

Artificial Intelligence

MSC Annual Conference
October 2024



Microsoft's Work Trend Index Special Report

- **70%** of Copilot users said they were more productive, and **68%** said it improved the quality of their work.
- Overall, users were **29%** faster in a series of tasks.
- Users caught up on missed meeting **4x** faster.
- **64%** spend less time processing email.
- **77%** of users said once they used Copilot, they didn't want to give it up.



What if?

With only a 15% improvement

5 FTE's = 30 hrs/wk gained

20 FTE's = 3 more people

50 FTE's = 7.5 people

100 FTE's = 15 people



Impact on life

31% worried

20% excited

31% both worried and excited

18% neither worried nor excited

The Verge, "Hope, Fear, and AI", June 26, 2023



Impact on jobs

42% excited for AI to help their current job

31% neutral

27% concerned

March 1, 2024, "Quarter of people have now used or tried AI in the workplace", <https://workplaceinsight.net/quarter-of-people-have-now-used-or-tried-ai-in-the-workplace/> A report from Workforce Lab at Slack polling 1000 people



AI in the Marketplace

25% have tried using AI at work

80% of them report AI improved their productivity

43% have no guidance on if and how to use AI at work

6x - the likelihood workers will try AI given guidance from leadership

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What We “Know” Now

ChatGPT 4 is **10x smarter than 3.5** in just a few months*

ChatGPT 4 has a **simulate IQ of 155** compared to Einstein's IQ of 160*

ChatGPT 4 already **knows 1000x more** than any human on the planet*

64% of Americans are **not opposed to AI** becoming **sentient****

77% believe **regulations** are **needed** (fact checked, label created by AI, consent)**

* taken from a June 2023 interview with Mo Gawdat, former Google X Chief Business Officer

** The Verge, “Hope, Fear, and AI”, June 26, 2023



Fear

- Cheating in schools*
- Fooled by AI-generated pictures* or video
- Artists being ripped off or even outright replaced*
- Tools can be dangerous
 - Cars
 - Guns
 - Dynamite
 - Cash

* Source: The Verge, "Hope, Fear, and AI", June 26, 2023





≡ Forbes

FORBES > LEADERSHIP > CAREERS

EDITORS' PICK

Goldman Sachs Predicts 300 Million Jobs Will Be Lost Or Degraded By Artificial Intelligence

Jack Kelly Senior Contributor

I write actionable interview, career and salary advice.

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Mar 31, 2023, 10:48am EDT

Cons of AI for Business

Potential to reduce jobs

- Unemployment, income inequality, and social unrest.
- Replace taxi drivers, translators, writers, accountants, lawyers, and more.

Increases security risks, cyberattacks, or digital warfare

Lacks human touch



Executives' top concerns:

- Data security and privacy (44 percent)
- AI accuracy (36 percent)
- Skill gap among staff (25 percent)
- Ethical and compliance issues (17 percent)
- Customer trust and acceptance (17 percent)
- Cost to implement and maintain (16 percent)

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"The actual threat ahead of us is not the machines at all. The machines are pure potential. The threat is how we are going to use them."

Mo Gawdat, former Google X Chief Business Officer

Pros of AI for Business

Create Drafts: business policies, job descriptions, marketing emails, social media posts, brainstorming ideas, programming code creation, etc.

Enhance productivity: improving quality, optimizing resources, increasing speed and saving time. For example, AI can help farmers monitor crops, detect pests, control irrigation and harvest efficiently.

Drive sales growth: analyze customer preferences, personalize offers, and recommend products or services. For example, Netflix uses AI to suggest movies or shows to its subscribers based on their viewing history and ratings.

Innovate solutions: find patterns, create prototypes, and test outcomes. For example, IBM's Watson can help with healthcare diagnosis, legal research, and financial analysis.



Executives' top hopes:

- Increased productivity (38 percent)
- Data-driven decision-making (35 percent)
- Innovation (34 percent)
- Cost reductions (33 percent)
- Increased strategy over tasks (27 percent)
- Enhanced customer experience (18 percent)

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Most people thought AI did a better job than they could have



A Tool for Good

Boy saw 17 doctors over 3 years for chronic pain. ChatGPT found the diagnosis.*

Alex experienced pain that stopped him from playing with other children, but doctors had no answers to why. His frustrated mom asked ChatGPT for help.

