**The HCLTech Trends and Insights podcast**


**Nick**

Hello, everyone and thank you for tuning in to the HCLTech Trends and Insights podcast, where we discuss the latest technology trends and stories that are impacting business and society. Today, I'm delighted to be joined by Rachel Powers, Senior Vice President at HCLTech. Rachel, how are you?


**Rachel**

I'm doing good. Thank you.


**Nick**

That's great. Thank you so much for joining us. And today we're going to be discussing the augmented and increasingly interconnected future between humans and AI. And just before we get in into the topic, can you explain your interest in this subject? And why it's relevant or relevant discussion for today's podcast?


**Rachel**

Oh, sure, yeah, we worked with many, many, many clients across HCLTech. And what I found is that, you know, AI has really captured our imagination, there's a lot of potential for it, especially over the last year or so. Especially as we've seen things like ChatGPT, and I think that AI has become a game changer for business. And really, it's the, to the wider society. It's opened up a whole new world of possibilities and has accelerated the adoption of AI across various industries. So it's a pretty exciting time.


**Nick**

Definitely, and obviously, you mentioned things like ChatGPT, and generative AI, it's causing a lot of excitement in business and wider society, because normal people can engage with the technology. But there are challenges in the enterprise in terms of going from pilot to production. There's things like not enough data there, and we're still in relative uncertain realms. So, can you just explain as the desire for AI becomes increasingly pervasive, what are the challenges that have been emerging or will emerge? And why are organizations really rushing to overcome them to adopt AI?


**Rachel**

Oh, I think there's, there's bound to be challenges, right, it's become much more and increasingly pervasive over time. I think there are a few concerns. I think there's this concern on or, you know, it's

also I've heard it in the media as well around fear of job displacement, especially as more and more tasks are automated, you know, and this has led to debates about what are the ethical implications of AI, and also calls for Responsible usage. I would say another one is around ensuring transparency and accountability in the decision-making processes. You know, as it becomes much more complex, it becomes difficult to understand, you know, sometimes how you arrived at their positions. And so this can have, you know, could have consequences, you know, especially in the areas such as health care or finance. But I would also say that, and finally, another kind of third area is around existing biases and discrimination that are present in society. And since AI systems learn from data, and if the data is biased, then the system will reflect those biases in its decision making. And so this could lead to further marginalization and perpetuate societal inequalities.

**Nick**

Thank you. And we're going to break down some of those challenges that you mentioned in more detail now. So we've been told time and time again that AI assists and augments human skills, and workers will need to oversee this technology. So instead of a fear of replacing us, we should actually embrace AI. That was one of the challenges you mentioned. So, I'm just wondering, how can organizations best prepare employees to work and integrate with these new tools?

**Rachel**

I think that companies are finding it, it's increasingly important for organizations to prepare their employees for working with AI. You know, and while it was stated earlier around some of those challenges, I think that in some cases that many may fear that AI is going to replace human workers. But the reality is, is that AI serves as a powerful tool to help assist and augment work at the workplace. So, one-way organizations can prepare their employees for working with AI is through things like training and education. It includes providing employees with the necessary knowledge and skills to understand how AI works, its potential applications and how it can be integrated into their job and into their daily tasks. And I think that by educating, educating employees on AI organizations can assure that they're able to effectively work alongside the technology. I think another aspect is preparing employees for working with AI. And about fostering a culture of adaptability and continuous learning. You know, AI is it's, it's evolving, it's developing, and employees need to be able to adapt and learn new skills in order to effectively work with it. And so, this can be things like providing opportunities for upskilling, and rescaling as well as encouraging a growth mindset within the organization. So I would actually recommend any organization to start thinking about what that change management plan could be, and think about how to address any concerns or fears that the employees may have. And so really, by openly discussing these concerns, providing reinsurance organizations can much more easily transition for employees to help them see how AI can improve their job performance. And so this really requires a holistic approach that addresses both technical and cultural aspects. And it's also important for organizations to involve employees in this process, employees have a voice, and that also can better communicate, and understand how AI can benefit their work. And so by involving the employees in this process, it can also help identify potential issues are areas where AI may not be suitable, or allowing for adjustments to be made. So if you add all these different things up, I think the organizations that take a

proactive approach in preparing their employees are going to be better positioned, and they're going to stay better ahead in the market.

