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NOCA

Futures of AI / The AI Driven
Organization



“People capabilities are the biggest opportunity you have to make your company grow.”

JOSH BERSIN
GLOBAL INDUSTRY ANALYST AND CEO
THE JOSH BERSIN COMPANY

We make work life better by teaching leaders how to build the people practices that make their organizations irresistible for employees, customers, and stakeholders.



Bo Vialle-Derksen

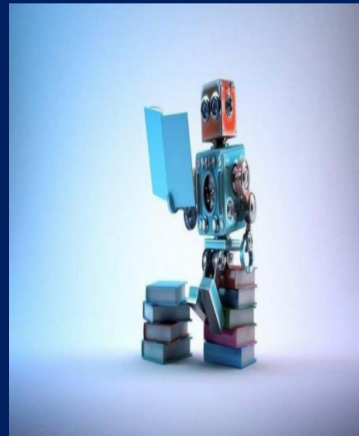
Senior Advisor & Lead for EMEA



Topics for Today:

- Promise of AI
- Real life AI use cases
- AI HR Tech solutions worth checking out

THE EVOLUTION OF CHAT-GPT (GENERATIVE PRETRAINED TRANSFORMER)



GPT-2
February 2019
1,5 Billion

GPT-3
May 2022
175 Billion

GPT-4
March 2023
1,7 Trillion

GPT-5
Estimated 2024
17,5 Trillion

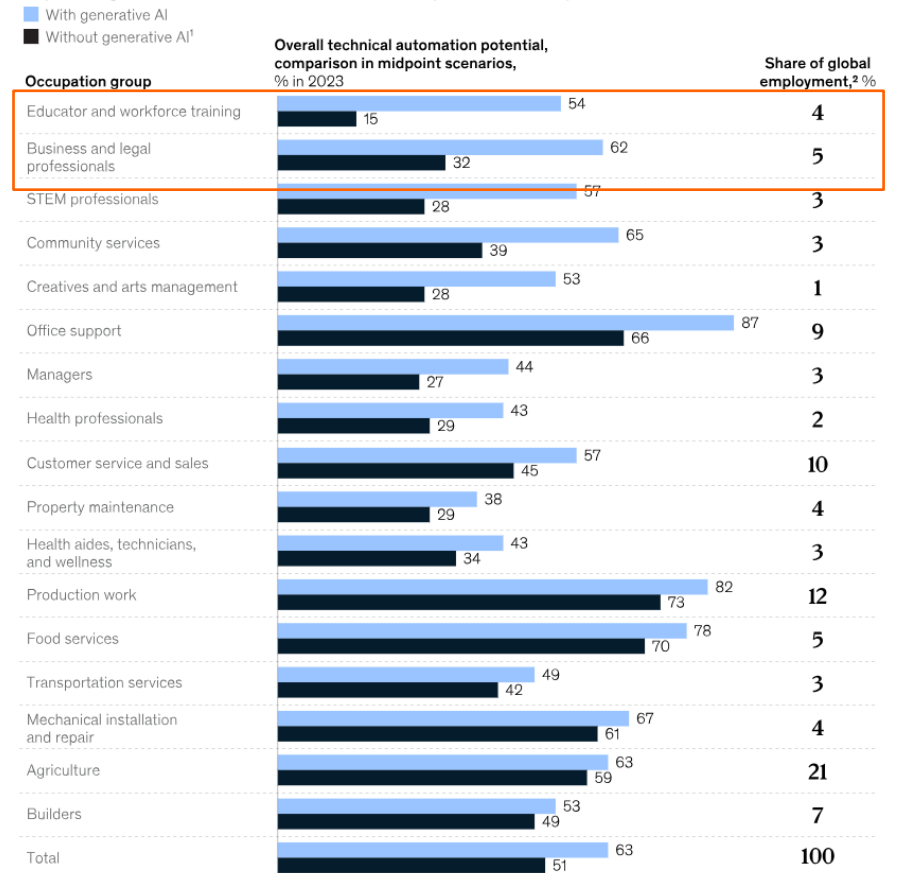
MASSIVE POTENTIAL IN THE HR FUNCTION

GEN AI HAS THE POTENTIAL TO ACHIEVE 25% OF AUTOMATION ACROSS ALL DIMENSIONS OF THE HR FUNCTION IN THE NEAR TERM



Advances in technical capabilities could have the most impact on activities performed by educators, professionals, and creatives.

