



REIMAGINING LEADERSHIP IN THE AGE OF AI

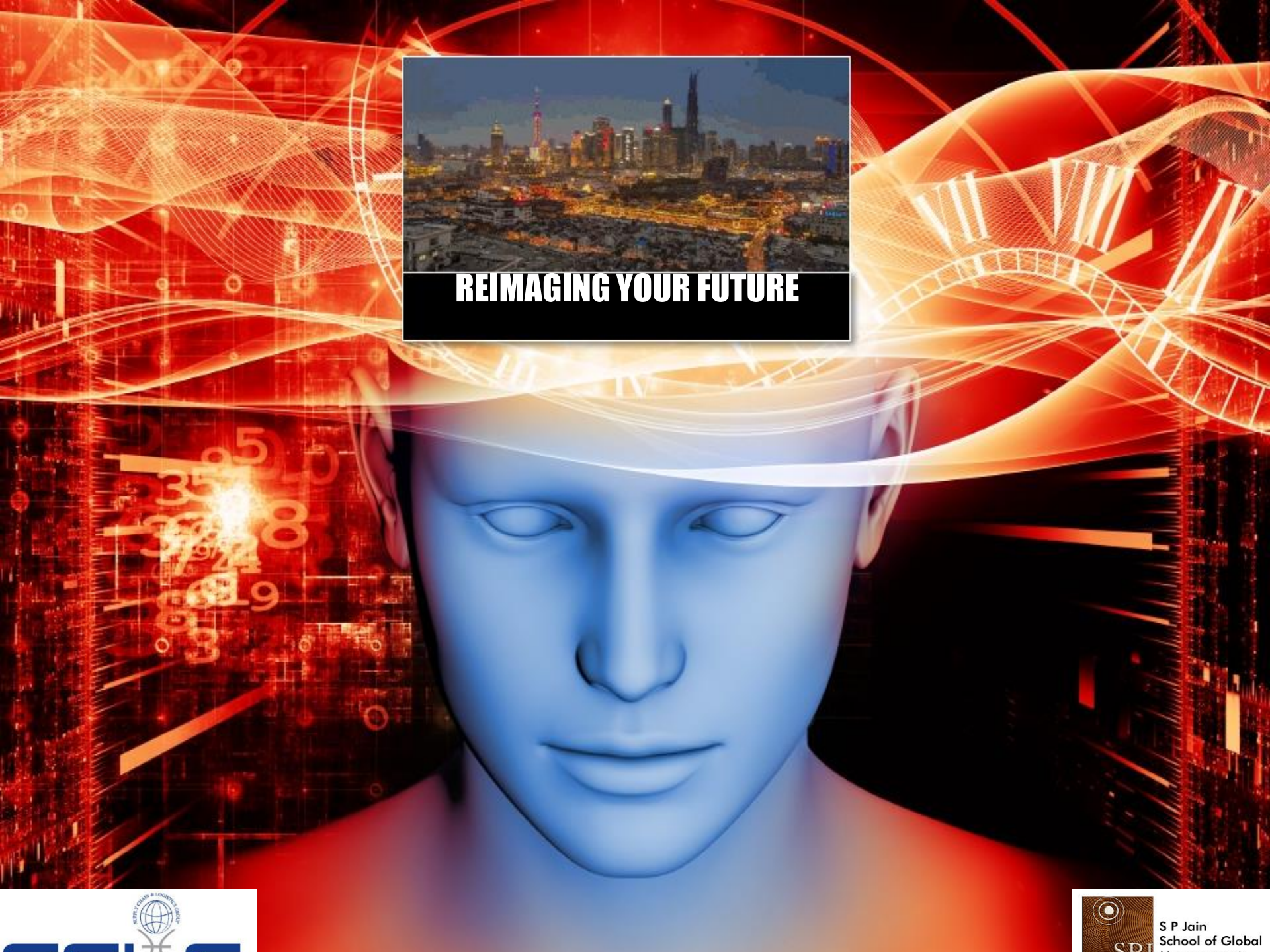


Dr.Chris Abraham





REIMAGING YOUR FUTURE



We live in incredible times...



WORLD IS CHANGING



world is

WUJCA



Volatile
Uncertain
Complex
Ambiguous

But ...

