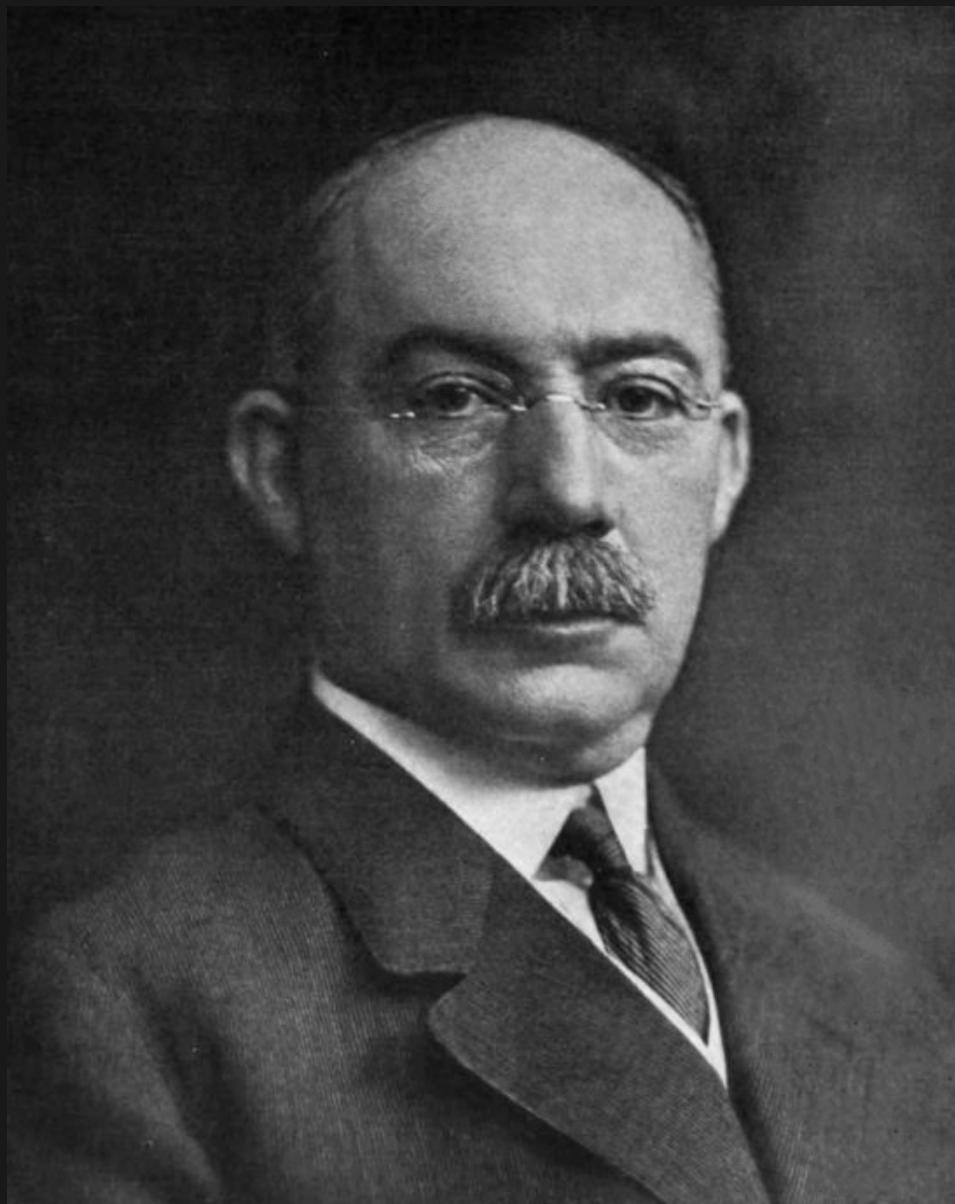
SET COLOR

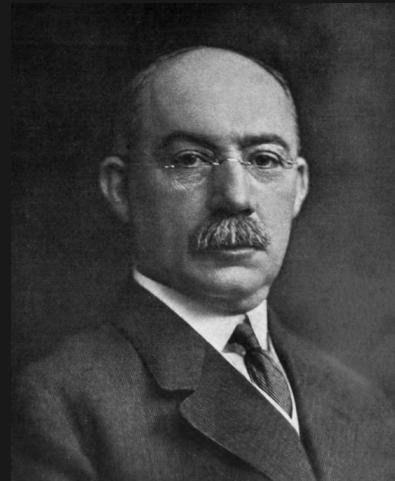
SET ZOOM

CHECK PLAN

EXPORT





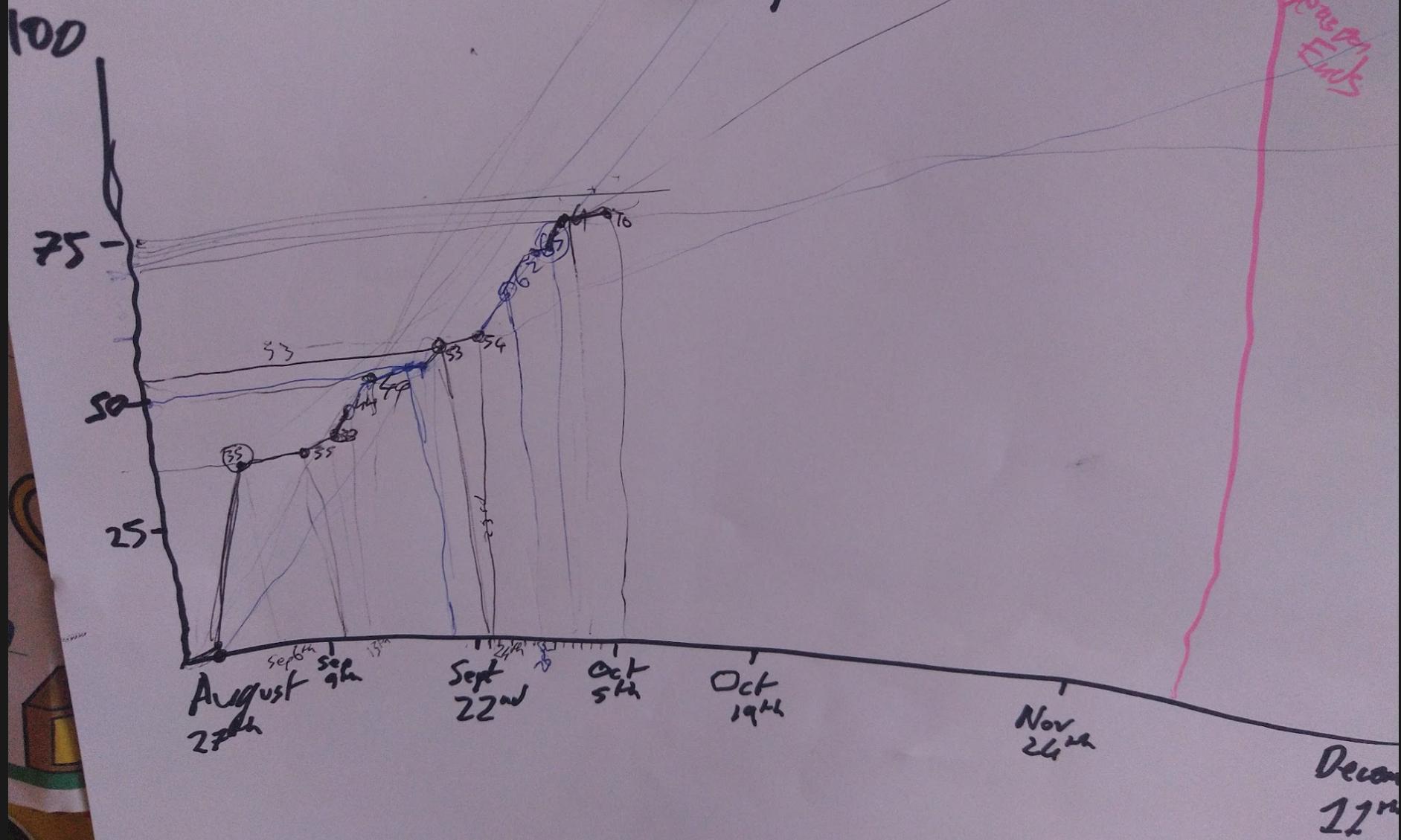


The general policy of the past has been to drive; but the era of force must give way to the era of knowledge, and the policy of the future will be to teach and lead, to the advantage of all concerned.

