

AI & THE HUMAN SIDE

What You Need to Know to Effectively Lead in The 21st Century

Upward Hartford, 20 Church Street, Mezzanine Floor
Hartford, CT 06103

Thursday, November 1, 2018

Now that the hype phase of Artificial Intelligence (AI) has begun to pass, leaders across most organizations are settling in to truly understand the opportunity AI presents. It seems the question is no longer will AI be a significant disruptive force on the nature of work and business models; the question is in what ways and at what pace.

In parallel, the human systems of leadership, organization structures and culture are also challenged and rapidly evolving to leverage this opportunity and remain relevant. This dynamic intersection of AI & The Human Side is the genesis of an emerging new science of management, similar to what occurred during the industrial revolution and is the focus of a half-day executive forum.

Sponsored by The Clarion Group and its network of Digital Associates, participants will hear from and interact with local, national and international thought leaders as they share what you need to know about AI and the emerging human system designs enabling you to accelerate improved performance in the digital age.

Geared for, but not limited to, senior leaders in financial services, insurance and health-related organizations, the event will be held at the Connecticut innovation hub, Upward Hartford.

Attendance to this complimentary event will be limited so that discussions with the thought leaders during the Forum and reception may occur more effectively.

TOPICS

- A broad view of what AI is and the current state of development
- A more definitive view of the AI "brain" as the long-term asset and differentiator
- The real value AI is generating today and how that fits within an overall Digital Strategy
- The emerging organization structures that support AI innovation and speed
- The cultural attributes that enable new ways of doing work with AI
- The profile of the leader who can ignite exponential value creation in the AI enabled digital era
- The New Management Science – Integrating the elements of AI & The Human Side to accelerate competitiveness and performance

To register and reserve your seat, please click here.

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Thursday, November 1, 2018 1:00 - 5:30pm

AGENDA

- 1:00 – 1:10 **Welcome & Why this Forum – Jon Wheeler, The Clarion Group**
Driven by market conditions, consumer expectations and rapidly advancing technologies, new socio-tech business models have emerged and will dominate
- 1:10 – 1:35 **What Is Artificial Intelligence? – Bill Moschella, Masheen**
A foundational overview of what AI truly is and the current state of development
- 1:35 – 2:00 **The Value of Artificial Intelligence? – Dr. Catriona Wallace, Flamingo AI**
Building the AI “brain” as a long-term asset
- 2:00 – 2:25 **AI’s Role in Digital Strategy – Daniel Song, HealthReDe**
How to maximize the value of traditional digital strategies by leveraging select artificial intelligence capabilities
- 2:25 – 3:00 **AI Beyond the Hype: Real Value in the Marketplace Today**
Panel discussion and audience Q&A with the speakers and additional experts about specific pieces of the value chain being affected by AI and lessons learned
- 3:00 – 3:15 **BREAK**
- 3:15 – 3:25 **Holistic View, the Human Side of AI – Andréa Hawkins, The Clarion Group**
An operating model overview requiring new structures, cultures and leadership capabilities leading to the “New Science of Management”
- 3:25 – 3:50 **Structures – Emerging New Organization Designs – Bob Bausmith, CEO Quest and Roy Maurer, The Clarion Group**
Just as industrial technologies reshaped the structures of human work, so too are data, software and digital technologies today reshaping work into a virtual networked world
- 3:50 – 4:15 **Culture – The Values and Behaviors Required – Dave Eaton, The Clarion Group**
The culture you have will likely not be the culture needed to achieve a digital/AI strategy. What are the critical culture attributes that will enable new ways of working?
- 4:15 – 4:45 **Talent – The Exponential Leader – Bill McKendree, The Clarion Group**
New competencies and psychological aspects required to effectively lead in the digital age
- 4:45 – 5:20 **New Science of Management**
Integration of AI & The Human Side content and a panel discussion with audience Q&A about implications for moving forward
- 5:20 – 5:30 **Wrap Up**
Closing thoughts across the content and discussions
- 5:30 – 7:00 **Reception:** Discussions continue over food & beverages



THOUGHT LEADERS INCLUDE:



BOB BAUSMITH

Bob is a Managing Director with CEO Quest in New York City, where he provides business coaching for CEOs of growth-stage tech startups. Bob has a lifetime of experience in business and technology systems design. As VP & Chief Enterprise Systems Architect for UnitedHealth Group in the early 2000s, he pioneered the use of Service Oriented Architecture to design an adaptive and highly scalable technology ecosystem for what is today the largest health care services company in the world.



