

HUMANIZING THE INHUMAN:

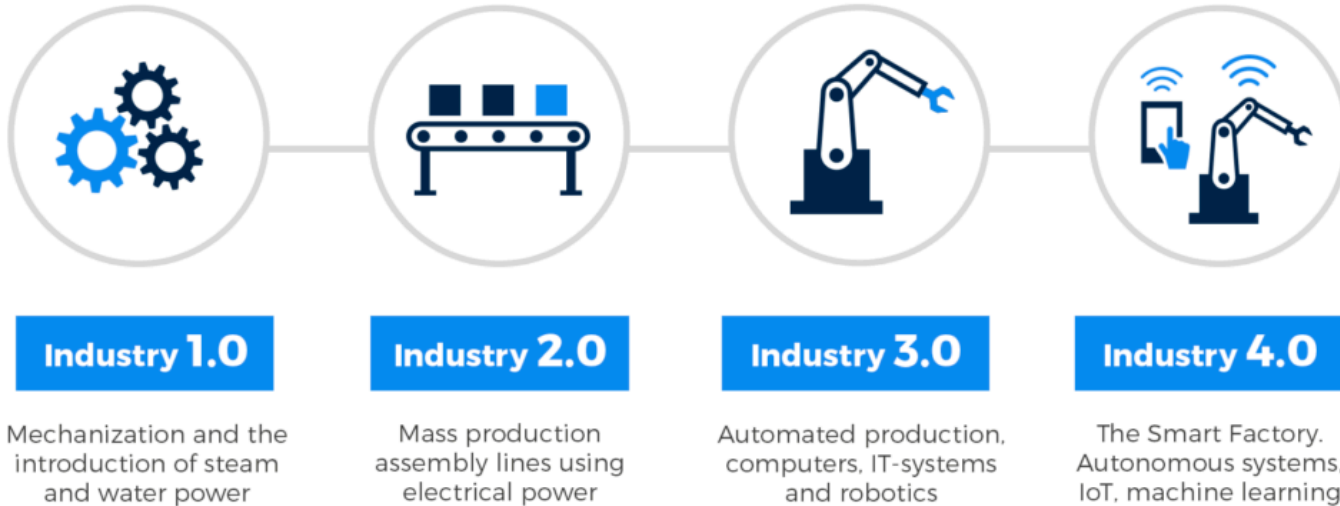
How (and why) does this apply for robots & AI?

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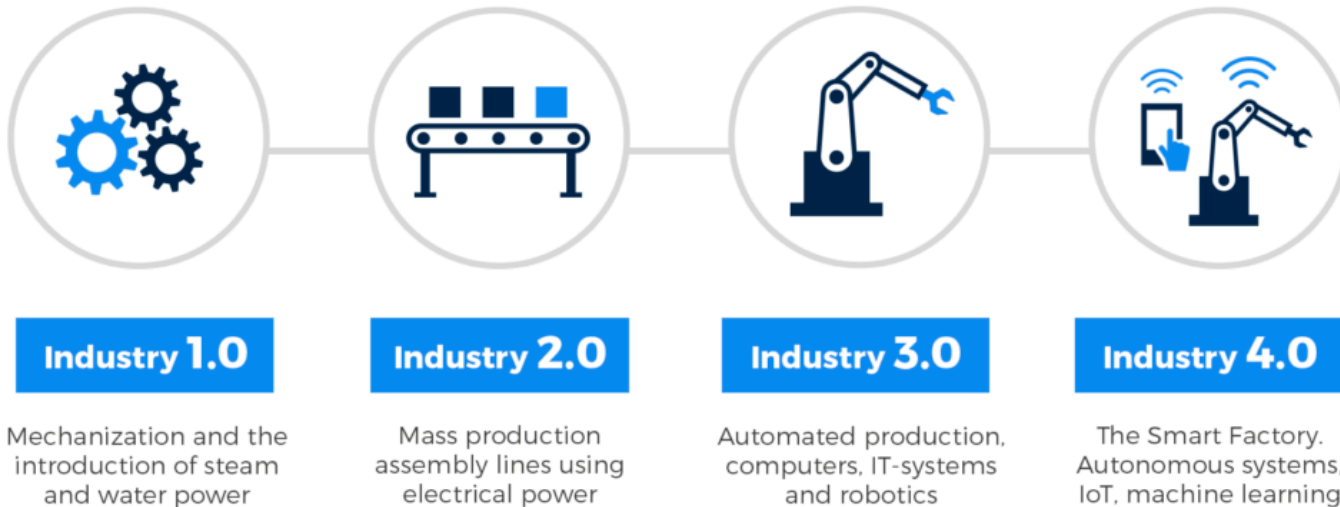
@jamiiegloor

