

Scenario Activity: Fixing Team Morale

Company: Brains & Bots Inc.

Fictional GenAI Tool: *CultureSpark 3000*

Objective

Strengthen your decision-making by exploring how to ethically and effectively divide responsibilities between humans and GenAI in real-world challenges.

Background

Leaders at Brains & Bots Inc. have noticed that employee morale has been declining. To address this, they are planning to adopt a fictional GenAI tool called CultureSpark 3000—a workplace assistant that can:

1. Analyze team survey results
 2. Draft messages with tone adjustments
 3. Facilitate meetings and check-ins
- Your task is to help the leadership team determine what should be handled by humans and what should be delegated to CultureSpark 3000 to effectively improve morale.

Instructions

For each scenario, respond using the following format:

Humans: [what the human manager should do]

AI: [what CultureSpark 3000 should do]

Use the space provided below to note your reasoning.

Key Considerations

- **Emotional intelligence:** What requires a human touch?
- **Ethics & boundaries:** Is this a situation where GenAI might introduce risks?
- **Strengths of GenAI:** Where can AI add clarity, save time, or reduce bias?
- **Limitations of GenAI:** Where might it fall short or cause harm?

Scenario Prompts

-
1. **Finding Patterns in Survey Comments:** Team surveys show vague comments like *“I’m overwhelmed”* and *“No recognition.”* What should managers do, and what should AI do, to identify key issues?

What should managers do, and what can CultureSpark 3000 assist with?

- **Humans:**

- **AI:**

2. **Choosing the Right Tone for a Team Message:** After a tough quarter, a manager needs to address burnout while motivating the team. How should the message be crafted?

- **Humans:**

- **AI:**

3. **Having a 1-on-1 with a Struggling Employee:** An employee hints that they are experiencing personal stress. How should the manager prepare for and conduct the conversation?

- **Humans:**

- **AI:**

Reminders

- ✓ Be thoughtful: AI should support—not replace—human empathy and discretion.
- ✓ Consider bias and ethics: Would you trust AI in this situation if it involved someone on your own team?
- ✓ There are no perfect answers—focus on reasoning, not just outcomes.