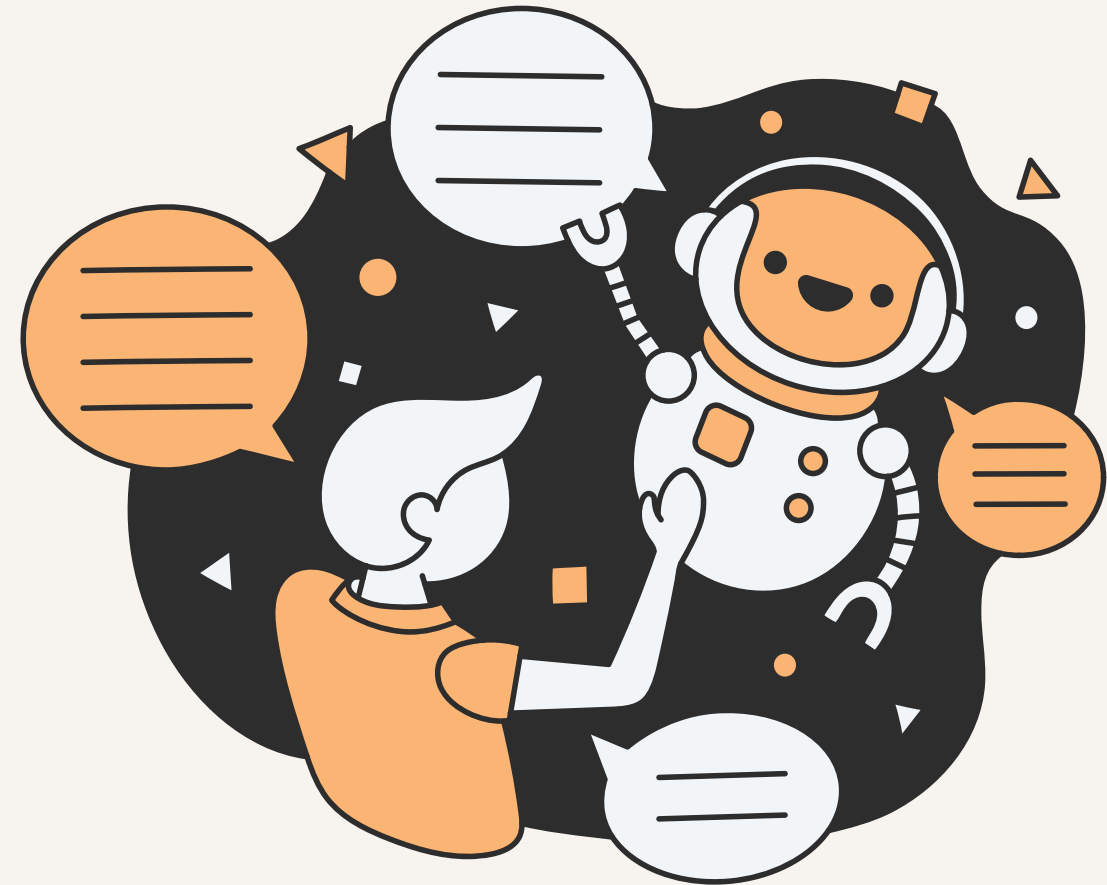


"The AI can't replace him because he's not doing anything."

and in three months, there .

