

Flourishing through the power of AI and human collaboration

A Tricordant White Paper

Nick Richmond



Flourishing through the power of AI and human collaboration

Integrating generative Artificial Intelligence (AI) into organisational operating models has become not just an option, but critical for high performance. Microsoft's recent survey highlights that, 78% of users are bringing their own AI tools to work and that 61% of leaders worry they lack a plan and vision to implement AI. Leaders need to look beyond the individual instances of AI use cases, to look more holistically at the organisations operating model. Taking a more holistic, human centred approach to integrating AI into operating models is essential, it creates meaningful work while boosting productivity.

AI-enhanced organisation design

AI is revolutionising the way organisations operate, making them more agile, efficient, and adaptive to change. Traditionally the process of designing organisations relied on human judgment and static data, AI introduces a dynamic, data-driven element. It allows organisations to make more informed decisions, automate repetitive tasks, and free up human talent for more strategic and creative work. Research from McKinsey has shown that AI can increase productivity by up to 40% by 2035. Organisations tend to have 3 responses to implementing AI.

- Retrain – Ikea retrained 8,500 customer service staff when a chatbot was implemented, leading to \$1.4 Billion being added to their revenue.
- Replace – Klarna reduced 50% of their staff with AI playing a crucial role in reducing operational cost. Klarna's latest financial results reveal a 27% increase in revenue year-over-year.
- Enhance – Recursion has used AI to predict the protein target(s) for approximately 36 billion chemical compounds, conducting 100,000 years of research in 1 week, enabling researchers to more rapidly prioritise and progress research programmes.



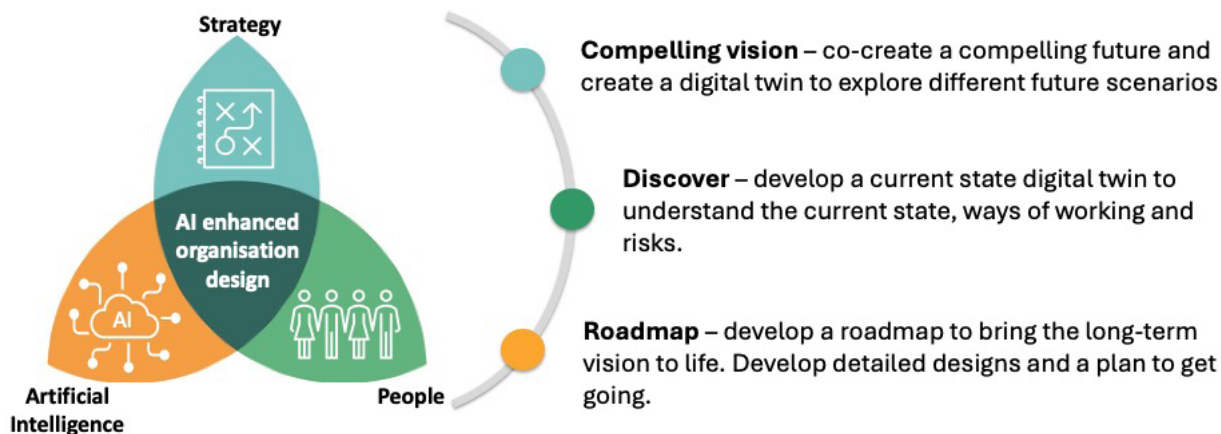
The Benefits of AI-Powered Operating Models

Designing integrated, AI-Powered Operating Models is likely to deliver the following benefits:

Challenges	Benefits of AI-Powered Operating Models
Intensifying Market Competition	Enhance Competitive Edge: Implement AI-driven strategies to optimise sales performance, differentiate products, and improve market responsiveness.
Evolving Customer Expectations	Personalise Customer Engagement: Leverage AI to deliver personalised, timely, and relevant interactions at scale, improving customer satisfaction and loyalty.
Regulatory and Compliance Pressures	Strengthen Compliance Framework: Integrate robust regulatory and compliance management systems, ensuring adherence to evolving laws and data privacy standards.
Technological Disruption	Adapt to Technological Change: AI continuously monitors trends and disruptive patterns while simulating potential scenarios to inform investments to stay ahead of disruptions..
Supply Chain Vulnerabilities	Bolster Supply Chain Resilience: Implement strategies to enhance supply chain reliability and sustainability, reducing vulnerability to global disruptions.
Increasing demand	Maximise Productivity: Integrated AI enables your organisation to scale with rapidly increasing and changing demand while releasing your people to focus on more strategic, complex relational work.

