10 MANAGEMENT AND AI

PJD's Opening Remarks

AI has been slowly finding its way into some of the tools used by managers of organizations. For example, AI programs are used to screen job applicants and administer skill tests and then recommend the top candidates for interview. They track economic reports and advise managers on emerging trends. They can screen emails for signs of illicit behavior among employees. They can automate warehouses. They can guide drones for reconnaissance and delivery.

There has been much speculation that these tools will soon take over many manager responsibilities as budget formation, year-end projections, inventory management, and even employee performance evaluation.

Today's speaker is Distinguished Professor Uday Apte of the Defense Management School. He is an expert at managing automation and wrote a textbook on that topic when he was teaching at the Wharton School. He believes that managers need to get to know the AI tools available and use them wisely and productively. He also believes that the majority of a manager's job requires empathy, compassion, and good judgment – aspects we know that AI is not good at. He will talk to you today about how AI is affecting management and to warn managers they will not be retired by AI any time soon.