The Leadership Edge: Thriving in the Human + AI Future

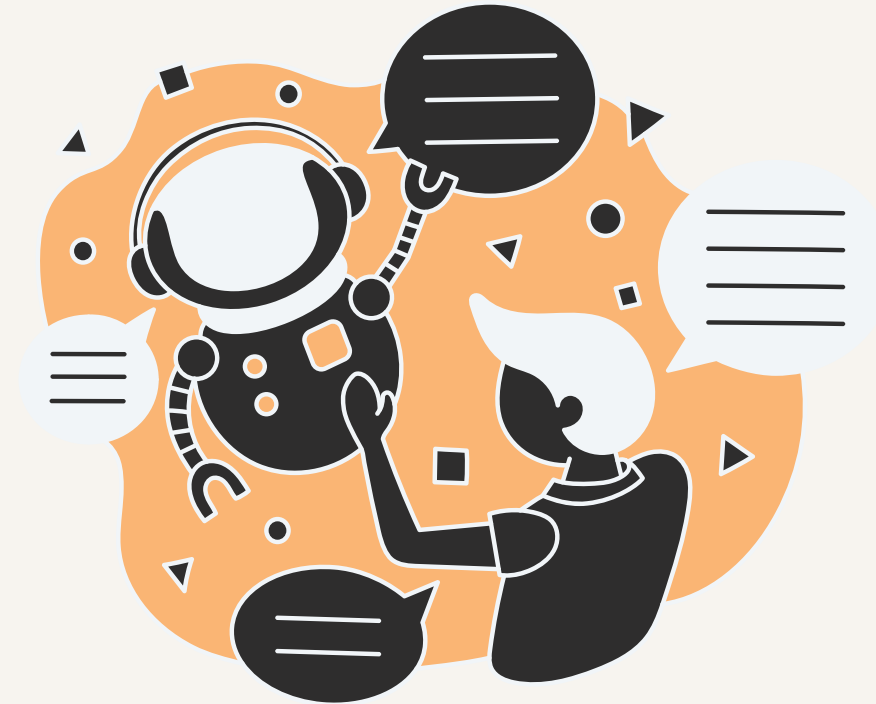


Siva

The Last Time Tech Surprised You...

Turn to someone next to you.

What was the last piece of technology that made you say 'huh?'



Contactless Payments

Then: "I just tap and that's it?
Sounds dangerous."

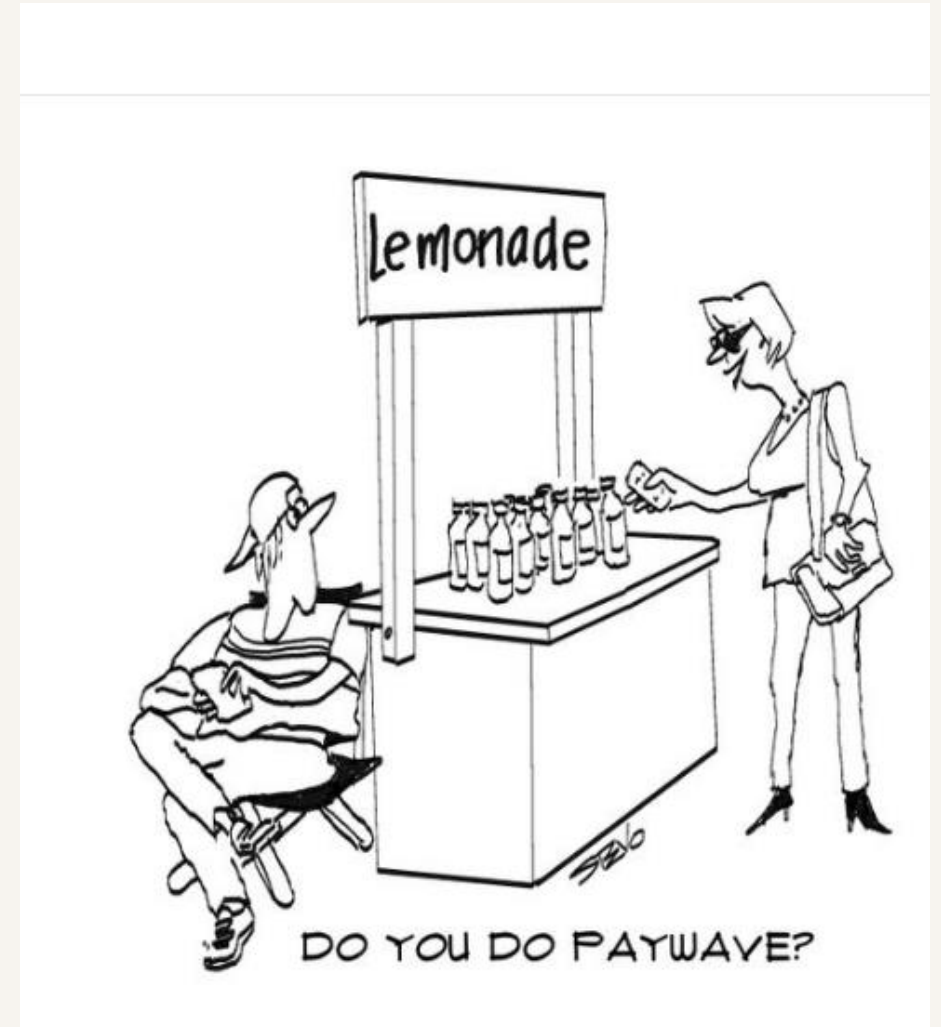
Now: Physically touches nothing ever
again.



