

What is GenAI?

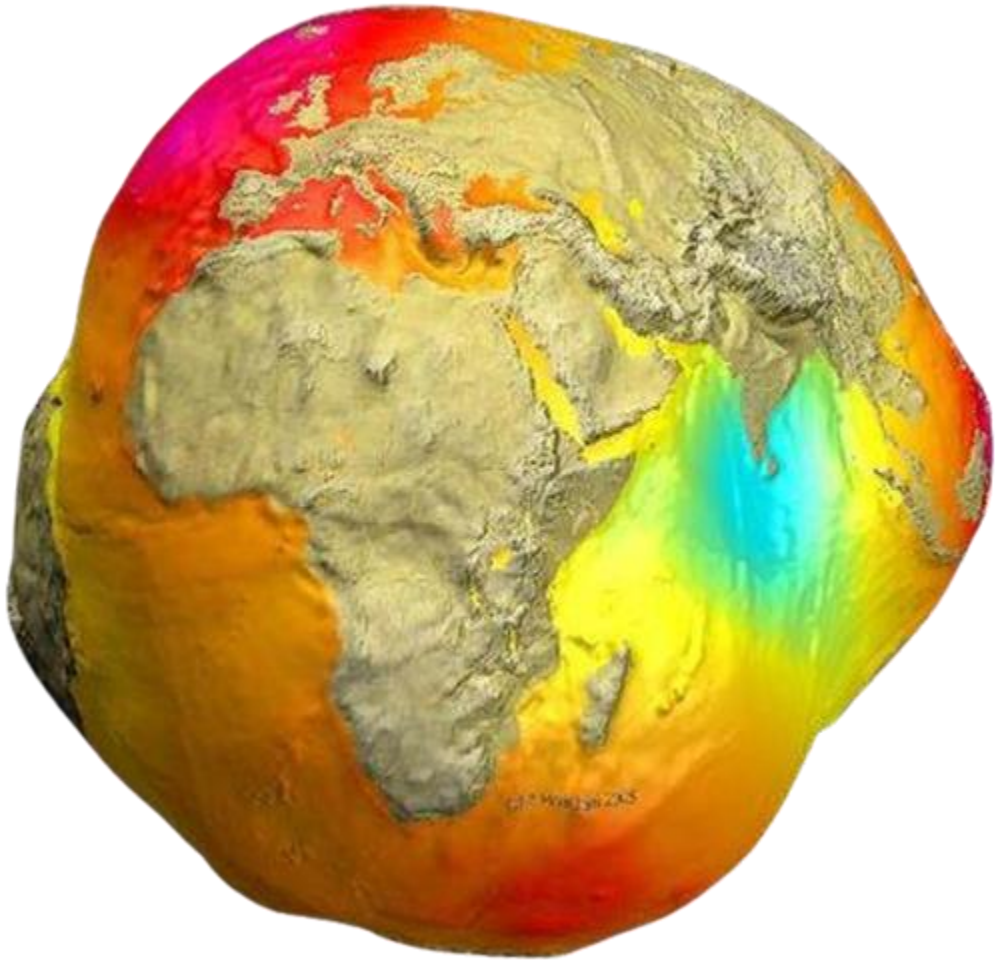
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What is real?





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What is real?





