

# What leaders need to know about Ai

Artificial Intelligence is bringing massive changes to the workforce. To thrive, leaders need to learn how to blend hard skills offered by machines with the softer human skills to gain greater insight and move their strategies forward.



## Soft skills

The skills leaders need to develop to thrive in Industry 4.0.

- **Cognitive readiness** →  
The mental preparation (including skills, knowledge, abilities, motivations, and personal dispositions) a leader needs to establish and sustain to navigate the complex and unpredictable challenges inherent to the highly disruptive world of Industry 4.0.
- **Critical thinking** →  
The ability to engage in reflective and independent thinking. It's about active learning rather than being a passive recipient of information. Critical thinkers question ideas and theories rather than merely accepting them. They seek to determine whether the opinions, arguments and findings represent the entire picture and are open to finding that they do not.
- **Emotional intelligence** →  
The ability to identify and manage one's own emotions, as well as the feelings of others. It includes these three skills: emotional awareness, the ability to harness emotions and apply them to thinking and problem-solving and being able to regulate and manage your feelings where necessary so as not to cloud your judgement.



## Hard skills

The skills machines can offer leaders in Industry 4.0.

- ← ● **Predictive capabilities**  
Data mining is becoming increasingly popular as businesses use predictive analytics for smarter decision-making. This enables a company to anticipate future events and trends by studying historical datasets. AI coupled with machine-learning gathers insights from incoming data and responds to emerging trends.
- ← ● **Reducing decision fatigue**  
Several psychological studies suggest that if business leaders work in environments where many decisions are needed daily, there is room for error due to mental fatigue. As a result, some executives are streamlining specific decision-making processes through AI and machine-learning to free us some of their time and reduce mental fatigue.
- ← ● **Multitasking**  
Senior leadership is meant to be focused on the bigger picture, and at the same time make the correct call on a variety of issues. The challenge is this often leads to value creation in one or two areas only, with the others being neglected. By absorbing vast amounts of information, machines can reflect the probability of specific choices and free a leader up to focus on adding value across the business.

What's Next?

Got something that needs explaining?

We can help explain your product, process or change simply so everyone gets it. For more info, contact +27 67 735 2995 or email [hello@WeExplainStuff.com](mailto:hello@WeExplainStuff.com)

Sources: [www.boozallen.com/insight/thought-leadership/6-things-leaders-should-know-about-artificial-intelligence.html](https://www.boozallen.com/insight/thought-leadership/6-things-leaders-should-know-about-artificial-intelligence.html) • [www.hrtechnologist.com/amp/articles/leadership-succession/5-ways-ai-can-transform-leadership/](https://www.hrtechnologist.com/amp/articles/leadership-succession/5-ways-ai-can-transform-leadership/) • [www.bankofsingapore.com/research/what-a-leader-needs-to-succeed-in-industry-4-0.html](https://www.bankofsingapore.com/research/what-a-leader-needs-to-succeed-in-industry-4-0.html) • <https://strategicleaders.com/future-leadership-fourth-industrial-revolution/> • <https://apps.dtic.mil/dtic/tr/fulltext/u2/a47618.pdf> • <https://www.forbes.com/sites/bernardmarr/2019/05/13/15-essential-leadership-skills-during-the-4th-industrial-revolution/#4feb443e3e0> • <https://www.skillsyouneed.com/learn/critical-thinking.html> • <https://www.psychologytoday.com/za/basics/emotional-intelligence>