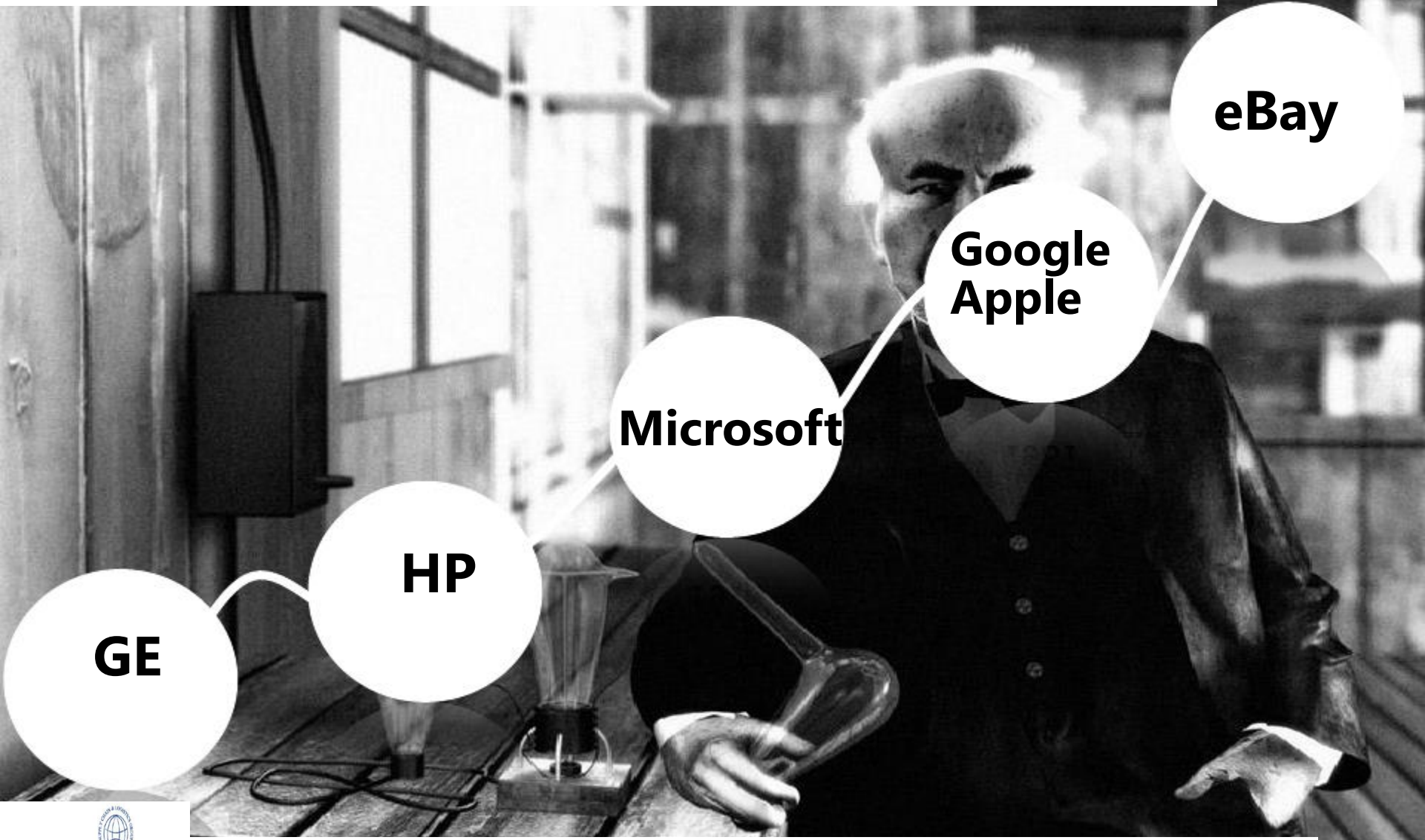




Vision
Understanding
Clarity
Agility

So

WHAT'S COMMON AMONG THESE COMPANIES?