The Four Industrial Revolutions



“AI will impact every job, in every industry and every country.”
- Schwabel (2019), WEF

The Four Industrial Revolutions



AI experts' job replacement estimations (in years)

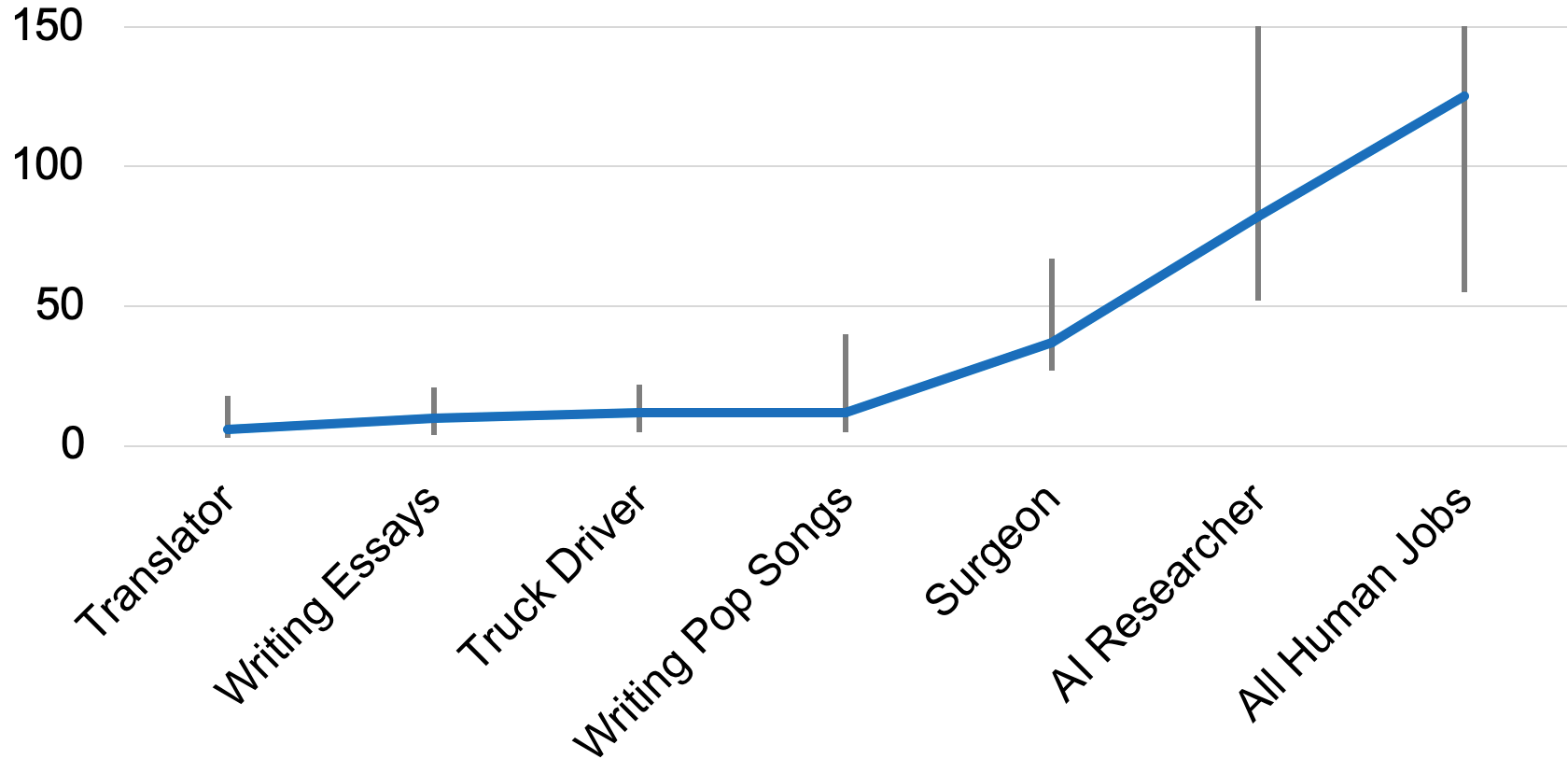
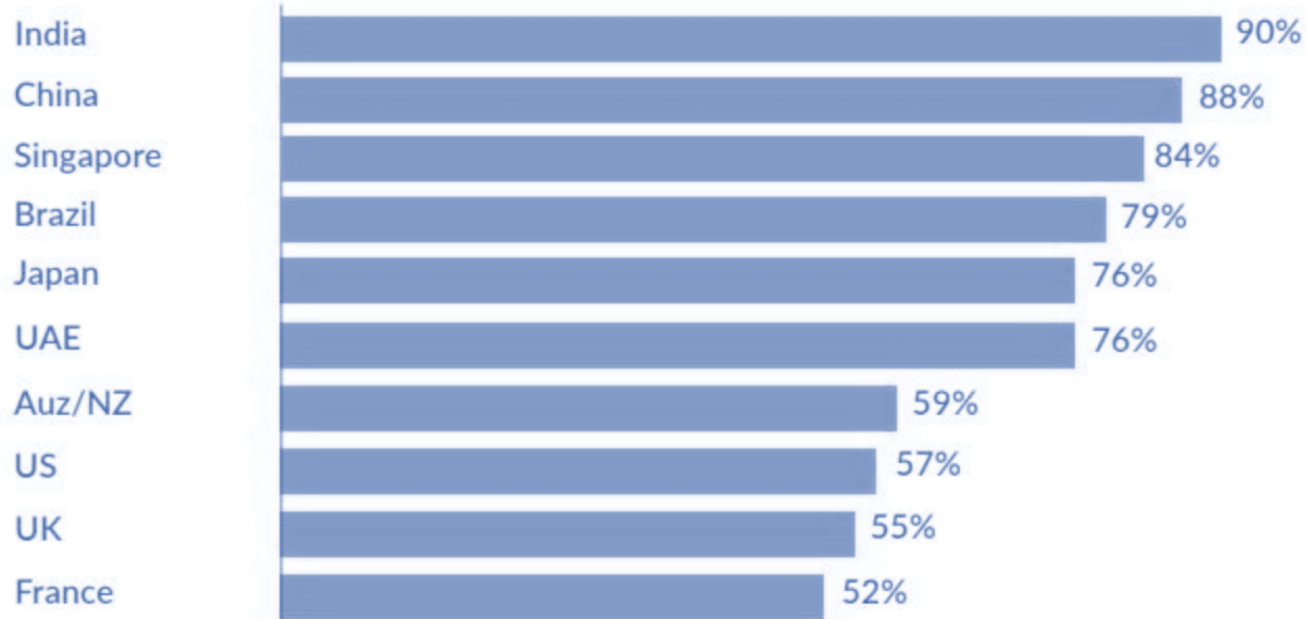




