

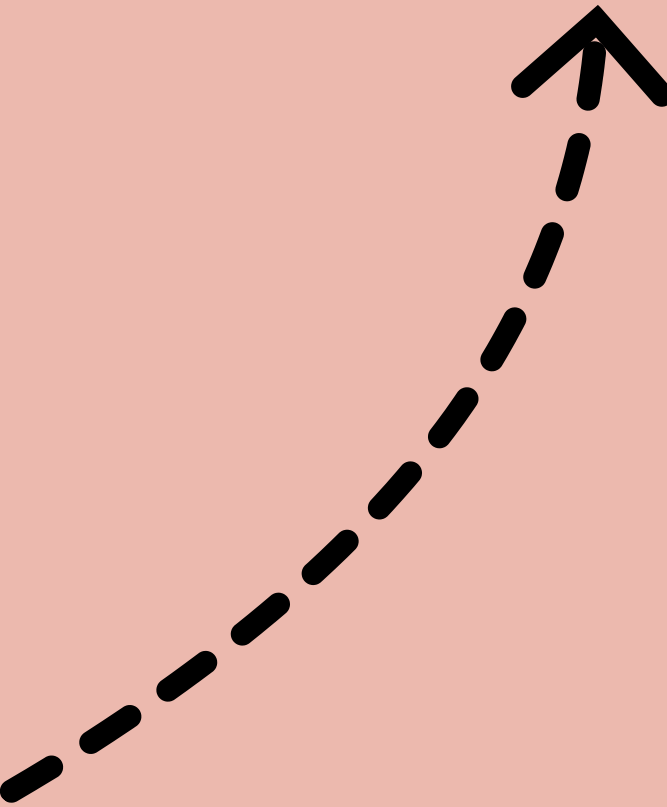
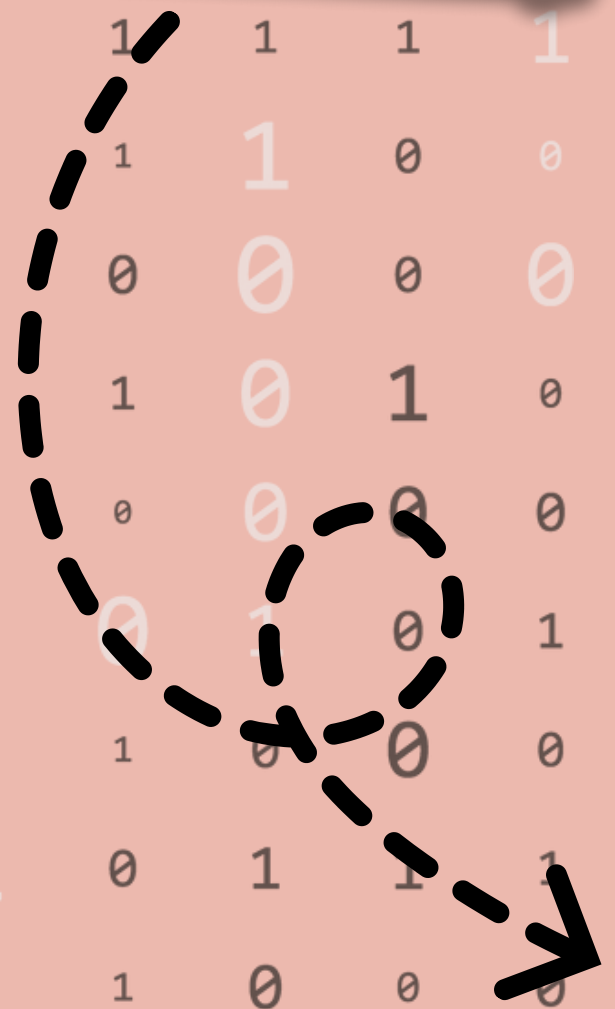
**STAYING**

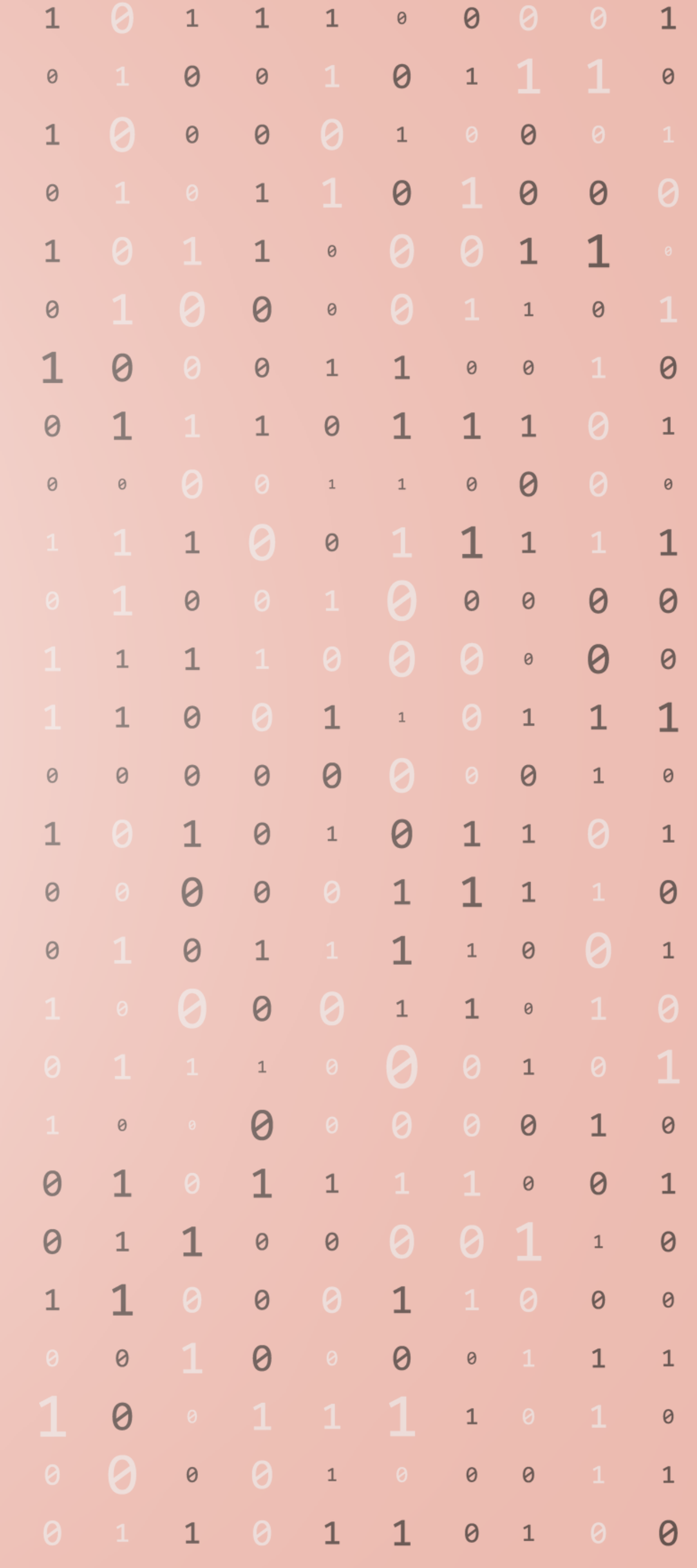
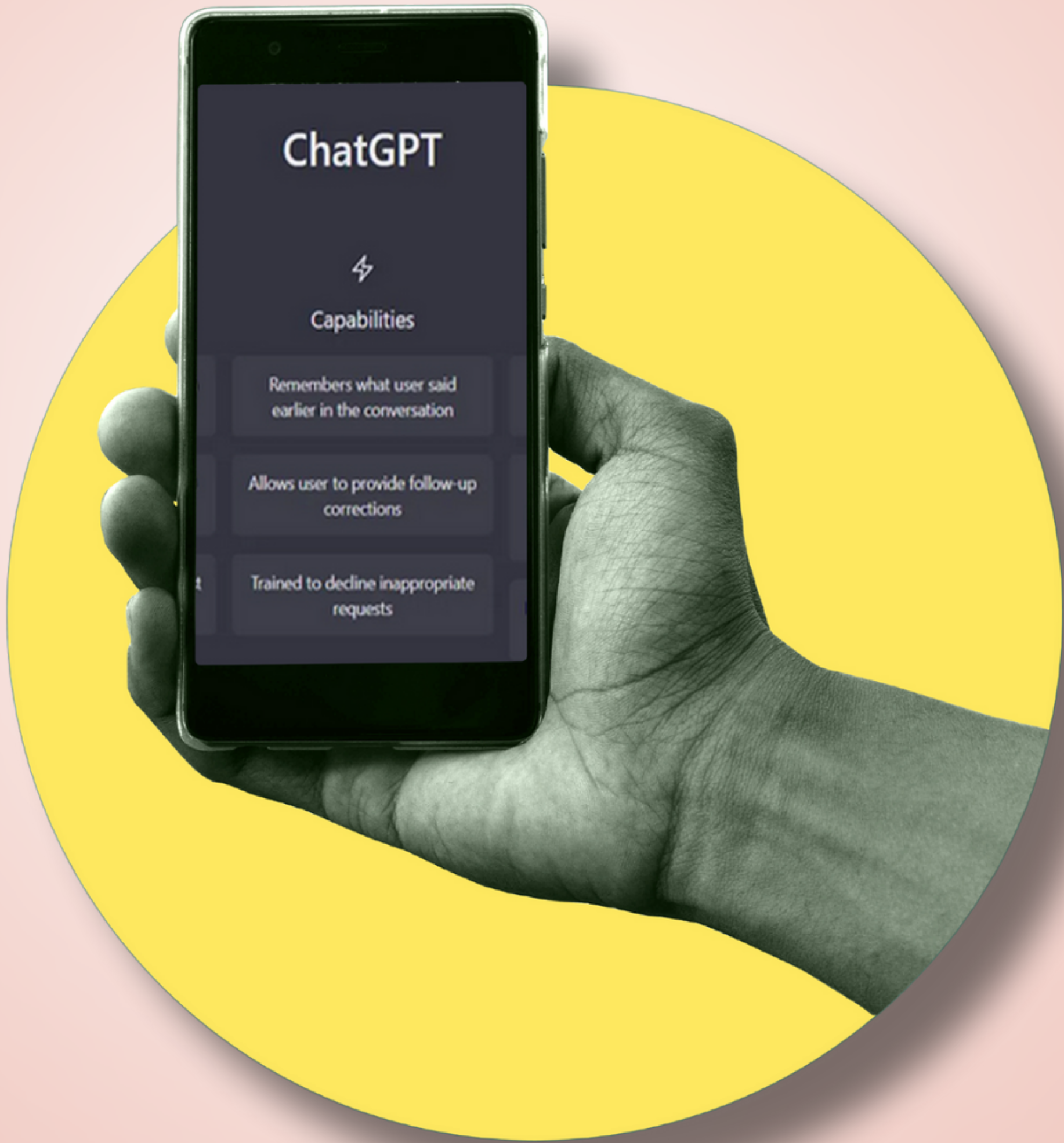
**HUMAN**

**IN THE AGE OF AI**



Google





Atlantic Re:think

CREATED BY THE ATLANTIC'S MARKETING TEAM AND PAID FOR BY  
PWC

SHARE

A REPORT FROM A.I. INC.