GE

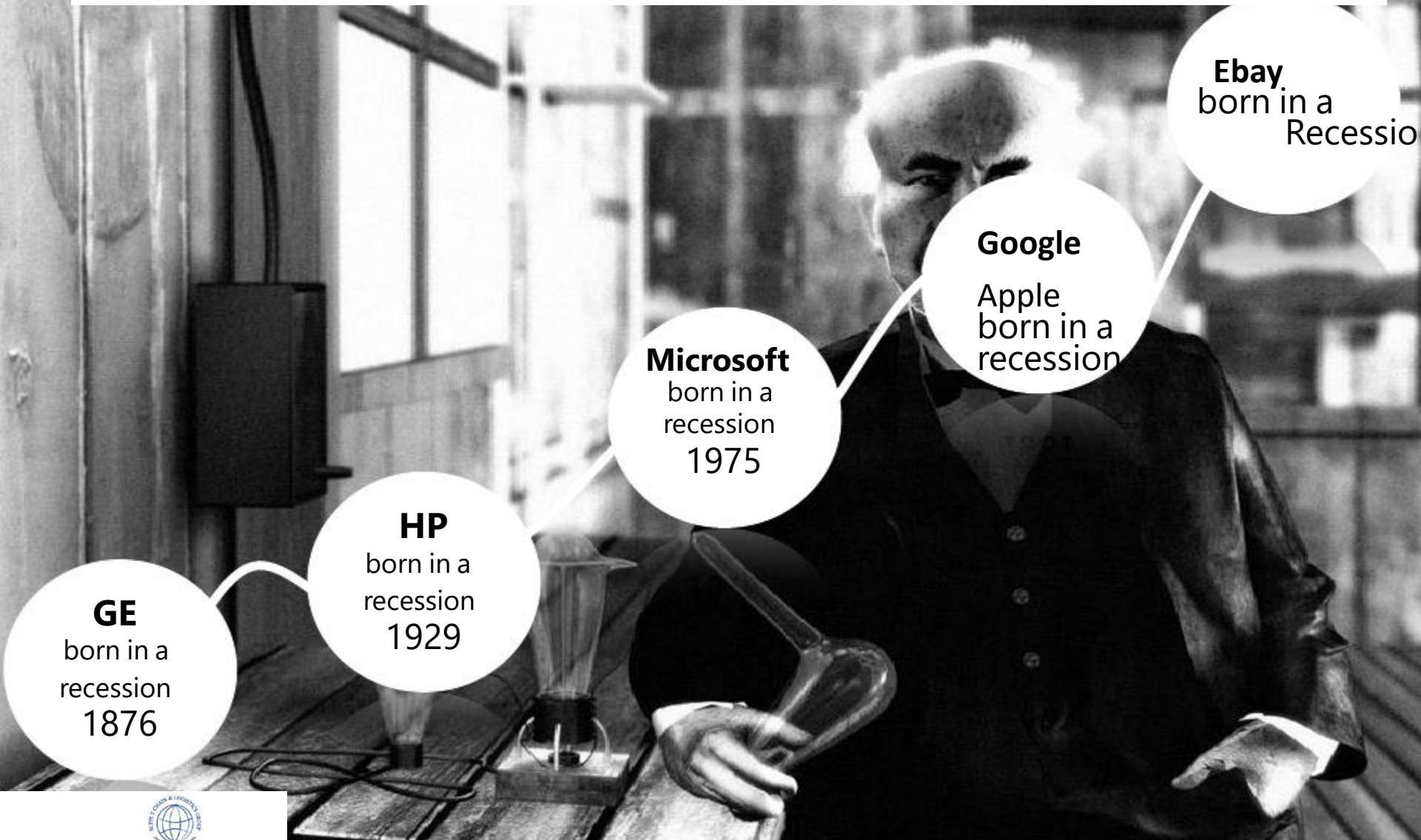
HP

Microsoft

**Google
Apple**

eBay

EACH OF THEM WERE BORN IN A RECESSION & BUILT THROUGH VISION, GRIT & LEADERSHIP !!



Ebay
born in a
Recession

Google
Apple
born in a
recession

Microsoft
born in a
recession
1975

HP
born in a
recession
1929

GE
born in a
recession
1876



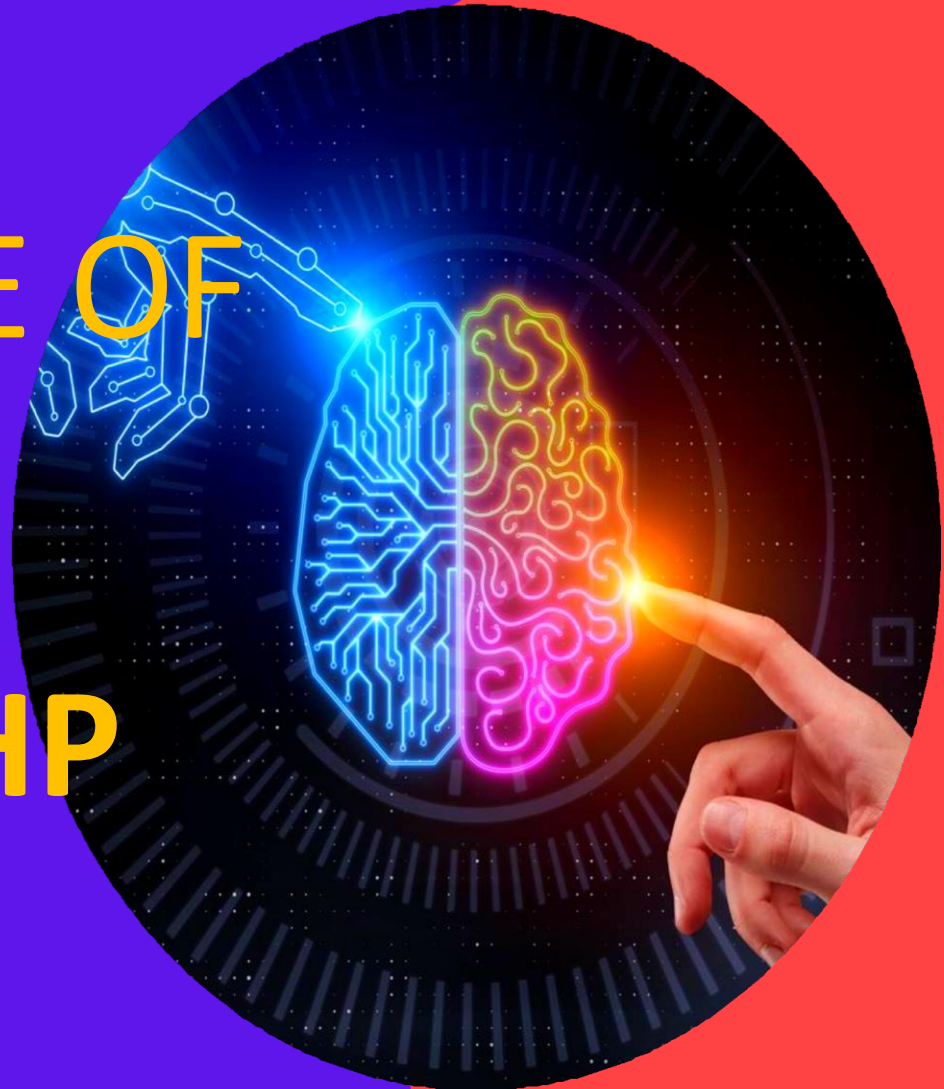
CNN MTV FEDEX BURGER KING AIR ASIA – Recession!!