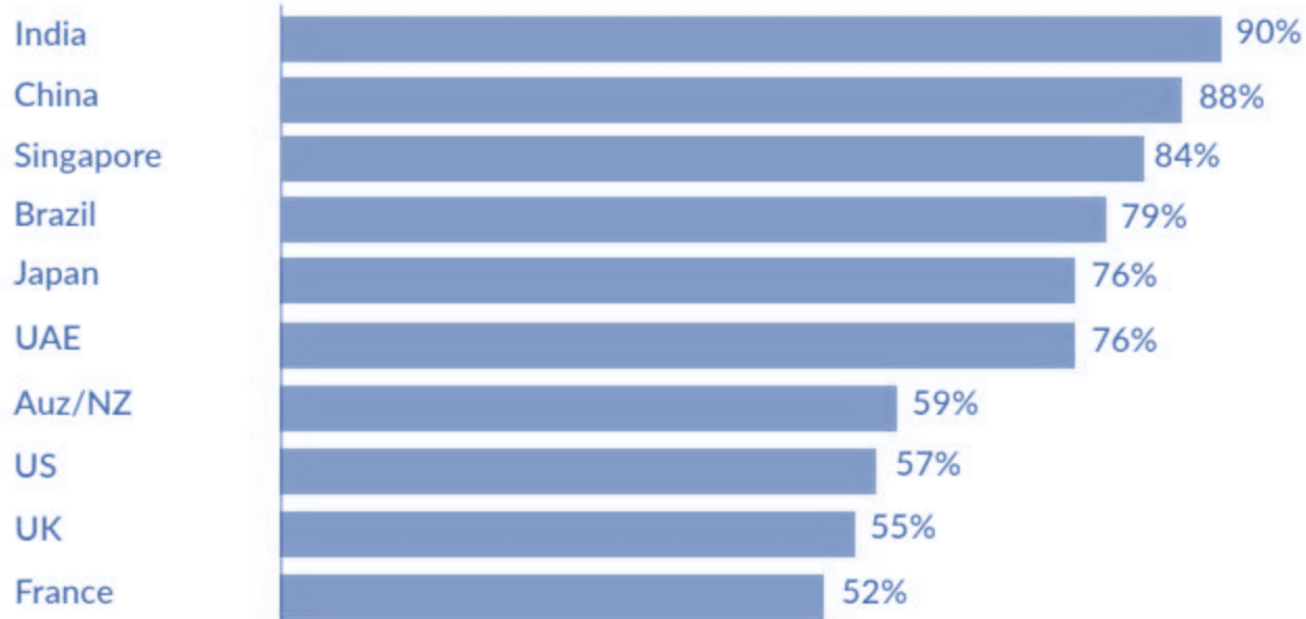
Image Source: The Telegraph

“Robots will take your jobs.”
- Elon Musk (2018), Tesla/Solar City/SpaceX





“AI will one day replace managers”
(in %, $N = 8,370$)



“AI will one day replace **managers**”
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The world's biggest hedge fund is creating a secret algorithm to automate management

Published Thu, Dec 22 2016•1:27 PM EST • Updated Thu, Dec 22 2016•2:37 PM EST



Marguerite Ward
@FORWARDIST

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Trending Now

1 A former hiring manager of 15 years reveals 5 sneaky things employers will never tell you

2 4 secrets to raising wealthy kids, according to the billionaire Rockefeller family

Source: The Wall Street Journal

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How Artificial Intelligence Will Redefine Management

by [Vegard Kolbjørnsrud](#), [Richard Amico](#), and [Robert J. Thomas](#)

November 02, 2016

Many alarms have sounded on the potential for artificial intelligence (AI) technologies to upend the workforce, especially for easy-to-automate jobs. But managers at all levels will have to adapt to the world of smart machines. The fact is, artificial intelligence will soon be able to do the administrative tasks that consume much of managers' time faster, better, and at a lower cost.

How can managers — from the front lines to the C-suite — thrive in the age of AI? To find out, we [surveyed](#) 1,770 managers from 14 countries and interviewed 37 executives in charge of digital transformation at their organizations. Using this data, we identified five practices that successful managers will need to master.

