

Leading the AI Transformation: Human Skills That Matter

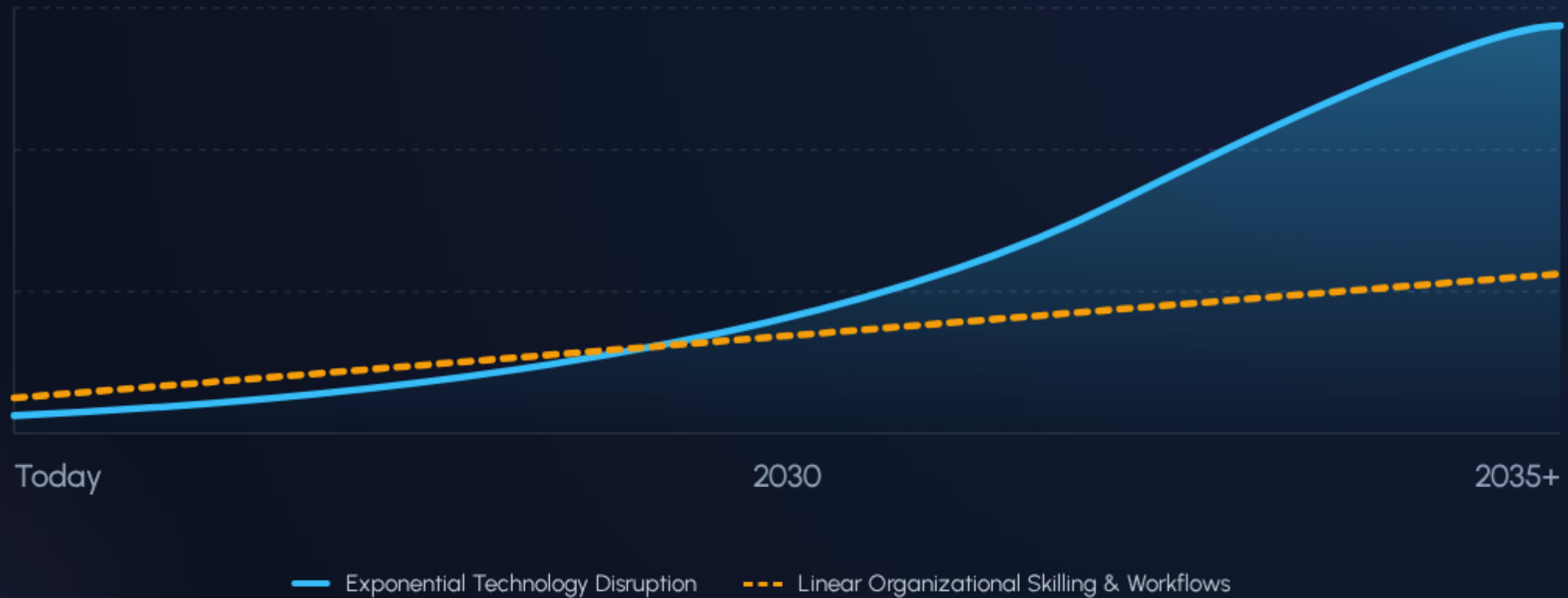


Facilitators: **David Bolaños & Tatiana Bolaños**

**“Master AI Before It
Masters Your Job”**



The Velocity Gap: Tech vs. Skills



The GBS Evolution: From Cost to Value

“Change is inevitable. Growth is optional.” — John C. Maxwell

1. Efficiency

Optimizing foundational workflows and standardizing operations.

3. Intelligence

Cognitive AI enabling proactive analytics and dynamic decisions.

2. Automation

Programmatic bots handling repetitive, rule-based volume.

4. Exponential Value

Strategic partnership orchestrating enterprise transformation.

The Risk of Hyper-Specialization

HIGH OBSOLESCENCE RISK

The Fragile Expert

- ▶ Anchored in narrow, static technical processes.
- ▶ Vulnerable as algorithms synthesize specialized tasks.
- ▶ Reacts defensively to automated tools and workflows.
- ▶ Linear problem-solver confined to past playbook rules.

HIGH FUTURE RESILIENCE

The Agile Leader

- ▶ Grounded in critical judgment and contextual reasoning.
- ▶ Uses AI as a cognitive multiplier to amplify output.
- ▶ Pivots rapidly as market and operational paradigms shift.
- ▶ Connects multidisciplinary dots to unlock strategic growth.

The Triad of **Enduring Human Skills**



Brain: Cognitive Agility

Non-linear problem-solving, strategic inquiry, and evaluating algorithmic outputs beyond surface logic.



Heart: Relational Intel

Empathy, authentic connection, stakeholder alignment, negotiation, and building psychological safety.



Hands: Orchestration

Real-world execution, governance oversight, ethical stewardship, and turning raw insights into impact.

Market Consensus: The "Human Premium"

Institution & Research	Core Capabilities in Demand	Strategic Focus
Visier Research Humans in the AI Era	Judgement, Strategic Communication, Curiosity, Interpersonal Intel	Contextual Validation
World Economic Forum Future of Jobs Report	Analytical & Creative Thinking, Resilience, Agility, Social Influence	Adaptive Leadership
LinkedIn Skills on the Rise	AI Literacy + Skepticism, Change Leadership, Governance & Ethics	Human Oversight

Human Catalysts: Turning AI into Impact



Strategic Communication

Translating synthetic AI data into compelling narratives, stakeholder trust, and organizational alignment.



Critical Judgment

Auditing machine hallucinations, recognizing contextual blind spots, and making ethical executive calls.



Adaptive Leadership

Navigating ambiguity, inspiring talent through constant change, and fostering a culture of active inquiry.

The Human-AI Adaptation Matrix

High Human + Structured

LOW AI RISK

Collaboration Zone (Human + AI)

AI copilot execution with human-in-the-loop oversight. Handles sensitive escalations, complex exceptions, and compliance validation.

High Human + Ambiguous

VERY LOW AI RISK

Human Zone

High-stakes negotiations, executive coaching, change leadership, and culture building where empathy and contextual judgment are vital.

Low Human + Structured

VERY HIGH RISK

Automation Zone

Standardized transactional workflows, repetitive data entry, and rule-based reconciliation. Prime target for full automated bots.

Low Human + Ambiguous

MED-HIGH RISK

Specialization Zone

Non-standardized reporting, ad-hoc analytics & synthesis. High AI draft speed; requires senior human skepticism and strategic review.

Becoming Transformation Architects

//

“People buy into the leader before they buy into the vision.”

— John C. Maxwell

FORUM QUESTION

What concrete change in talent development or leadership strategy will you start driving tomorrow to prepare your organization for this shift?

Open Forum & Dialogue

The future is not defined by how much work we automate, but by how effectively we empower people to create exponential value.

Leading the AI Transformation: Human Skills that Matter

Facilitators: David Bolaños & Tatiana Bolaños