6 Trends Shaping the Future of Leadership for 2030

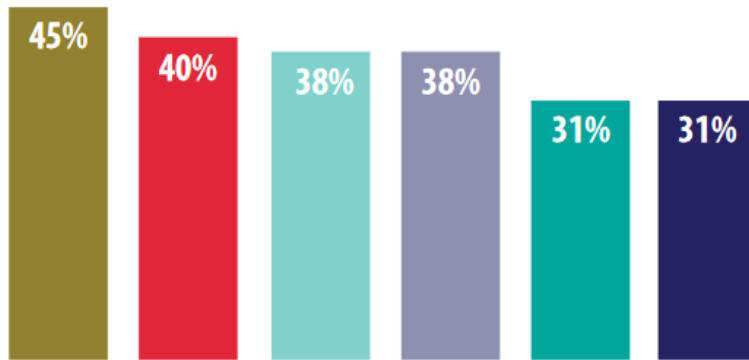


JACOB  MORGAN
© thefutureorganization.com

IMPORTANCE OF ARTIFICIAL INTELLIGENCE IN LEADERSHIP

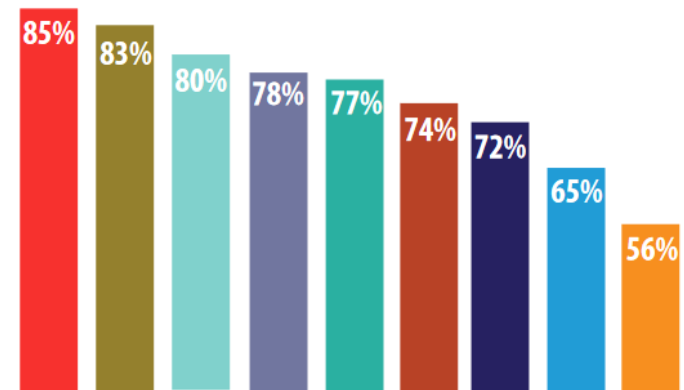


Across industries, AI is producing strategic advantages:



- Improved process performance
- Productivity gains due to IT time spent on higher-value work
- Improved compliance, security and risk management
- Productivity gains related to fewer staff needed to accomplish analogous workloads
- New or increased market share
- Improved employee retention

Which industries are using AI to automate business processes:

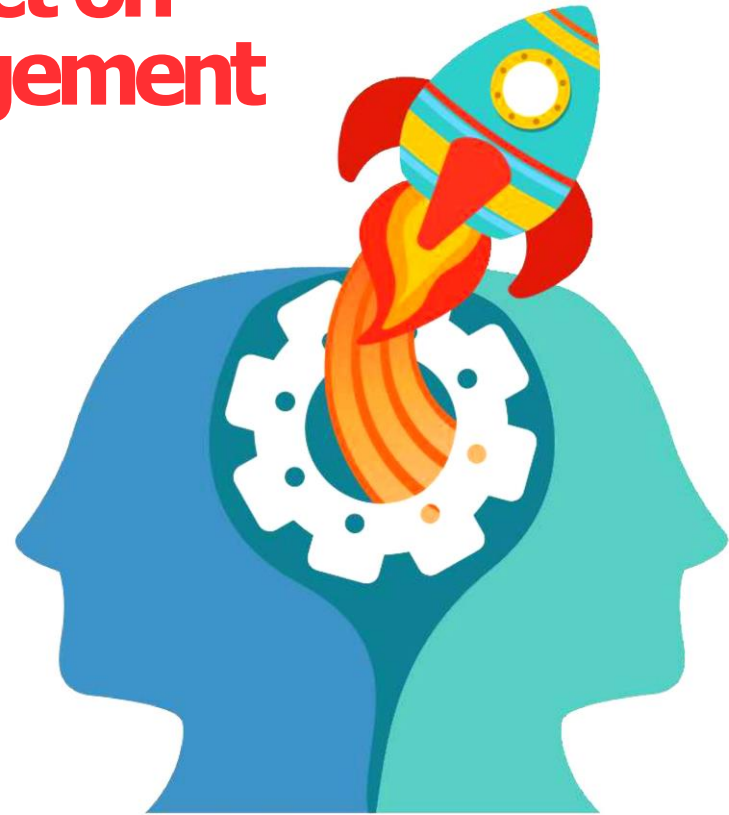


- Retail & Consumer Product Goods
- Telecom & Communication Service Providers
- Banking & Insurance
- Oil & Gas
- Manufacturing & High-Tech
- Media & Entertainment
- Healthcare & Life Sciences
- Travel, Hospitality & Transportation
- Public Sector

Technology's impact on leadership and management

Technology has had great influence on organizational leadership throughout history.