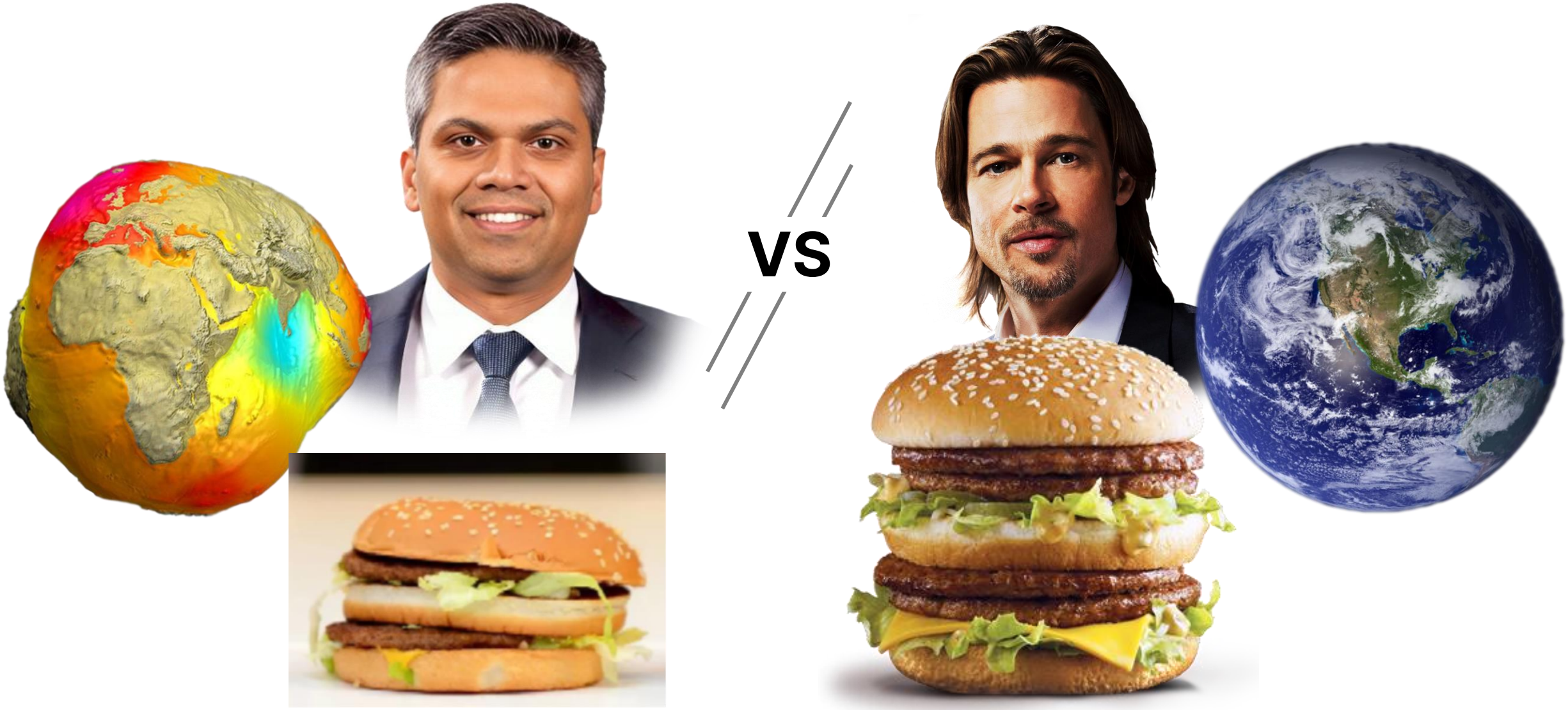
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What is real?



Let’s meet the real AI !!!

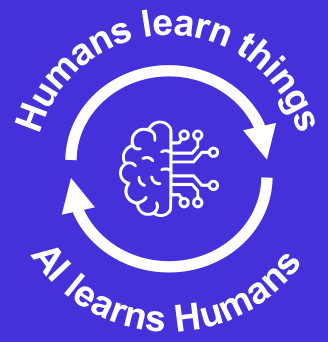


What the heck is GenAI?

Average Cognitive assimilation rate

60 bits/sec

Trillion bits/sec



Internet

Information
at your fingertips

Smart Phone

Computer
at your fingertips

GenAI

Expertise
at your Fingertips

Payback Time



Technology to benefit less skilled

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AI – Impact on Workforce

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Low — High

Impact of AI

19% of the workforce have 50% of the work tasks impacted by LLMs

80% of the workforce have 10% of the work tasks impacted by LLMs

Zone 1*



- **Preparation required**: None or little (0-3 Months)
- **Education:** High School Diploma
- **Experience:** Little or none

- Landscaping Workers
- Laundry and Dry-Cleaning Workers
- Food Preparation Workers

Zone 2



- **Preparation required**: Some (3-12 months)
- **Education**: High School Diploma
- **Experience**: Some

- Data Entry Keyers / Bank Tellers
- Customer Service Representatives
- Administrative Assistants

Zone 3



- **Preparation required**: Medium (1-2 Years)
- **Education**: Vocational/ related on-the-job experience/ associate's degree.
- **Experience**: Moderate

- Web Developers
- Computer User Support Specialists
- Desktop Publishers

Zone 4



- **Preparation required**: Considerable (2-4 Years)
- **Education:** Four-year bachelor's degree
- **Experience**: Significant

- Database Administrators
- Software Developers
- Data Scientists

Zone 5



- **Preparation required**: Extensive (4+ Years)
- **Education**: Graduate/ Master's / Ph.D., e
- **Experience**: Extensive. Many require 5+ years of experience

- Research Scientists
- Biostatisticians
- Environmental Economists

Some job attributes that defines impact of AI

Low Impact	High Impact
✓ Labor Intensive ✓ People Management ✓ Critical Thinking	✓ Content Related – text, Images, Multimedia ✓ Programming ✓ Creative Thinking



Most impacted IT role –

28 Mn+ Software Developers Worldwide

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*The zone definition is from O*NET

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AI is going to trigger an upward mobility & Create additional Roles



