



ALLEN INTERACTIONS

ENABLING THE AUGMENTED ENTERPRISE

With Mike Hruska



Bottom Line Up Front

Augmented Enterprise is a model that leverages Artificial Intelligence (AI) to empower teams with **Augmented Intelligence capabilities**.

- Allows organizations to create a vibrant, adaptive learning environment and unlock the value of collective intelligence
- Teams empowered to make better decisions faster with greater contribution satisfaction
- Routine tasks and processes are automated, allowing for creativity and better strategic work

We will talk about...

- Core concepts supporting a future Augmented Enterprise (AE)
- Considerations and approaches for becoming an AE
- Models for your transformation
- Skill-building for Augmented Intelligence Teams (AIT)



We will talk NOT about...

- Whether or not to use AI
- Ethics of AI
- How to train and fine-tune AI models
- Which models to use





“I think the real story here is **an amplification of what humans can do**. It's kind of like hiring six assistants. They're not perfect. They need to be trained up a little bit. They don't quite know exactly what you want to do always. But they're so eager; they never sleep; they're there to help you. They're willing to do the drudge work, and you get to be the director.”

Greg Brockman, Co-Founder, OpenAI

Answer in chat!

What AI Tools have you played with?

Text

MARKETING copy.ai Jasper Writesonic Ponzu frase copysmith MidJourney Moonbeam Bertha.ai anyword Hypotenuse AI Clickable letterdrop Simplified Peppertype.ai Omneky CONTENDA	AI ASSISTANTS Andi Quickchat	SUPPORT (CHAT/EMAIL) Cohere KAIZAN™ Typewise CRESTA XOKind
KNOWLEDGE glean mem YOU	GENERAL WRITING Rytr wordtune Subtxt LEX sudo write LAIKA NovelAI WRITER COMPOSE AI OTHERSIDEAI	SALES LAVENDER Smartwriter.ai Twain Outplay Reach regle.ai Creatext
MODELS: OPENAI GPT-3 DEEPMIND GOPHER FACEBOOK OPT HUGGING FACE BLOOM COHERE ANTHROPIC AI2 GPT-NEOX GPT-J AI21 ALIBABA, YANDEX, ETC.		

Video

EDITING/GENERATION runway Fliki Diverse Opus	PERSONALIZED VIDEOS tavus synthesia Hour One. Rephrase.ai Colossyan Mario
MODELS: MICROSOFT X-CLIP META MAKE-A-VIDEO	

Image

IMAGE GENERATION MidJourney OpenArt craiyon PLAYGROUND WOMBO.AI PhotoRoom >ROSEBUD.AI alpaca Lexica Nyx gallery mage.space artbreeder KREA	
CONSUMER/SOCIAL MidJourney	MEDIA/ADVERTISING SALT THE CULTURE DAO
DESIGN Diagram uizard VIZCOM Aragon Poly maket INTERIOR.AI CALA	
MODELS: OPENAI DALL-E 2 STABLE DIFFUSION CRAIYON	

Code

CODE GENERATION GitHub Copilot replit GhostWriter tabnine MUTABLEAI	TEXT TO SQL AI2sql seek	WEB APP BUILDERS Debuild Enzyme durable	DOCUMENTATION Mintify Stenography OTHER excel/formulabot
MODELS: OPENAI GPT-3 TABNINE CODEGEEK			

Speech

VOICE SYNTHESIS RESEMBLE.AI broadn WELLSAID coqui podcast.ai descript overdub Fliki Listnr REPLICA VOICEMOD
MODELS: OPENAI

Other

MUSIC SPLASH Mubert ddb Aiva Technologies Endel boomy Harmonai SONIFY	
GAMING AI DUNGEON	RPA Adept mayā
AI CHARACTERS/AVATARS Character.AI inworld The Simulation OASIS	BIOLOGY/CHEMISTRY Cradle
VERTICAL APPS Harvey	
MODELS: OPENAI JUKEBOX	

3D

3D MODELS/SCENES mirage CSM
MODELS: DREAMFUSION NVIDIA GET3D MDM APPLE ML

Answer in chat!

How many hours have you played with AI tools in 2023?