This will continue on how AI will influence future management processes and successful leadership styles and traits for different future scenarios.



Future Research Areas



That Need to be Explored
by Researchers across
the Globe

1

The leadership skills required to succeed in the age of AI

2

The expectations leaders have on AI that will in turn impact leadership roles in the future workplace,

3

How AI will supplant hard elements (responsible for cognitive processing) of leadership and emphasise the “soft” (e.g. the personality, traits, attitude, and behaviour) elements of leadership.



Future Research Areas



That Need to be Explored
by the Researchers
across the Globe

1

In the age of an AI, leadership research should focus on humility, adaptability, vision and constant engagement rather than short-term task focus, authority, decisiveness and deep domain expertise.

2

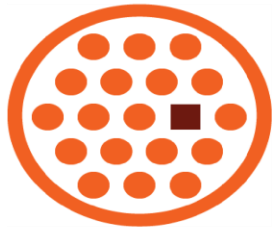
Explore the long-term effects and implications on leadership when AI is sufficiently implemented

3

Whether decision made by AI can have ethical implications in the future workplace



GLOBAL LEADERSHIP



Seeing Differences

- Cultural Self-Awareness
- Invite the Unexpected



Closing the Gap

- Results through Relationships
- Frame-Shifting



Opening the System

- Expand Ownership
- Develop Future Leaders



Preserving Balance

- Adapt & Add Value
- Core Values & Flexibility



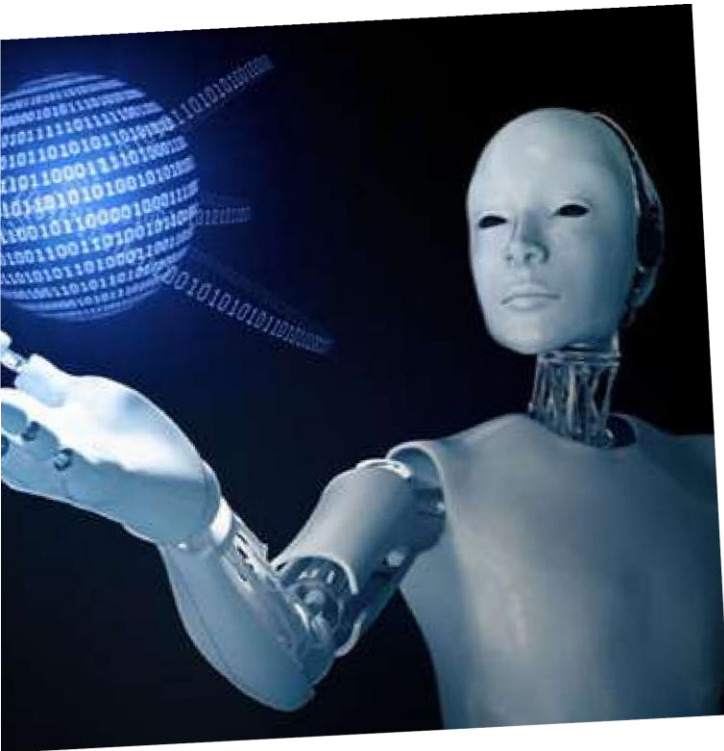
Establishing Solutions

- Influence across Boundaries
- Collaborative Solutions



4 Mindsets for the Future Leader





FUTURE SHOCK...

LEADERSHIP IN THE ARTIFICIAL INTELLIGENCE AGE

Amazon Didn't Kill Retail...Uninspired, Unmotivated Retail Employees Did!

**60
MONTHS**

...



More Change Than In The Past 12 Years!