# WHAT THE COMING AI REVOLUTION MEANS FOR THE WORKPLACE

JOBS ARE ALREADY CHANGING, AND PEOPLE WILL  
PUSHBACK IF THERE'S NO TRUST

HEALTH AND HEALTHCARE SYSTEMS

## 6 ways AI is transforming healthcare

Mar 14, 2025



FORBES > BUSINESS

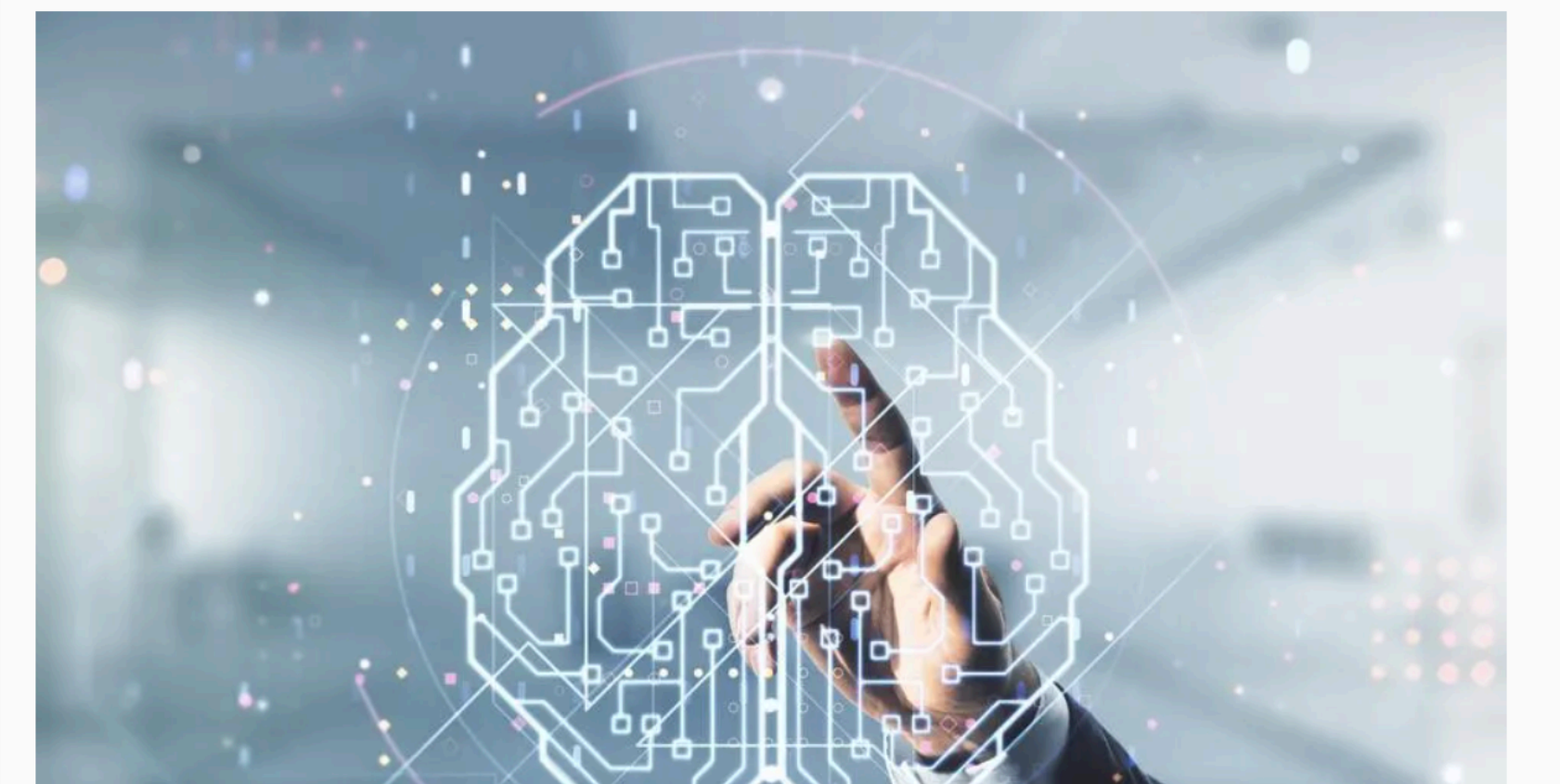
## The Rise Of AI In The Workplace

FB

Kirk W. McLaren Forbes Books Author  
Forbes Books AUTHOR POST | Paid Program



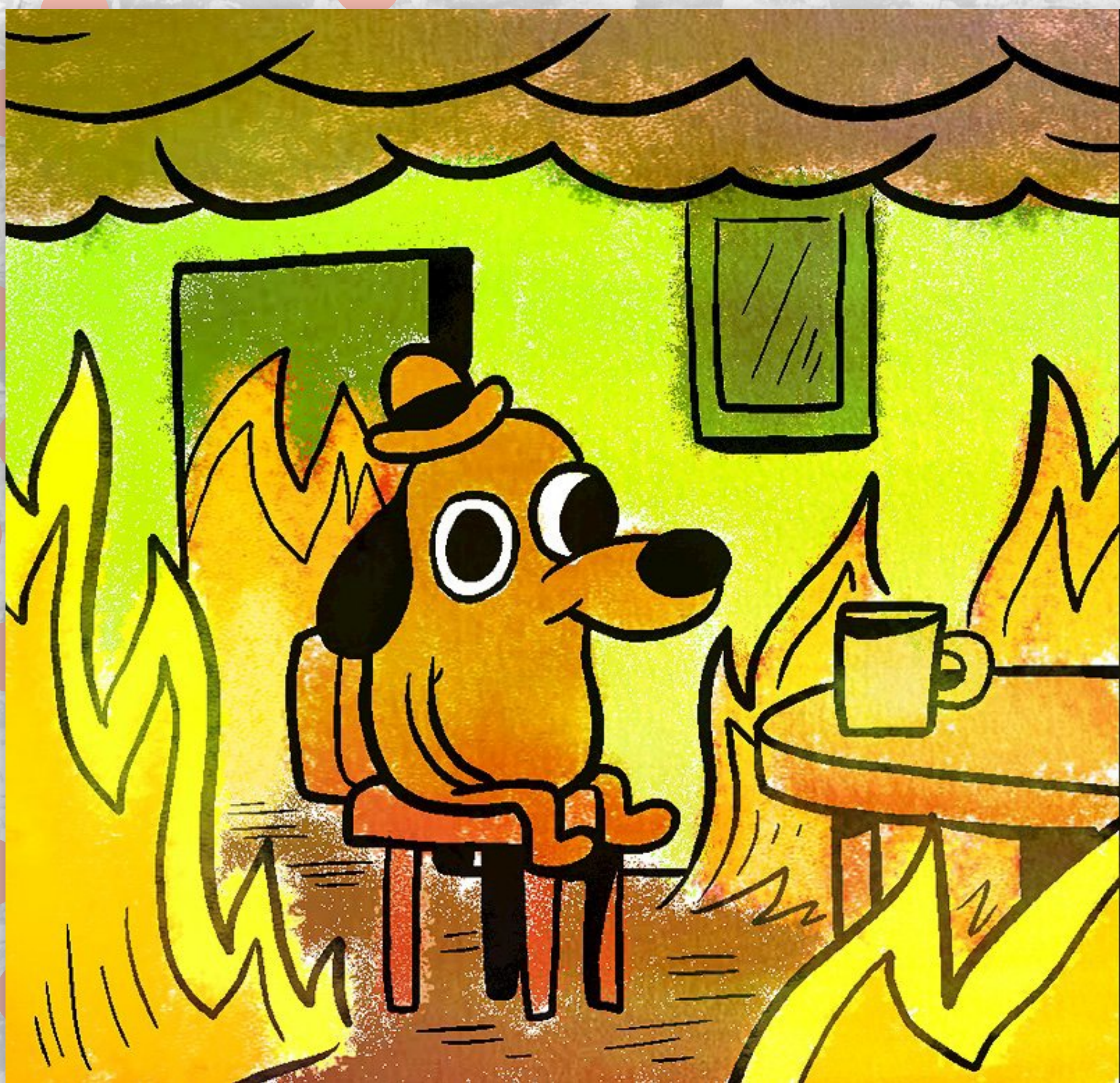
May 18, 2023, 11:16am EDT



Talent Management

# The Skills Your Employees Need to Work Effectively with AI

by Nada R. Sanders and John D. Wood



You must have a sophisticated recruiting strategy and process.

Me:



“

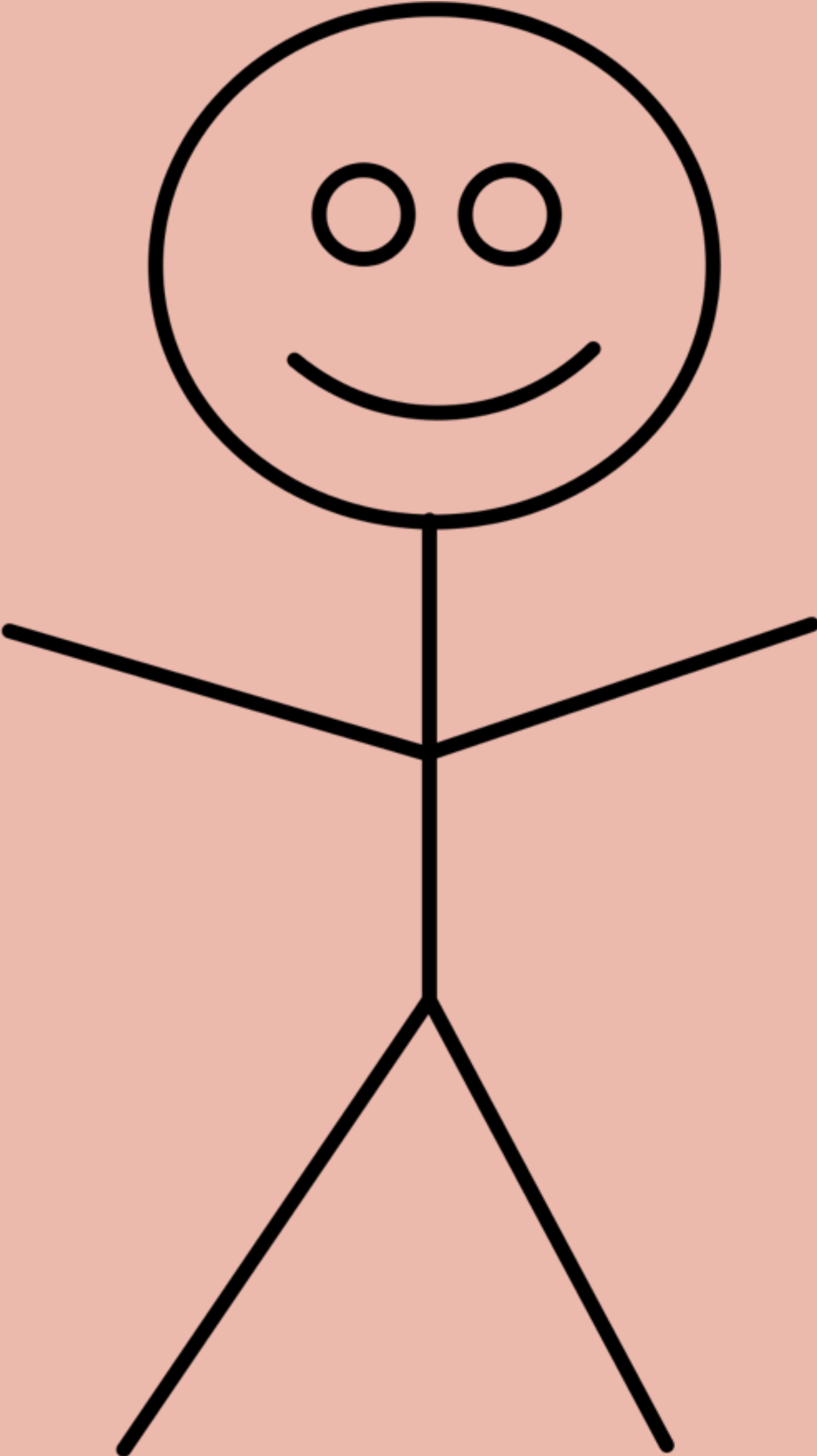
**AI ALLOWS US TO OFFLOAD  
SOME OF OUR WORKLOAD SO  
THAT WE CAN FOCUS ON THE  
HUMAN PART OF LEADING**

# SOFT SKILLS

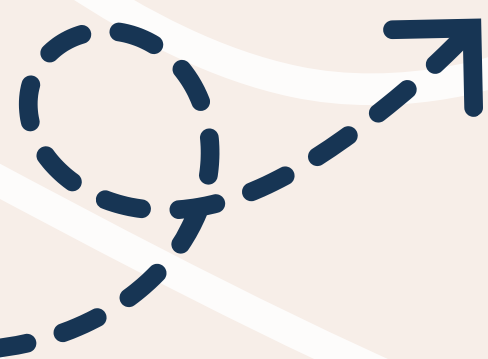
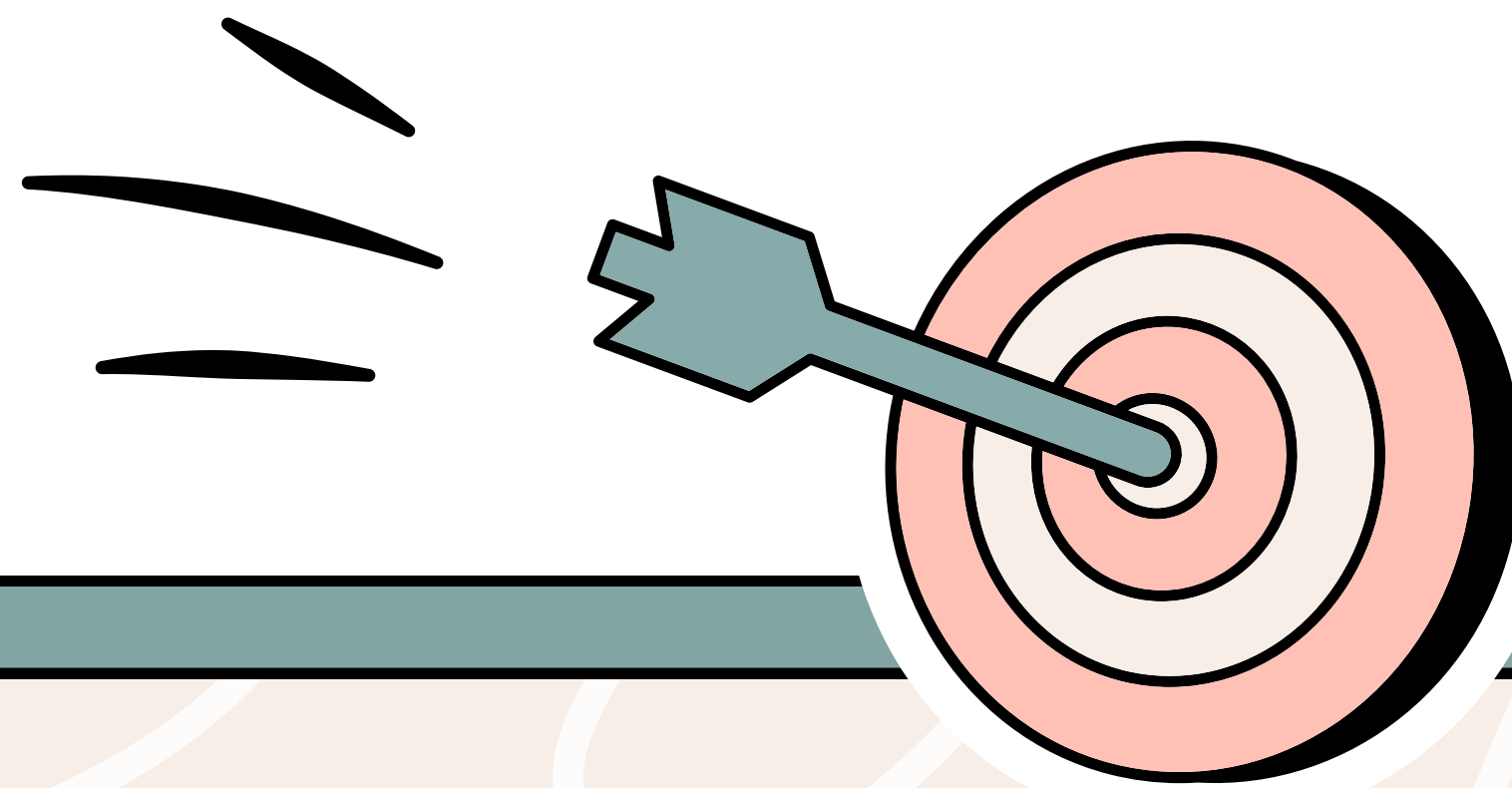
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compassion  
creativity  
communication  
team-building  
cultural awareness  
empathy

navigating ethics  
building psych safety  
motivating  
influencing  
mentoring  
coaching