* "Today" article published September 11, 2023,
<https://www.today.com/health/mom-chatgpt-diagnosis-pain-rcna101843>



Two Questions

To get started, ask the AI:

- Can you help me _____?
- What information do you need from me to do this well?



Prompts

A great prompt always:

- Includes what role AI should play
- Provides information
- Tells AI the desired result or outcome



Real World Examples

actual outputs using prompts I wrote for clients, family, and myself



Podcast Questions

Prompt:

You are the host of a podcast called "A Leader's Journey" interviewing leaders about their journey in hopes that the viewers will be encouraged and inspired. What deep, thought provoking questions would you ask the person you are interviewing?



Absolutely, these are some thought-provoking questions that can help reveal the depth and nuance of a leader's journey:

1. Can you share a story from your past that had a profound impact on your leadership style?
2. When you faced significant obstacles or challenges in your journey, how did you navigate through them?
3. What have been some of your greatest failures, and what did you learn from them?
4. Leadership often involves making tough decisions. Can you share an instance where you had to make an unpopular decision and how you dealt with the fallout?
5. How do you maintain your mental and emotional health while shouldering the responsibilities of leadership?
6. Can you tell us about a time when you had to lead through a crisis? What strategies did you use to guide your team?
7. In what ways do you encourage creativity and innovation within your team? Can you share an example of a time when this paid off?
8. How do you define success as a leader, and how do you measure it?
9. What do you think is the biggest misconception people have about leadership?
10. How do you maintain authenticity while also fulfilling the expectations and responsibilities of a leader?
11. Who were your leadership role models or mentors, and what were the most valuable lessons you learned from them?
12. How do you handle feedback and criticism as a leader?
13. Can you describe a moment in which you felt you truly made a difference as a leader?
14. How do you manage to balance your work life with your personal life?
15. In what ways has your leadership style evolved over time?
16. Can you share an instance where you had to pivot or change your strategy due to unforeseen circumstances?
17. How do you inspire and motivate your team, especially during challenging times?
18. What's the most significant risk you've taken in your leadership journey and how did it turn out?
19. How do you foster a culture of inclusivity and diversity within your organization?
20. As you look forward, what do you see as the greatest challenge for the next generation of leaders, and what advice would you give them?

Warehouse Assoc Job

Prompt:

Draft a job description for an entry level position that works in a warehouse for a fastener company. Focus is organizing warehouse, managing stock locations, organizing pallets, and some inventory control. Reports to Warehouse Manager.



****Job Title:**** Warehouse Associate

****Company:**** [Your Company Name]

****Department:**** Warehouse Operations

****Reports To:**** Warehouse Manager

****Position Type:**** Entry Level

****Location:**** [Your Company Location]

****About Us:****

[Your Company Name] is a leading supplier in the fastener industry. We pride ourselves on providing high-quality products and exceptional service to our clients across diverse sectors. We're currently seeking a motivated, detail-oriented Warehouse Associate to join our team. This position offers a great opportunity to learn about warehouse operations and logistics within the fastener industry.

****Job Summary:****

As a Warehouse Associate, you will play a crucial role in maintaining our warehouse's smooth operations. This includes organizing and managing stock locations, arranging pallets, and assisting in inventory control. This position is ideal for individuals with excellent organizational skills who are looking to grow their career in warehouse operations.

****Key Responsibilities:****

- * Assist in organizing the warehouse, ensuring that goods are stored in the appropriate locations, and aisles are kept clear and safe for movement.
- * Help manage stock locations and keep track of the goods in stock.

- * Coordinate with the team to organize pallets effectively, ensuring that products are accessible, and the space is optimized.

- * Assist in regular inventory checks, tracking incoming and outgoing goods.

- * Report any discrepancies in inventory records to the Warehouse Manager.

- * Adhere to all safety protocols and standard operating procedures.

- * Assist in loading and unloading trucks when necessary.

- * Perform other duties as assigned by the Warehouse Manager.

****Qualifications:****

- * High School Diploma or equivalent.