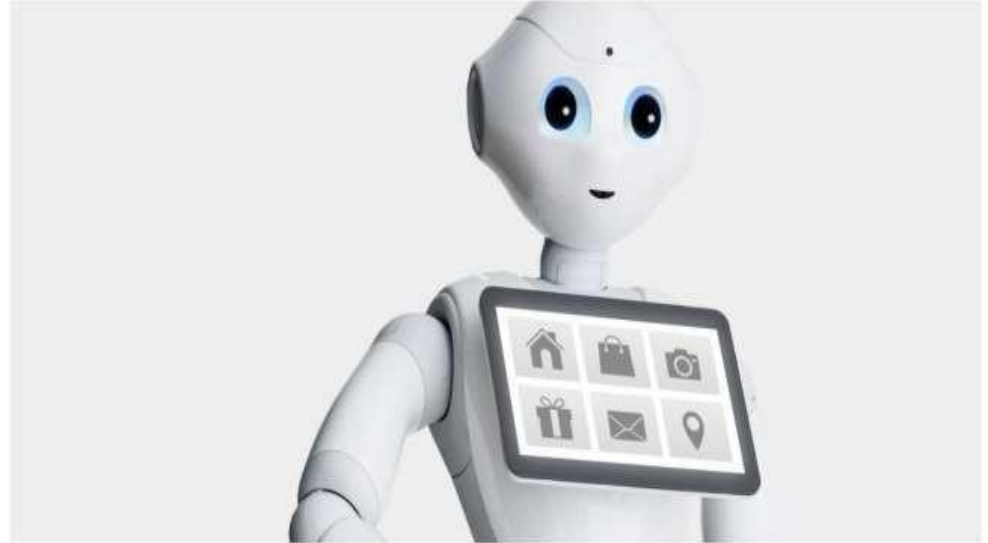


SCLG

SoftBank's humanoid robot Pepper is improving sales at brick-and-mortar stores

Turns out people like to shop with robots.

By April Glaser | @aprilaser | Jan 4, 2017, 8:10pm EST



CUSTOMER ENGAGEMENT

Meet Pepper, the customer engagement robot designed to help you know your customers better and meet your business goals

softbankrobotics.com

10,000 Already At Work!



CHINA

World's First Female Robot Anchor Presents News for China's Xinhua



TECHNOLOGY

Self-driving cars begin transporting groceries to Texas homes

Fox News · David Aaro

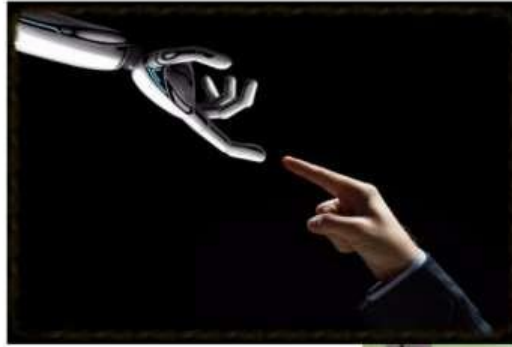


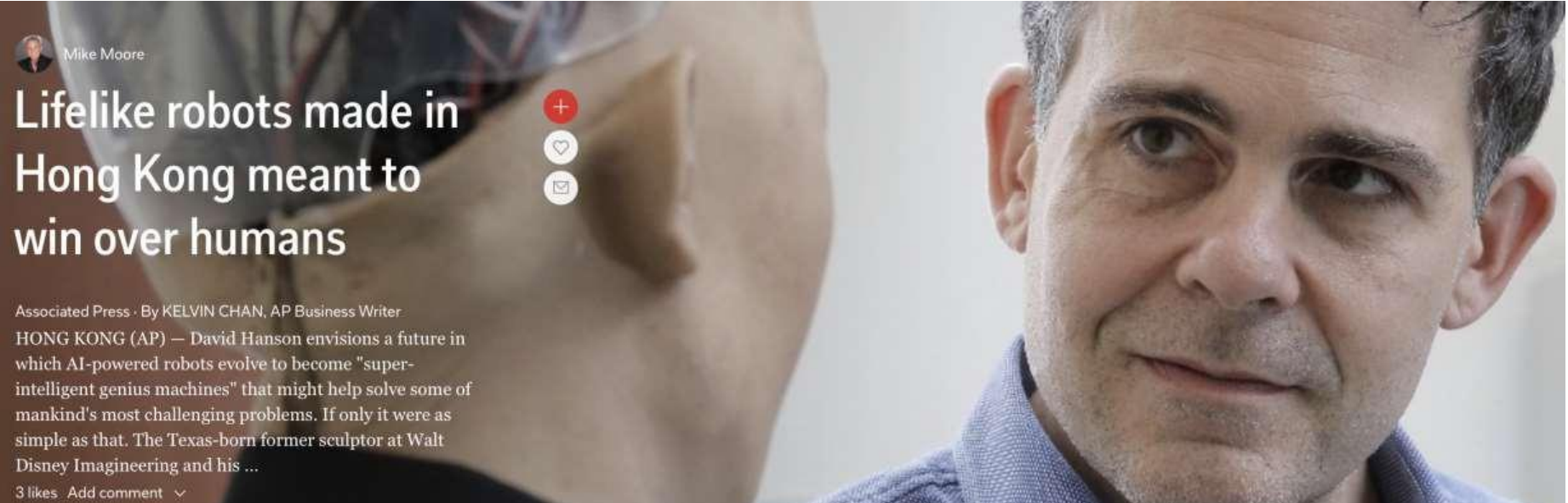
FRANCE

Robot valets are now parking cars in one of France's busiest airports

The Verge · James Vincent

Cashiers
Food Service
Hospitality
Health Care
Receptionist
HR & Accounting
Real Estate Agents
95% of Salespeople
Attorneys
Transportation





Mike Moore

Lifelike robots made in Hong Kong meant to win over humans

Associated Press · By KELVIN CHAN, AP Business Writer
HONG KONG (AP) — David Hanson envisions a future in which AI-powered robots evolve to become "super-intelligent genius machines" that might help solve some of mankind's most challenging problems. If only it were as simple as that. The Texas-born former sculptor at Walt Disney Imagineering and his ...