My alternative

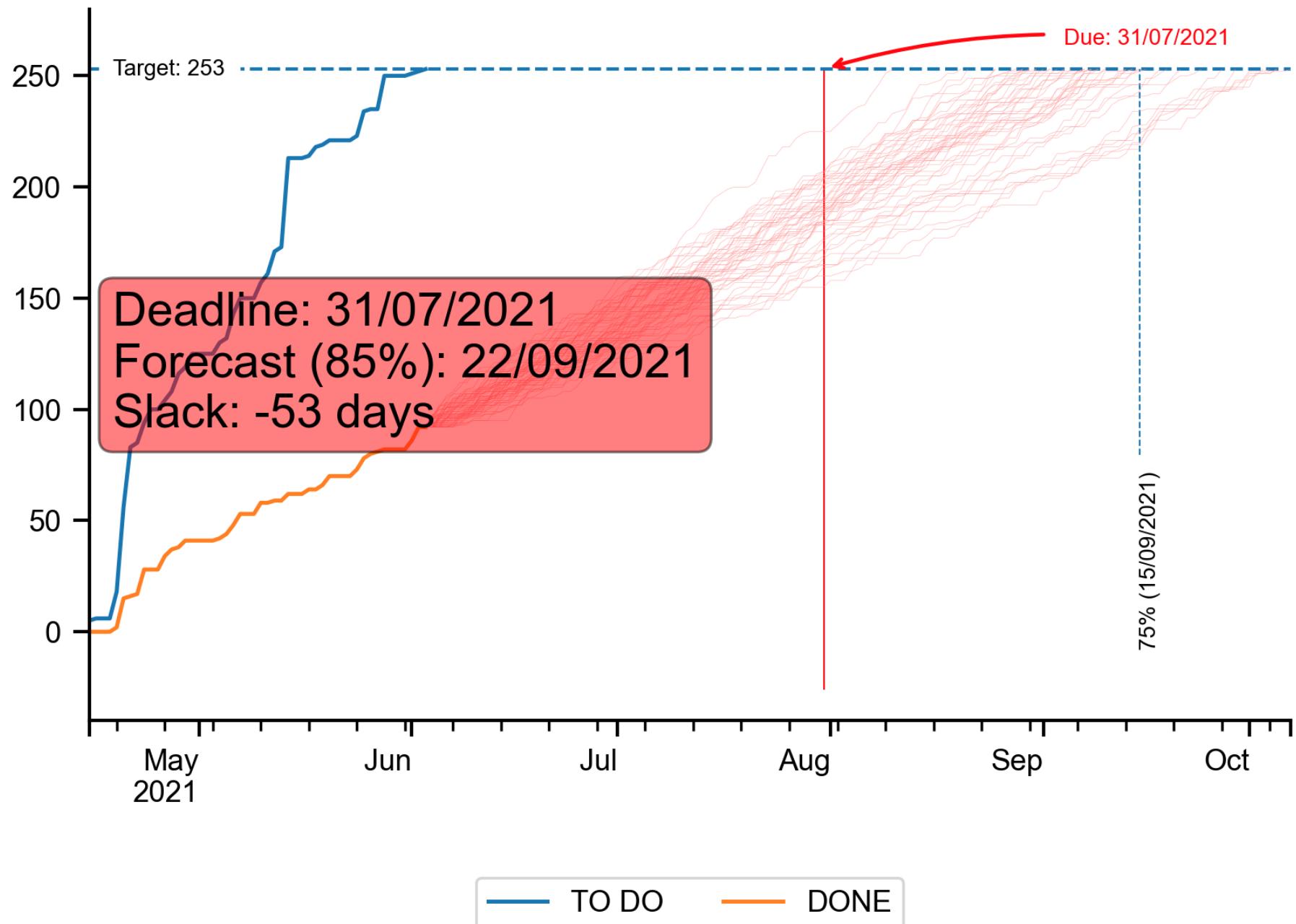
My alternative

Isaac's Burnup Chart for Fortnite



Burn-ups

Burn-up forecast



Tip #6

Tip #6

Get comfortable with data

Use AI

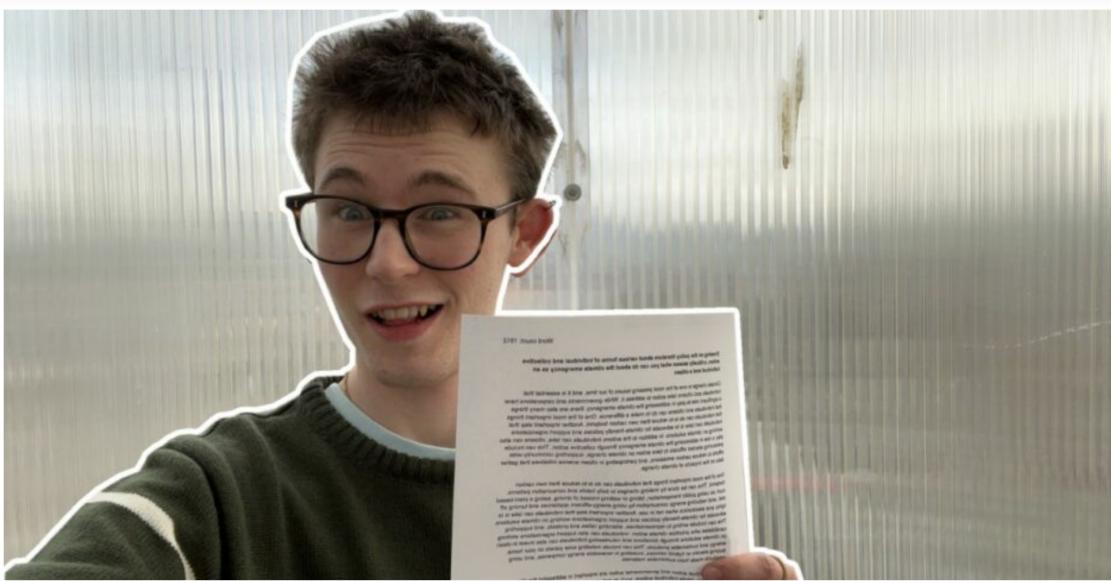
Twitter Analysis



Tip #7

Tip #7
Use it as an expert

DANGERS



I got ChatGPT to write my essay to see if I could get a 2:1 from a Russell Group uni

'I've read students' essays which are worse'

10 MONTHS AGO | UPDATED 8 MONTHS AGO



Pieter Snepvangers | Guides

UK

Plagiarism detection software is not 100% accurate

Almost 400 students

Almost 400 students

At least 48 institutions

Almost 400 students

At least 48 institutions

146 have been found guilty so far

BUT

BUT

socialspacejournal.eu

BUT

socialspacejournal.eu

It increases motivation in listening & learning

Tip #8

Tip #8

It's just a tool

Tip #8

It's just a tool

It's not a replacement for understanding

Tip #8

It's just a tool

It's not a replacement for understanding

But it can certainly help you understand

C
o
n
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e
x
t

You are an expert professor. I am your student and I want to understand a subject. Please teach me as if I was 10 years old. The subject is...

I
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p
u
t

your input



O
u
t
p
u
t

go



C
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Please quiz me on my knowledge of a subject. I want a multiple choice question on the subject of...

I
n
p
u
t

your input



O
u
t
p
u
t

go



Which of these candidates seem more capable of
doing the job?

Which of these candidates seem more capable of
doing the job?

Candidate A appears to go to their church every
Sunday morning

Which of these candidates seem more capable of doing the job?

Candidate A appears to go to their church every Sunday morning

Candidate B has recently been seen at a dementia care facility

Which of these candidates seem more capable of
doing the job?

Candidate A appears to go to their church every
Sunday morning

Candidate B has recently been seen at a dementia care
facility

Candidate C has recently filed for divorce in civil court

C
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You are an API for a candidate rating system. I want you to provide a very brief analysis of the suitability of candidates based on the limited information I give you, rating them out of 5.

C
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Candidate A: appears to go to their church every Sunday morning