Tech: Digital Banking / e-wallets

Then: "I prefer cash. It feels real."

Now: Scans QR code for 50 sen teh tarik.



Tech: Ride-Hailing (Uber/Grab)

Then: "You're getting into a stranger's car... through an app?"

Now: "Wait, why do I even own a car?"



Tech: Virtual Assistants (Siri, Alexa, Google)

Then: "I'm not talking to a robot."

Now: "Alexa, remind me to fire Kevin."



"Using Siri to help me answer the questions isn't cheating. I consider it being resourceful."

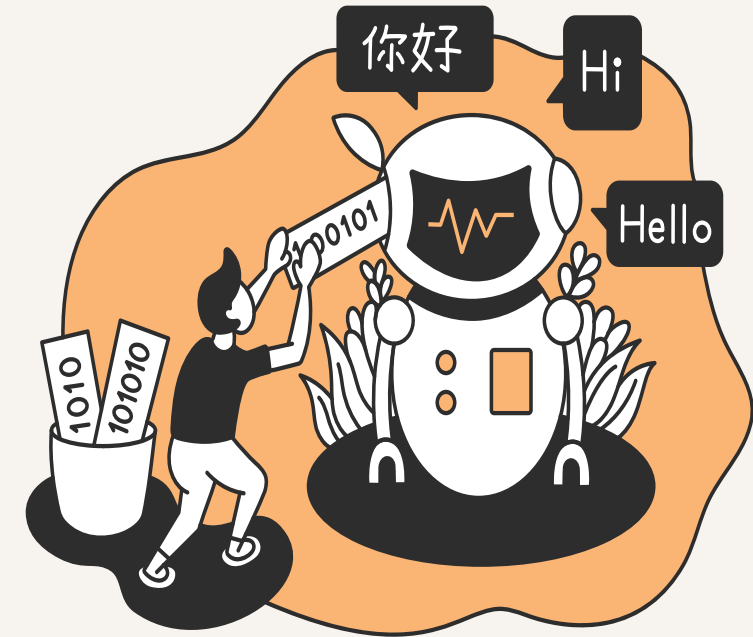
Why this topic matters

1. Change is accelerating
 - Shaping decision/rewriting job scope/email
2. Leadership expectations are rising
 - Empathy, critical thinking, moral judgment
3. Old ways aren't enough anymore
 - Not just tech, but thrives in Human _ AI world



What's Changing

- Decisions are faster, stakes are higher
- Invisible teammates (algorithms)
- Ethical gray zones emerge



Amazon's Hiring AI

They had to scrap it because it learned to downgrade female applicants. Why? It was trained on past hiring data - mostly male. Lesson: AI can inherit bias, and we still need human judgment to filter it.

Netflix's Content Personalization

Every user sees a different homepage, thumbnails are tailored based on viewing behavior. There's no one-size-fits-all anymore - even creativity is personalized by algorithms.

Self-driving cars & Moral Dilemmas

If a self-driving car has to choose between hitting a pedestrian or risking the driver -who programs that decision?