AI-enhanced Organisation Design Approach

Myron E. Rogers says, “The process you use to get to the future is the future you get.” This means if we want an AI-powered operating model where people thrive, then we need to enhance our design process to leverage both the power of AI and human potential. The following model describes our human centric approach, enhanced by our partners AI platform called Reconfig:



From experience the following benefits are likely to emerge from both the design process and outcomes of the process:

Outcome	Process
● Enhanced Customer Experience AI-enabled segmentation and personalisation allow you to offer tailored solutions and build stronger relationships with customers, leading to higher customer satisfaction and loyalty.	● Better Engagement By using AI to simulate compelling designs based on synthetic data, the process becomes more collaborative and transparent, engaging stakeholders in a more meaningful way.
● Improved Productivity AI-optimised resource allocation ensures that your people are strategically focussed on high-value activities while AI is focussed on process driven activities such as administration and self-service.	● Faster, More Accurate Decisions AI can quickly analyse vast amounts of data and simulate different organisational scenarios, leading to faster and more informed decision-making.
● Greater Job Satisfaction AI reduces repetitive tasks and supports your people with intelligent recommendations, enabling them to focus on high-value activities such as building relationships, creativity and solving complex problems, thereby increasing engagement and satisfaction.	● Agility and Adaptation The AI-powered process continuously learns from real-time data, allowing for ongoing adaptation and refinement of the organisational structure as the market and customer needs evolve
● Scalable Growth AI provides real-time insights and automates routine tasks, which helps scale operations without exponentially increasing workforce demands.	● Mitigating bias and politics AI-driven decisions rely on objective data, reducing the influence of internal biases and personal agendas, which often stall or complicate organisational restructuring.



How to get started

1. Start with a Pilot Project

Rather than a full-scale transformation, start by integrating AI into one area of the organisation. This could be customer service, workforce planning, or a specific operational process. By running a pilot project, you can test the impact of AI, gather feedback, and adjust before scaling up.

2. Engage Employees Early

AI integration should not be a top-down initiative. Engage employees from the outset, empower and engage them throughout the design process, exploring how AI can improve their roles and reduce routine workloads. This approach builds trust, reduces resistance to change, and ensures that AI solutions are designed with real user needs in mind.

3. Focus on Data Quality

For AI to be effective, organisations need high-quality, reliable data. Invest in data management systems and governance to ensure that the data feeding AI systems is accurate and up-to-date. Clean data is the foundation for AI-driven insights that are both useful and actionable. This may even be a pilot project, using AI to integrate and cleanse data sets.

4. Embrace a Culture of Continuous Learning

AI is constantly evolving, and so should your organisation. Don't just throw AI models into your workplace. Be thoughtful, create a culture of continuous learning where employees are encouraged to upskill and adapt to new AI tools. Offer training sessions, workshops, and opportunities for employees to engage with AI technologies, ensuring that they feel confident and empowered. Maybe start with one area initially to pilot, then scale as lessons are learned.

5. Partner with AI Specialists

AI can be complex, and having the right expertise is critical. Partner with specialists who can help build a compelling vision and the detailed plan to get there. This ensures that AI is integrated into your operating model to maximise value creation, aligned with your organisational goals and creates meaningful, stimulating work for you and your people.

**“The future belongs to those who harness the power
of AI and human potential, unlocking limitless possibilities and
driving unprecedented innovation!”**

Offer - Create a Digital Twin of your organisation

We offer to create a Digital Twin a.k.a. a simulation of your current organisation to demonstrate how our approach can dramatically improve the productivity and impact of your operating model, while creating meaningful work for your people. In one instance we found that up to 46% of head office roles could be automated, freeing up resources for other strategic initiatives.

To secure this offer or for further information contact [Nick Richmond](#) or book a time via my [diary](#)