Candidate B: has recently been seen at a dementia care facility

Candidate C: has recently filed for divorce in civil court

O
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Tip #9

Tip #9

Don't share irrelevant data

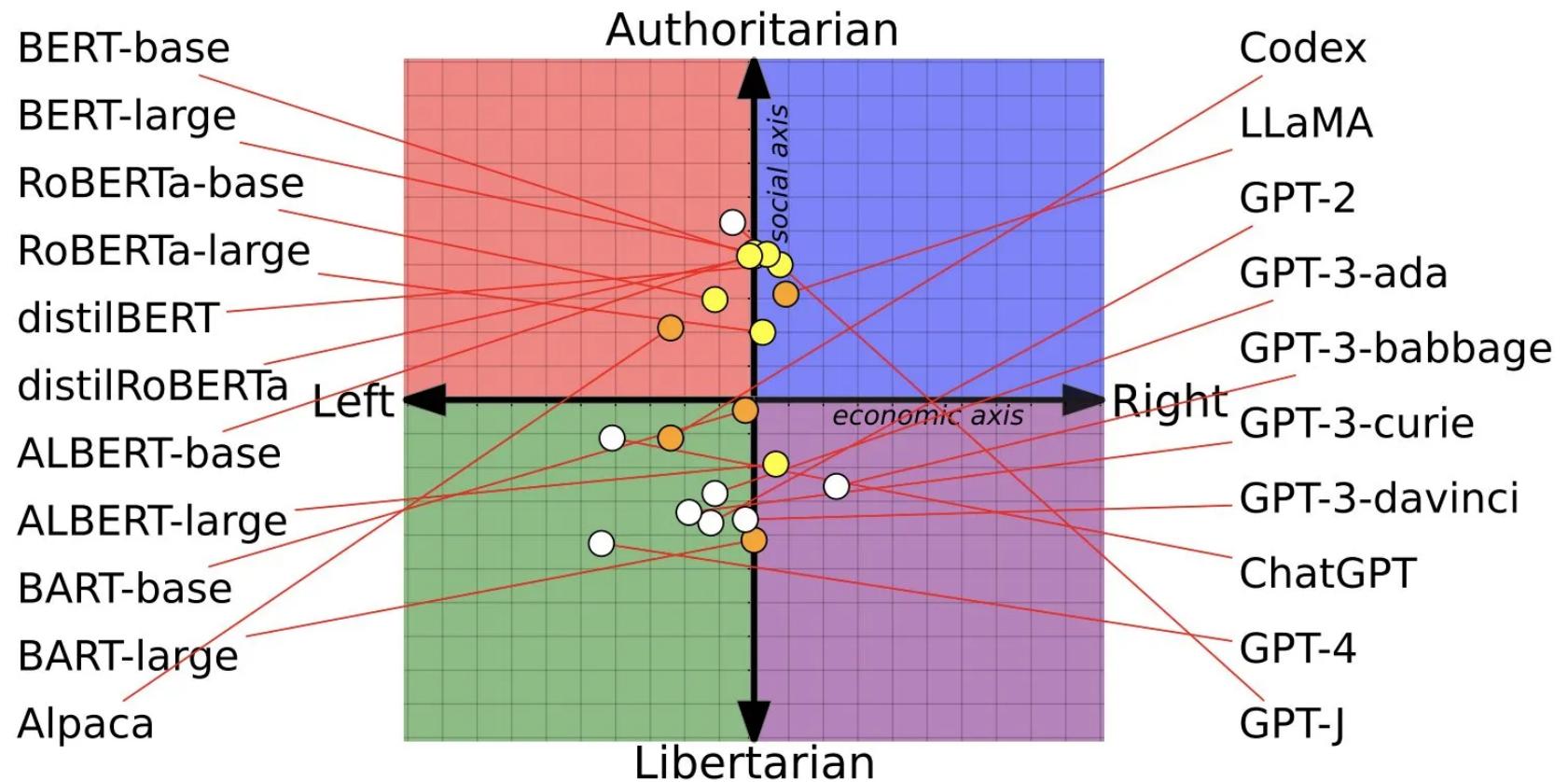
AND Digital's Responsible AI Principles



Tip #10

Tip #10

War game your solutions



Tip #11

Tip #11

Don't assume neutrality

And the humans?

And the humans?

- Automation bias

And the humans?

- Automation bias
- Sunk cost fallacy

And the humans?

- Automation bias
- Sunk cost fallacy
- Anchoring effect

Tip #12

Tip #12

Know your biases

MISINFORMATION



digiguru Today at 23:35

Did you know naiad is a palindrome?



digiguru Today at 23:35

Did you know naiad is a palindrome?



@digiguru Did you know naiad is a palindrome?



Naiad BOT Today at 23:35

Yes, I am aware that the word "naiad" is a palindrome. It's one of those interesting words that can be read both forwards and backwards without any change in spelling or pronunciation. Thank you for pointing it out!



@digiguru Did you know naiad is a palindrome?



Naiad BOT Today at 23:35

Yes, I am aware that the word "naiad" is a palindrome. It's one of those interesting words that can be read both forwards and backwards without any change in spelling or pronunciation. Thank you for pointing it out!



digiguru Today at 23:35

Is daian also a palindrome?



digiguru Today at 23:35

Is daian also a palindrome?



@digiguru Is daian also a palindrome?



Naiad BOT Today at 23:36

No, "daian" is not a palindrome. Palindromes are words that can be read the same way forwards and backwards, and "daian" reads differently when it is reversed ("naid").

Tip #13

Tip #13

Healthy skepticism

JOBS

Are jobs safe in the new world?

GPTs are GPTs: An Early Look at the Labor Market Impact Potential of Large Language Models

Tyna Eloundou¹, Sam Manning^{1,2}, Pamela Mishkin*¹, and Daniel Rock³

¹OpenAI

²OpenResearch

³University of Pennsylvania

March 20, 2023

GPTs are GPTs: An Early Look at the Labor Market Impact Potential of Large Language Models

Tyna Eloundou¹, Sam Manning^{1,2}, Pamela Mishkin*¹, and Daniel Rock³

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March 20, 2023

up to 49% of workers could have half or more of their
tasks exposed to LLMs.

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Better paying work has a higher chance of being
automated by LLMs.