# INTENTIONAL connection



1

**INTENTIONAL CONNECTION**



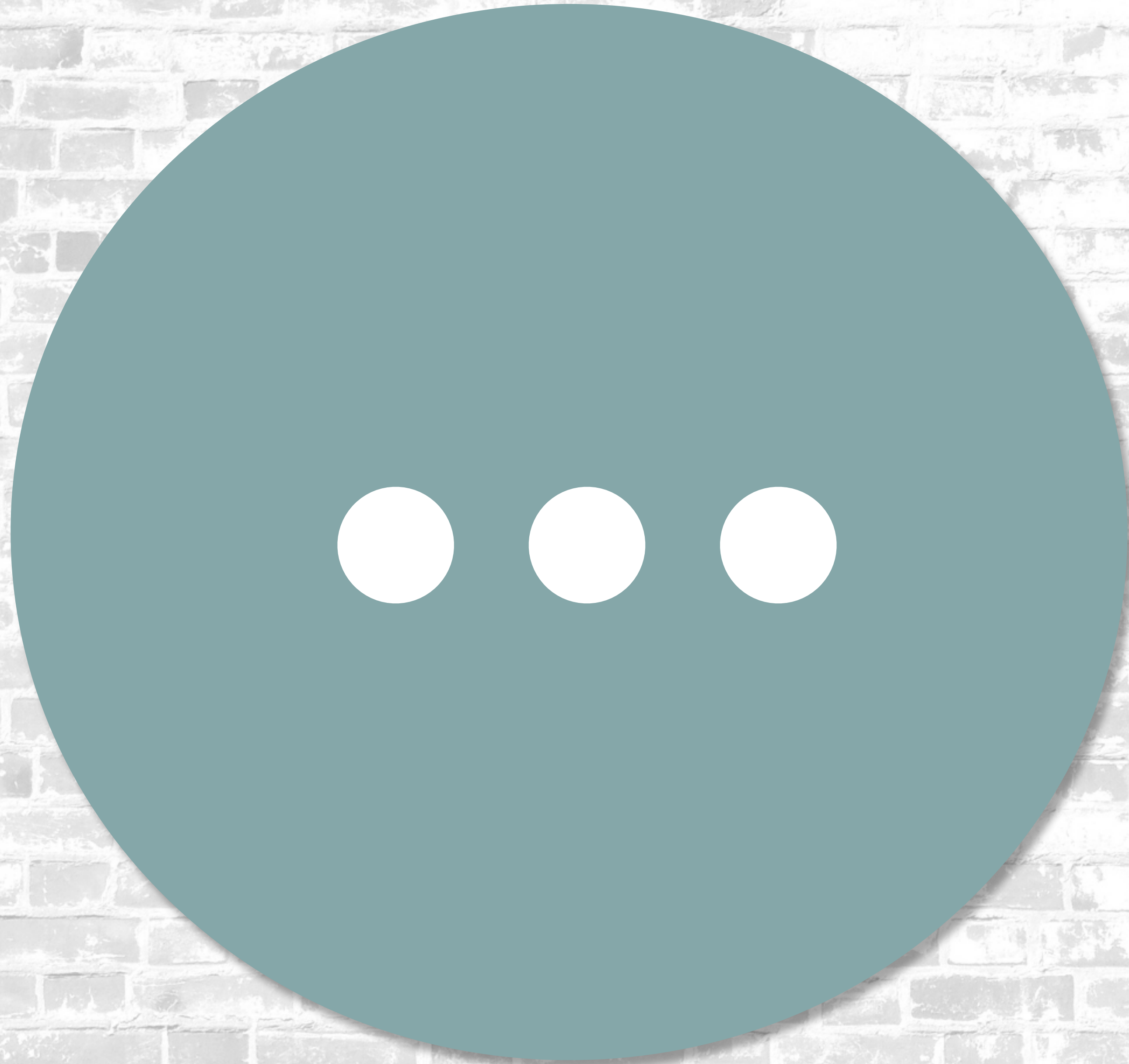
PEOPLE-FIRST

# COMMUNICATION







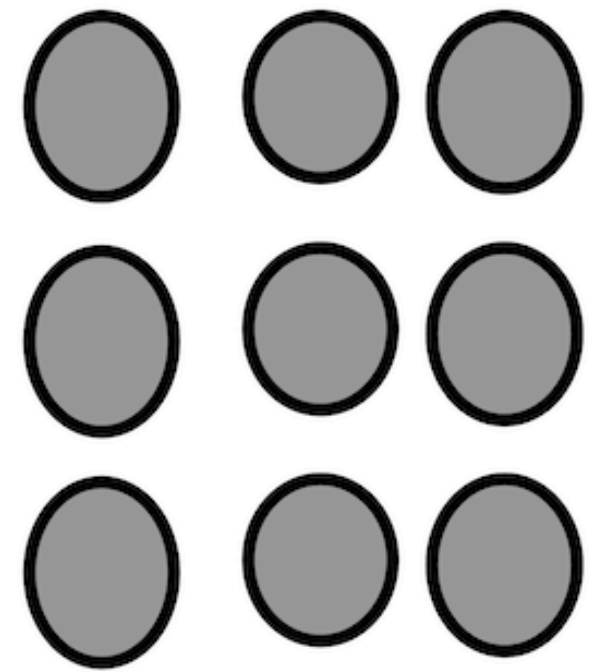


**Good work today.**

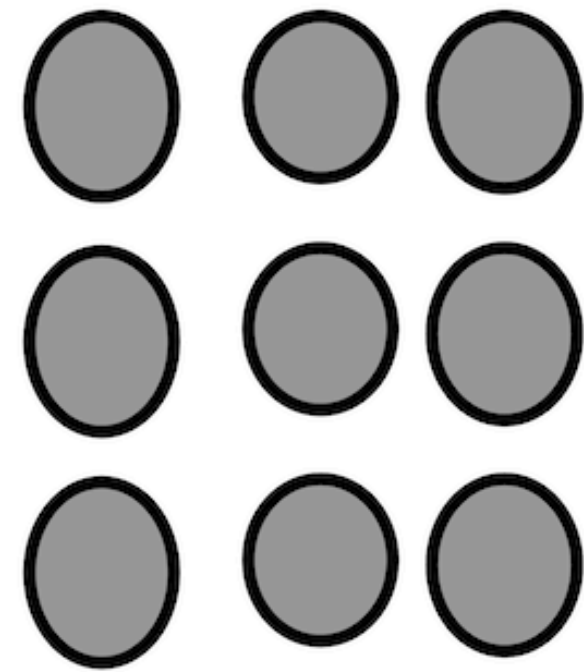
**We'll talk more about the  
meeting next week...**

**Thanks.**

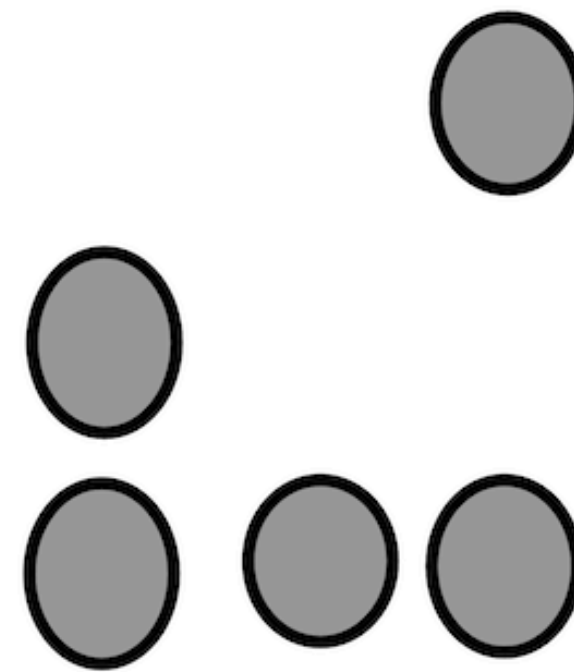




WHAT YOU  
THINK YOU  
CONVEYED



WHAT YOU  
THINK YOU  
CONVEYED



WHAT THEY  
ACTUALLY  
UNDERSTOOD



HUMAN-FIRST MINDSET SHIFT

*Golden Rule to the  
Platinum Rule.*



*THE*

*GOLDEN RULE*

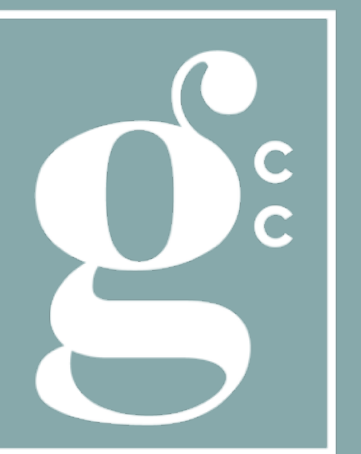
*centers you*



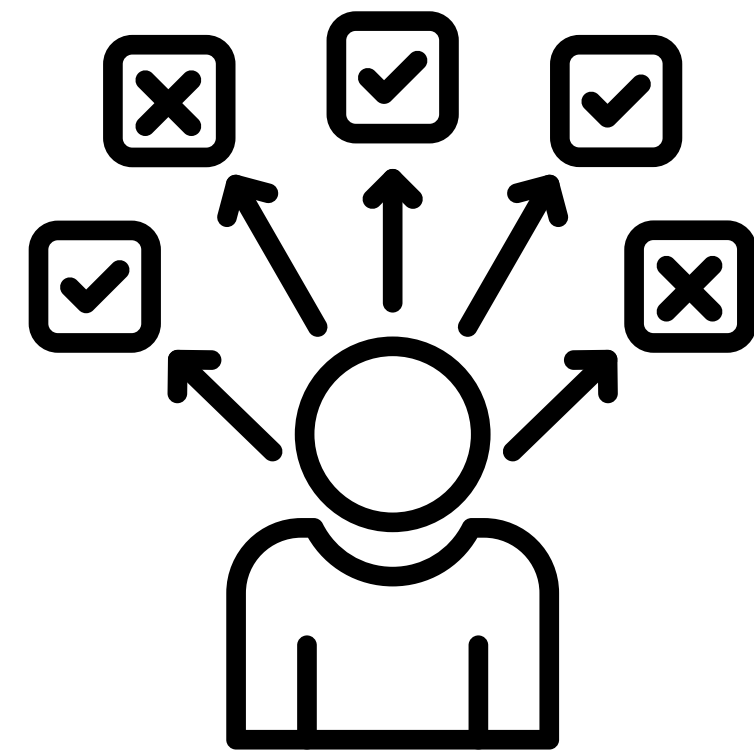
**THE  
PLATINUM  
RULE**



→ *centers them*



# ACTION ITEMS: INTENTIONAL CONNECTION



## **MAKE TIME TO LEARN WORK PREFERENCES**

What does each individual  
employee need to do their best?

***Introvert***

OR

***Extrovert***



*Farmer*

OR

*Firefighter*



*Clear Plans*

OR

*Winging It*



*Text*

OR

*Call*



1.

*Introvert*



*Extrovert*

2.

*Firefighter*



*Farmer*

3.

*Clear plans*



*Winging it*

4.

*Text*



*Call*



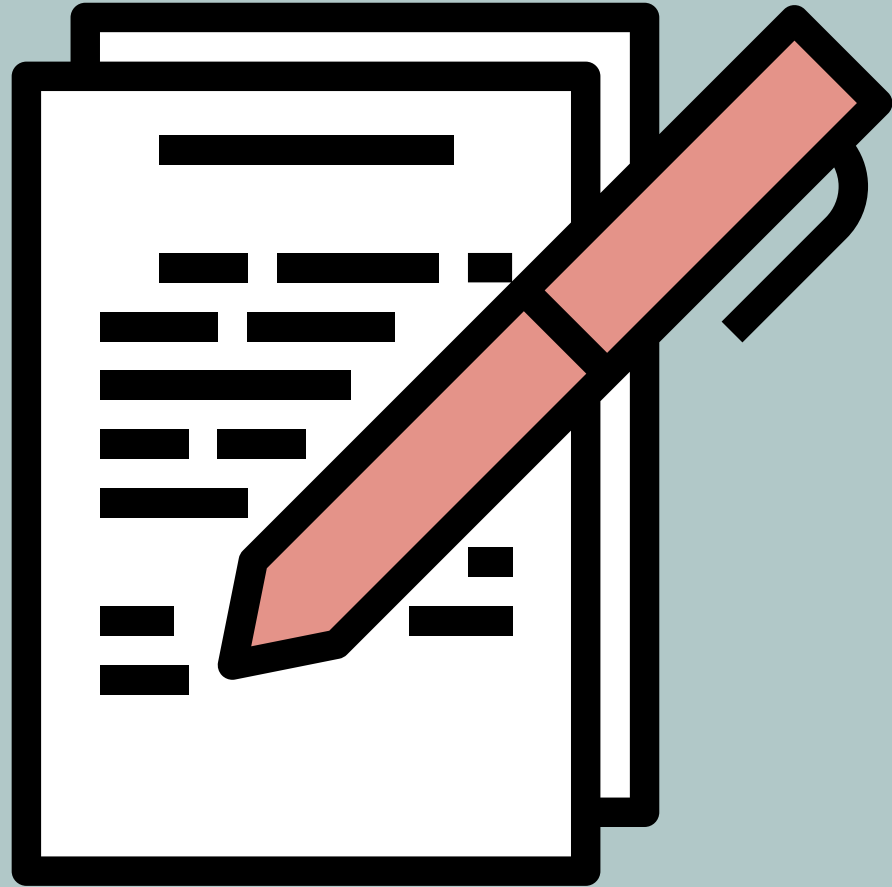
\* IF PATIENT HAS AN ALLERGY MAKE SURE TO ASK IF PATIENT HAS AN ALLERGY TO VANCOMYCIN SOONER!

* Doesn't like tape on incision		Likes purple foam on armboards instead of pads	
SURGEON: Reynolds		PROCEDURE: Breast Aug	
GLOVE SIZE: 8 ortho x3 (Tech also needs 3 pr gloves)		POSITION OF PATIENT: Supine Kerlix(x2)	
SKIN PREP: Chloraprep		DRAPES Chest/Breast, White towels, <del>Stapler</del> <del>Drapes</del>	
<b>SUTURES AND NEEDLES</b>		<b>INSTRUMENTS AND EQUIPMENT</b>	
TIES:	3-0 Nylon PDS - drain 6 stitch	BASIC: Table cover, Mayo cover, Gown x2, Needle counter, light cover, skin marker	
PERITONEUM:	3-0 PDS SH x2	15 blade, Asepto, Laps x3, Suction Tubing,	
FASCIA:	3-0 Monocryl PSZ x2	SPECIAL: Yankaver, Towels, Bovie, guarded tip, Extended tip, 10cc, 25g	
SUB-CU:	4-0 Monocryl PSZ - x2	2sm. tegaderm & 1 big tegaderm (hold) ↑ low setting	
SKIN:	Straight betadine on field	Edwards Tray, Lighted bet, Headlight (cordless)	
RETENTION:	Ropivacaine .5% Irrigation	Right Angle Retractors - when capsuled	
OTHER:	<del>Local tit mixture</del> <del>1% Lidocaine</del> <del>50% Marcaine</del> NSS + bacitracin gentamicin Oney 1 gm	HEMOSTASIS: Ins. FCP 50 min	
DRESSINGS:	Xeroform, 4x4's, Antibiotic ointment Bra	ELECTROSURGERY: 40/40 Blend WOUND DRAINAGE: Drain 15 Fr. full fluted 07218 * Biopatch, 2sm tegaderm	

BACK - ASK if he wants drain



# START YOUR “WORKING WITH ME” CHEAT SHEET



EXERCISE

1. What's the most effective way for you to receive feedback (especially constructive feedback)?
2. How can people avoid annoying you (i.e. what's a working pet peeve)?
3. What is something you do that might annoy others that they should be aware of?
4. What will help you avoid stress?
5. What else is essential for people to know about when working with you?