11 Mn+ Shared Services Jobs would be disrupted by the upward mobility and heterogeneous and wider skills

Credit Authorizers, Checkers, and Clerks (Zone 2)
- **Qualification:** High school+ Diploma
- **Experience(IT):** Limited
- **Technical Knowhow:** Limited

AI + Upskilling → **Business Intelligence Analysts/Computer Programmer** (Zone 4)

Bank Tellers (Zone 2)
- **Qualification:** High School + Diploma
- **Experience(IT):** None
- **Technical Knowhow:** Limited

AI + Upskilling → **Entry level software Engineer** (Zone 4)

New roles introduced by AI

ZONE 3
- Prompt Engineers
- AI Code Testers
- Citizen Developers

ZONE 4
- AI Content Strategist
- AI Integration Lead
- AI Ethics & Governance

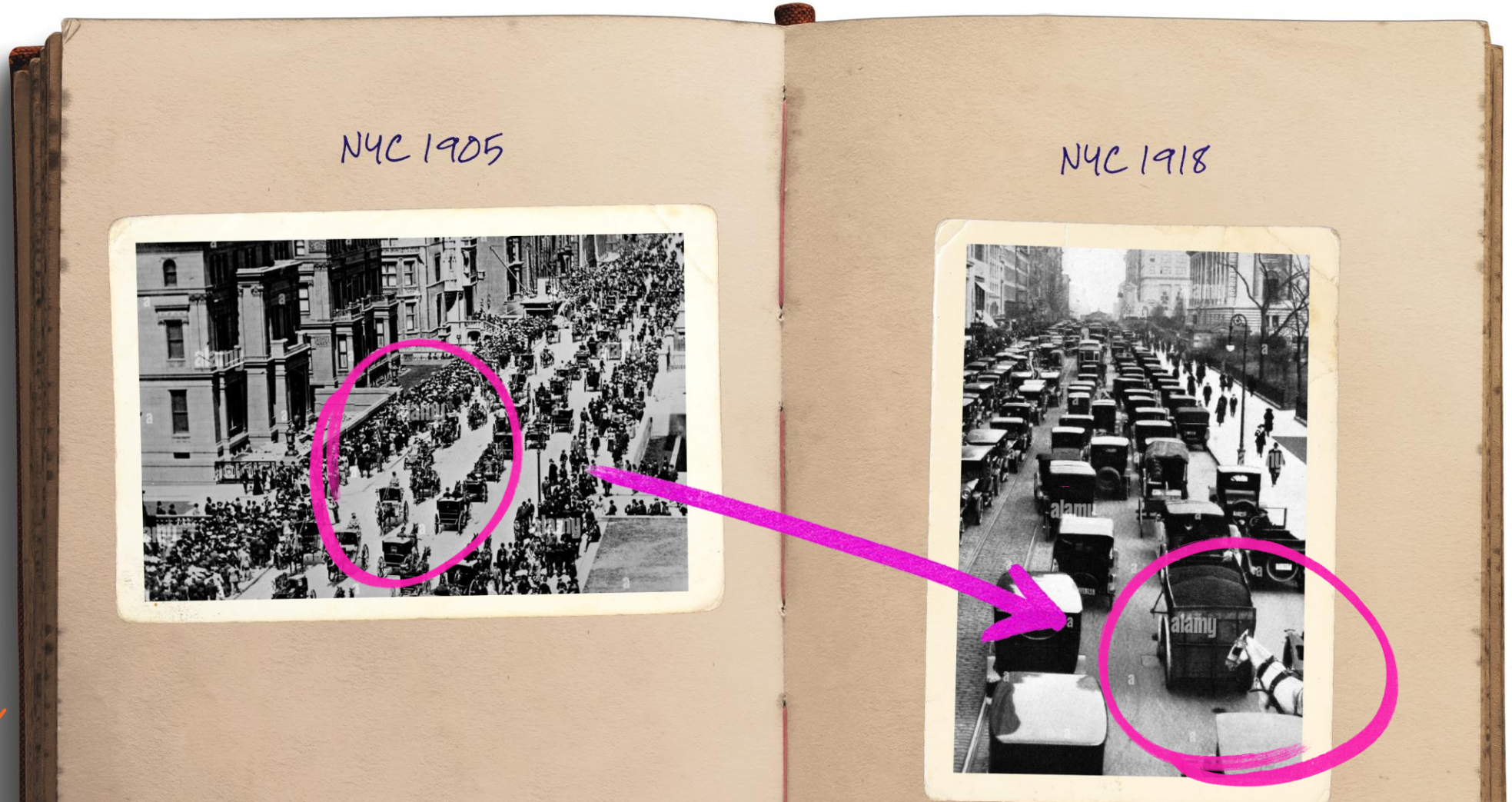
ZONE 5
- AI Architect
- AI Security Specialist