DAVE EATON

Dave is a Partner at The Clarion Group where he leads the culture transformation practice. In this work, Dave's focus addresses the human side of any culture change or business transaction, while the client works to ensure efficient and effective execution and sustainability of desired change. An experienced global advisor, Dave has worked with clients across a broad range of industries in more than 50 countries globally, facilitating some 750 workshops and top team alignment sessions, in complex transformation events including M&A/JV, globalization, spin-offs/carve-outs, and other major business transformations.



ANDRÉA HAWKINS

Andréa is a Partner at The Clarion Group where she uses her diverse business experience to help Executives and their teams get "unstuck" from old paradigms and positions them well to navigate disruptions brought on by the rapid pace of digital change. In her past, she has held executive roles leading Operations, Strategic Planning and large-scale IT initiatives at top 100 firms in the Health and Financial Services sectors for teams in the U.S. and abroad. Her focus has always been on helping companies create order from chaos.



JACOB JESSON

Jacob is the president of HealthRede where he helps clients identify value through commercializing emerging business segments, setting transformational strategies and driving them to value. Prior to co-founding HealthRede, Jacob was the Global Head of Healthcare for EPAM Systems and Chief Strategy Officer at Projé. Jacob is an expert at building profitable \$100 million start-up divisions through organic and inorganic growth, managing global teams, developing high-performance cultures, leading through meaningful disruption and advising startups through acquisition.



MARK KEHOE

Mark is the Chief Commercial Officer at Flamingo AI and was one of the founders of Australian ecommerce pioneer GraysOnline where he spent over 16 years with the company. Grays employed over 400 staff in Australia & New Zealand, and in FY15 generated sales in excess of \$500m. Prior to joining Flamingo AI, Mark was the Head of Digital (Acting) for Virgin Australia. Mark has also previously served as Director on several Boards.



ROY MAURER

Roy has had a diverse career including over 15 years at Aetna in Financial Services and International Health with a focus on designing and developing new business and market opportunities. With The Clarion Group, Roy has often been the in-house futurist, early on identifying the evolving forces driving the transformation into the digital age, including complexity theory, industry disruption, platform business models, and the impact of exponential change and networked systems on business strategy and organizational structure.

THOUGHT LEADERS INCLUDE:



BILL MCKENDREE

Bill is the Founding Partner of The Clarion Group, a 25 year old advisory firm to top executives on matters ranging from growth strategies to organizational structures and leadership effectiveness. Most recently, he and the firm have been engaged in the impacts and implications of machine learning and digital technologies on the fundamentals of legacy business models.



BILL MOSCHELLA

Bill is a serial entrepreneur and investor who has built and run 5 successful enterprise companies focused on SaaS and machine learning platforms. His most recent ventures have partnered and raised capital from marquis investors including Goldman Sachs, Lightspeed Ventures and Salesforce Ventures. Bill is currently an investment partner at Masheen.ai and sits on a number of boards including Uconn TIP, DataRobot and Evariant. Bill is a Connecticut native and lives with his wife and 2 children in Avon.



DANIEL SONG

Daniel is the Chief Innovation Officer at HealthRede. Prior to co-founding HealthRede, Daniel was VP, Business Consulting for EPAM Systems. He has held additional leadership roles at Accenture and led IBM Interactive in New York City. With a distinguished 20-year record of delivering enterprise-wide transformation strategies and solution frameworks, Daniel holds a unique blend of consulting, business, design, and engineering expertise focused on realizing consumer delight and advocacy, product and service innovation, and optimal collaboration.



DEAN SPERRY

Dean is the founder of In-Starting, LLC focused on helping established enterprises innovate. The In-Starting Lean Product Management (LPM) Framework provides a methodology for rapidly progressing innovations to address temporal competitive advantages. The aim is to establish key business practices that improve market responsiveness and customer adoption of new product offerings, while lowering risks and improving time to market. LPM applies to situations where there are high levels of uncertainty: where making small, short cycle investments lowers risks and improves outcomes.



DR. CATRIONA WALLACE

Catriona is an established and proven entrepreneur, multi-award winning, recognized business leader. Catriona has a PhD in Organizational Behavior – Human Technology Interaction and recognized as Top-5 Global Customer Experience Expert. Catriona is also Founder and now major shareholder of successful businesses including multi-Award winning firm, Fifth Quadrant and ACA Research and a Springboard Alumni.



JONATHAN WHEELER

Jon is a Partner at The Clarion Group supporting clients in contemporary strategic planning, organization design and executive performance. He has led the formation of the Digital Associates as a way to help clients accelerate the transformation of their value creation approaches and business models. Previously, Jon was with IBM in sales and consulting roles, a General Manager leading the digital transformation of a business unit in a publicly traded communications company and raised venture capital and built up an early stage technology company.

DIGITAL ASSOCIATES:

The speakers are a network of global thought leaders who bring experiences and expertise across the technology and operating model domains helping leadership tackle their most pressing 21st century challenges.