Banking & Loan Approval Algorithms

AI makes loan recommendations - but can't explain "why" it declined a customer. That lack of explainability puts leaders in the hot seat.

The Human + AI Workplace

Human: judgment, empathy, purpose – ‘The why’

AI: scale, speed, precision

Together: Exponential value

Case Study: Human + AI Collaboration Gone Right

Example: A healthcare startup using AI for early diagnosis.
AI handles large-scale data pattern recognition.
Leader focuses on explaining results and calming ethical concerns.
Difficult Conversation – Trust, Accuracy, Patient Safety

Results: faster diagnoses, improved patient trust, empowered staff.

Case Study: Human + AI Collaboration Gone Wrong

Example: The Zillow AI Debacle to automatically buy and flip homes, predicting price appreciation. The algorithm overestimated values and underestimated risks. It couldn't adapt to local nuances and market shifts-something human judgment could've caught earlier.

Results: In 2021, Zillow shut down its home-buying business, laying off 25% of its workforce

Three Leadership Shifts for the Future

1. Expert -> Sensemaker
2. Protector -> Trust Builder
3. Knower -> Ethical Guide

What it means:

Instead of all answers, leaders interpret complexity, spot patterns, and decide what matters most-when AI floods with data.

Why it matters with AI:

AI gives information, not insight. Teams get overwhelmed/misled/freeze in ambiguity.

What it looks like:

- Framing problems clearly before jumping to AI solutions
- Translating AI outputs into team-relevant decisions
- Saying “Here’s what we know, here’s what’s unclear, here’s our next best move”



What it means:

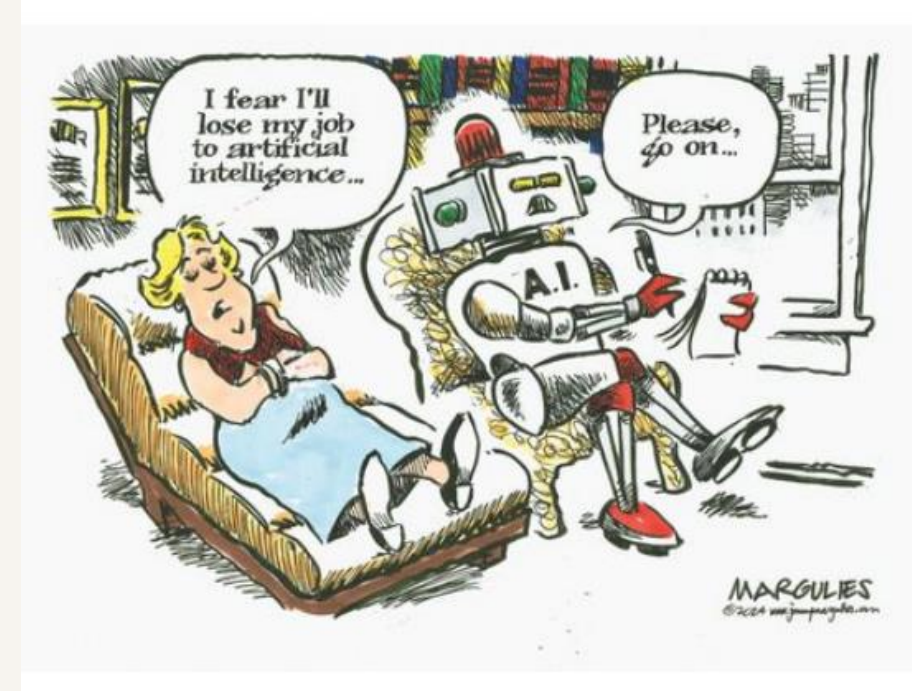
From shielding to inviting them into it-honestly, empathetically, and with psychological safety.

Why it matters with AI:

Fear of redundancy, bias, or surveillance. Without trust, people resist, disengage, or quietly subvert.

What it looks like:

- Transparent communication: “Here’s why we’re using AI. Here’s what it means for your role.”
- Creating space to voice doubts without punishment
- Involving the team in co-designing the AI journey



What it means:

Black-box algorithms, leaders are moral compass—asking hard questions, drawing boundaries, and choosing people over productivity when needed.