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Image

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- AI CHARACTERS/AVATARS: Character.AI, inworld, The Simulation, OASIS
- BIOLOGY/CHEMISTRY: Cradle
- VERTICAL APPS: Harvey

MODELS: OPENAI, JUKEBOX



Gartner's Top Strategic Technology Trends for 2023



Optimize

Digital Immune System

Applied Observability

AI TRiSM

Sustainable Technology



Scale

Industry Cloud Platforms

Platform Engineering

Wireless-Value Realization

Sustainable Technology



Pioneer

Superapps

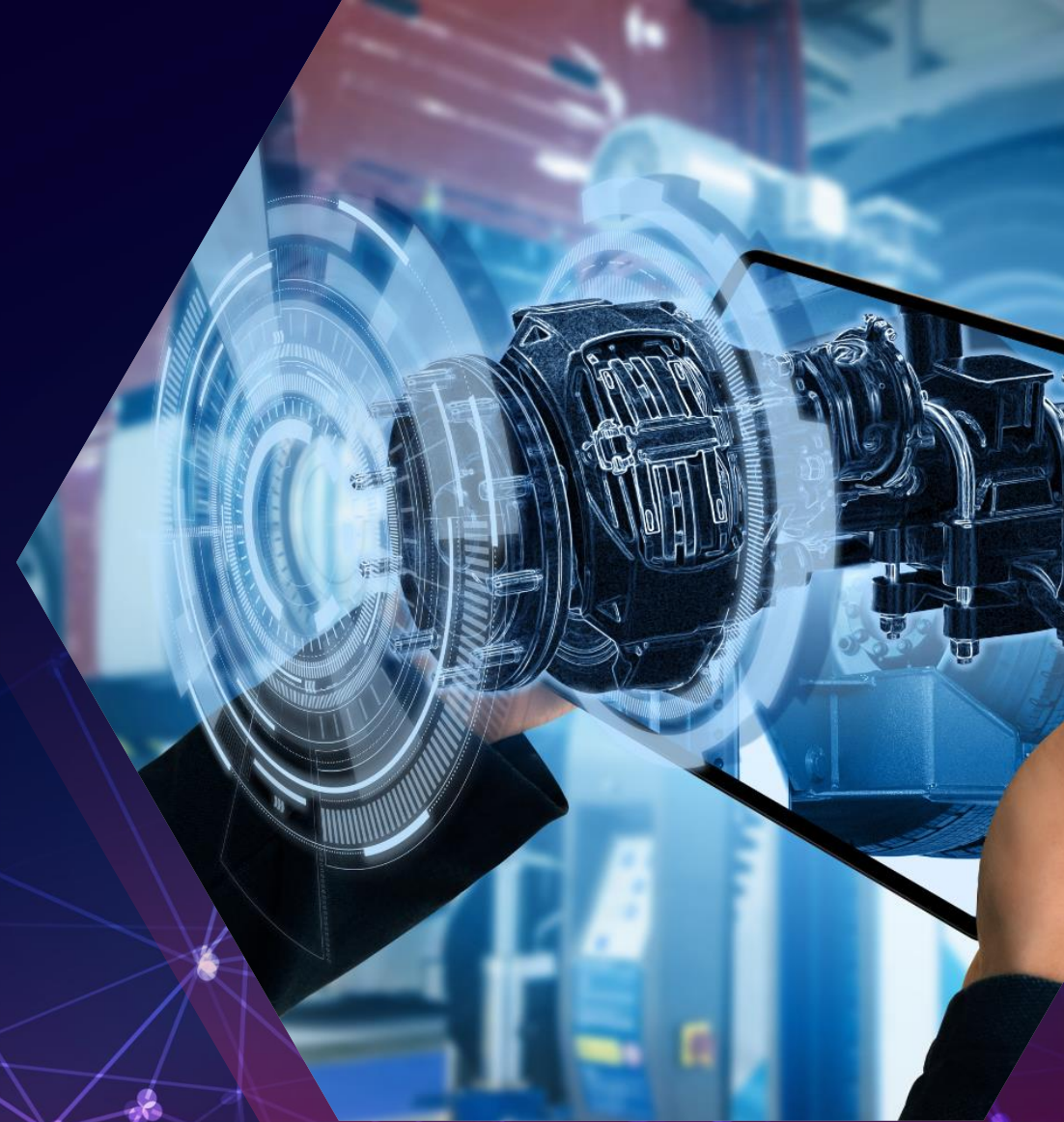
Adaptive AI

Metaverse

Sustainable Technology

The future view

- In 2021, executives who discussed AI on earnings calls were **40% more likely** to see share prices increase
- **94%** of c-suite executives agree that responsible AI will produce **greater ROI** for shareholders
- In retail, companies that are seen using AI and ML ethically have a **44-point** Net Promoter Score (NPS) **advantage**