Practice 1: Leave Administration to AI

According to the survey, managers across all levels spend more than half of their time on administrative coordination and control tasks. (For instance, a typical store manager

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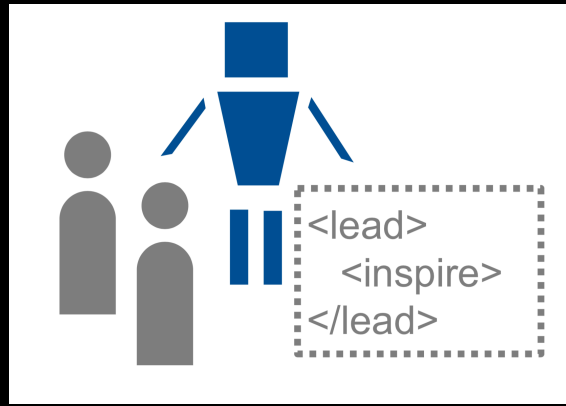
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leadership: a process of social influence
(e.g., leader-follower)

...but can robots be **social**?
...and **influential**?

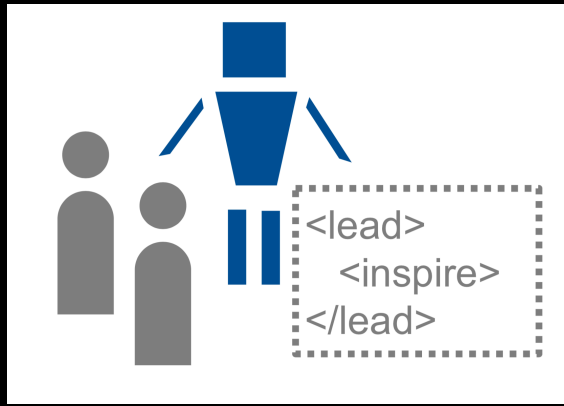


https://www.youtube.com/watch?time_continue=454&v=Bg_tJvCA8zw&feature=emb_logo



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and amusing social act of
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successful **humor**

1. appropriate
2. appreciated
3. laugh-inducing

→ **leader** selection & effectiveness

(Bitterly & Schweitzer, 2019; Cooper, Kong, & Crossley, 2018; Bitterly, Brooks, & Schweitzer, 2017; Evans, Slaughter, Ellis, & Rivin, 2019; Lehmann-Willenbrock & Allen, 2014; Yam, Christian, Wei, Liao, & Nai, 2018)

“Strengthening a soft skill is one of the best investments you can make in your career, as they never go out of style... Plus, the rise of AI is only making soft skills increasingly important, as they are precisely the type of skills robots can’t automate.”

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“reskilling imperative’...of
‘human skills’ which will retain
or increase in value

with the ‘rise of robots’
comes the rise of **soft skills**

soft skills: personality traits,
noncognitive skills/abilities,
socioemotional skills, goals,
motivations, and preferences
that are valued in labor market

(Heckman & Kautz, 2012)



social robots in education, healthcare,
entertainment, communication, tasks
requiring collaboration

(Breazeal, Dautenhahn, & Kanda, 2016)



social robots in education, healthcare,
entertainment, communication, tasks
requiring collaboration...**and leadership?**

(Breazeal, Dautenhahn, & Kanda, 2016)

ISN'T IT IRONIC?

***Scientists Have a
Plan to Make
Humans Accept
Robots: Give Them
a Sense of Humor***

It's not enough for robots to be functional.
Now they need a sense of humor.