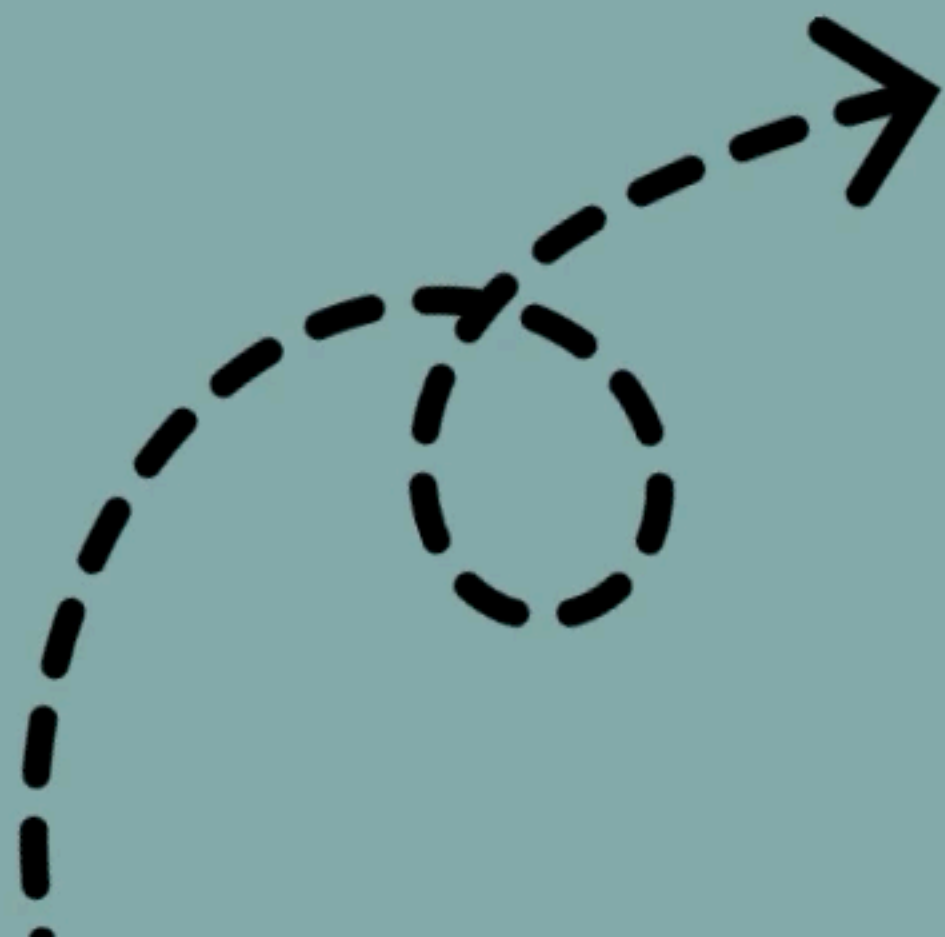
2

**INTENTIONAL CONNECTION**



actively  
curating

**CULTURE**



"We went from claps to slaps."  
"We went from heroes to zeroes."

CEO INTERVIEWS, RURAL HOSPITALS



# THE PITCH

*It sucks less here.*

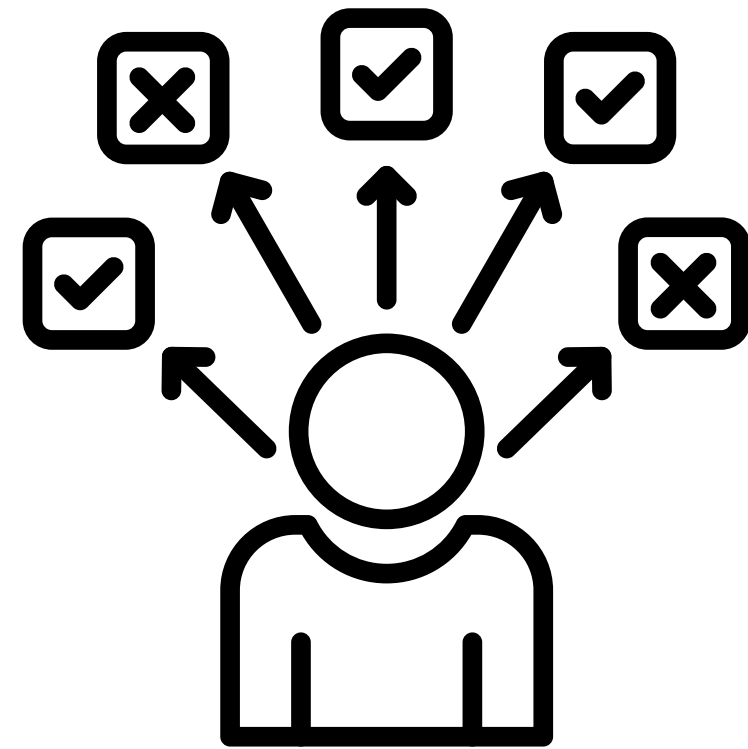




HUMAN-FIRST MINDSET SHIFT

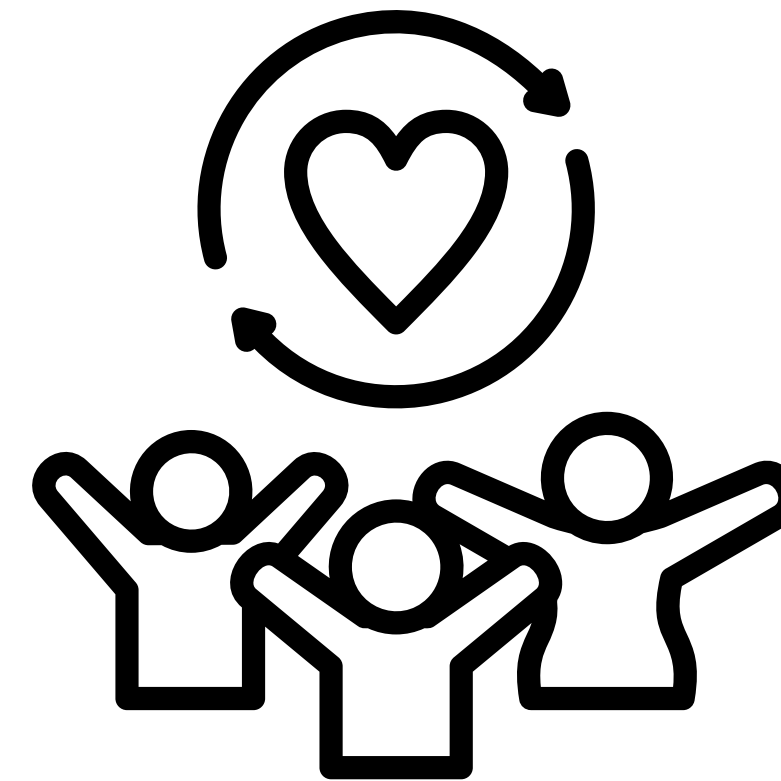
*Great culture is a bonus to  
great culture is essential.*

# ACTION ITEMS: INTENTIONAL CONNECTION



## **MAKE TIME TO LEARN WORK PREFERENCES**

What does each individual employee need to do their best?



## **BUILD COMMUNITY THROUGH TEAM RITUALS**

Thoughtfully knit people together with meaningful fun.

# *Rituals*

**1** Physical component

**2** Communal component

**3** Psychological component



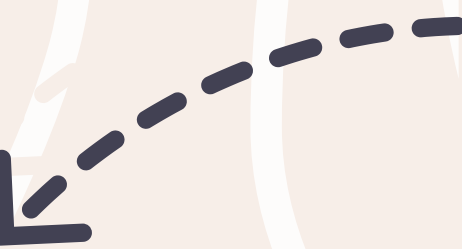
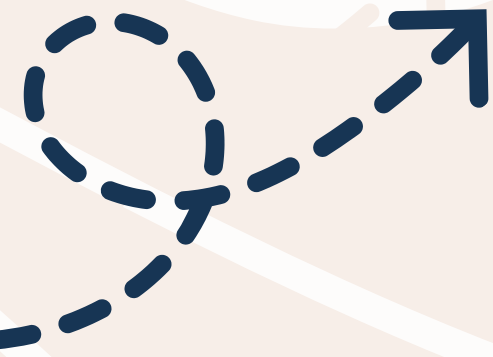
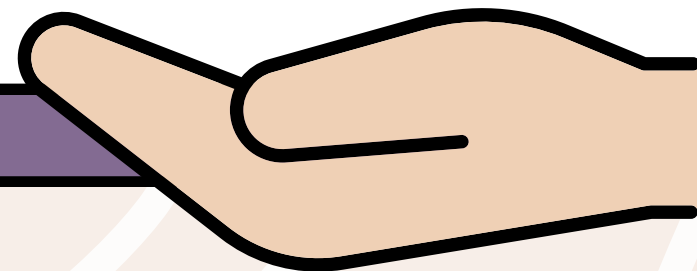
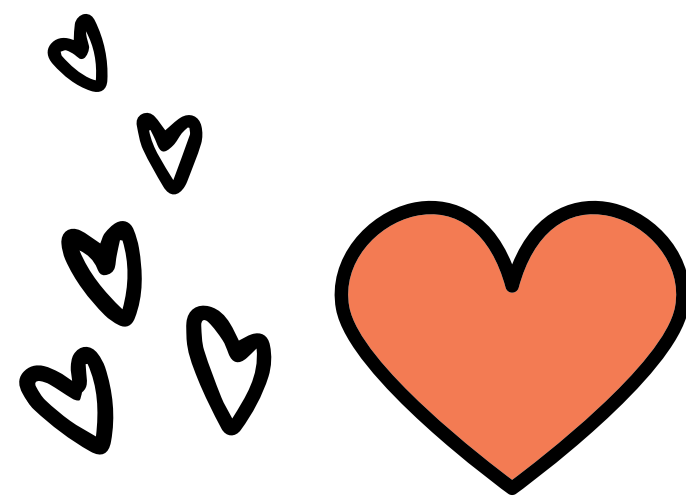


Weaving  
Community  
Through  
Appreciation

*St. Louis University*



# COMPASSIONATE Leadership



THE FUTURE OF WORK IS

HUMAN\*

TRANSFORMING  
COMPANY CULTURE FOR A  
POST-PANDEMIC WORLD

BY THE COFOUNDERS OF  
GOOD COMPANY CONSULTING  
HANNAH L. UBL & LISA X. WALDEN

FASTCOMPANY

## Why vulnerability will be a key trait for leaders post-COVID-19

By its very definition, vulnerability seems incompatible with leadership. Yet as Merilee Kern notes, “When it’s genuine, showing vulnerability can foster a magnificent mélange of respect, admiration, empathy, and loyalty.”



## The New Normal: A Kinder, More Human Workplace

by **Mark McCormack** Thursday, May 14, 2020

Compassionate leadership guiding response to COVID-19

## Tuning in, turning outward: Cultivating compassionate leadership in a crisis

May 1, 2020 | Article

How To Be A More Compassionate Leader (And Why It's So Important)

# Compassionate Leadership is a Crucial Skill

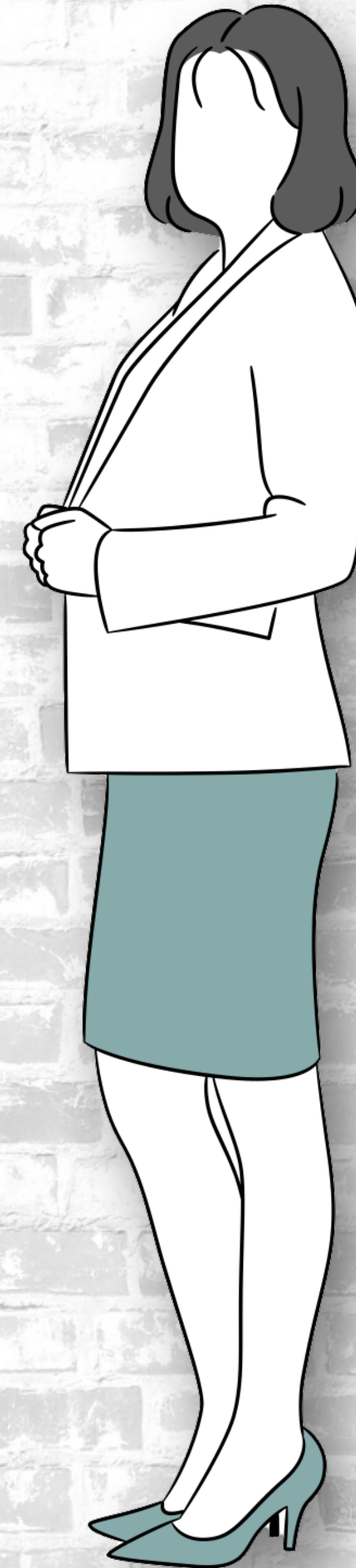
*How compassionate leaders create trusting, thriving teams*