**Nick**

Thank you. And, you know, I think this change is coming whether organizations like it or not. Gartner recently said that by 2026 50% of office workers in global enterprises will be aI augmented in one form or another. And that's to boost things like productivity and efficiency, it's a really crucial ally there. So beyond preparing the work, or what are the actual implications of this shit, from an organization, point of view, in terms of embracing AI and habit more pervasive within an organization, I

**Rachel**

would say there's a few things. One would be employees can spend less time on mundane and, or repetitive tasks and focus on higher value work. One that requires, you know, requires seeming creativity and critical thinking skills, but really think that AI has a potential to improve. Not just this, but also the overall quality of work. And also, like you said about boosting productivity. And I think that by reducing human error, and automating some of these routine tasks, AI can help employees deliver better and more consistent results. And so, the good thing is that this can lead to increased job satisfaction and motivation amongst work workers, which in turn can also potentially have reduced attrition rates for an organization. However, organizations also have to consider the potential ethical and business implications of using AI in the workplace. So as it becomes much more intelligent, there's a growing concern, and some of the things we talked about earlier. But how does this apply to things that implications that this may have on hiring, performance evaluation and decision-making processes. And so the shift towards you know, AI in the workplace has both positive and negative implications for employees and organizations. You know, and as Gartner predicts, you know, AI, it's going to be common practice and most global enterprises. So it is essentially to, you know, we need to start preparing for the shift now. And so by staying informed, be open minded, proactive, organization, organizations can better navigate the changing landscape that they audit, while ensuring a fair and equitable workplace for all employees, augmented or not. And so I really think this potential, you know, for AI augmentation, and its use as a tool to drive innovation, productivity, can create a better future for all.

**Nick**

Sounds great, thank you. And just looking at responsibility and ethics and bias, which was another challenge you mentioned at the beginning, how can organizations ensure that web applications development and mobile app development is done in a responsible and unbiased manner?

**Rachel**

I would say there's kind of a few different key areas. One is around transparency and explainability. You know, things that like developers can do is to strive to create algorithms that are transparent in their

decision-making process. You know, and that one that also promotes trust. So understanding between the users and the technology. Another one is around diversity and inclusivity. And developers to ensure that their algorithms are not biased towards specific demographics or groups. And this can be achieved by using diverse data sets, during training, and then regularly testing for potential biases, and actively seeking out diverse perspectives during development. And, of course, to continuously test with users. Maybe another one is around ethical guidelines and governance processes. You know, something we've seen in some companies that they've established, you know, committees to review and approve projects. And then regularly audited auditing. Those along the way. I think are really key thing. And I would say this is even broader than that, even the topic at hand is really collaboration with stakeholders, which is including users, you know, and, you know, data scientists. And so by involving stakeholders in the development process, organizations can gain, you know, some of those different perspectives, I'm gonna ensure that the technology is being used in a responsible and ethical manner. And then continually monitor and improve, right, it's an iterative process. And so to regularly evaluate the impact of the technology, and being able to make those necessary adjustments to ensure responsible, responsible use, and according to stay updated on the developments in the field, and then being able to adapt them.

**Nick**

That's great. And all those ingredients combined across the organization are really crucial. And as I said, at the beginning, moving AI or Gen AI solution from pilots to production and scaling them because that's what's coming next. Right, everyone's piloting it. And now they want to move into production and actually see results on a wide scale.

**Rachel**

Oh, so true. I think that in this in this shift that's happening, you know, it's highly positive, and we're going to see things around increased productivity, better quality of work, but also, you know, being able to, you know, for an organization to be able to embrace the technology, you know, it's also crucial for organizations to really carefully consider and take any necessary steps to be able to ensure a smooth transition for both employees and the organizations as a whole.