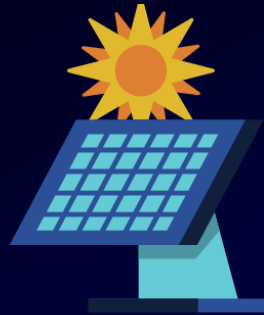
Some Examples



Food delivery service uses deep learning to guide drivers to best delivery routes, **analyzing over 2000 variables**



Middle East-based telco uses AI-driven virtual assistants, which can communicate in different Arab dialects and English, **handling 1.6M calls/month**



Leading solar-panel installer is using satellite photos and DL algorithms to create full automated installation plans and price estimates, **lowering sales costs by 25%**



Metro de Madrid uses AI to measure everything from air temperature, passenger patterns, and electricity prices to **reduce energy intake by 25%**



US beverage bottler uses AI to measure the effect of promotions on markets, **boosting annual sales by 3%**

Augmented Enterprise

A continually evolving Adaptive Learning Organization (ALO) using AI to unlock the potential of Collective Intelligence and to build Augmented Intelligence Teams





AUGMENTED ENTERPRISE

Learning
Ecosystems

Adaptive
Learning
Organization

Augmented
Intelligence
Teams

Collective
Intelligence



Learning Ecosystems

A place where people, processes, analytics, and experiences are aligned and supported with technology surrounding and empowering the business strategy.





What is an

Adaptive Learning Organization?

An organization that models ecosystems thinking, acts like a central nervous system, and provides the connectivity for the business to sense, respond, and **adapt continuously**.



10 Principles of an Adaptive Learning Organization



Putting people first



Data-informed strategy



Ecosystems thinking



Valued perception of L&D



Connective collaboration



Ideas and feedback



Purpose-driven design



Focus on outcomes



Problem seeking



Technology...a component

Collective Intelligence

- Group intelligence that emerges from collaboration, collective efforts, and competition of many individuals
- By leveraging the collective intelligence of their teams, organizations can become more agile and responsive to changing market conditions, stay ahead of the competition, and remain competitive in a rapidly changing world



5 Steps to the FUTURE

1

INCREASE TECHNOLOGY UNDERSTANDING

- Data strategy, governance and policy
- Content intelligence
- User Experience

2

ALIGN LEARNING STRATEGY WITH BUSINESS STRATEGY

- What are the KPIs of focus?
- Where is the impact needed?
- What barriers exist?
- How can you align data capabilities and technology with impact drivers?

3

MOTIVATE AND SHIFT MINDSETS

- Motivate exploration to apply AI to corporate use cases, needs and established metrics
- Consider how to apply AI skills to performance readiness

4

PILOT AND GROW

- Lean thinking
- Stack the deck – choose a winner
- Define the desired outcome upfront
- Define measure of performance and effectiveness
- Launch and measure

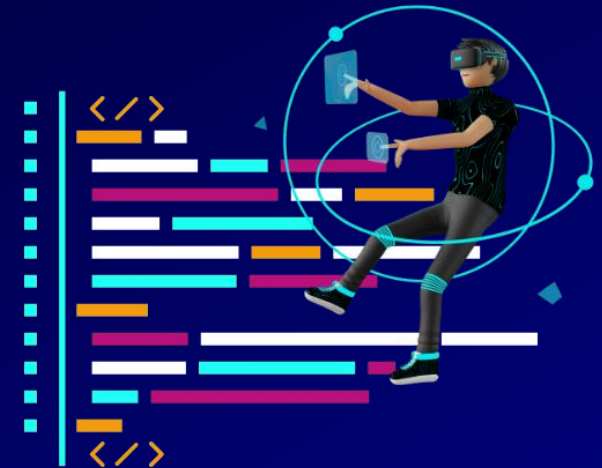
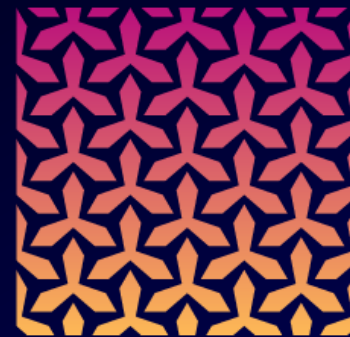
5

SCALE AND SUSTAIN

- Demonstrate business outcomes
- Frame potential in terms of value proposition for scaling
- Clearly define ROI



What can AI **really** do?