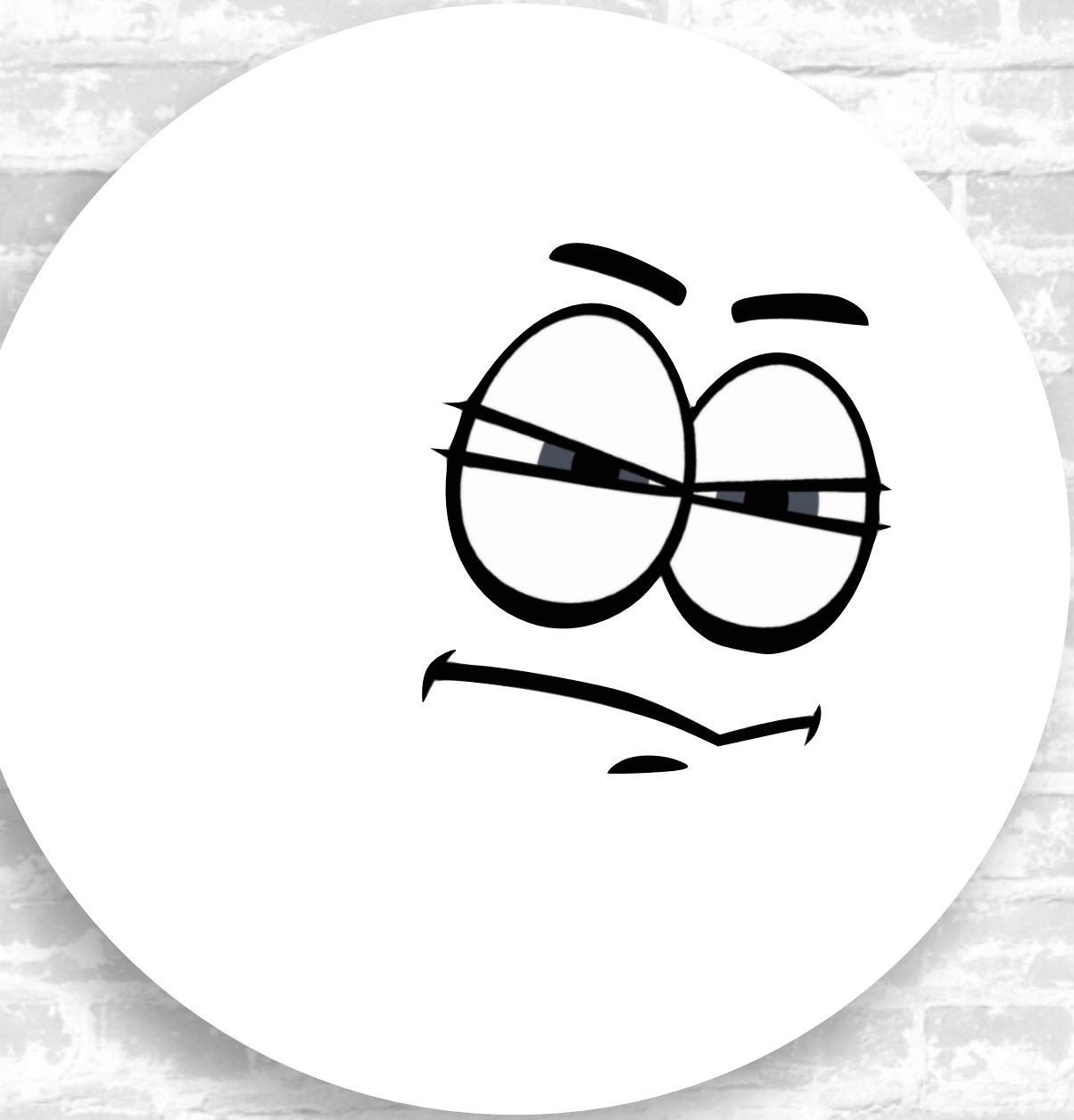


**75%**

**said the most stressful  
aspect of their jobs was  
interacting with their  
immediate boss.**

**McKinsey, 2020**

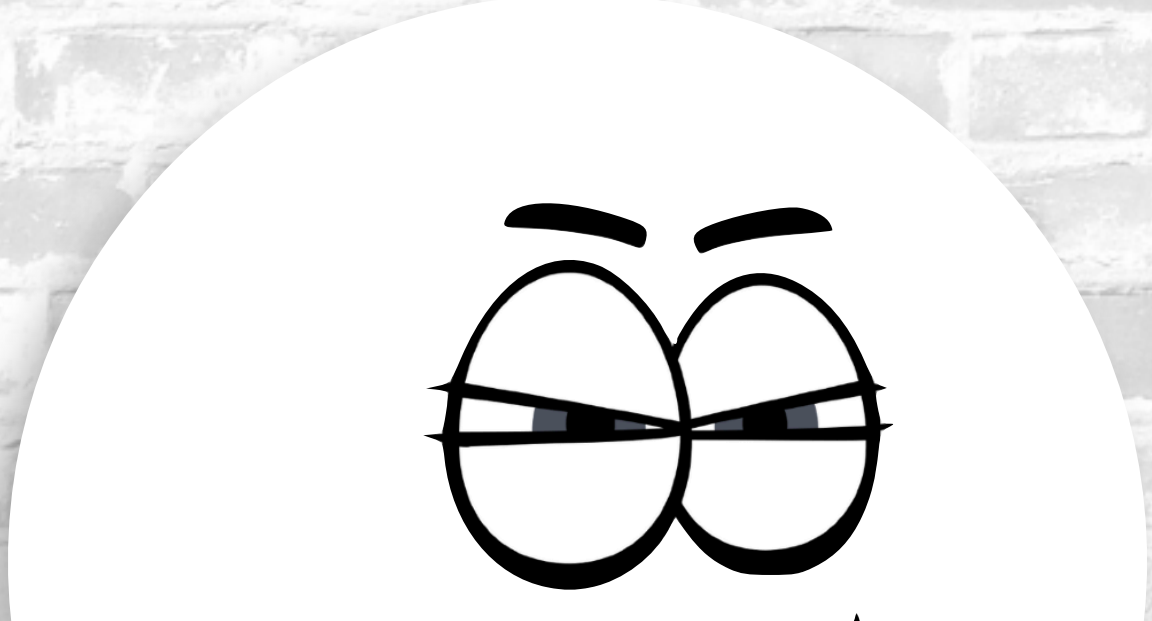
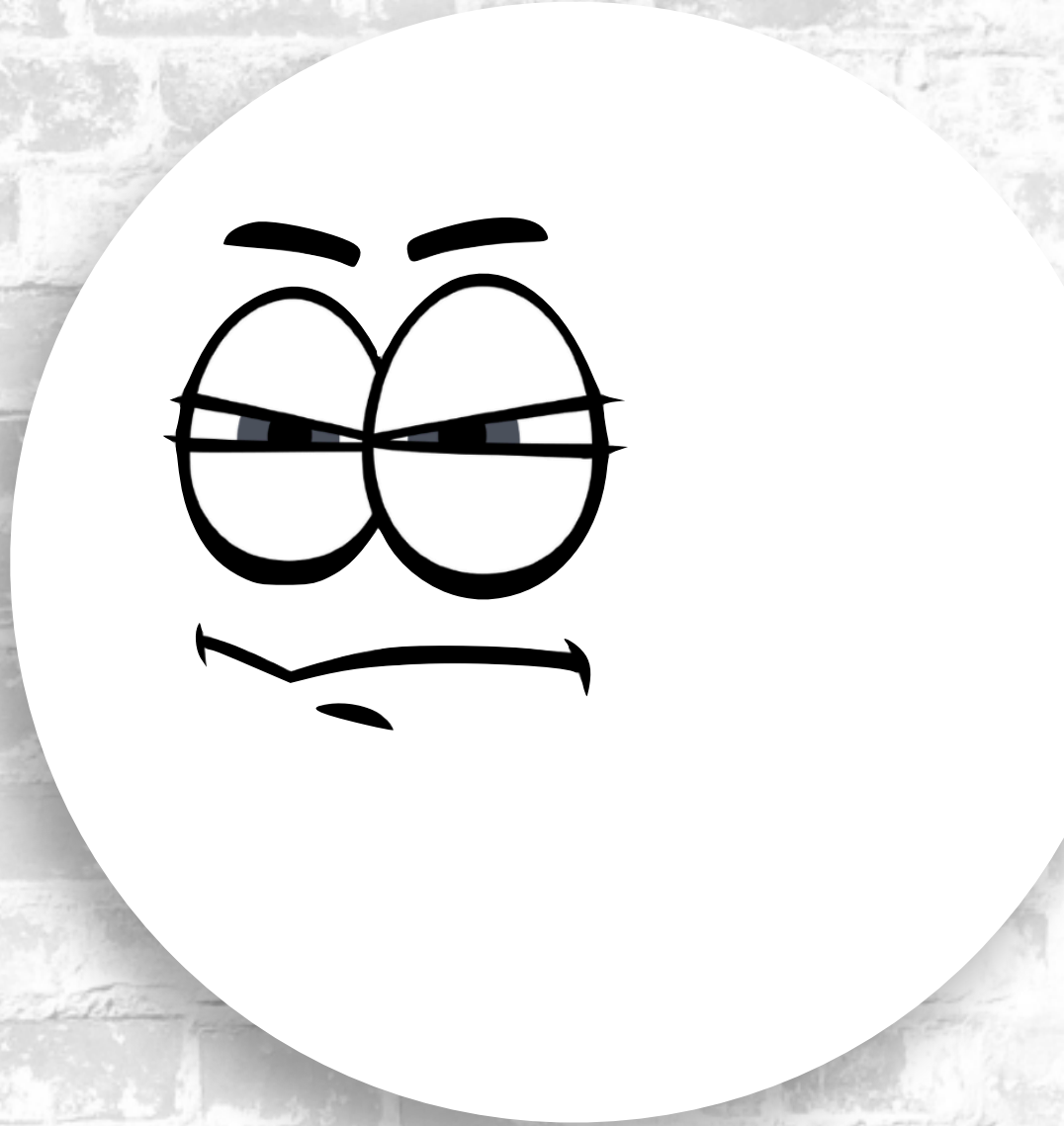




**58%**

**of people trust strangers  
more than their own boss.**

HBR





Managers impact employees' mental health the same as a spouse or partner.