- * Previous experience in a warehouse or similar environment is preferred but not required.

- * Strong organizational and multitasking skills.

- * Ability to lift heavy objects and stand or walk for extended periods.

- * Attention to detail and accuracy.

- * Ability to work independently and as part of a team.

- * Basic computer skills for maintaining inventory logs.

- * Good communication skills, both written and verbal.

- * Flexibility to work in different shifts, if required.

****Why join us?:****

At [Your Company Name], we value our employees and provide them with a conducive working environment where they can learn and grow. You'll be part of a supportive team that encourages professional development and recognizes performance.

[Your Company Name] is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

If you're a dedicated and motivated individual looking for an entry-level opportunity in warehouse operations, we'd love to hear from you. Please apply with your resume and cover letter to [Your Application Email/Link].

****Application Deadline:**** [Application Deadline]

Best Man Speech

Prompt:

You are the best man at a wedding in August.

Craft a speech to share. Your friend, the groom, funny, never been married, plays guitar. You have been friends for over 30 years. Tone should be thoughtful and lighthearted. Use the word "endure" in the context of life's challenges. He was your college roommate. Should be a 2–5 minute speech.



[Standing, raising glass]

Ladies and Gentlemen,

Firstly, I want to say, it's an honor to stand here today as the best man. Not only am I privileged to be part of this beautiful occasion, but I'm lucky enough to be here celebrating one of the finest men I've ever had the privilege to call my friend. Today, we're not only here to celebrate the love between [Groom] and [Bride], but also the bond of a friendship that has endured three decades.

There's something special about knowing someone for over thirty years, something unique to the bond that forms over shared laughter, late-night discussions, and just enough mutual embarrassment to keep each other humble. And, of course, let's not forget about the numerous times we've had to endure each other's cooking disasters during our college years.

[Pause for laughs]

You see, [Groom] and I met at the tender age of eighteen, and the friendship that bloomed then is the same bond we celebrate today. We've faced many of life's challenges together.

'Stairway to Heaven' at three in the morning, let me tell you—it's an experience. An experience that can test, and strengthen, the bonds of friendship, and a test of endurance for our poor neighbors. [Pause for laughs]

But if there's one thing that our friendship has taught me, it's that endurance is not just about weathering the storm—it's about learning to dance in the rain. And no one does that better than [Groom]. No matter the tune life plays, he finds a way to strum along, creating his own unique melody of resilience, love, and laughter.

Now, as we embark on this new chapter, I look over at [Bride], and I see the perfect duet partner for him. I see someone who understands his rhythm, someone who can keep up with his tempo, and someone who isn't afraid to throw in a few surprising notes of her own.

So, let's raise our glasses—to [Groom] and [Bride], may your lives together be a beautiful song, filled with harmony, love, and the strength to endure all of life's challenges. Here's to a lifetime of making beautiful music together.

Cheers! [Clink glass]

New Art School

Prompt:

Create market messaging for an art school for adult students. Daytime classes. Value propositions are mastery, social time, mental health, spiritual connection. Led by an accomplished instructor.



Discover Your Artistic Mastery, Nurture Your Soul, and Connect with a Vibrant Community at [Art School Name]!

Are you longing to explore your creative side? Do you yearn for a fulfilling daytime activity that not only enhances your artistic skills but also enriches your mental health and nourishes your spirit? Look no further! At [Art School Name], we offer a unique and transformative experience tailored specifically for adult students like you.

Unleash Your Artistic Mastery: Our art classes provide a nurturing environment for you to unlock your artistic potential and refine your skills. Led by our accomplished instructor, you'll receive expert guidance and personalized attention, enabling you to develop and master various artistic techniques. Whether you're a beginner or have prior experience, our curriculum is designed to challenge and inspire you to reach new heights of artistic expression.

Embrace Social Time and Connection: Join a vibrant community of like-minded individuals who share your passion for art. At [Art School Name], you'll have the opportunity to forge meaningful connections, exchange ideas, and collaborate with fellow students. Engage in lively discussions, gain insights from diverse perspectives, and create lasting friendships that extend beyond the classroom. Experience the joy of art in a supportive and uplifting social environment.