Impact of generative AI on technical automation potential in midpoint scenario, 2023



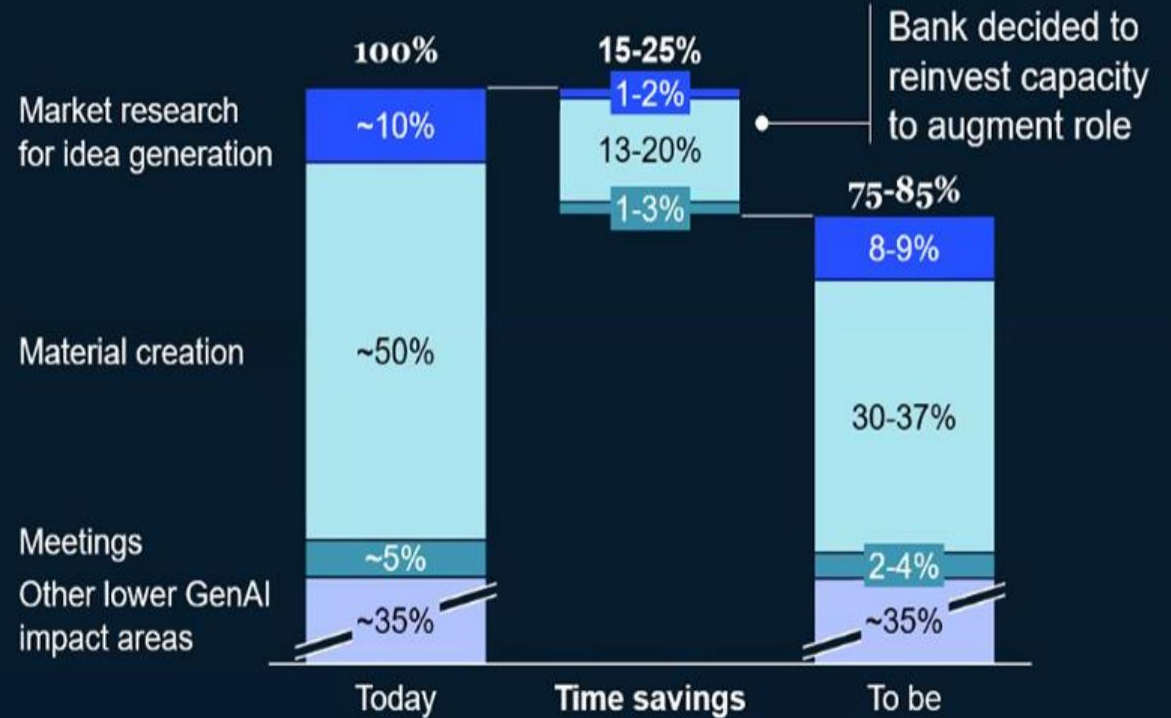
Note: Figures may not sum, because of rounding.
¹Previous assessment of work automation before the rise of generative AI.
²Includes data from 47 countries, representing about 80% of employment across the world.
 Source: McKinsey Global Institute analysis

CAN AI FINALLY BUST THE PRODUCTIVITY PARADOX?

Example: Leading global investment bank shows GenAI potential to improve productivity of junior bankers by 15-20%

ILLUSTRATIVE "DAY OF WORK"

Average time split of analyst/associate (advanced level of education)



CAN AI FINALLY BUST THE PRODUCTIVITY PARADOX?

Case study | BCG U leveraged GenAI to transform learning and development workflows



Context

BCG U enables transformative learning at scale

The goal: create a responsive online GenAI training in 6 weeks or less with half the budget

Productivity results

9 days

to develop a sample course (versus 6 weeks before GenAI)

60%

cost savings to develop video content

5 person team

contributing to project (versus team of 10 before GenAI)

Lessons learned



GenAI helps create content, but human input is required for the final 20% to customize and add context



GenAI tools reduce iteration cycle time (e.g., translating to other languages)



The learning curve is steep—what took the team 3 days at the beginning can be accomplished in just hours now



GenAI requires a more agile build, reshaping roles and team structures

Ulrika Biesert, Ingka Group Global People, made a commitment. **“We’re committed to strengthening co-workers’ employability in Ingka through lifelong learning and development and reskilling,”** she told Reuters

WHAT HAPPENED:

- Billie, the AI bot, effectively managed **47%** of customer inquiries.
- **8,500 call center workers** were transformed into interior design advisors.
- Sales through remote interior design consultations amounted to **1.3 billion euros** (~\$1.4 billion).



