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AI & Productivity Seizing Opportunities Amidst Emerging Challenges



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AI/productivity opportunities and challenges

Similar to when the web was made public and fundamentally altered history...

Al companies are springing up across domains and industries

What do orgs, states, countries (and the human race) need to think about?

Many are enjoying expediting and lowering the cost to produce quality work

How might orgs update standards/criteria (e.g. management consulting)?

Citizen AI practitioners may use inferences freely

How should decisions be made? How should org structure adjust?

White-collar jobs are more likely to be exposed to AI

T-shaped professionals are better-prepared for this AI/productivity "disruption"

AI & Productivity by WAPS





About Yue Cathy Chang



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Al opens up productivity opportunities



With AI, what is impacted and who benefits?



A generalist, or a dash-shaped talent: broad scope but no focused specialization A specialist, or an I-shaped talent: in-depth knowledge in one area, incomplete coverage T-shaped talent: has a broad set of capabilities + depth of expertise in at lease one dimension

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How to Lead in Data Science By Jike Chong and Yue Cathy Chang





Al's impact on productivity



AI / productivity led <u>decrease</u> or <u>increase</u> of the demand for TEE

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How does expert knowledge affect productivity?

Expert knowledge: deep domain understanding It is the domain-specific insights that can be acquired through years of practicing in a domain These insights include business opportunities, limitations, organizational structure challenges that can expand or reduce one's impact in a domain



With tasks automated and work assisted, many target getting the benefit of AI without experiencing the failure modes

Short-term productivity improves; "experience gaps" form, innovation stagnates, productivity suffers

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T-shaped talent well-positioned

T-shaped talent with a broad set of capabilities + depth of expertise in at lease one dimension can better leverage AI to quickly gain proficiency in other capabilities

Example: Brian is *not very comfortable pushing back* on requests and *lacks best practices* in prioritization and communication *What to do about it? From How to Lead in Data Science*

- 1. Personal accountability: Ask the Q behind the Q Section 2.2.2
- 2. Three levels of prioritization Section 2.2.1
 - Innovation and impact
 - Refinement with RICE Reach, Impact, Confidence, Effort
 - Alignment to data strategy

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How to Lead in Data Science By Jike Chong and Yue Cathy Chang







Quotes / opinions for thought



Let's focus on improving

"Al impacts is subject to a lot of analysis, research, forecasting and good policy, and it's not black and white at all."

Fei-fei Li at the Joint California Summit on Generative Al, May 29, 2024

AI/productivity in areas we want. Time to get in T-shape!

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How to Lead in Data Science By Jike Chong and Yue Cathy Chang





Thank you!

How to Lead in Data Science is a practical field guide for the unique challenges of data science leadership, filled with transformative insights, personal experiences, and industry examples.

"The missing field guide." – Ben Lorica

"Spot on as a career resource!" – Eric Colson

"The first of its kind." – Michael Li

"A valuable reference." – Jesse Bridgewater

"A great book providing frameworks and tools..." -- Ron Kohavi

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About the Topic: Al and Productivity

What is Artificial Intelligence?

The theory and development of computer systems able to perform tasks that normally require human intelligence, such as visual perception, speech recognition, decisionmaking, and translation between languages.

What is Productivity?

The effectiveness of productive effort, especially in industry, as measured in terms of the rate of output per unit of input.

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Important skills to acquire in the age of AI

Notes from Po-Shen Loh's talk: How to Survive the Age of Al

- Organizational skills: what AI can't do well
- Focus on your skills for solving something you have not seen before
- Ethics is important provide direction for doing something important
- Lead a discussing: learn to be charismatic

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