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Adopt or Fade Away

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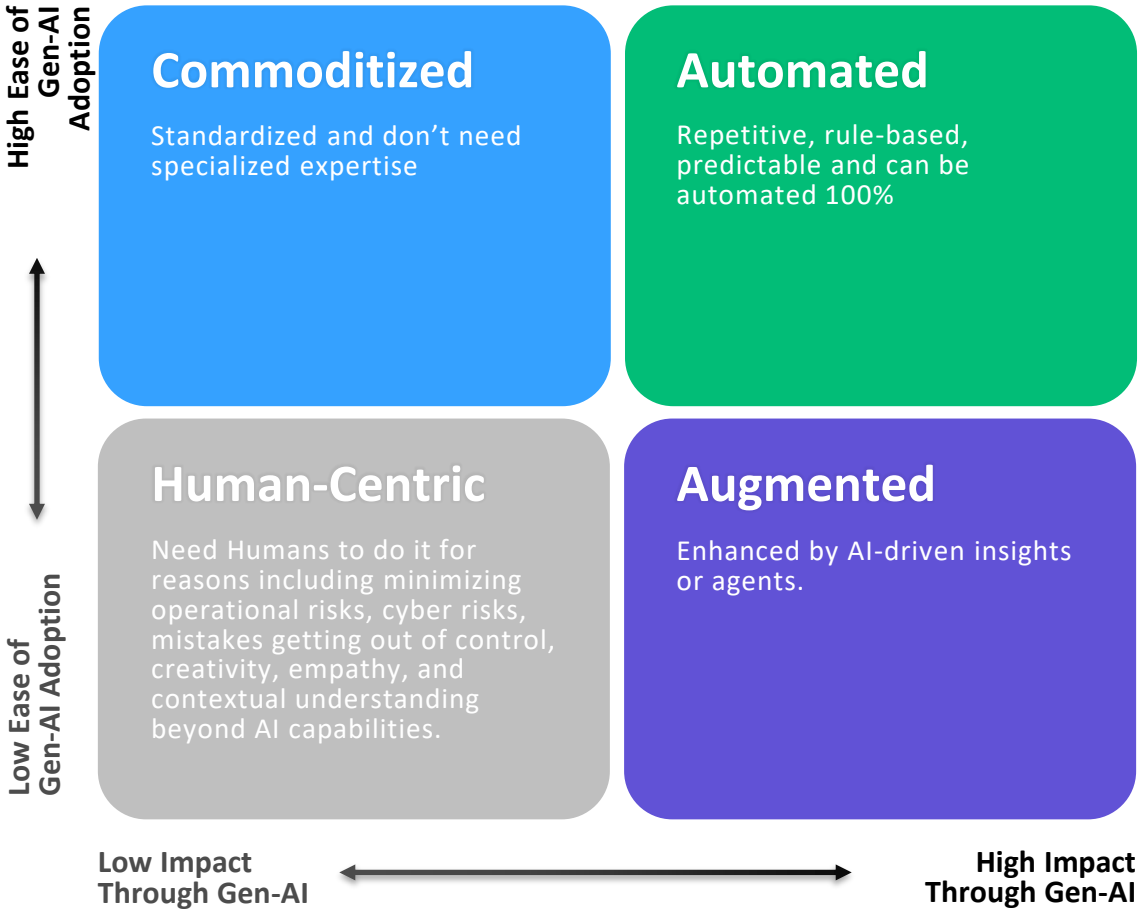
Horse carts took 4,745 days;
You have just 750*. Adopt Today!