Why it matters with AI:

AI doesn't understand values. It optimizes for outcomes. Without ethical guidance, organizations risk bias, exclusion, or loss of public trust.

What it looks like:

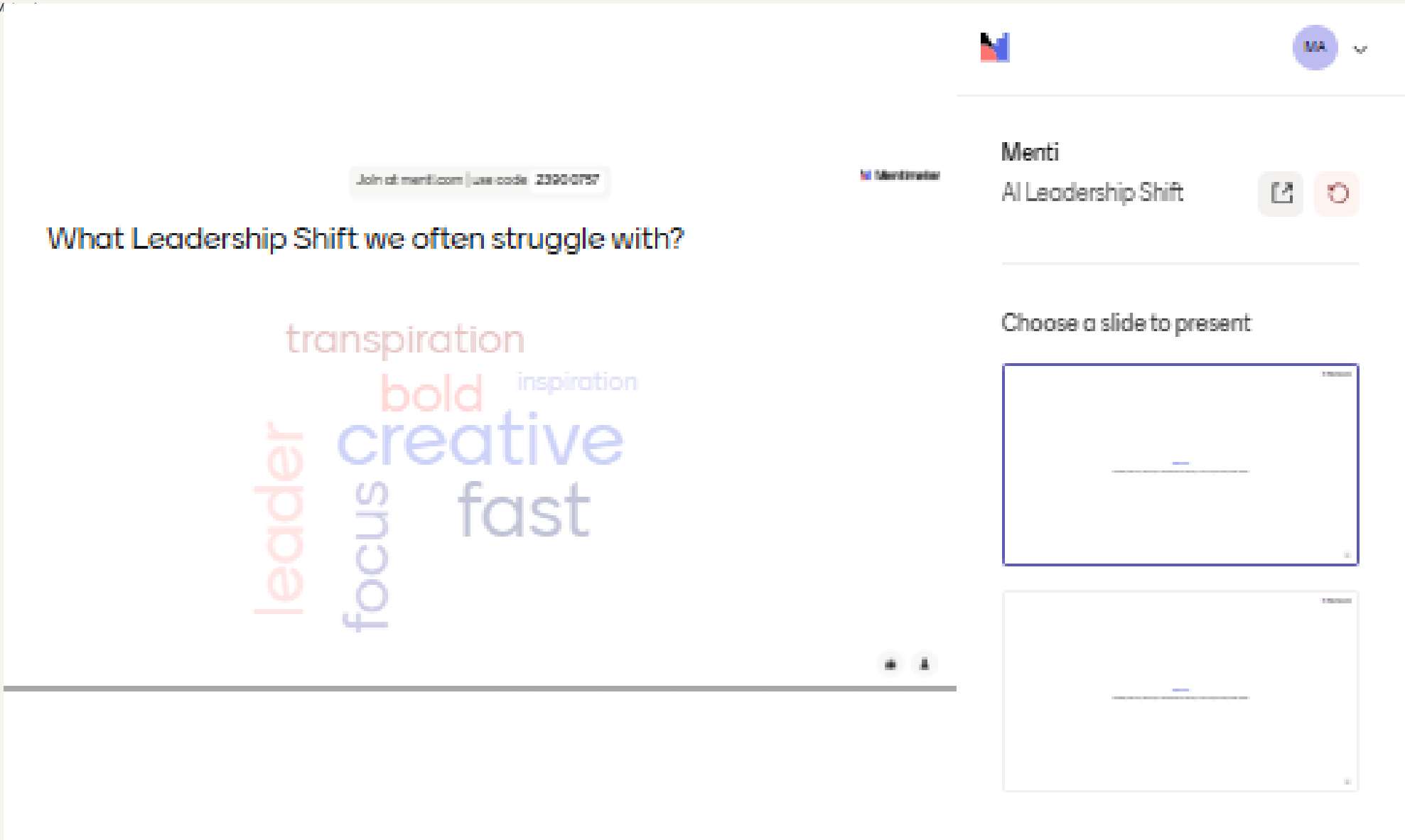
- Questioning: “Is this AI decision fair and explainable?”
- Pausing AI deployments if they harm vulnerable users



Quick Reflection

- Which of the 3 leadership shifts do we struggle with the most?