Enhance Your Mental Health and Well-being: Art is a powerful tool for self-expression, personal growth, and emotional well-being. Our art school recognizes the therapeutic benefits of engaging in creative pursuits. Through our daytime classes, you'll embark on a transformative journey that nurtures your mental health and promotes mindfulness. Discover the healing power of art, allowing it to alleviate stress, boost self-esteem, and cultivate a sense of inner peace.

Cultivate Spiritual Connection: Art has the remarkable ability to connect us to something greater than ourselves. Immerse yourself in the beauty of creation, tap into your inner spirituality, and explore the profound depths of your soul through artistic expression. At [Art School Name], we believe that art is not merely a technique but a conduit for profound spiritual connection, allowing you to discover new dimensions of self-discovery and personal meaning.

Enroll today at [Art School Name] and embark on a transformative artistic journey that transcends boundaries. Unleash your artistic mastery, nurture your soul, and connect with a vibrant community that will inspire and uplift you. With our accomplished instructor leading the way, you'll experience the joy of art while enhancing your mental well-being and cultivating a deeper spiritual connection. Discover the transformative power of art at [Art School Name]—where creativity knows no limits.

DEI Statement

Prompt:

write a defensibly legal Diversity Equity
Inclusion statement for a Christian-owned
company



At [Your Company Name], we are firmly committed to creating and fostering a work environment that is diverse, equitable, and inclusive. Our foundational principles are rooted in the teachings of Christ, emphasizing love, respect, kindness, and dignity for all individuals, irrespective of their backgrounds and beliefs.

We understand and value the unique insights, perspectives, and experiences that a diverse workforce brings. We are dedicated to hiring, promoting, and supporting individuals of all races, ethnicities, religions, sexes, genders, sexual orientations, ages, socio-economic statuses, physical abilities, and mental health statuses.

As part of our commitment to equity, we strive to ensure fair treatment, access, opportunity, and advancement for all, while striving to identify and eliminate barriers that have prevented the full participation of marginalized groups.

In promoting inclusion, we seek to create a culture where all individuals feel valued and empowered, where diverse perspectives are celebrated, and where everyone can thrive. We commit to fostering a workplace culture where differing thoughts, opinions, and beliefs are respected, appreciated, and taken into consideration.

We recognize and respect the constitutional protections that allow individuals to freely practice their religion or lack thereof, and we do not impose any religious beliefs on our employees.

This commitment to diversity, equity, and inclusion is not just about compliance with the law, but a fundamental part of our belief in the inherent dignity and value of every individual, rooted in our Christian ethos of respect and love for our neighbor.

We continue to be open to learning, growing, and adapting our practices to make [Your Company Name] a welcoming and respectful environment for all.

Please note that this DEI statement should be followed with tangible actions and policies to ensure that it is not just words on a page, but a true reflection of the company's values and operations. Also, **this statement should be reviewed by a legal team or lawyer** to ensure compliance with all relevant local, state, and federal laws and regulations.

Relocate?

Prompt:

A husband and wife in Texas make \$230000 per year. They live in 3000+ sqft home. They eat out a few times a week. They give at least 10% of their income away to charity. Adjusting for taxes and cost of living in central Colorado, how much would this couple have to take to keep the same lifestyle?



To determine the amount the couple would need to maintain the same lifestyle in central Colorado, we need to consider several factors such as taxes, cost of living, and differences in expenses between the two locations.

1. Taxes: The tax rates in Colorado differ from Texas. In Colorado, the state income tax rate ranges from 4.55% to 4.63%, while Texas does not have a state income tax. To calculate the tax difference, we'll assume an average rate of 4.6% for the couple's income.

Income after taxes in CO = $\$230,000 - (\$230,000 * 0.046) = \$219,820$

2. Cost of Living: Central Colorado, has a higher cost of living compared to Texas. According to various cost of living indices, is approximately 20% more expensive. Therefore, we'll multiply the couple's after-tax income by 1.2 to account for this difference.

Adjusted income = $\$219,820 * 1.2 = \$263,784$

3. Charitable Donations: The couple gives at least 10% of their income to charity. Since the income remains the same, the amount they give to charity will also remain the same.