Where can we apply AI?

**Human-only
decision/job**

**Machine-only
decision/job**



INTEGRATING AI INTO TEAMS ACROSS FIVE DOMAINS

INDIVIDUALS

- Invest in building human capabilities that are paramount when working with AI on teams, including critical thinking and observation, cultural sensitivity, social intelligence, conflict resolution, teamwork, and collaboration.
- Look for experiences that bring these capabilities to the forefront

LEADERS

- Learn to identify workers who have the right human capabilities to work effectively with AI
- Learn how to develop new workers with these capabilities
- Lead with a high degree of emotional intelligence and empathy

TEAMS

- Reframe teams to include both humans and machines instead of relegating either to the sidelines
- Improve the ability to form and disband teams composed of local talent, virtual talent, and AI
- Align processes and performance management to adjust for AI's inclusion on the team

ORGANIZATIONS

- Bring together the organization's agile or other team initiatives with its AI initiatives to undertake transformation efforts to pursue new and better outputs. This entails looking beyond cost to value as the goal and deliberately adopting augmentation and collaboration as the means
- Invest in experiential leadership development over an extended time frame to give leaders appropriate experiences to lead collaborative AI-human teams
- Develop a culture of doing the right thing to enhance worker's ability to anticipate AI's ethical impacts on the workplace and the organization's customers and reputation