Join at: menti.com/join/code/2390-0757

What Leadership Shift we often struggle with?

transpiration
bold inspiration
creative
fast
leader
focus

Menti
All Leadership Shift

Choose a slide to present

The screenshot shows a Menti poll interface. At the top, there is a join link: "Join at: menti.com/join/code/2390-0757". The main question is "What Leadership Shift we often struggle with?". Below the question is a word cloud containing the words: "transpiration", "bold", "inspiration", "creative", "fast", "leader", and "focus". The word "creative" is the largest and most prominent. To the right of the main content, there is a Menti poll control panel with the title "Menti All Leadership Shift" and two icons: a share icon and a refresh icon. Below the poll title, it says "Choose a slide to present" and shows two thumbnail images of the poll slides.

“The Chatbot That Shook the Branches”

Background:

Your bank has rolled out an AI-powered customer service chatbot called FinBot to reduce call center wait times and support digital-first customers. On paper, KPIs look great response time is down 45%, call volume is reduced by 30%.

But here’s what’s bubbling under the surface:

1. Customers are frustrated.

- The chatbot can’t answer more complex questions (e.g., loan restructuring, fraud disputes).
- It loops them endlessly or gives generic replies.
- Angry feedback is surfacing on social media: “Where’s the human support when I need it most?”

2. Branch and call center staff are anxious.

- Some fear being replaced—especially senior reps who handle nuanced customer cases.
- Others feel demoralized: “We were never consulted, now we’re just backup to a bot.
- “One team leader has resigned, citing loss of autonomy and lack of trust.

3. Leadership pressure is mounting.

- The executive team wants the chatbot fully live across all regions within 2 months.
- But compliance just flagged a case where the bot gave incorrect info about a loan deferment policy.

You’re the squad lead (or leader) responsible for ensuring a smooth rollout. What now?

Three stations:

1. Sensemaker
2. Trust Builder
3. Ethical Steward

Each station includes:

- Printed version of the scenario
- A guiding question
- Markers, sticky notes , flip chart

Participants into 3 groups

1. Each group starts at a different station
2. At each station (5 mins):
 - Read the scenario
 - Answer the guiding question
 - Capture ideas on sticky notes / whiteboard
3. Rotate clockwise every 5 mins (total 3 rounds)
4. Final group at each station summarizes all ideas (1 min)
5. Share out in a gallery walk and debrief as a room

Station Questions

Sensemaker Station

- How leader help people make sense of this AI change?
- What patterns need to be clarified?
- What framing is missing?

Trust Builder Station

- How would a leader rebuild trust with both customers and staff?
- What transparency or involvement is needed?

Ethical Steward Station

- What ethical issues are emerging in this rollout?
- Who might be unintentionally harmed?
- What boundaries must be drawn?

Debrief

- Which leadership shift felt most natural to you?
- Which was hardest?
- What patterns emerged across stations?
- Where do you see gaps in your organization's current leadership response?
- How might you apply this model in your own work?