Your assumption in #1 it's not correct. You do not deduct the taxes from their income in this scenario. The question is how do they enjoy the same lifestyle in Colorado as they do in Texas now? So, you would add the Colorado tax to their income, so it cancels out, not subtract it from their income. Please redo...

Apologies for the misunderstanding. Let's recalculate without deducting the taxes from their income but adding the Colorado tax to maintain their lifestyle:

1. Taxes: Texas has no state income tax, while Colorado does. The state income tax rate in Colorado ranges from 4.55% to 4.63%. We'll assume an average rate of 4.6% for simplicity.

Additional income needed for Colorado taxes = $\$230,000 * 0.046 = \$10,580$

Adjusted income in San Antonio, after taxes = $\$230,000$

2. Cost of Living: Colorado, has a higher cost of living compared to Texas. According to the cost of living index, let's assume an increase of 20% in expenses.

Excel Spreadsheet

Prompt:

You are the world's foremost consultant on modifying company culture to help individuals flourish. The following is a spreadsheet with the survey results from employees across several sites of a large organization. Analyze the data and provide the following written in a professional manner to the company C-suite: a brief introduction, bullet points summarizing the highs and lows of the feedback, demographics (department, location, gender, ethnicity, age, tenure), any interesting statistical data, and a conclusion about the health of the organization.



Dear C-suite Team,

This letter presents the comprehensive results and interpretation of the employee survey conducted across various locations of your organization. By way of this data, we aim to provide valuable insights into your organization's culture, health, and work environment.

****Highs of the Feedback:****

- There seems to be a high degree of satisfaction among employees who have been with the company for over 10 years, particularly in the 'Counseling' and 'Billing' departments.
- It is notable that employees, irrespective of their tenure or department, indicate a strong understanding of their life purpose, indicating a high degree of personal and professional alignment.
- It's also noteworthy that employees, especially those in the 'Counseling' and 'Clinical' departments, appear to possess a robust ability to defer gratification.

****Lows of the Feedback:****

- There seems to be an underlying concern among employees, especially in 'Nursing' and 'Billing' departments, about being able to meet monthly living expenses.
- Similarly, a significant portion of the workforce, particularly those with a tenure of fewer than 5 years, have expressed concern about safety, food, and housing.
- Physical and mental health ratings are lower, particularly among employees in the 'Billing' and 'Nursing' departments, indicating a potential need for health and wellness initiatives.

****Demographics:****

- Departments: Data spread across departments such as Billing, Nursing, Clinical, Clerical, Counseling, Lab, and Operations.
- Gender: There is a higher percentage of female respondents across departments and locations.
- Ethnicity: Majority of your respondents identified themselves as 'Hispanic / Latino,' followed by 'White (non-Hispanic),' 'Black / African American,' and 'Asian.'
- Age: The age range of your employees spans from early 20s to late 60s, with a higher concentration of respondents in their 40s.
- Tenure: Employee tenure ranges from less than a year to over 18 years. The feedback shows a positive correlation between tenure and satisfaction levels, with long-term employees appearing more satisfied.

****Statistical Insights:****

- Despite some financial concerns, there is a consistently high level of commitment to promoting good in all circumstances across departments, genders, ethnicities, and ages.
- Employees seem to be most content with friendships and relationships in the Billing department, while Nursing department employees have shown lower satisfaction in this regard.
- Older employees (above 50) seem to have a significantly higher satisfaction level as compared to younger employees.
- Gender does not significantly impact the responses, implying equitable job satisfaction and concerns between genders.

****Conclusion:****

The overall health of your organization is moderate with ample opportunities for improvement. There is a pressing need to address employees' financial concerns and health & wellness issues. With a strong sense of purpose, your employees demonstrate resilience and commitment to the organization's goals. This understanding is an invaluable strength that can be harnessed to drive change, foster growth, and improve overall job satisfaction in our organization.

We believe these results provide a solid foundation for making informed decisions to enhance your work environment and improve the overall organizational culture. I recommend creating an action plan to address the identified areas of concern, which will significantly improve your organization's overall health and satisfaction levels.

Best Regards,

[Your Name]

Photos from Words

Prompt:

Photo realistic picture of a mountain modern home blue sky, white clouds red for sale sign in the front yard. Make the house black and white.





