Key Points

- Speaker_1 introduced the panelists: William (Senior Lecturer for Applied AI and Analytics), Gina (expert in business-friendly AI programs), and Joshua Goh (AI scientist with hands-on implementation experience).
- Speaker_2 explained three common ways to rank AI projects: understanding the required knowledge and skills, using no-code applications, and assessing where AI can participate.
- Speaker_3 discussed the importance of driving AI adoption from the top down, dispelling myths about AI being only for technical or young people, and the need for leaders to embrace change.
- Speaker_1 shared their approach of acknowledging team members' emotions and fears about AI, and helping them see it as an ally to adopt in their workflow.
- Speaker_3 highlighted the potential of using AI for strategic purposes, not just efficiency, and the need to consider customer readiness for AI implementation.
- Speaker_2 emphasized the importance of removing fear of technology, focusing on one's business, and adopting a mindset of lifelong learning and optimizing the learning curve.
- Speaker_3 stressed the responsibility of employers to upskill existing teams and hire people excited about AI, as well as individuals' responsibility to upskill themselves.
- Speaker_1 suggested helping team members think of AI as a new team member to onboard, providing context and resources, and giving clear instructions for better results.

Outline

Engaging with AI Using Human Knowledge and Connection

- The discussion focuses on practical ways to engage with AI, using human knowledge and connection to design for AI implementation.
- Three experts form the panel: William, a Senior Lecturer for Applied AI and Analytics in the UK; Gina, who focuses on business programs for underserved groups; and Joshua Goh, a scientist with hands-on AI implementation experience.

Ranking AI Implementation Methods

- The speaker introduces three common ways to rank AI implementation: understanding knowledge and skills in program engineering, using no-code applications, and identifying areas where AI can participate effectively.

  It is emphasized that the place where AI can participate is usually where most options are ranked.

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Resistance to AI Adoption

- The discussion highlights the resistance to AI adoption due to rapid change and uncertainty.
- Leaders are urged to drive AI adoption from the top down, as resistance is natural but unavoidable.

Example of Successful AI Training Programs

- An example is given of Connected Women in the Philippines, which trains women from marginalized sectors to work in the AI industry, demonstrating that adoption is possible regardless of background.

Addressing Myths About AI Adoption

- The panel addresses common myths about AI adoption, such as age limitations and the need for a technical background.
- It is emphasized that senior citizens can learn AI tools, and young people may also be resistant due to uncertainty about their future.
- The speakers stress that a technical background is not necessary to learn AI tools, comparing it to the ability to use social media apps.

Training Marginalized Groups in AI

- An example is given of 1,600 women from grassroots Philippines being trained to not only use AI but also prepare data for AI training and supervise AI.

Acknowledging Emotions and Fears Surrounding AI Adoption

- The importance of acknowledging emotions and fears surrounding AI adoption is discussed.
- Hiring practices have been adjusted to include discussions about feelings towards AI with new hires and freelancers.
- The speakers emphasize the need to help team members see AI as an ally and integrate it into their workflow.

Value of Human Analytical Skills

The value of human analytical skills, which AI still struggles with due to context limitations, is highlighted.

- An example is given of an older student successfully learning coding during the COVID19 pandemic.

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Educational Opportunities for Learning AI

- Various educational opportunities are mentioned, including short courses offered by institutions of higher learning (IHLs) and government-supported programs.
- The availability of work-study programs and engagement with IHLs for start projects is discussed as ways for companies to implement AI effectively.

Evolution of AI Use in Business

- The evolution of AI use is described, from simple tasks like email responses to more sophisticated applications in business strategy and idea validation.
- AI is portrayed as a potential peer or management team member rather than just an assistant.

Balancing Efficiency Gains with Value Creation

- The speakers caution against focusing solely on efficiency gains, suggesting that AI should be used to increase overall value and reduce employee burnout.
- The importance of considering customer readiness when implementing AI solutions is emphasized.
- An example is given of a grocery store that replaced human cashiers with self-service machines, only to revert back due to customer preferences.
- Business owners are advised to balance efficiency gains with customer expectations and trust factors.

Enhancing Advisory Services with AI

- The discussion covers how AI can be used to enhance advisory services and strategic thinking in businesses.
- An example is given of using AI to handle routine tasks, allowing team members to focus on higher-value activities and more insightful client interactions.
- The importance of asking quality questions and comparing AI outputs is stressed.

Long-term Strategies for SME Leaders

The panel suggests several long-term strategies for SME leaders: remove fear of technology and the fear of missing out, focus on understanding the business before applying AI, embrace lifelong learning and optimize learning curves, and empower teams to think differently and upgrade skills continuously.

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- The responsibility of employers to help existing teams upskill and remain relevant is emphasized.
- The importance of hiring individuals who are excited about and willing to learn AI is stressed.

Effective Use of AI in Business Contexts

- The discussion concludes with advice on how to effectively use AI in business contexts: provide AI with comprehensive context and resources, frame AI as a new team member being onboarded, give AI clear roles and objectives in problem-solving scenarios, and use AI to analyze competitor information and customer feedback for strategic insights.
- The panel emphasizes the unstoppable nature of AI advancement and the equal importance of human adaptation and learning.