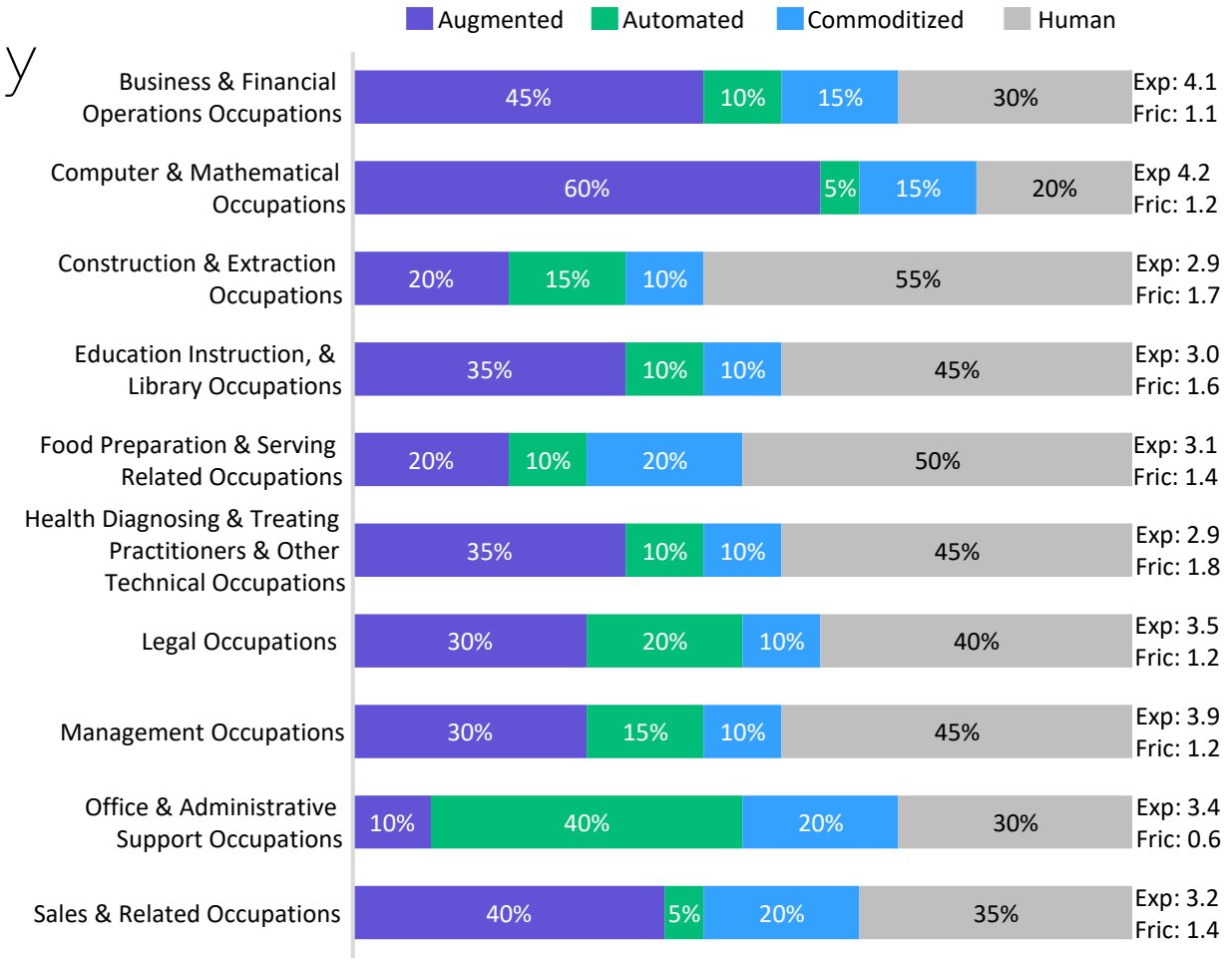


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The 4 Archetypes for Gen-AI Integration

Galent's Role Transformation Strategy





Exposure Score Extent to which GenAI can transform, automate, or enhance a particular skill or task

Friction Score Level of difficulty involved in integrating GenAI tools and workflows into existing processes and practices for a given skill

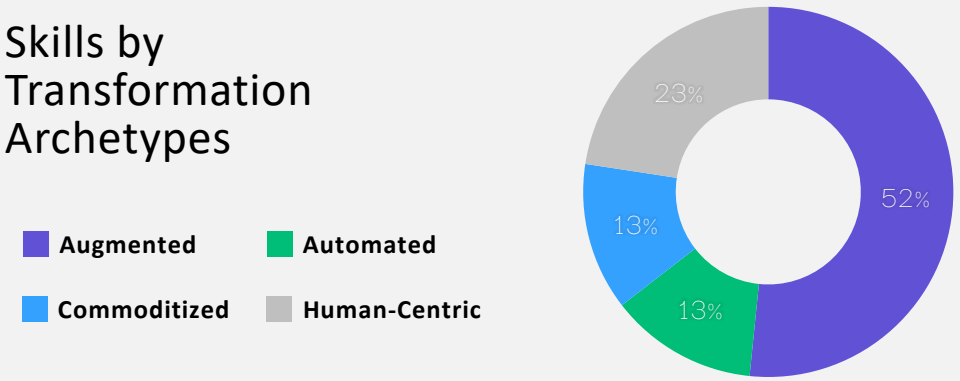
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Full Stack Developer: A Sample