The Workforce Institute, 2023





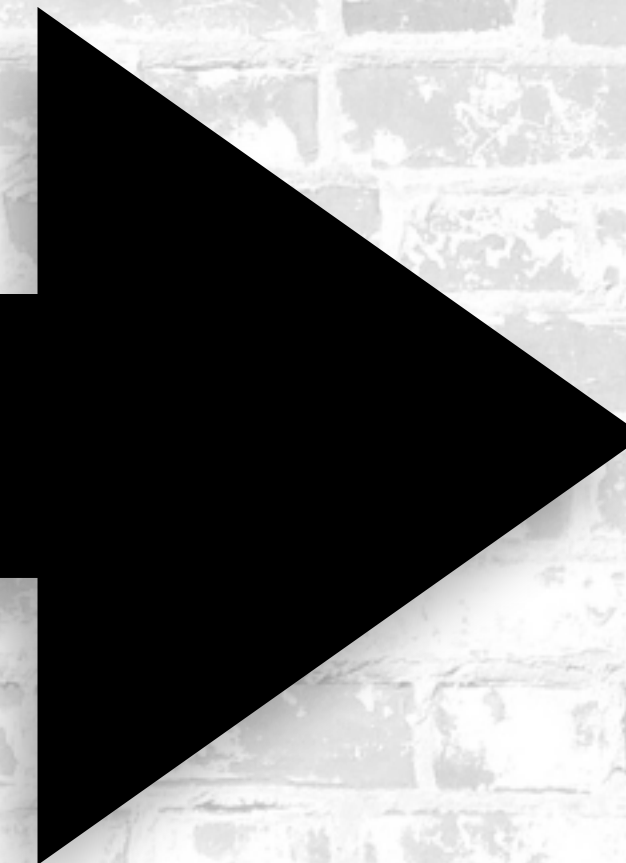
HUMAN-FIRST MINDSET SHIFT

*Boss Leadership  
to Coach Leadership*



***Boss***

***Coach***

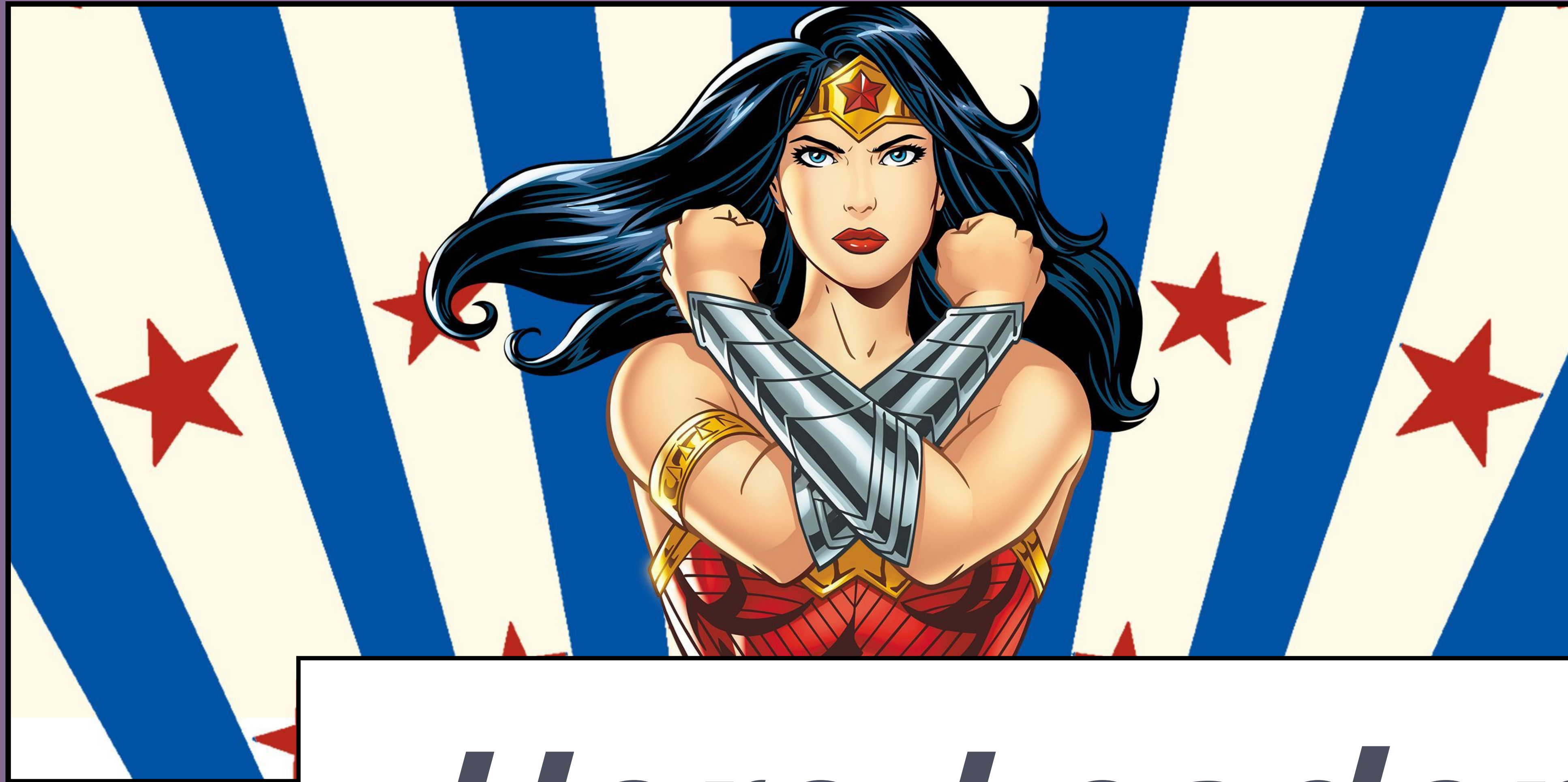


# Boss

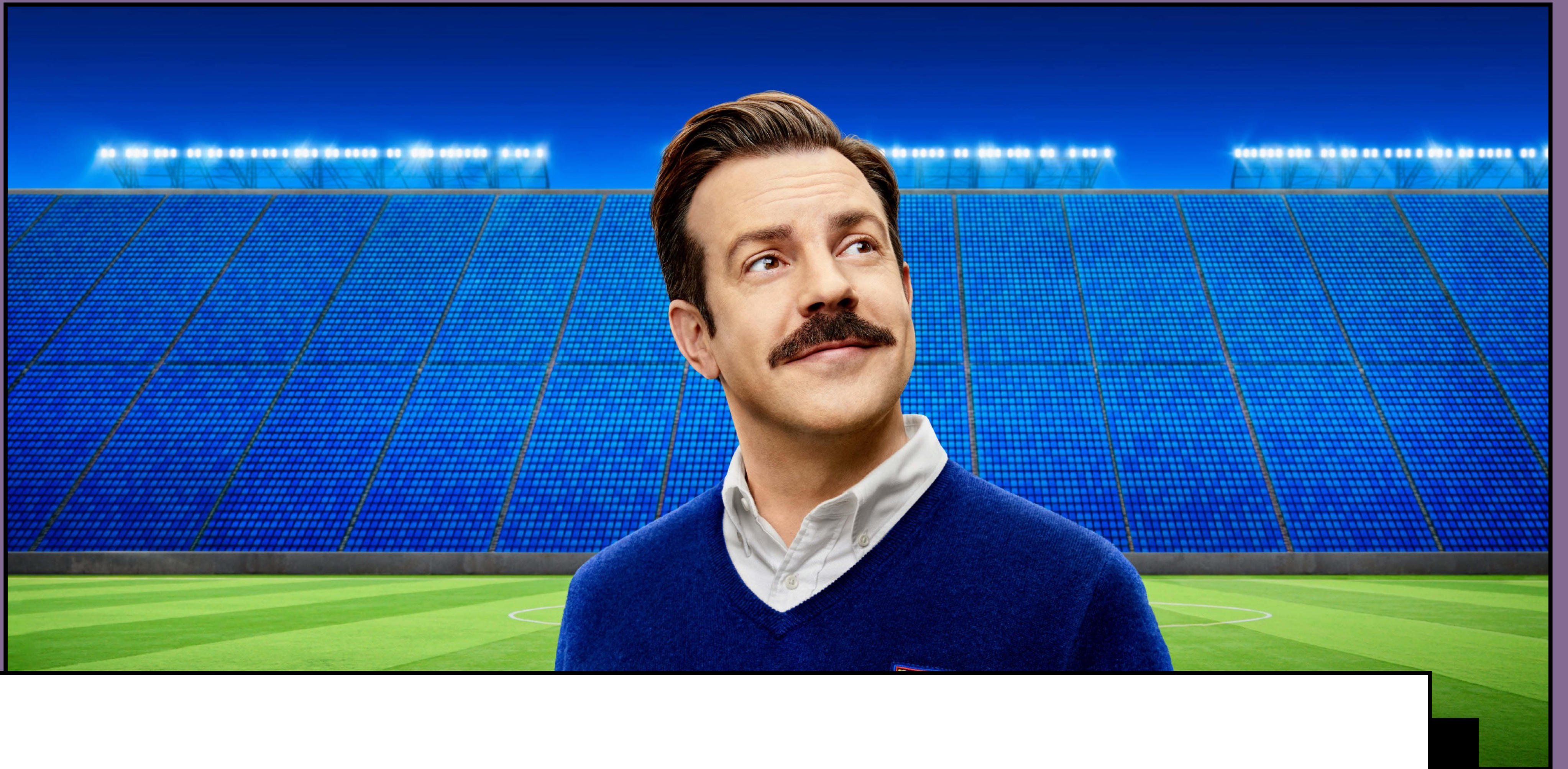
- ~ Leads with rules/regulations
- ~ Seeks to maximize productivity
- ~ Influences by directives
- ~ Spends most of time talking
- ~ Manages time

# Coach

- ~ Leads by inspiring others to action
- ~ Seeks to maximize potential
- ~ Influences by suggestions
- ~ Spends most of time listening
- ~ Manages trust



*Hero Leader*

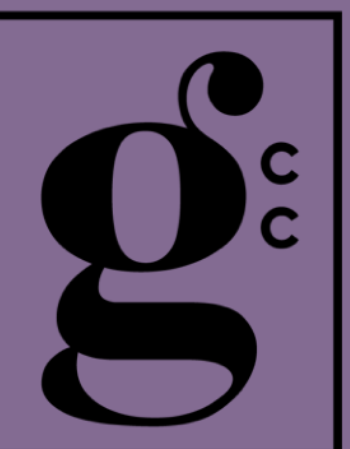


***Compassionate Leader***

“We still have a lot of problems with nurses eating their young.

‘Learn the hard way because that’s what I had to do.’ ”

NURSE LEADER INTERVIEWEE



# ACTION ITEMS: COMPASSIONATE LEADERSHIP

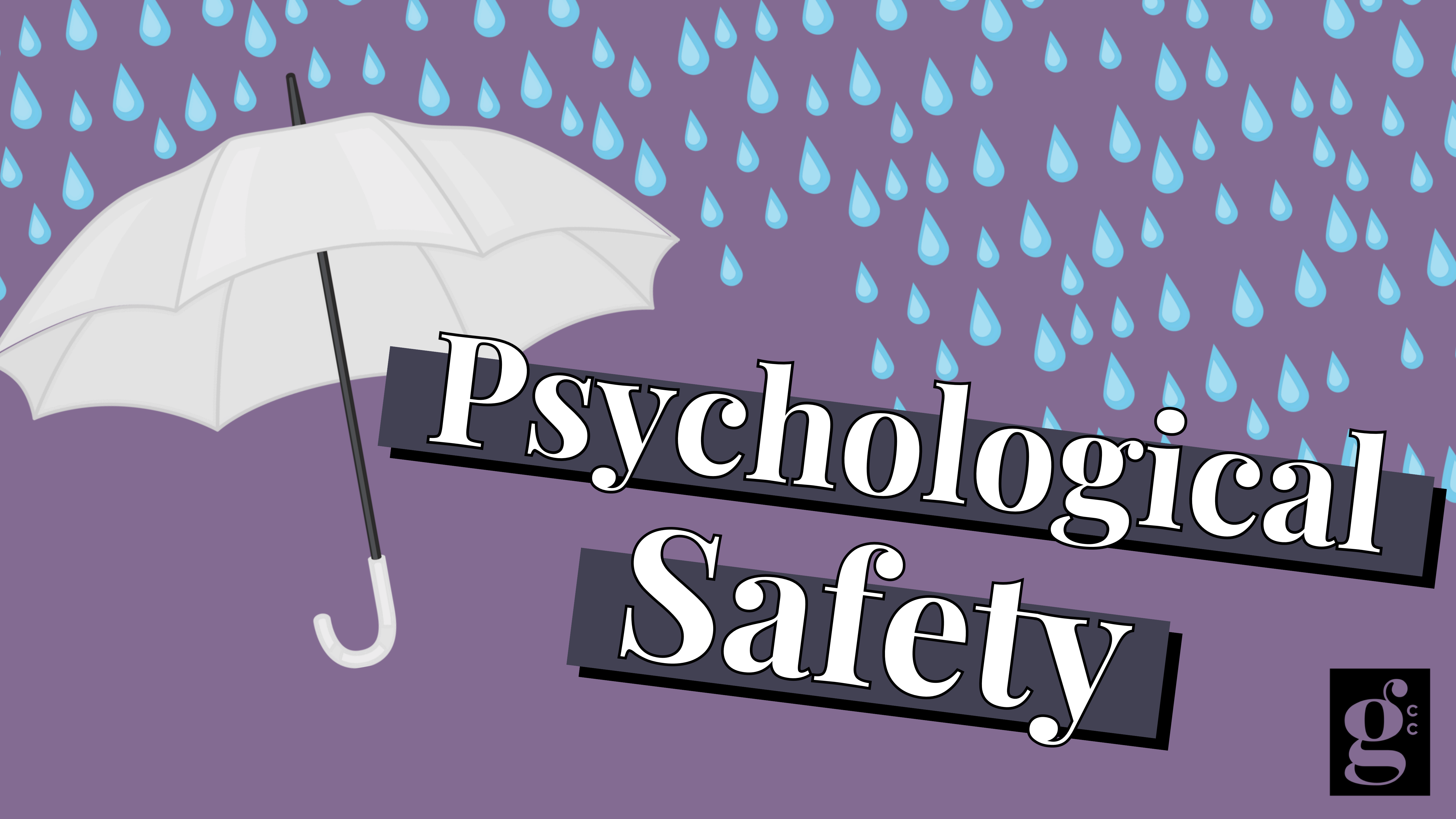


## **MAKE PSYCHOLOGICAL SAFETY A TOP PRIORITY**

Meet employee concerns, questions, ideas, or mistakes with curiosity

# *psychological safety*

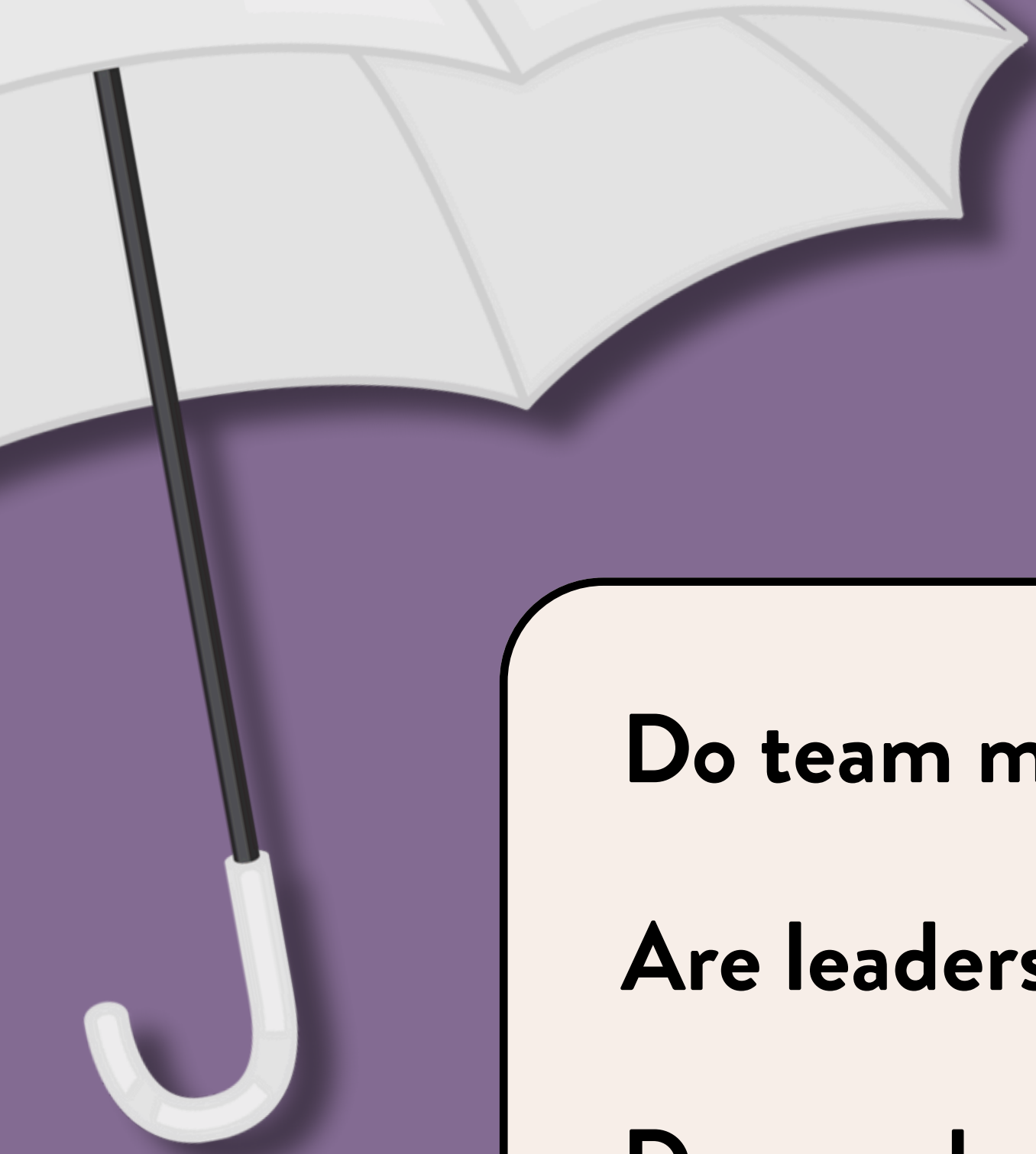
**A shared belief held by members of a team that the team is safe for interpersonal risk-taking.**



**Psychological**

**Safety**





**Do team members feel free to ask “stupid” questions?**

**Are leaders comfortable having their ideas critiqued? (No, really.)**

**Do people not just trust their peers, but trust that their peers trust them?**

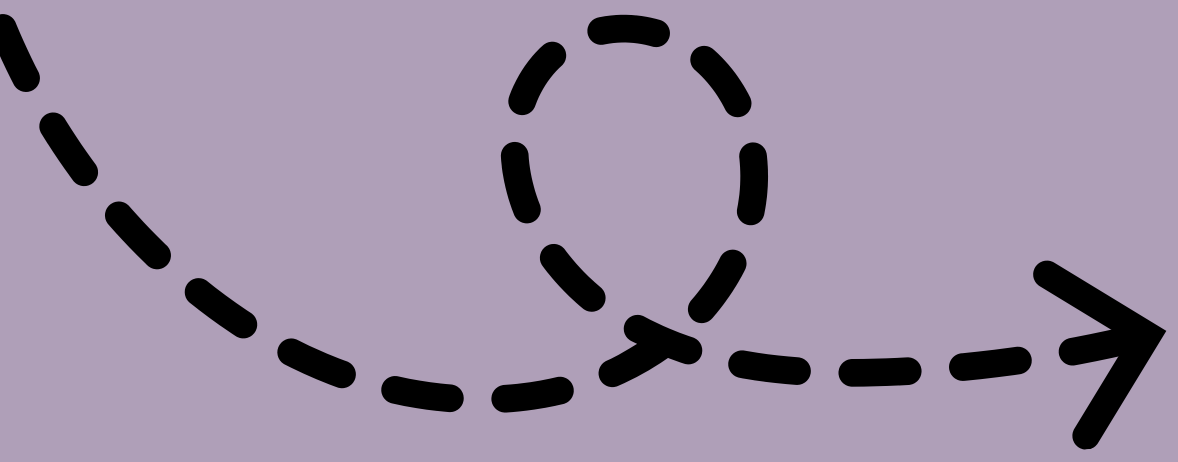
**Is failure seen as a step towards learning/innovation?**