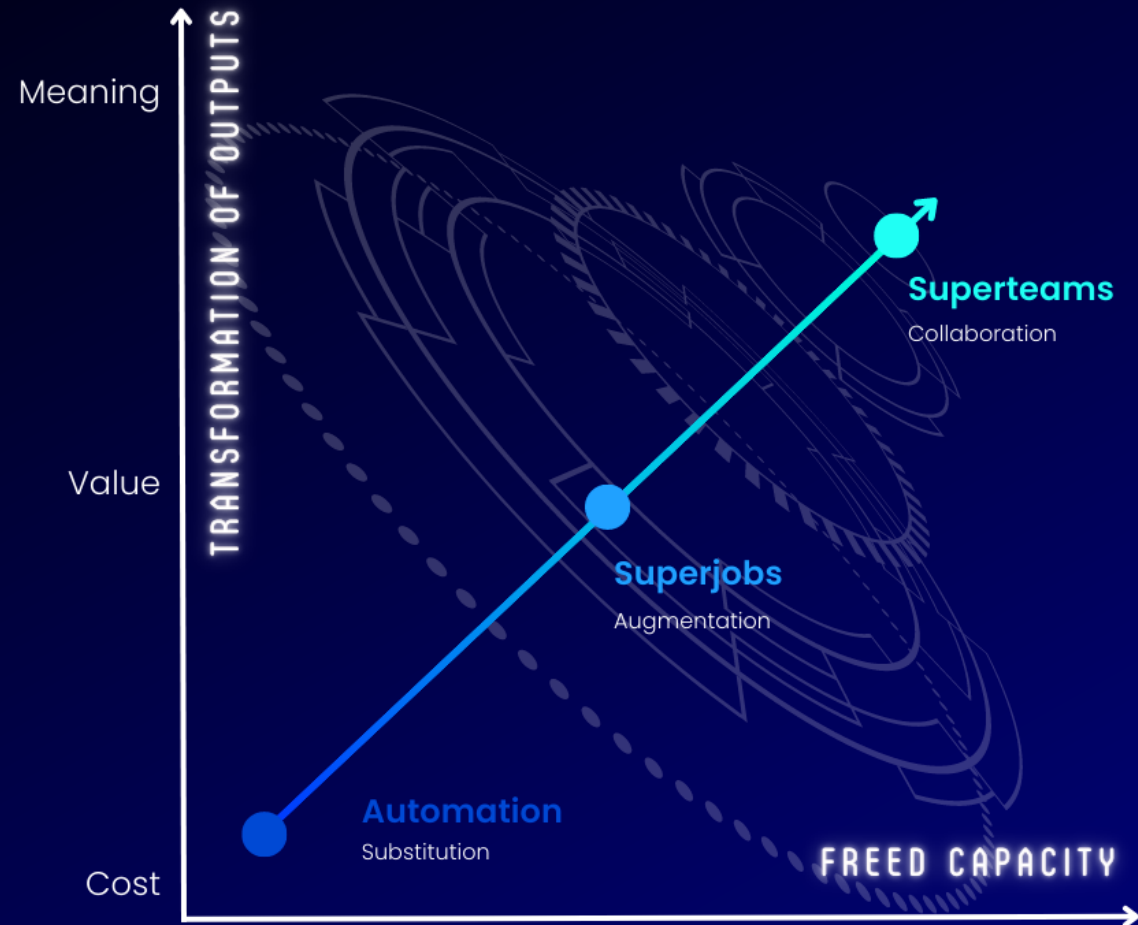
ECOSYSTEMS

- Identify potential partnerships with AI vendors and talent marketplaces and platforms to maintain access to both the technologies and the workforces needed to execute the organization's reimagined work



Superteams: Augmented Intelligence Teams

- The next step in AI's continued integration into the world of work
- Combinations of people and intelligent machines leveraging their complimentary capabilities to solve problems, gain insights, and create value





Answer in chat!

How might an Augmented Intelligence Team help my organization?

What does ChatGPT say we need to consider?

- How can AI be utilized to enhance the learning experience of our persons?
- What types of AI technologies could improve our L&D processes and strategies?
- How can AI help us personalize the learning content for our persons?
- What impact will AI have on the future of work and how can we prepare our persons for it?
- How can we leverage AI to identify skill gaps in our workforce and develop customized training programs?
- How can we use AI to measure the effectiveness of our L&D programs and make data-driven decisions?
- What are the potential risks and ethical considerations associated with using AI in L&D, and how can we mitigate them?
- How can AI be used to facilitate knowledge sharing and collaboration among our persons?
- How can AI be integrated into our existing L&D technology stack and infrastructure?
- What skills and expertise will our L&D team need to develop and maintain in order to effectively leverage AI in our organization?



What if we could really dig deeper into our orgs?

- Meeting listener/summarizer
- Digital advisory bot
- Cultural-semantic topology alignment/gaps