Subroutines by Category

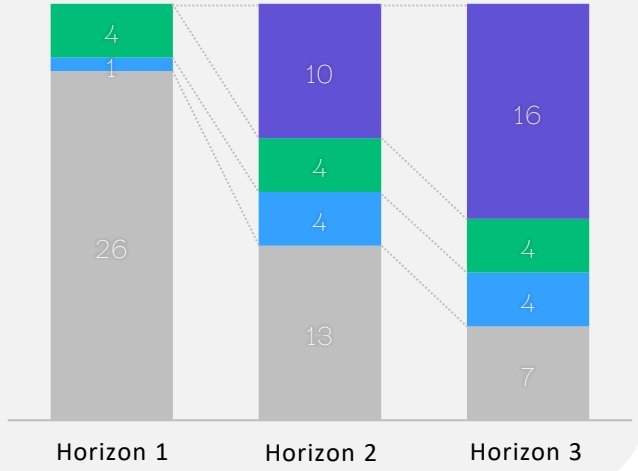
Database Management	Unit Testing & Debugging	API Design & Integration	Software Dev Frameworks
Cloud Services Integration	Performance Optimization	Security Best Practices	Mobile/Frontend Development
Code Quality & Refactoring	Secure Coding Practices	Agile Methodologies	Microservices Architecture
Serverless Architecture	AI/ML Integration	Blockchain Development	Quantum Computing
Software Deployment	DevOps & CI /CD	Low-Co/No-Co Platforms	GenAI-Powered Coding Tools
Programming Languages	Algorithms & Data Structures	Object-Oriented Programming	Version Control
Software Design & Architecture	Problem Solving	Communication	Collaboration
Time Management	Requirements Gathering	Stakeholder Management	

Skills by Transformation Archetypes



Skills by Transformation Horizons

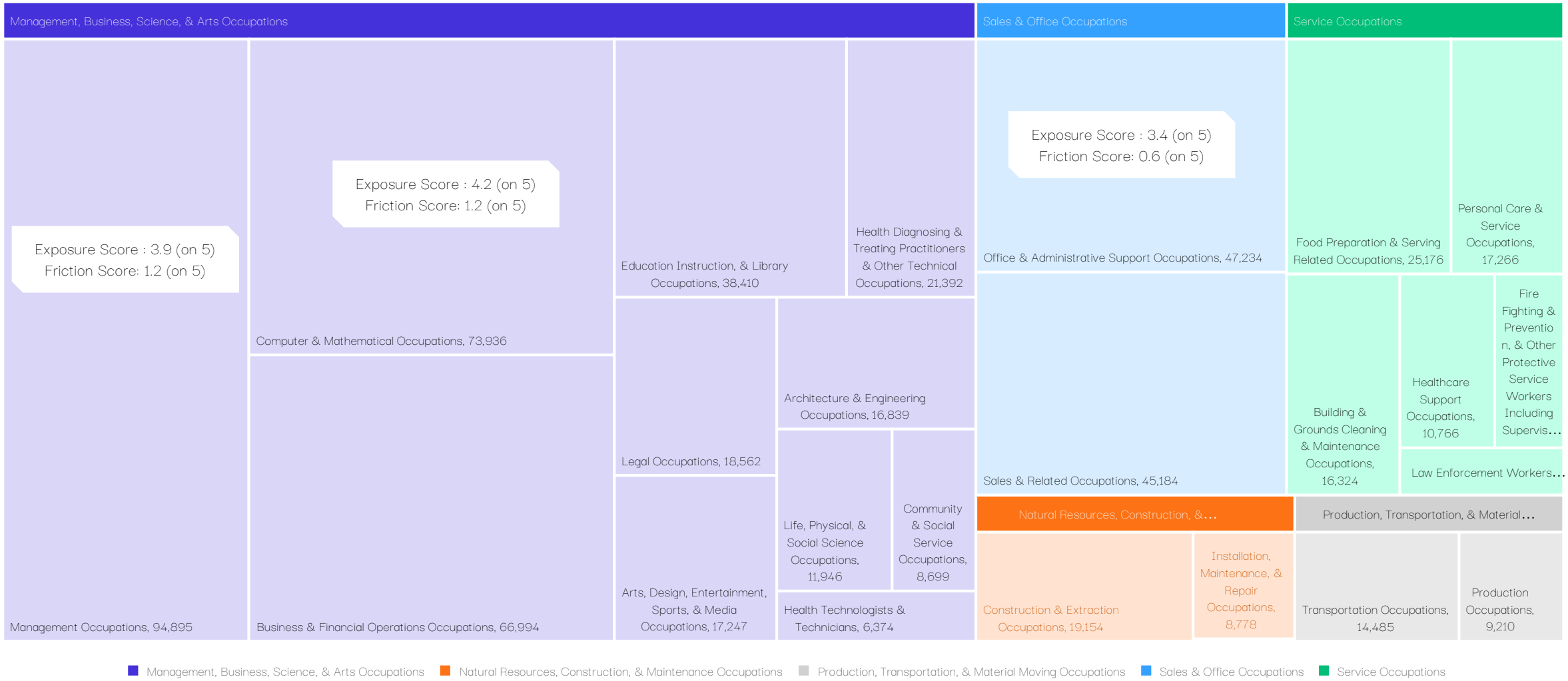
- **Horizon 1:** Optimize the Current Workforce with AI
- **Horizon 2:** Expand Workforce Capabilities with AI
- **Horizon 3:** Transform the Workforce with AI Innovation