**Can you openly give feedback to others without fear of negative consequences?**

**Do you have a culture that actively invites input?**



**WHAT AM I MISSING?**

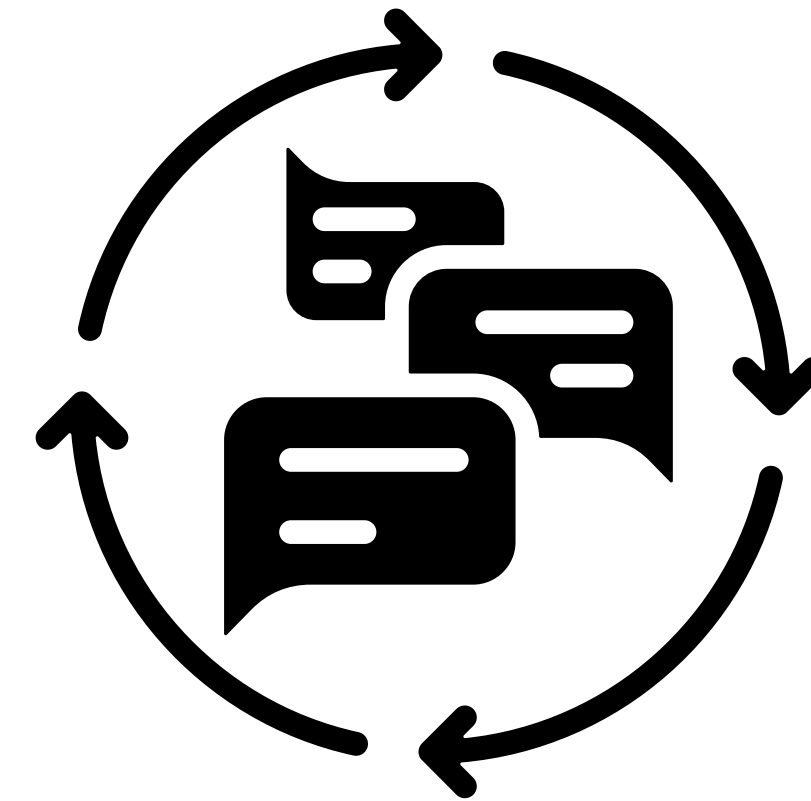


# ACTION ITEMS: COMPASSIONATE LEADERSHIP



## **MAKE PSYCHOLOGICAL SAFETY A TOP PRIORITY**

Meet employee concerns, questions, ideas, or mistakes with curiosity



## **ESTABLISH A MULTIDIRECTIONAL FEEDBACK LOOP**

Communication flows up, down, and across the hierarchy



# The Newest Humans at Work

**GEN Z**

# Baby Boomers

1946 - 1964

**78.8 million**

# Gen Z

1996 - 2010

**TBD**

# Gen X

1965 - 1979

**65.8 million**

# Millennials

1980 - 1995

**76.2 million**

# Silent Generation

1928 - 1945

**47 million**

Pew Research



**Formative years +  
Events and conditions**

---

*Generational identity*



Formative years +  
Events and conditions

---

*Generational identity*

*And LIFE STAGE is an important consideration!*



# Events and conditions include...

**Economic Climate**

**Social Upheaval/ Civil Rights**

**Pop Culture & Fashion**

**Parenting Trends**

**Technological Advancements**

**“Where were you when” Moments**



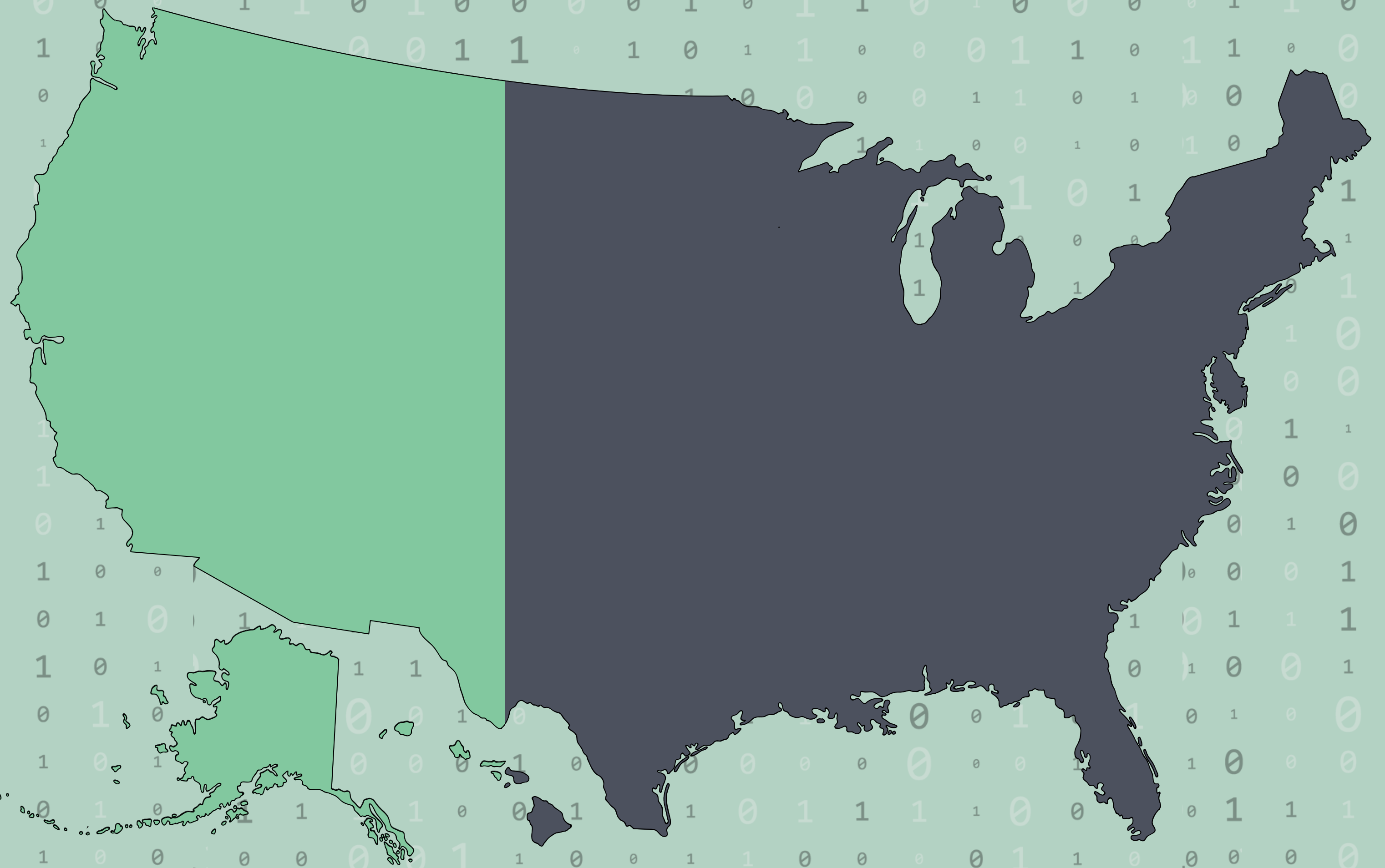
# Gen Z

1996 - 2010

14 to 28 years old

**Gen Z will make up**

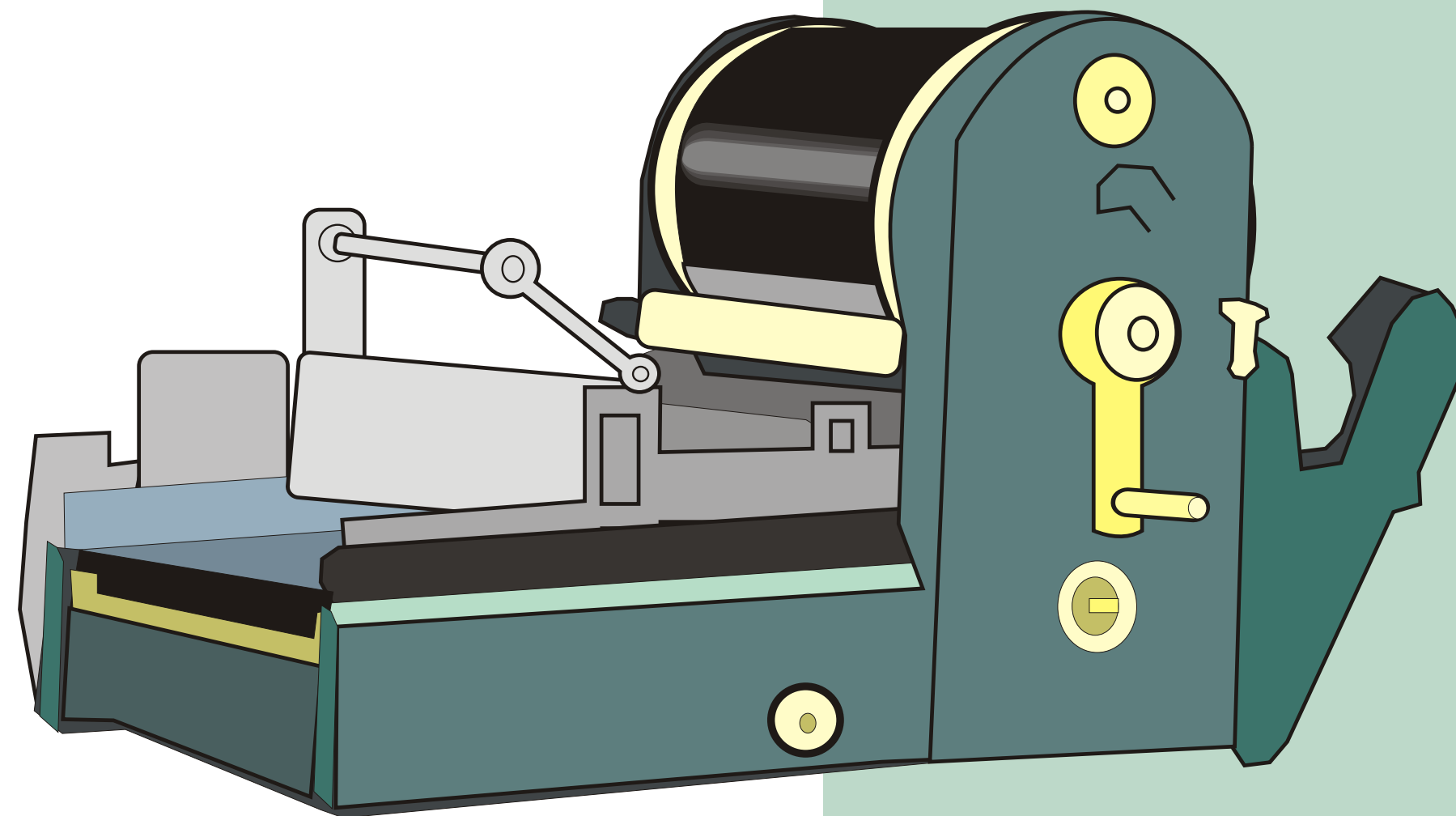
**30%**



**of the US workforce by 2030.**

THE US BUREAU OF LABOR STATISTICS

Stand up if...  
you remember the smell of a  
mimeograph machine.



# Stand up if...

you remember when they used to put missing kids on a milk carton.



# Stand up if...

you had to find your way around before smartphone tools existed.

(Apple Maps, Waze, etc.)



# Stand up if...

you've never known a world  
without Google.

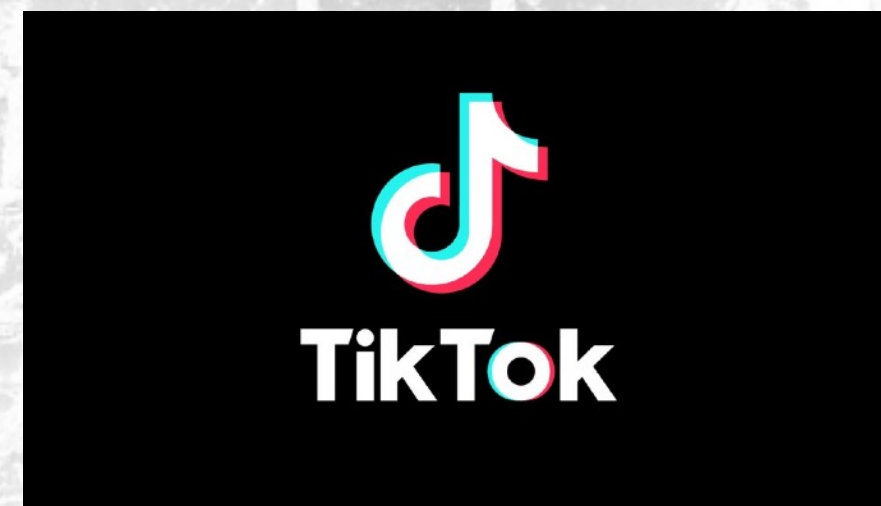
# Google



# Sit downn up if...

you experienced high school  
before Snapchat existed.