Considerations for the Transformation to an Augmented Enterprise

- **Understand**
- **Align**
- **Motivate**
- **Thread**





Change Management > Change Leadership

Consider your landscape

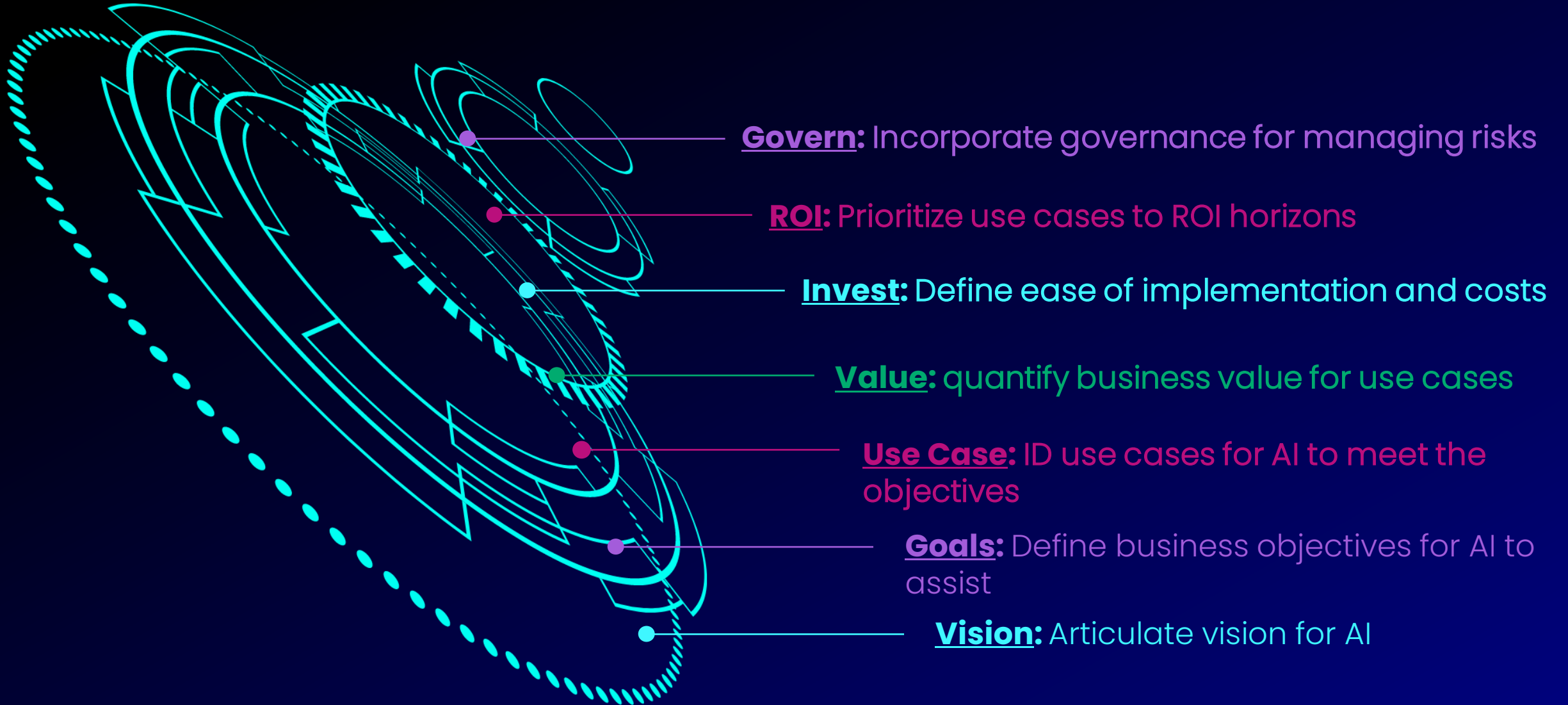
- Leadership
- Culture
- Talent
- Technology
- Data
- Processes
- Customer Focus



