

Welcome to the training on the AI-powered process that we teach. One of the questions that come up in this is, how do the AI business strategy and this effort to create these AI-powered processes intersect? And the way that I've heard it told best is that if you focus on the little things, the big things take care of themselves.

What I mean by that is that if we have AI-powered processes that are generating the results that were predicted, which we'll talk about in a moment, You will, as a result of those functioning efficiently and effectively and getting the increase in revenue or the decrease in required human interaction, those all lead up to contributions to the business strategy.

Every little thing that we stack into an organization improves the likelihood of that company achieving that big goal that was set in the company vision. Where do you start? The easiest place to start is the impact assessment that was done when you created the new organizational chart to refresh your memory.

Impact Assessment

The impact assessment was where we after the organizational chart was built. If you can recall the organizational charts are not based on the employees that org chart is based on roles and employees or team members fill those roles. It's not the other way around. We've got this person. Let's put them over here. There's a process for that, but by looking at each of the roles exclusive of who is in that role. We look at three things in the impact assessment; **Automation, Human Augmentation, and Pure AI.**

Automation is, can the workflow be completely outsourced to automation for an equal or better result? When we're looking at the functions of each of those roles, some of them will fall under some of these categories. Some of them may not be. Some of them may still need to completely participate or in this case, the human augmentation section human plus AI working together.

A good example of that would be the content creation. If you were to take synthetic content from ChatGPT and put that up on your blog, individuals who, and more and more individuals are getting familiar with this now because of the amount of synthetic content being out there. It will smell off having the human in the loop there to be able to start with instead of a blank sheet of paper.

The ideas that were generated from chat GPT and message that information to get a more organic human experience for the content reader in that example, would be a good case of human augmentation.

And then pure AI, are there places, are there roles? Are there functions of a role within the organizational chart that can be eliminated from human participation altogether and introducing AI? And then once we do that impact assessment, we add either time savings or economic contribution to each of those functions of that role to get an economic impact assessment per role.

The best place to start is using this impact assessment as your guide. You're looking for a combination of increased productivity, and increased revenue, combined with the complexity of deployment. If it's a larger process that has multiple people involved and there's going to be a lot of training, maybe that's not where you start.

Maybe you start with the workflows and SOPs that can be supported by prompting, can be supported by automation, can be supported by pure AI that doesn't have a lot of complexity. However, they yield a very apparent economic impact or time savings. And again, those time savings result in bandwidth available for additional production from that human somewhere else in the organization.

Impact assessment is the first place that I would start now using the new AI-powered processes, just because we've gone through the process that we outline in the lesson that teaches you how to process mine and process map doesn't necessarily mean that you're going to be successful. A big part of the success of a deployment is the human participation.

Can you get the users of that workflow to follow the steps and realize the benefits from the improved AI-powered process? So a big part of that is going to involve putting the team at ease, making sure that they understand. However, it's gonna be easier for you. You're not going to have to do as much of the part that you didn't like. The repetitive or the data entry type stuff. You're not going to have to spend as much time doing a certain task.

That's the first place I'd start. The second place is training them on the new workflow, the new AI-powered process.

The training doesn't have to necessarily require hours and hours or weeks of education, it can be as simple as sitting down and having the team lead that was involved in the creation of these new AI-powered processes. Have the team lead sit down with the user of that workflow and let them go through it a few times using the process map as their guide.

Correcting Steps

If they make some mistakes, being available to answer some questions outside of that, a lot of these easy wins won't require a lot of upskilling on the part of the employee. Some of the more complex workflows that we are optimizing the training in accordance with will be a little more detailed. So as long as you've got the team on board to use the process and they know that they've got training support for the process, adoption becomes pretty quick.

The Process Mapping Stage

This is the idea behind process mapping isn't just step one, or step two. It creates a visual flow that's easily followed by the individual. With links in and out to perhaps a certain step in the visualized process, the map will be a link to the instruction guide for that particular tool or a link to the spreadsheet where that data is going to be held. If it's a human-augmented process that hasn't quite been automated spreadsheets, anything with spreadsheets we can automate.

The importance of the visual representation of it supports different learning modalities. Some people are readers and understanders. Some people are viewers and understanders. Some people understand best by listening to the explanation. This process mapping protocol that we follow meets all three of those modalities for learning and allows for less confusion.

As I've mentioned in the writing, a confused mind always says no. It's easier and less risky to not do it if you don't understand it. That it is to do it and perhaps risk messing up as the workflow user might feel the clearer they are on that process and the creation of that visual certainly helps the more likely they are again to adopt the new process, allowing the company to realize the benefits of those AI-powered processes.



Here's a perfect example of what a visual representation of a workflow or an SOP will look like. As I mentioned in the writing, we use Lucidchart. You can also use tools such as the CAIO co-pilot software. There are a number of tools out there. A lot of them at this point, are AI-powered. AI-driven. But this is what the ideal outcome will be for a visualized process map. Easy to follow. Names are in there where appropriate links out to the necessary input for that step in the process. And it becomes very easy for somebody to start the new AI-powered process and get the AI-powered result.

Depending on your wiring, you may not necessarily be somebody who enjoys participating at the granular level of business, you may be more of a visionary, or an idea person, or a creative person. And this type of effort drains you. Here's what I can tell you. Process when done right results in predictable outcomes for the company. Whether that is the content is created and is on par with human creation or finance has been able to determine new areas for allocation of our investment capital for the company. Everywhere in between from frontline customer service, all the way to the C-suite processes have clearly defined processes following our protocols, and introducing Automation, augmentation, or pure AI into the process results in an optimized enterprise.

Not just one department, not just one job, but the entire company begins to benefit from the compounding effect of all of the roles within the organization running on AI-powered processes. There's a boost here, a boost there, a little bit more here, less time here. All of that collectively results in a huge win for the organization.

Type of win that has the C-suite or the owners of the company are very glad that they initiated this AI Deployment and developed the AI Business strategy. If you're not a process person, don't get involved. Work with the team leads who are responsible for those workflows and guide them, coach them, and operate from a few levels above.

However, I would encourage you to roll up your sleeves and get dirty with a couple of the processes so that you can better explain the protocol that's required to get the AI-powered process from whoever's creating it and that you can also be a good judge of this process is missing steps. This process has too many steps.



Simple things like that will result in a refinement of all of the processes within the organization, which results in a refinement of the overall operation of the organization, which makes you look like the superstar that you are being the Chief AI Officer.

So again, if you have any questions about this subject, we've got our Slack community. You can certainly reach out to our support team. We do our live Q and A's every week where any topic that's discussed in any of the content can be brought up. This is an area where I want to stress the importance of not being careless, cautious, cavalier, or careless or cavalier with the development of the processes following this protocol.

It will have a huge impact. See you in future lessons.