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"People are still at the core of achieving organizational hyperperformance 33

Artificial intelligence is one of the most promising advancements for the next decades. Our efforts to create a form of intelligence with a huge computational power will bring profound transformations in lives and organizations. While doing so, we have to very carefully consider the role human psychology playing in this evolutionary leap. At the heart of the future artificial intelligence, we definitely want to avoid all possible detriments that people might possess. Instead, we would like this digital superpower to help us with achieving our development goals. One thing is obvious, the world will be immensely different already quite soon.

How artificial intelligence helps to transform organizations?

Ongoing digital transformation is already imposing significant changes on organizational performance. The initial steps of the transformation process make organizations digitized, and then digital. The first step helps to reach operational excellence by digitizing traditional products and customer service. The second step enables rapid business innovation through the creation of new customer value propositions. Artificial intelligence will be accelerating both and empowering further steps of digital transformation.

Many organizational transformations are oftentimes seen in line with the potential improvements related to processes, technologies, operations, and structures, but rarely with a deep consideration of social and human factors in the change process. Remember, people are still at the core of achieving organizational hyper-performance. Why? Because, human factors, such as decision-making and behavioral choices, continuously influence and determine the level of success and results for many organizations. Therefore, artificial intelligence should be well prepared to manage the peculiarities of human psychology in the future digital transformations.

How human psychology affects organizational performance?

Since the beginning of the computational era, people have been always striving to seek ways for using technologies to improve lives and organizations. Unfortunately, such tendency also often presumes that the magic of transformation happens only outside of human beings. Innovative technologies and novel user experiences enable people to achieve more with less, as well as to enjoy increasing levels of comfort at both home and work. Unfortunately, that trajectory has hijacked the major share of our attention. As a result, many have forgotten that the only true transformation can happen inside of a person or inside of an organization, which is consisting of these people.

If people are not able to transform their own performance, nothing much can be achieved with an outside help from advanced innovations, such as artificial intelligence. A holistic organizational transformation is only possible, when a deep understanding of human change psychology is immersed in the design of future technology-driven workplaces. When artificial intelligence is supporting and empowering human transformation, starting from an individual and scaling up to organizations and societies.

"How artificial intelligence can accelerate hyper-performance?"

Creative design ways that enable employees to observe instant instinctive and intelligent insights are fundamental for sustaining any genuine organizational transformation. Once that mindset is embraced by an organization, it can start thinking about ways how artificial intelligence can help accelerating necessary transformations toward hyperperformance. The most obvious starting points are in the realm of detecting and analyzing human behavior. Imagine, most of the organizations have access to all of the raw usage data of their systems for employees and also for customers.

Big data analytics and business intelligence tools are already helping organizations to make sense out of the increasing loads of instantly growing data streams. The next natural step is to integrate artificial intelligence to do more rapid behavioral pattern recognition. That helps to narrow down and locate groups of people with distinct behavioral deviations, which highlights a possibility of having a common attitudinal barrier behind their underperforming choices. Removing such barriers would naturally improve any related organizational performance, but only if the human psychology and change is well understood at its depth, and then wisely intertwined with the superpowers of machines.



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What to do now?

Here are the essential next steps. First, embracing the fact that the most resilient hindrance for an organizational performance stems from the poor attitudes that employees might maintain already for a long time. Second, acknowledging the absence and seeking ways of understanding human change psychology and efficient strategies to empower attitudinal transformation. Third, reviewing and consulting with the technology developers that can design and serve disruptive innovations for deploying transformative user experiences.

Forth, accenting and assuring the essential necessity for any future technology-driven solution to integrate instant instinctive and intelligent feedback loops that are aimed at sustaining the envisioned organizational transformations. Fifth, accelerating any desired transformation through the immense power and capabilities of artificial intelligence and other forms of technology to be emerging in the future. Sixth, benefitting from a transformation design methodology that is made accessible for organizational applications already today (available online: AgnisStibe.com).

PROF. AGNIS STIBE

4x TEDx speaker, MIT alum, YouTube creator. Globally recognized corporate consultant and scientific advisor at AgnisStibe.com. Provides a science-driven STIBE method and practical tools for hyper-performance. Academic Director on Artificial Intelligence and Professor of Transformation at EM Normandie Business School. Paris Lead of Silicon Valley founded Transformative Technology community. At the renowned Massachusetts Institute of Technology, he established research on persuasive cities for sustainable wellbeing.





His change method is helping millions to gain confidence and build resilience against everyday circumstances. It will help you achieving stressless hyper-performance at work and certainty in life. Within this vision, business acceleration and societal wellbeing can be achieved through purposefully designed innovations that successfully blend technological advancements with human nature.

Agnis Stibe

Professor of Transformation Program Director on Artificial Intelligence EM Normandie Business School Metis Lab Corporate Advisor at AgnisStibe.com agnis@transforms.me













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