AI Maturity Model



AI Roadmap



Govern: Incorporate governance for managing risks

ROI: Prioritize use cases to ROI horizons

Invest: Define ease of implementation and costs

Value: quantify business value for use cases

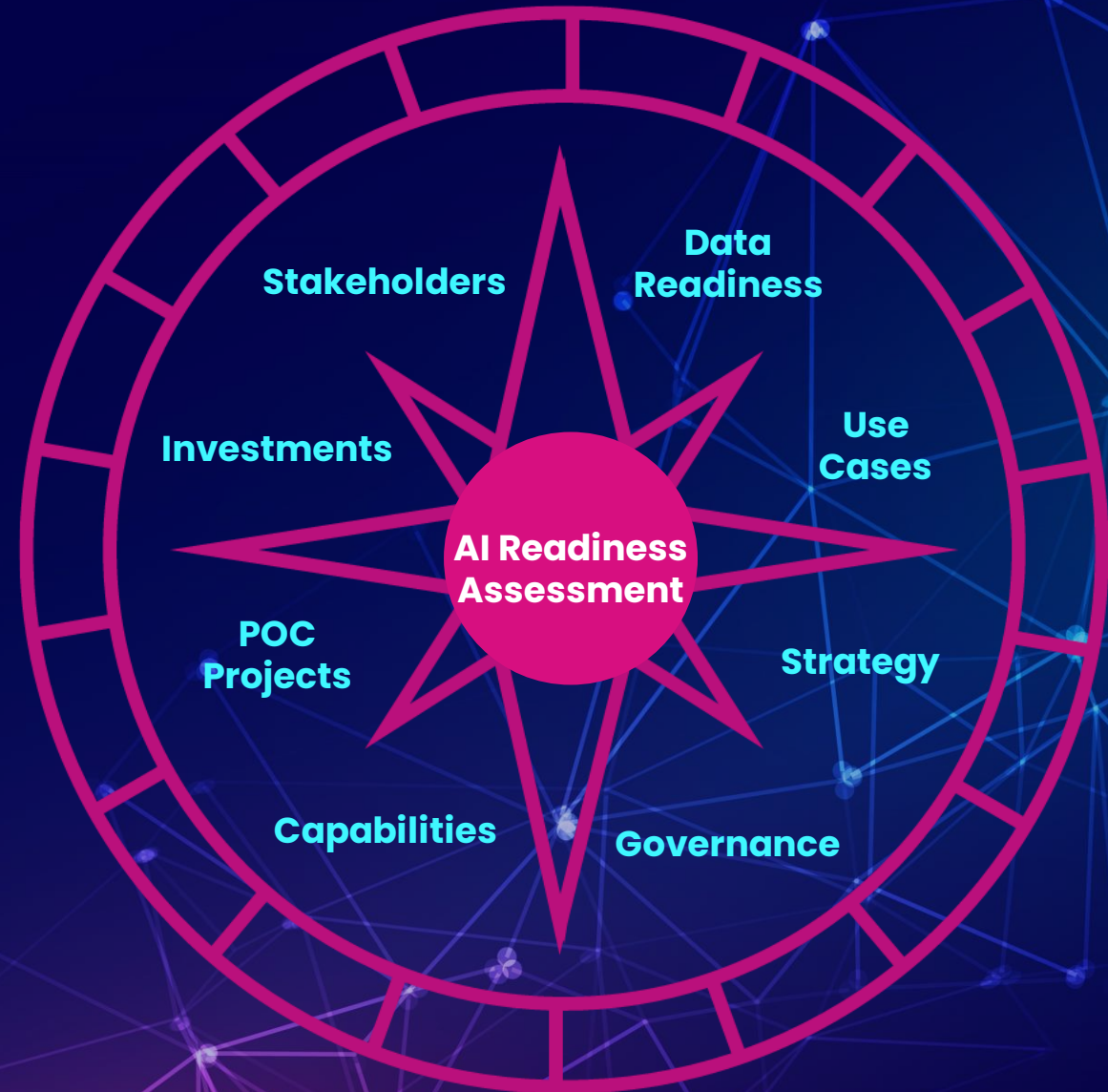
Use Case: ID use cases for AI to meet the objectives

Goals: Define business objectives for AI to assist

Vision: Articulate vision for AI



Actions to Navigate Your AI Roadmap



Augmented Intelligence Teams

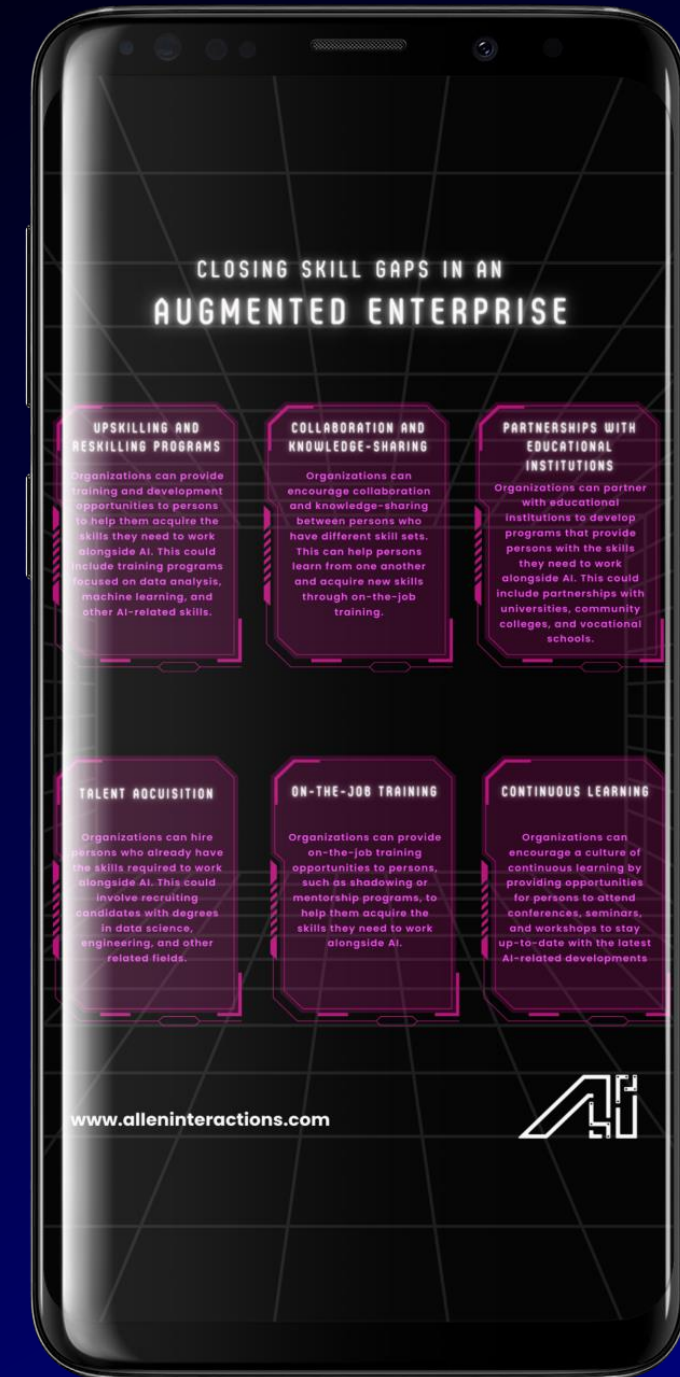
- Start with the work, not the job(s): **atomize and automate**
- Think humans + automation for the work
- Deconstruct jobs
- Redeploy tasks
- Reconstruct work