3 likes Add comment





Future Society

Amazon's Cashier-Less Convenience Store Is Now Open to the Public

Walmart is developing a robot that identifies unhappy shoppers

Hayley Peterson   
Jul. 19, 2017, 11:39 AM  10,423

“Pepper is a part of our team. We work together to bring happiness to the guests and in turn it brings happiness to us.”

– Hannah Caceres, Pepper Ambassador, Courtyard by Marriott



BRIEF

Walmart stocking 50 locations with robots

CARS

You can now hail a ride in a fully autonomous vehicle, courtesy of Waymo



Mike Moore



GM plans large-scale launch of self-driving cars in U.S. cities in 2019

Reuters · By Alexandria Sage and Paul Lienert



Advanced Transport

Insurance Companies Are Now Offering Discounts if You Let Your Tesla Drive Itself

Uber's self-driving trucks are now delivering cargo in Arizona

Via Uber Freight, the company's standalone trucking app

By Andrew J. Hawkins | @andyjayhawk | Mar 6, 2018, 10:00am EST



Chinese 3D printing company and Saudi Arabia enter \$1.5 billion deal to create houses



ROBOTICS

This robot can lay more than a thousand bricks per hour

futurism.com



Buildings have been 3D-printed before, with the key benefits being low costs and speedy completion / REUTERS/Karim Sahib/Pool

'Through our technologies, we will be able to build architecturally complex buildings at never-before seen speeds'

ARE EXOSKELETONS THE FUTURE OF PHYSICAL LABOR?

Ford and others are experimenting with wearable robotics

By [Lauren Goode](#) | [@LaurenGoode](#) | Dec 5, 2017, 9:00am EST

Photography by [Vjieran Pavic](#)





MANUFACTURING

How AR And VR Are Revolutionizing The Supply Chain

Forbes · Andrew Arnold, Under 30

BLOCKCHAIN

9 Industries That Will Soon Be Disrupted By Blockchain

Inc Magazine · John White

And then . . . ? ? ? ? ?

The Hen Na Hotel Story -2015!!



15. 1. 2019

BY DAN ROBITZSKI

Japan's Hen Na Robot Hotel Just Laid Off Half Its Robots!!!



S P Jain
School of Global
Management

DUBAI • MUMBAI • SINGAPORE • SYDNEY

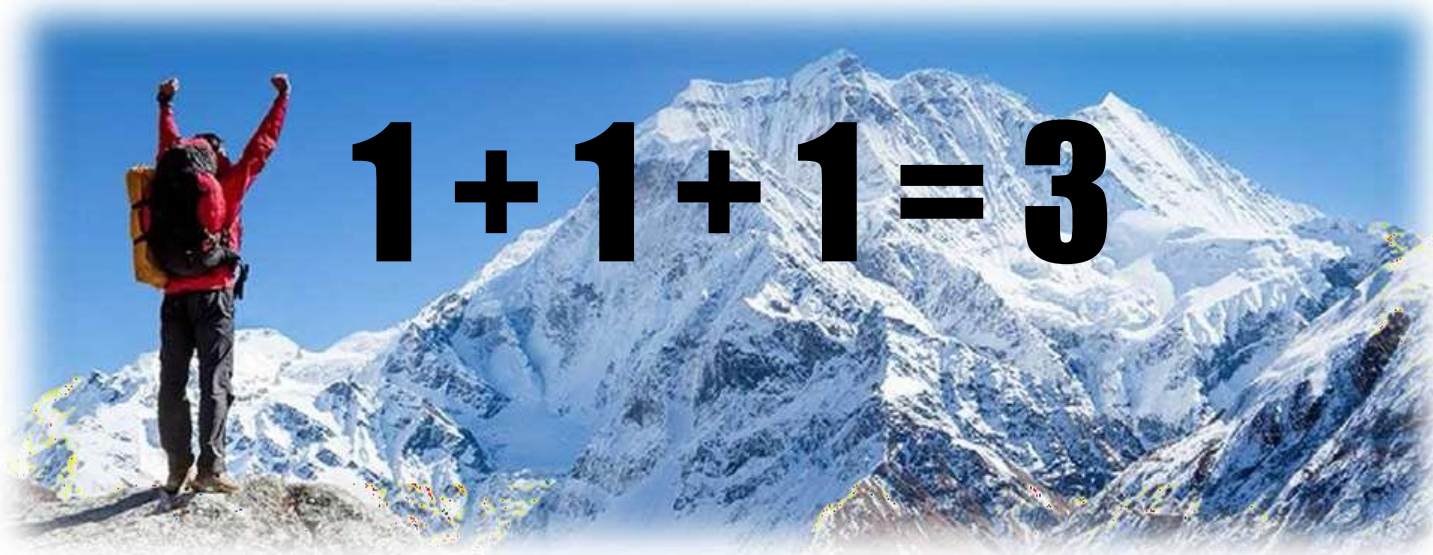
Walmart, Costco and other companies rethink self-checkout - Nov.2023



