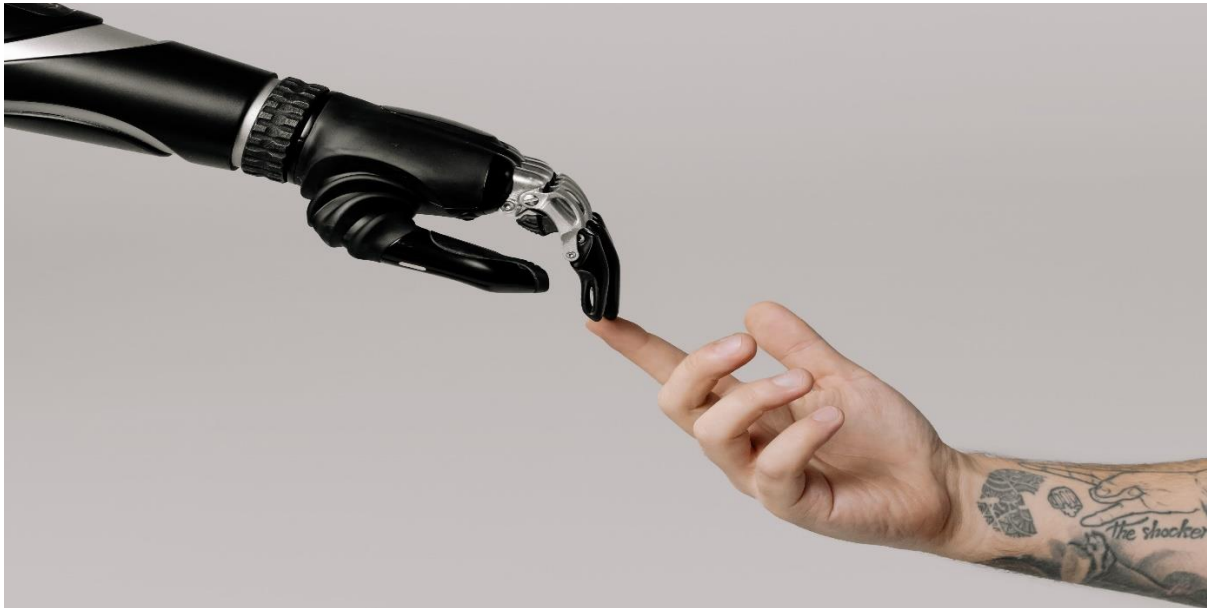


AI as your work friend – it loves the jobs you hate!



One of the potentials of AI is that it can become your co-worker or co-pilot. This article looks at how AI could transform your working week – deleting tedious tasks and freeing your time for the parts of your job you enjoy the most.

This will mean different things to each of us, and we will all need to adjust to this remarkable and unexpected opportunity. Don't get caught out by missing a deadline again. If your bot didn't spot it in advance, it can dig you out of the hole in no time. Here are three everyday examples.

1. Avoid dreary meetings. Imagine you are invited to a meeting, but you have other work pressures. You could ask a colleague to attend for you and meet later for a coffee to ask them about it. That addresses your lack of time but it doesn't change the overall efficiency of your team.

There is now a better answer! Some conference software will allow you to send a bot to the meeting. The bot will listen in to the proceedings and then report back. You will be able to interrogate it via chat (a text box) or voice (using a headset). You could ask it questions such as:

- *How did the meeting go? What were the main outcomes? Were there any actions for me?*
- *Please summarise the discussion around project costs.*
- *Bob was going to tell a joke. Did anyone laugh?*
- *When's the next meeting? Oh, I'm chairing it? Please draft an agenda.*
- *Produce the email text for me to chase the outstanding actions.*

Soon, your bot will also be able to contribute to the meeting, making the points you asked it to at the appropriate point in the discussion. And even debate it politely with any antagonists – or robustly, if you prefer!

It will need most of us to practice this new routine, but it will be worth making the effort. Surely we could save 2-4 hours per week and avoid some seriously tedious meetings. Obviously, the bot will do a better job of analysing sentiment if it has access to the recording rather than just the auto-transcript, but a recording is just a click away (if you remember to click it).

2. Skip reading deathly documents. As well as ‘chatting’ to your meeting bot, you could chat to documents, email chains, databases, websites or soon, pretty much any information.