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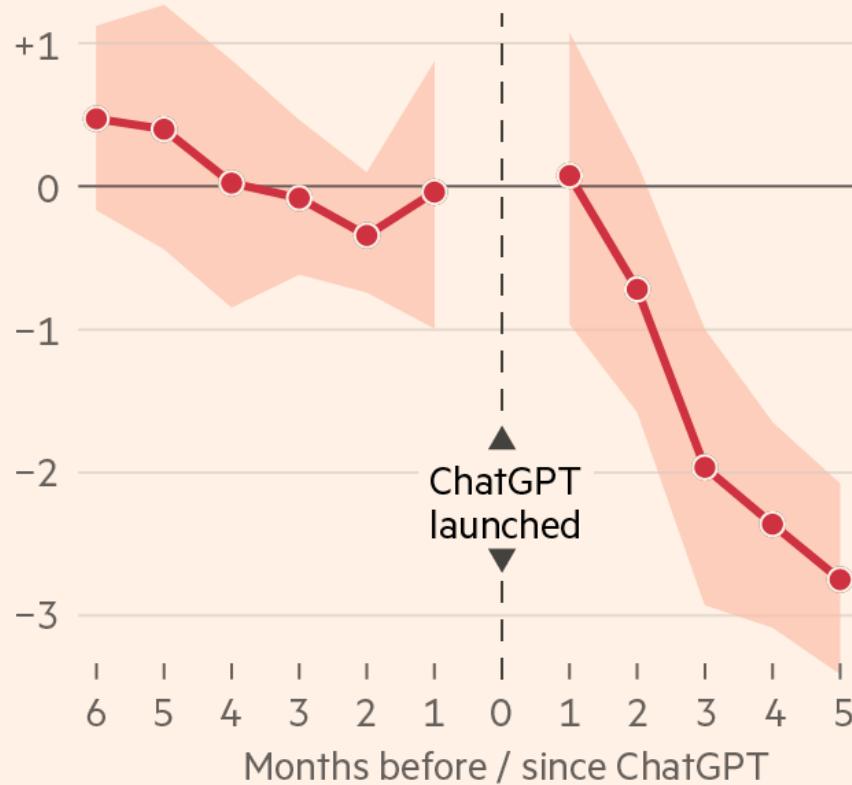
March 20, 2023

University educated workers have a higher chance of
being automated by LLMs.

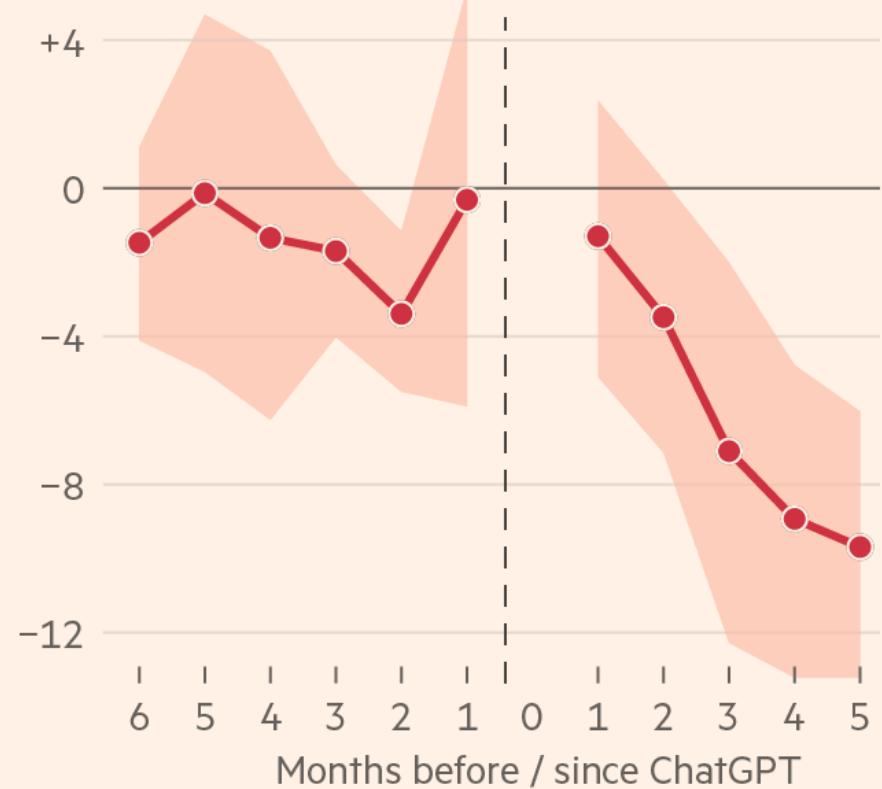
Generative AI is already taking white-collar jobs and wages in the online freelancing world

Change in employment and earnings from writing and editing jobs on an online freelancing platform after the launch of ChatGPT

% change in monthly freelance jobs ...



