

Notes

- What are the new skills you need?
 - not even about technical skills or even soft skills
 - biggest skill– mindset – career needs keeps changing– constant change – openness to new ideas and transformation
 - culture: people taking ownership of own skills, transformation, future
 - growth mindset of leadership is important
 - managers need to conceptualize changes
 - people keep shifting careers and mobility
 - top talent leaves after investing in their training
 - you as a manager do not own people in your team– you only own the vision – managers need to get comfortable with that and allow for mobility
 - new roles and skills
 - conversational specializers, designers, prompt engineers
 - way you perform older roles keep changing
 - healthcare services – own hospitals, medical practices, etc.
 - nursing workforce: nurses are still in the mindset that we will return to pre-pandemic work culture
 - How do we change this mindset? we are not going back– instead to something better
 - critical thinking and look for outliers
 - gathering data and synthesizing
 - teach people to ask the right questions – so they do not take what LLMs give at face value
 - 5000 SWEs – coding companion
 - difficult to break habits
 - coding companion as a search engine— wrong mindset – they have not started using it for giving instructions so it can perform tasks for them
 - What has worked? 1/3 users are getting it now
 - showcase positive outcomes and use cases to other users to motivate them to use the tool as an assistant– peer-to-peer showcase
 - Prompt engineering is a skill that every knowledge worker needs to have
 - people need to have this regardless of background
 - output varies depending on how these are used
 - healthcare
 - gaps: monitoring of LLMs and their performance
 - ownership of identifying if models are going too far
 - clinicians should have critical skills to make those decisions
 - Who does this monitoring?
 - AI governance group?
 - nurses are reluctant to return to typical workflows
- What works well for reskilling?
 - peer-to-peer sharing (see above)
 - 2 year innovation goal

- workstreams are looking ethical and technical consideration
- people and culture— people fear losing jobs
- get everyone involved in the conversation across all levels
- what are we going to do to help you be more open-minded and trustful of developments in the AI space
- mindset shift
 - fear – “half pipe of AI”
 - executive interventions helpful
 - getting top team invested in topics and involved in rescaling
 - setting up sandboxes to test technology
 - go experiment with it and we can come back and talk about it as a group
 - application to implement skills they learn is important
- badge system
 - learning path and outcomes need to be outlined
 - badge – both soft and hard skills
 - acknowledgment of this new skill – being proud
 - industry badge and credential
 - measurement
 - how do you apply metrics to learning we do
 - this rating determines if it stays of recommendation list
- data analytics
 - spectrum of fear from employees
 - communication around what does AI mean at our company?
 - fear of are we moving fast enough?
 - How do we get employees on this journey?
 - anyone above 40 is less likely to explore new tech
 - people straight out of school use it more
 - Do we include early adopters in the first place?
 - sandboxes with daily users available
 - no specifics on what people are required to do with it
 - left for free experimentation
 - then communication on why it was put out there