Photo from Pic

Took a picture of a real-world object – a Smart Water bottle. Asked AI to modify it.

Prompts:

1. Make the liquid in this bottle purple.
2. Darker purple. And the label should read Joel's Water





Social Posts from YouTube Video

Prompt:

You are the world's best social media expert. Write a compelling social media post summarizing and inviting people to this content.

Your audience is multi-generational professionals, leaders, and business owners. Add high SEO hashtags and emojis. Prefer bullet formatted results.

Recommend 3-5 potential titles most likely to go viral.

After reviewing this content, what current news and statistics would support the claims made in this recording? Give at least 3 valid examples. Site sources, dates published, and authors.

<https://youtu.be/Lp2FTzYV5Yg?si=6SG3sq8oGDGxgk5f>



First Memories of Money

✨ Dive into a captivating conversation between Joel Gunn and Josh Arrington as they explore the profound influence of our first financial memories and how they shape our approach to stewardship in all facets of life. 🌱 From the personal to the professional, this dialogue traverses the importance of self-awareness, the pursuit of purpose, and the art of managing our most precious resources. 📈

👉 Join us as we delve into the power of individuality in stewarding not only our assets but also our talents, beliefs, and the legacy we wish to leave for future generations. 💡

🔍 Discover practical steps and psychological tools for self-discovery and engage with the pivotal themes of the evolving American Dream, the significance of personal identity, and the impact of artificial intelligence on intergenerational connections.

🚀 Whether you're a professional, leader, or business owner, this conversation is a must-hear for anyone eager to navigate the complexities of life and leadership with wisdom and balance. 🧠

#LeadershipDevelopment #FinancialWisdom #PurposeDrivenLife
#Stewardship #PersonalGrowth #InnovativeThinking

Takeaways 🌐

- ★ First memories of money can have a significant impact on financial management and mindset.
- ★ Stewardship involves the proper care and management of time, talent, treasure, faith, temple, and testimony.
- ★ Self-reflection and personal inventory are important for identifying areas for improvement in stewardship.
- ★ Finding one's identity and purpose is crucial for effective resource stewardship.
- ★ Psychological profiles can be helpful tools for self-discovery and understanding strengths and weaknesses. Take responsibility for your base responsibilities and find solutions instead of making excuses.
- ★ Balance relationships and finances to achieve a healthy equilibrium in life.
- ★ Treat people as individuals and value their unique qualities.
- ★ Avoid categorizing people and recognize the dangers of lazy and narcissistic thinking.

The Psychological Impact of Early Financial Education: A study published in the Journal of Consumer Affairs (Feb 2021) by Elizabeth J. Odders-White and Charles Kalish shows that early financial literacy impacts financial decision-making in adulthood.

Other Uses

Drafted company core values from newspaper article

Improved a Customer Feedback form letter

Calculated interest accrued on a credit card during a 7-week reimbursement period

Rewrote my bio

Rewrote and cleaned up daughter's resume



Are you using?

- OpenAI's ChatGPT
- Gemini.google.com
- Anthropic's Claude
- Microsoft's Copilot



Table Talk Workshop

1. Designate someone to get AI on their phone
Gemini.google.com
2. Decide on an outcome (e.g. job description)
3. As a group, write the prompt
4. Review the AI output
5. On a scale of 1-10 (best), how did AI do?
6. Your next step?



Audience Feedback



Steps to Implement AI

Identifying business objectives and needs
Data privacy and security concerns
Skill gaps and training requirements
Evaluating AI solutions and vendors
Data collection and preparation
Pilot testing



Things we as leaders can do

- Champion ethical development and use
- Foster a culture of learning about AI
- Lead human and AI collaboration
- Participate in the AI governance discourse
- Communicate a vision for the future





"If you can afford to be the master of human connection instead of the master of AI, do it.

At the same time, you need to be the master of AI to compete in this world."

Mo Gawdat, former Google X Chief Business Officer

Final Prompt

You have been asked to **speak for about 60 minutes** to a **room full of businesspeople** about the **latest developments in AI** and **practical ways they can use AI today** to improve their organizations. Provide bullet points and sub bullets to **populate your slide deck**.



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