Practical Actions to Start NOW

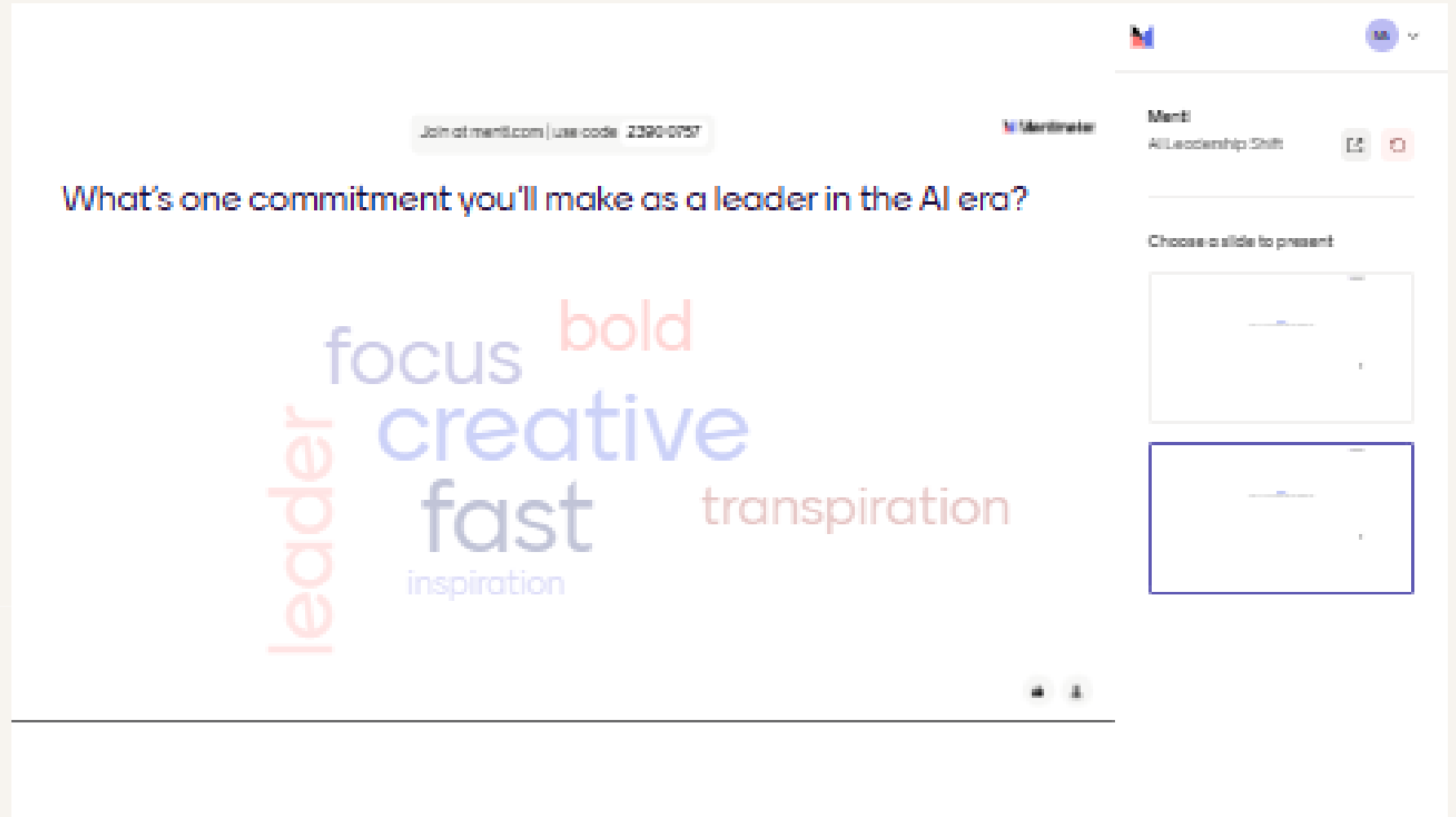
- Ask: "What's missing from this data?"
- Co-design AI decisions
- Be transparent on AI limits
- Lead with purpose



The Leadership Equation

- AI = Efficiency, Automation, Risk of Misalignment
"Smart... but soulless."
- AI + Human = Better Decisions, Human Context, Still Fragile Without Direction
"Insight with empathy."
- AI + Human + Leadership = Exponential Value
"Guided, grounded, and game-changing."

Final Reflection



Join at menti.com | use code 2390-0757

What's one commitment you'll make as a leader in the AI era?

leader focus bold creative fast inspiration transpiration

Choose a slide to present

Menti
All Leadership Shift

Q&A

Thank You / Let's Connect