Closing Skill Gaps

- Upskilling and reskilling programs
- Collaboration and knowledge-sharing
- Partnerships with educational institutions
- Talent acquisition
- On-the-job training
- Continuous learning





What can we do now?

Identify the Skills Required

Identify the skills that persons need to work alongside AI-powered systems. This may include skills such as data analysis, programming, and critical thinking.

Develop a Skills Framework

Develop a skills framework that outlines the specific skills and competencies that persons need to work alongside AI. This can help to provide a clear understanding of what is required and how to measure person skills.

Conduct Skills Assessments

Conduct skills assessments to evaluate person skills and identify any skills gaps. This can include assessments such as coding tests, data analysis exercises, and critical thinking assessments.

Provide Training and Development

Provide training and development opportunities to persons to help them acquire the skills they need to work alongside AI. This could include training programs focused on data analysis and machine learning.

Encourage on-the-job learning

Encourage on-the-job learning by providing opportunities for persons to work on projects that involve AI. This will help develop practical skills.

Monitor Person Performance

Monitor person performance to evaluate whether they are effectively working alongside AI-powered systems. This can include metrics such as productivity, accuracy, and efficiency.

KEYS TO AUGMENTED INTELLIGENCE TEAMS

AI LITERACY

- Key measurements
- Understanding of AI concepts
- Understanding of how AI-powered tools work
- Familiarity with job changes due to automation
- Understanding of AI-related regulations
- Ability to evaluate AI performance
- Understanding of how to troubleshoot AI-related issues

TECHNICAL SKILLS

- Basic computer skills
- Understanding of AI-powered tools
- Ability to use AI-powered tools
- Familiarity with programming and data analysis
- Troubleshooting and problem-solving skills
- Adaptability to change
- Familiarity with cybersecurity and data privacy

CRITICAL THINKING SKILLS

- Ability to analyze data
- Creative problem-solving
- Ability to work with ambiguity
- Judgment and decision-making
- Collaboration and communication
- Learning agility
- Ethical decision-making

COLLABORATION SKILLS

- Communication
- Teamwork
- Flexibility
- Problem-solving
- Conflict resolution
- Creativity
- Feedback
- Continuous learning

ADAPTABILITY

- Comfort with technology
- Learning agility
- Openness to feedback
- Growth mindset
- Initiative and self-motivation
- Curiosity and creativity
- Flexibility and adaptability
- Communication skills
- Analytical thinking
- Problem-solving skills





Bottom Line at Bottom (BLAB)

- Start with building a team that believes in the dream
- Work across the channels
- Define prototypes and pilots
- **Try stuff. Break Stuff. Make stuff.**



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[www.alleninteractions.com/
AEResources](http://www.alleninteractions.com/AEResources)

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