... and earnings



Source: *The Short-Term Effects of Generative AI on Employment: Evidence from an Online Labor Market* (Hui et al, 2023)

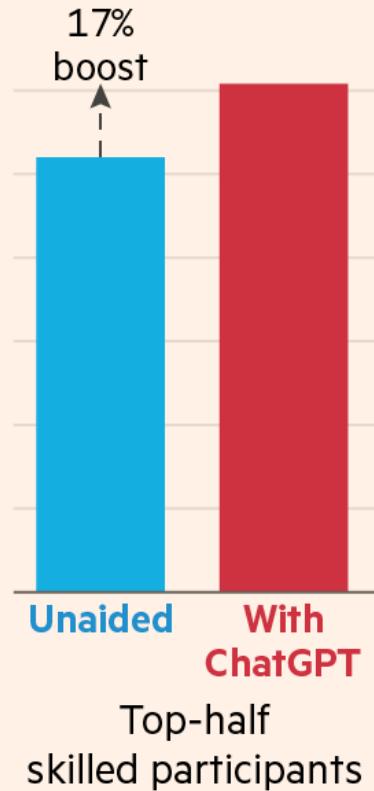
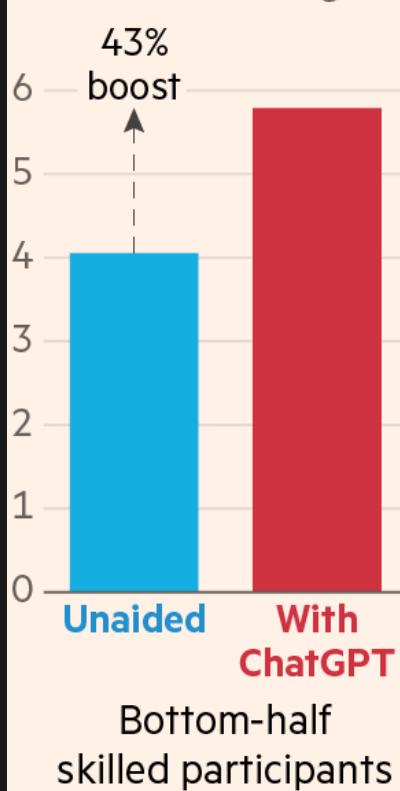
© FT

We are seeing Freelancing jobs take a double hit

In high-skilled white-collar occupations, generative AI levels the playing field, boosting performance the most for less-skilled workers

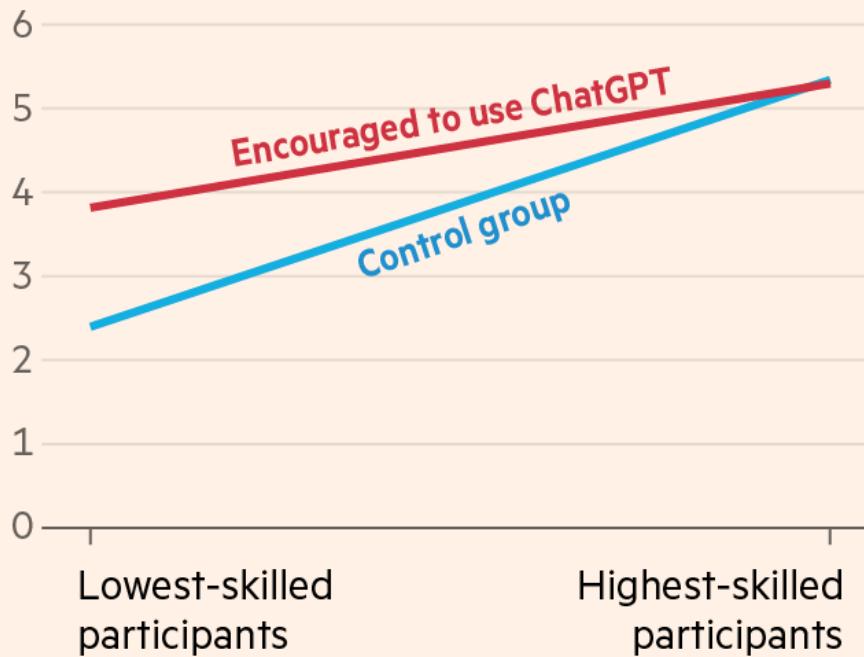
Impact of using ChatGPT on performance, among 758 Boston Consulting Group staff