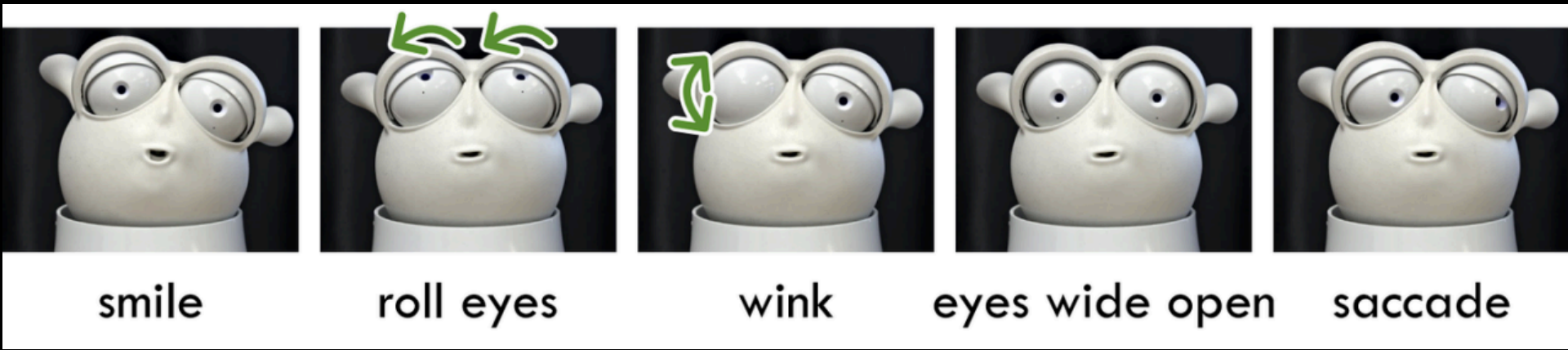
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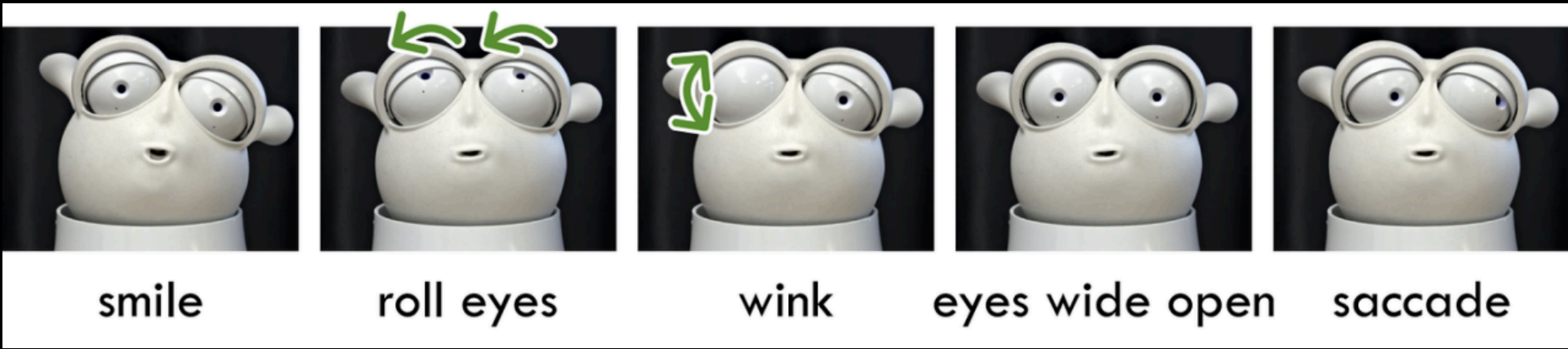
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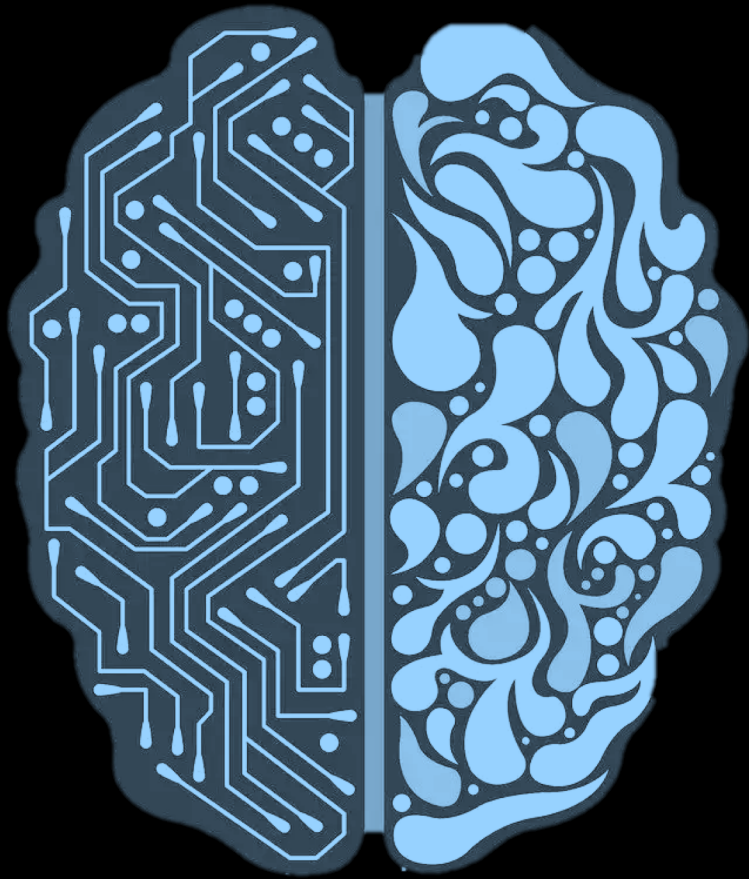
Source: The Daily Beast