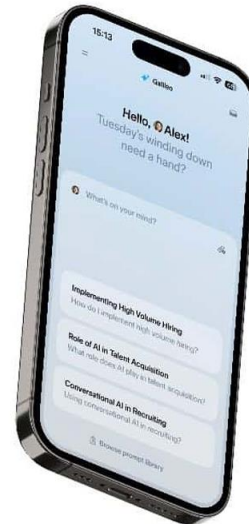
IDEATION TO PRODUCT LAUNCH IN 6 WEEKS

Introducing Galileo™, The World's First AI-Powered Expert Assistant For HR

BY [JOSHBERSIN](#) · PUBLISHED NOVEMBER 14, 2023 · UPDATED NOVEMBER 14, 2023

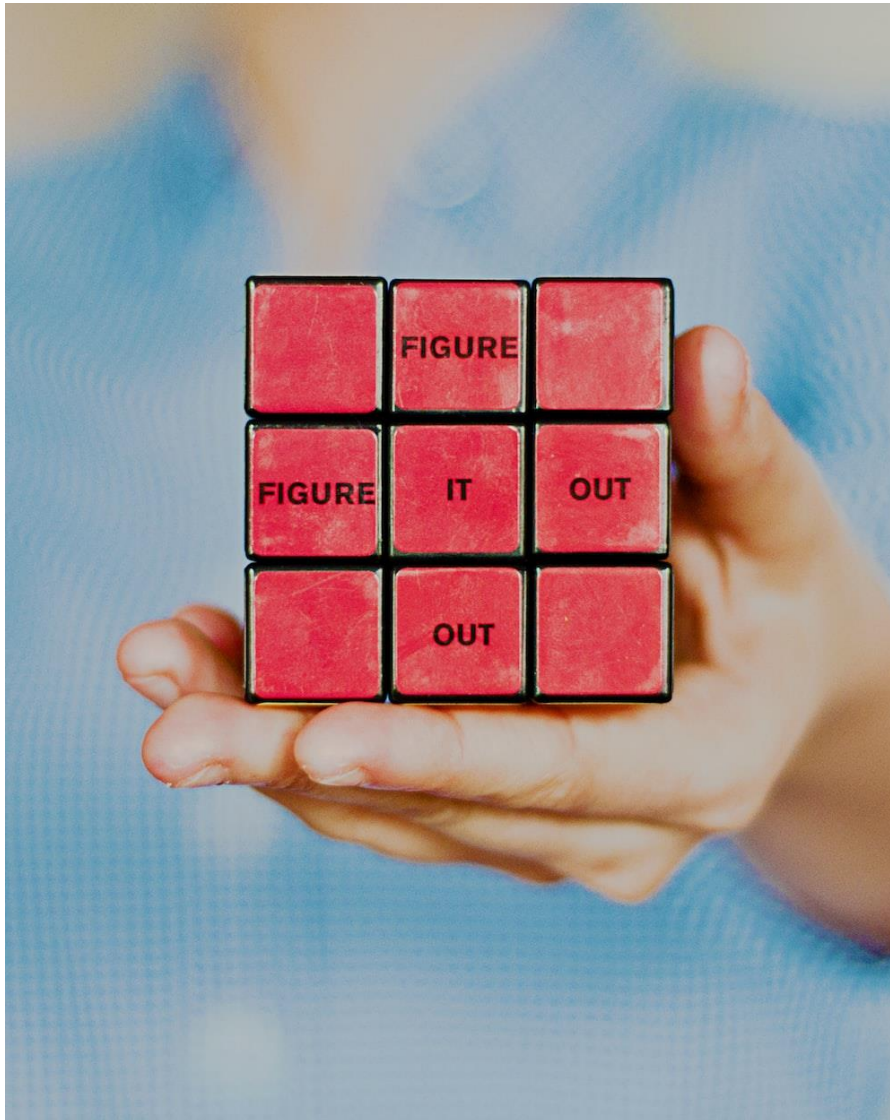
Meet Galileo™

The world's first expert assistant for HR. Brought to you by The Josh Bersin Company. Powered by Sana.



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DON'T RUSH TO A SOLUTION




**Fall in
Love
with the
Problem,
Not the
Solution**

A Handbook for Entrepreneurs

Uri Levine
Co-founder of Waze

"SPOILER ALERT:
this book will change
your life and become
your 'bible' if you are
an entrepreneur."
—from the foreword by
STEVE WOZNIAK
Co-founder of Apple



Change has never
been this **fast**, and
will never be
this **slow** ever again

Gordon Moore, Co-founder Intel

Your ultimate differentiator will be your people



Thank you!