Reading long documents takes time and if you’re like me, you have to be in the right frame of mind. If you’re not concentrating at the point you arrive at the useful bit, you’ll miss the moment! With many AI chatbots, you can now upload a document and ask questions such as:

- *Please summarise this report in 400 words and pull out the key bullet points.*
- *What are the main changes proposed in this government white paper?*
- *Does this regulation really say _____? Show me the precise reference.*
- *Who is the best person to speak to for more information on _____ ?*
- *In these accounts. which budget lines are at odds with our peers in the sector? [You may have to prompt it to do a step-by-step approach to do this one successfully. Even AI has to think things through carefully!]*

Press Enter, put the kettle on and before it has boiled, the information you need is neatly presented on your screen.

3. Recover a situation in seconds. When was the last time you were asked, “have you finished that report yet?”. You missed that one. The week you had to do it has disappeared. Thankfully, AI can write as fast as it can read. With as much flair as it can muster, the first draft of your work is available in seconds, ready for you to refine your prompt or take over and put your own stamp on it. Simple examples could be:

- *List the top 10 lessons we should learn from Project Phoenix. Use the relevant emails from my inbox, the project shared drive. Also lessons learned from other organisations published on the internet.*
- *Analyse the key risks of the attached business strategy options. Present 3 per option, in a table with an assessment of the likelihood.*
- *Create a presentation of 10 slides based on the attached 2 documents. Create relevant original artwork for 3 of the slides.*
- *Propose an action plan to recover this situation: [add bullet points or paragraphs about current issues].*

Choose the right tools online (many are still free – contact us for the framework we developed with the University of Liverpool), and the time savings will mount up for you. In future articles, we’ll look at AI enabling better customer experience, new services and even new business models.

The new way you work and the tools you use will depend on your department, your role and how you want to collaborate with your new workaholic sidekick. Bear in mind that initially, it may not be as easy as the slick YouTube videos suggest. You will need to develop new habits, practice your skills, coach the AI co-pilot to work in the way you want and ensure you are happy with the outputs.

As far as we know, these AI bots are not conscious and are only too happy to help you out with the jobs you hate. The benefits will mount up over time so why not start now?

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#AI, #ResponsibleAI, #AIstrategy, #AItraining, #BusinessTransformation #EV #KevinKelly #Deming #Futurism

Touchpoint Change Consulting - what do we do?

At Touchpoint Change Consulting, our services focus on one thing: we help your people transform your business. We provide an AI service for organisations in the commercial and not-for-profit sectors, helping them launch and develop their AI journey.

For two decades we have been delivering growth and efficiency, in diverse businesses and not-for-profits, of under £1m to over £1bn. Our unique experience blends an understanding of AI with skills in business strategy, service development and practical change. Our aim is not just to introduce AI, but to find the best way to power what you do.

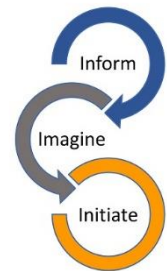
We believe every business should have an AI Vision to set direction and an AI Strategy to guide the practical next steps. We guide you through the world of AI, helping you understand its power and nuances.

Our 3i's process takes you through a structured series of workshops:

1. **Inform** – what can AI do?
2. **Imagine** – what can AI do for you?
3. **Initiate** – where will we start?

We can then support you on your AI journey: running pilots/projects, ramping up capability, re-engineering processes, introducing new services ...

We provide AI consulting, learning, facilitation, project resources and fractional (part-time) AI Leads.



How can we help you?

Transformational change is hard-won in most organisations. AI is developing at a feverish pace but adoption takes time! With experience of initiating hundreds of projects encompassing people, process and technology, we accelerate delivery and make clients successful, faster.

There is a plethora of potential benefits available through the use of Generative AI, so we explore them all:

- **Improved customer satisfaction:** AI can help businesses provide more personalized and timely customer service, both automated and as real-time support for your people.
- **Increased productivity:** AI can automate all or part of key tasks, leading to increased productivity, reduced labour costs and can address recruitment/retention challenges.
- **Impactful innovation:** it can help businesses generate new ideas and services more quickly, helping you stay abreast of customer expectations and ahead of the competition.

We also tackle the challenging questions head-on. AI can pose some risks to businesses (both in business strategy and change management) so it's vital to explore and overcome these, bringing your people with you.

We look forward to working with you. Success beckons!