(Jago, 2019; Ritschel, Aslan, Sedlbauer, & Andre, 2019)

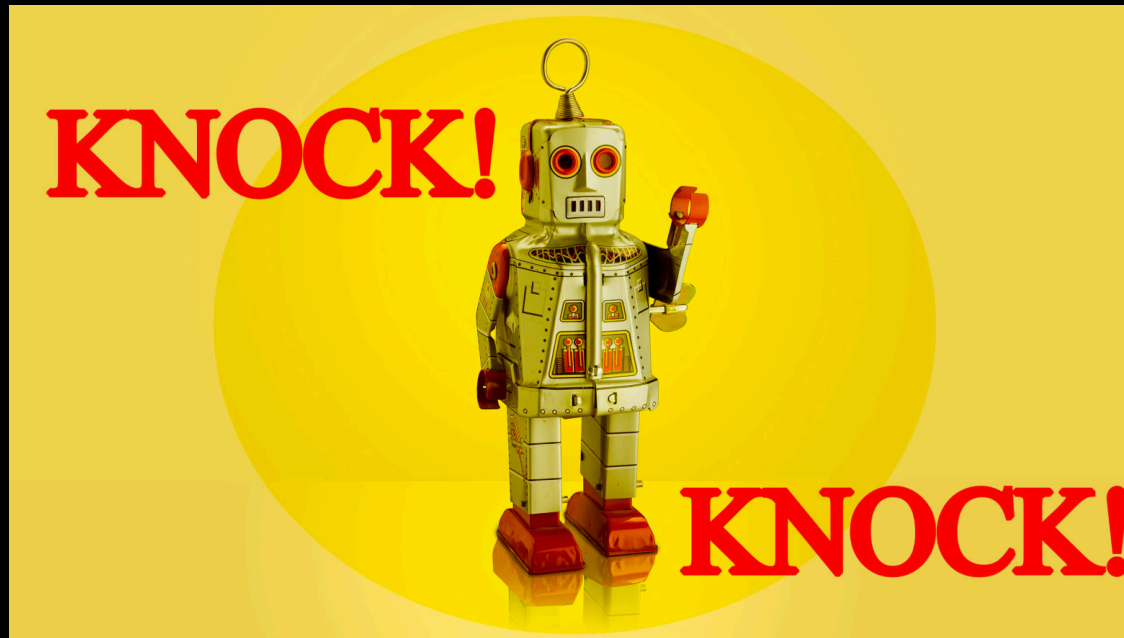
Image Source: Seefflection





GOOD BOSS, BAD BOSS





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