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Fairfax County, VA | Data USA

Employed Workforce by Occupation Groups



Fairfax County, VA | Data USA

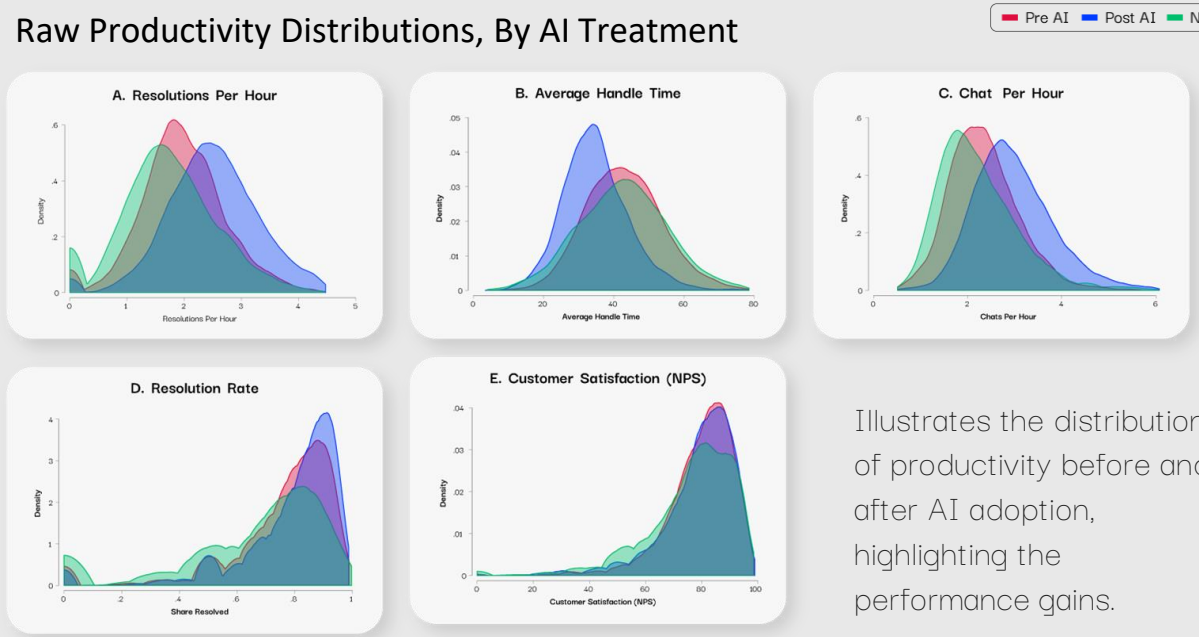
Employment by Industries



Case Study: Impact on Productivity

Study Overview: Analysis of generative AI's impact (Conversational Assistants, in particular) on productivity using data from 5,179 customer support agents.

Raw Productivity Distributions, By AI Treatment



Illustrates the distribution of productivity before and after AI adoption, highlighting the performance gains.

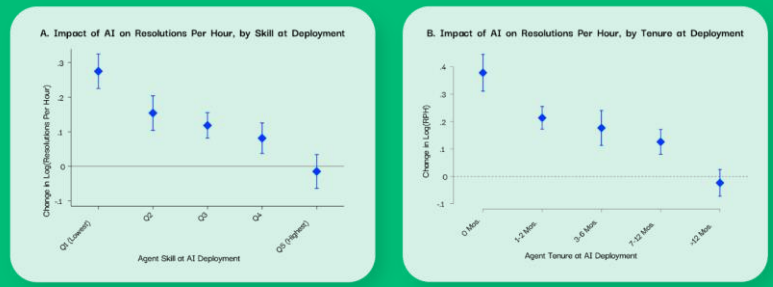
Productivity Boost:

14% **average increase** in productivity (issues resolved per hour)

34% **increase** for novice and low-skilled workers.

Minimal **impact** for highly skilled workers

Heterogeneity of AI Impact, by Skill and Tenure



Varying effects of AI across different skill levels and tenure, emphasizing substantial gains for less experienced workers.

Knowledge Dissemination: AI tools disseminate best practices, accelerating the learning curve for newer employees.