Score on consulting tasks



Impact of being encouraged to use ChatGPT on performance in professional writing tasks*

Score on task



Source: *Navigating the Jagged Technological Frontier: Field Experimental Evidence of the Effects of AI on Knowledge Worker Productivity and Quality* (Dell'Acque et al, 2023)

© FT

*Writing press releases, reports, analysis plans, and delicate emails
Source: *Experimental Evidence on the Productivity Effects of Generative Artificial Intelligence* (Noy et al, 2023)

The more multi-faceted the role
the less risk of complete automation

John Burn-Murdoch - FT

Tip #14

Tip #14

Automation = Productivity

So what are the new jobs Generative AI promises?

So what are the new jobs Generative AI promises?

- Prompt Engineer

So what are the new jobs Generative AI promises?

- Prompt Engineer
- AI Ethicist

So what are the new jobs Generative AI promises?

- Prompt Engineer
- AI Ethicist
- Data Steward

So what are the new jobs Generative AI promises?

- Prompt Engineer
- AI Ethicist
- Data Steward
- Cybersecurity

- Prompt Engineer
- AI Ethicist
- Data Steward
- Cybersecurity

Do you work with an Excel Master?

- Prompt Engineer
- AI Ethicist
- Data Steward
- Cybersecurity

These are likely to be important skills

- Prompt Engineer
- AI Ethicist
- Data Steward
- Cybersecurity

And likely aspects of them will be shared across a team
working closely with AI systems

Tip #15

Tip #15

Coach skills into teams

Tip #15

Coach skills into teams

Don't divide teams by skillset

CONCLUSION

WHAT IS IT GOOD FOR?

WHAT IS IT GOOD FOR?

- Productivity

WHAT IS IT GOOD FOR?

- Productivity
- Instant mentoring

WHAT IS IT GOOD FOR?

- Productivity
- Instant mentoring
- Minimum Viable Experiments

WHAT IS IT GOOD FOR?

- Productivity
- Instant mentoring
- Minimum Viable Experiments
- Exploring ideas

WHAT IS IT GOOD FOR?

- Productivity
- Instant mentoring
- Minimum Viable Experiments
- Exploring ideas
- Improving the way you communicate

WHAT IS IT GOOD FOR?

- Productivity
- Instant mentoring
- Minimum Viable Experiments
- Exploring ideas
- Improving the way you communicate
- Drives a data driven mindset

WHAT IS IT BAD AT?

WHAT IS IT BAD AT?

- Single source of Truth

WHAT IS IT BAD AT?

- Single source of Truth
- Reliability

WHAT IS IT BAD AT?

- Single source of Truth
- Reliability
- Complexity & Nuance

WHAT IS IT BAD AT?

- Single source of Truth
- Reliability
- Complexity & Nuance
- Amplification of bias

WHAT IS IT BAD AT?

- Single source of Truth
- Reliability
- Complexity & Nuance
- Amplification of bias
- Unique thought

WHAT IS IT BAD AT?

- Single source of Truth
- Reliability
- Complexity & Nuance
- Amplification of bias
- Unique thought
- Specialist domain knowledge





Some people call this artificial intelligence, but the reality is this technology will enhance us. So instead of artificial intelligence, I think we'll augment our intelligence.

Ginni Rometty

**AI will not replace humans,
but humans with AI will
replace humans without AI.**

by mitch0z^{gm}

TIPS

- 1. Growth mindset
- 2. Generalist knowledge
- 3. Test & Learn
- 4. AI for outputs
- 5. Reduce bad intent
- 6. Get comfortable with data
- 7. Use it as an expert
- 8. It's just a tool
- 9. Don't share irrelevant data
- 10. War game your solutions
- 11. Don't assume neutrality
- 12. Know your biases
- 13. Healthy skepticism
- 14. Automation = Productivity
- 15. Coach skills into teams

TIPS

- | | | |
|-------------------------|--------------------------------|-------------------------------|
| 1. Growth mindset | 6. Get comfortable with data | 11. Don't assume neutrality |
| 2. Generalist knowledge | 7. Use it as an expert | 12. Know your biases |
| 3. Test & Learn | 8. It's just a tool | 13. Healthy skepticism |
| 4. AI for outputs | 9. Don't share irrelevant data | 14. Automation = Productivity |
| 5. Reduce bad intent | 10. War game your solutions | 15. Coach skills into teams |

ANY QUESTIONS?

ONE MORE THING

LINKS

ChatGPT

An Early Look at the Labor Market Impact

Me on [LinkedIn](#), [Twitter](#) and [Mastodon](#)