So

Moore's Law Of Leadership Achievement[©]

Attitude + Skills + Actions = Results



**TO IMPROVE
YOUR
LEADERSHIP,
NOW AND IN THE
FUTURE...**



**TECHNOLOGY ISN'T THE REAL DISRUPTOR
UNMOTIVATED, UNINSPIRED EMPLOYEES ARE!**



THE ONLY THING HOLDING YOU BACK IS YOU!



The most important list
you'll ever make is
your...
'To Be List'



Moore's Law Of Peak Performance

Learn, Grow & Improve

Your...Attitudes, Skills & Actions

To Be An...Unselfish, Trustworthy, Expert

Who Is...Helpful, Caring & Courageous

Leaders Who Love Their People Get The Best Results

Even in the Age of AI!!

Anything that can be digitized or automated, will be...

Gêrd



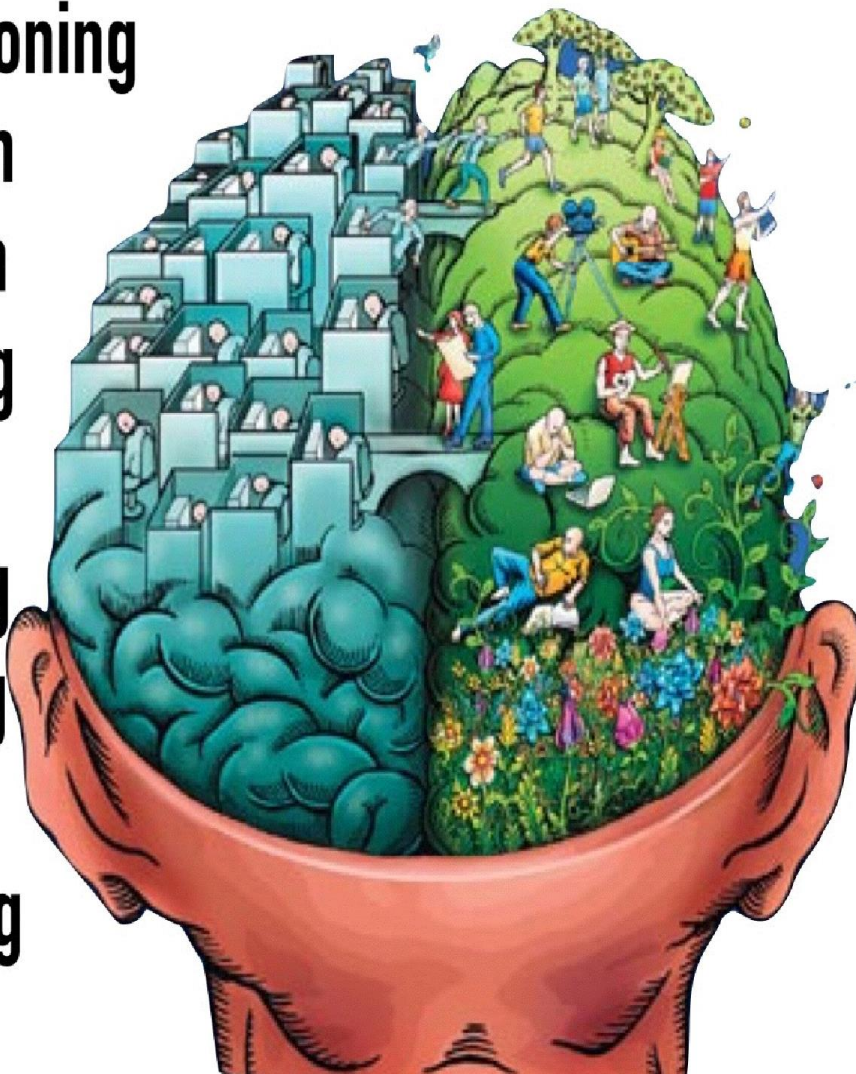
...yet anything that cannot be digitized or automated, will become much more valuable

The future of work: the return of **highly-human-only** skills



- Subjective reasoning
- Imagination
- Negotiation
- Questioning
- Design
- Storytelling
- Connecting
- Creativity
- Empathising

.....



And Finally...





**“The best way to
predict the future
is to create it”**

Alan Kay



S P Jain
School of Global
Management

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Thank
you!!



SCLG

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