Customer Sentiment and Employee Retention: Improved Customer Sentiment and Increased Employee Retention.

Worker Learning: Facilitated faster Skill Acquisition and Knowledge Sharing.

Implications: Generative AI democratizes expertise, bridging skill gaps and enhancing workforce productivity.

Source: National Bureau of Economic Research - Working Paper by Erik Brynjolfsson, Danielle Li, Lindsey R. Raymond

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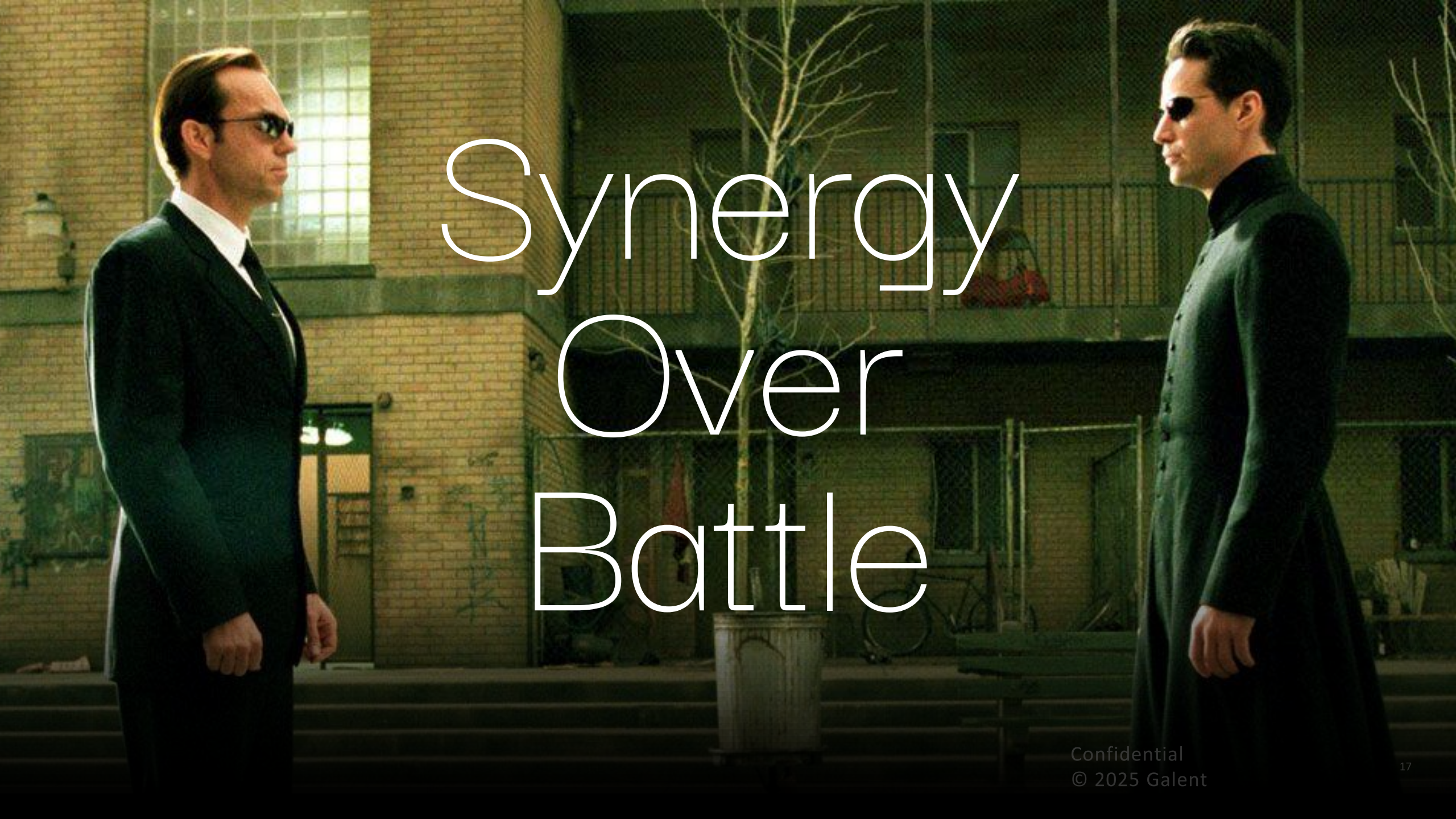
Greater than the tread of mighty armies
is an idea whose time has come

Victor Hugo



The real problem of humanity is the following: We have Paleolithic emotions, medieval institutions and godlike technology. And it is terrifically dangerous, and it is now approaching a point of crisis overall.

Edward Osborne Wilson



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Thank You

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