

The human element of AI adoption

Transcript

SPEAKERS:

Kyle Burkholder, Partner, Cloud Services

Jennifer Morelli, Partner, Transformation

KYLE BURKHOLDER: At the end of the day, we still have businesses with people, and humans are running them. We are not seeing businesses whole hog turn over entire sets of capabilities to AI. So humans are still the unifying fabric between clients and businesses and how we deliver value. And we expect that to continue. AI is a very important and valuable tool that allows us to be able to respond in more real-time ways, more 24/7. It changes the way that we are able to respond. However, we are still communicating value as a business relationship through humans, and we expect that to continue.

JENNIFER MORELLI: Something that leaders can get caught up with is if they're only talking about time savings or efficiencies with AI versus new value add, expanded outcomes, faster or more accurate decision-making. So when you change the measurement from time-saving, which employees can think of as headcount reduction, and to more value-add items, then an employee kind of reframes it in their own mind, and it tends to just start the conversation differently.