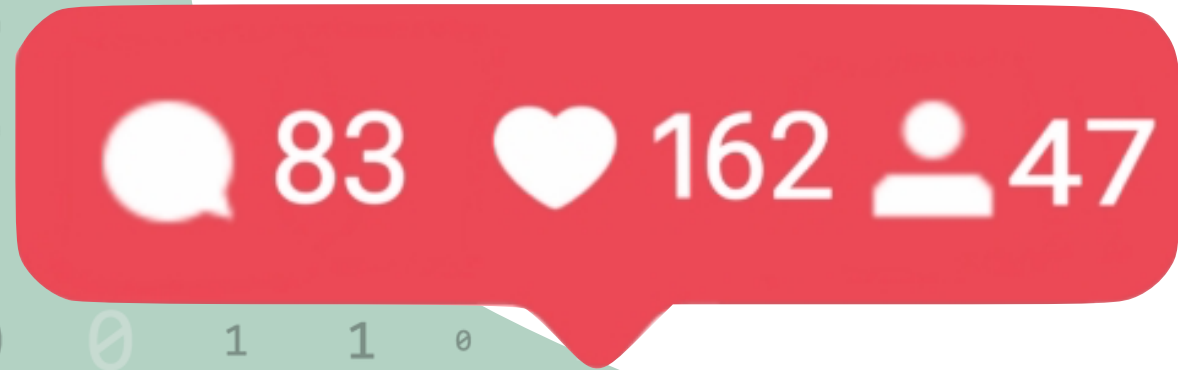


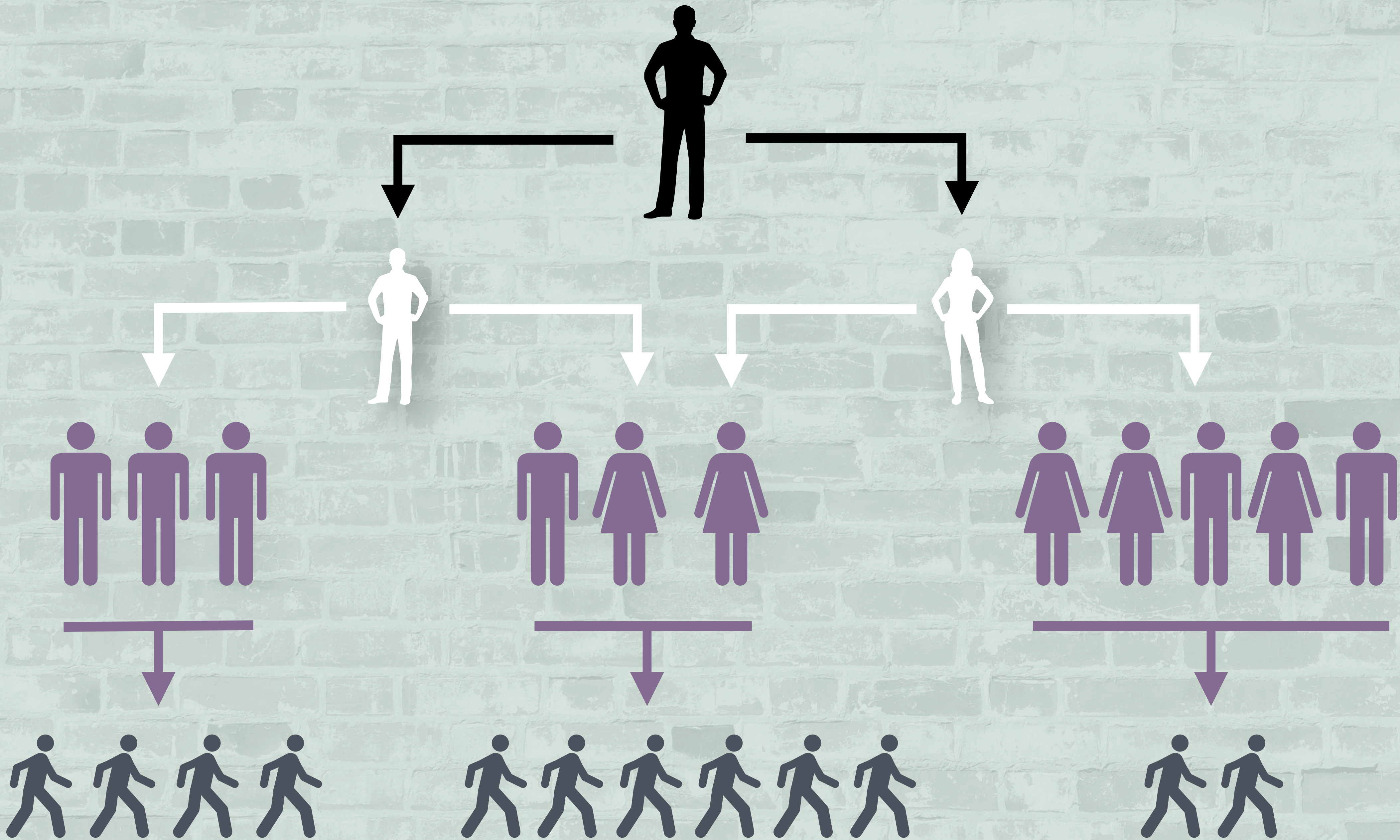
# Gen Z

1996 - 2010



# Digital natives





**JUMP!**





**NEW JOBS**  
*Carol Kleiman*


**'Xers' work  
for selves,  
not their  
companies**

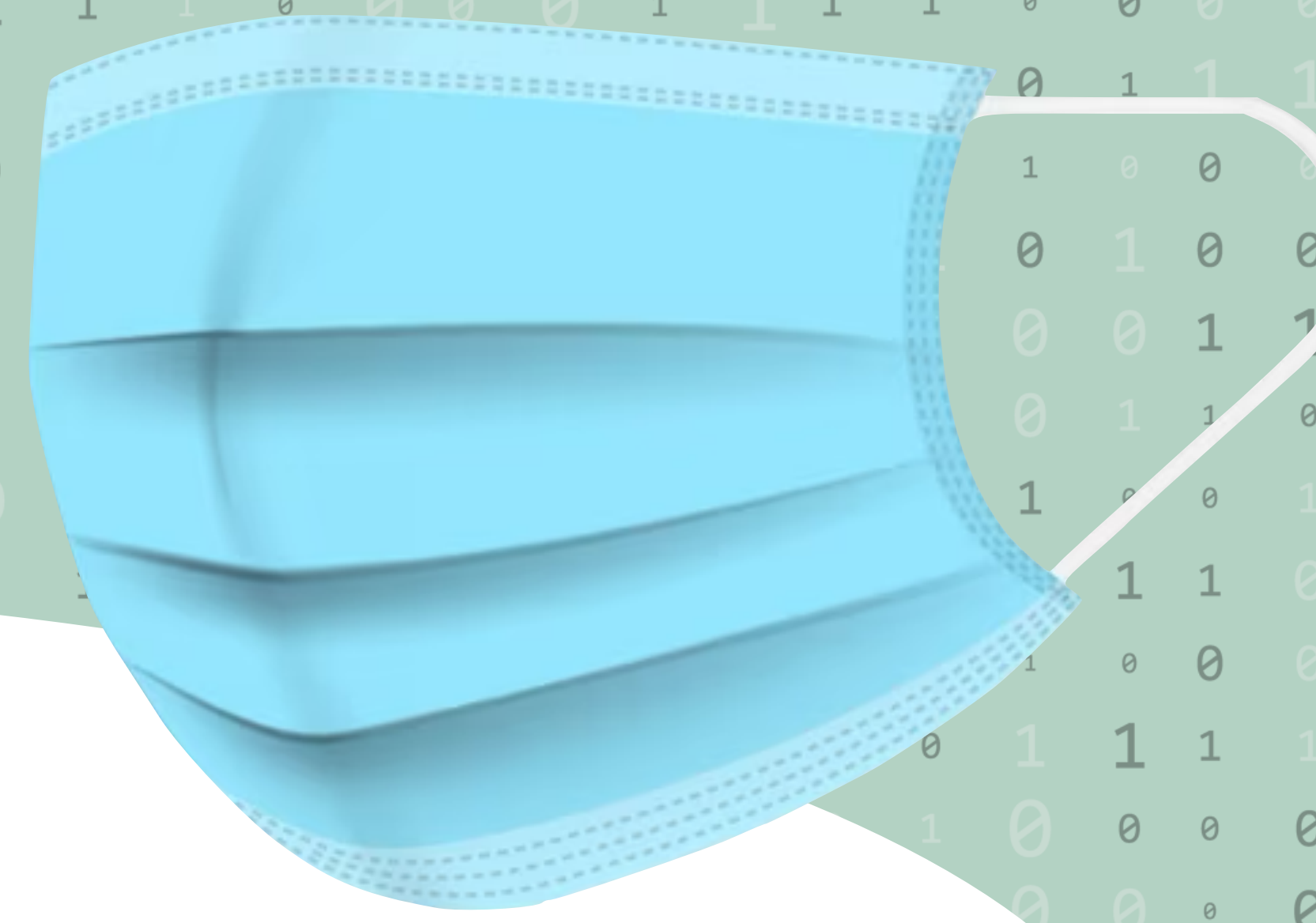
# Gen X Parenting

08-29-2022 | NEWS

## Generation X: the original quiet quitters

They may not have grown up with TikTok, but the generation that came of working age in the era of dial-up modems were seen as tuning out of work, too.

A photograph of a woman with long dark hair, seen from the side, sitting at a desk and looking at a computer monitor. The monitor displays a map or technical drawing. The setting appears to be an office or a control room from the late 20th century.



# The Covid Generation



**COVID-19 pandemic  
massively set back  
learning, especially for  
high-poverty areas**



# Leaders: Coronavirus risk 'remains low' here



Staten Island plunge to honor local teen. A2

STATEN ISLAND  
Local hospitals preparing for coronavirus

# Trump declares virus a national emergency



COVID-19 case. A2  
Public libraries closed until the end of March. A9

NEW YORK  
City keeping public schools open, defying virus trend

THE COVID-19 OUTBREAK

# It's 'inevitable' here, CDC says

THE COVID-19 OUTBREAK

# NYC public schools closed

'A very painful decision': Mayor says city's 1.1 million students are out until April 20 — and maybe even longer

Preparing for the 'new normal': Parents scramble to find child care, get ready to help their children learn online



THE COVID-19 OUTBREAK

# N.Y. cases of new virus double overnight to 22

White House. A7  
Schumer chided for 'dangerous' remarks. A9



STATEN ISLAND  
CDC advises worshipers not to touch

# China locking down cities to stop virus

# Gen Z

## CHARACTERISTICS



*financially conscious*

**PRAGMATIC**

**entrepreneurial**

diverse & inclusive

**tech savvy**

*A generational point of contention..*



**WORK**

**ETHIC**





**Talked to a UW recruiter who said she can't believe the number of recent grads who are asking for Badger Saturdays off or they won't accept the job.**

Hospital Association Leader





HUMAN-FIRST MINDSET SHIFT

*Live to work  
to work to live.*

**Boomers**

**work-life  
SEPARATION**

**Gen Xers**

**work-life  
BALANCE**

**Millennials**

**work-life  
INTEGRATION**

**Gen Zers**

**work-life  
HARMONY**



Generationally... the younger staff, the Gen Z, they do not have that same level of loyalty to patients or to their coworkers. You see newer staff members calling off more times than I have in my career. Back in my day, you just didn't call off. You didn't want to leave your patients high and dry... now did we come to work sometimes when we shouldn't have? Possibly.

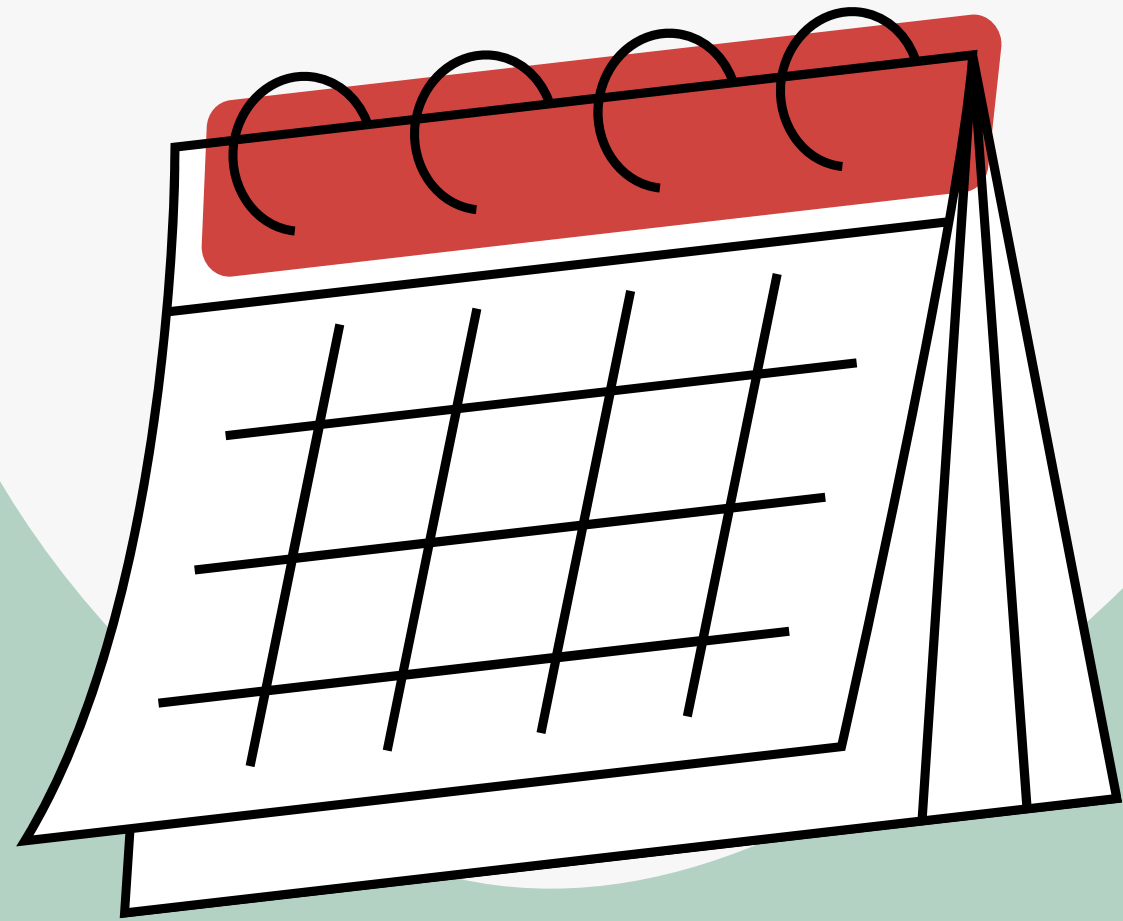


OHA INTERVIEWEE

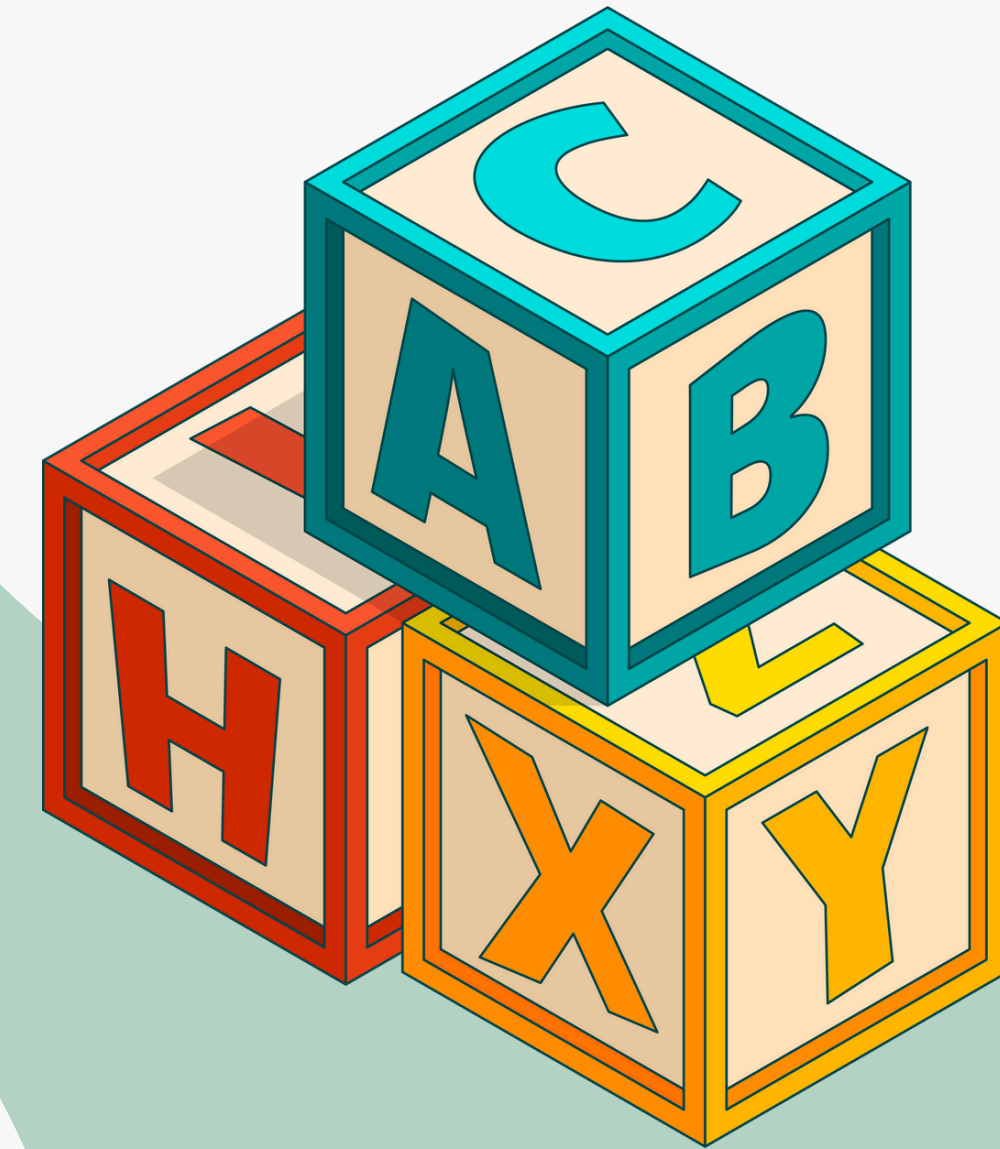
*It's not a calling.*

*It's a job.*

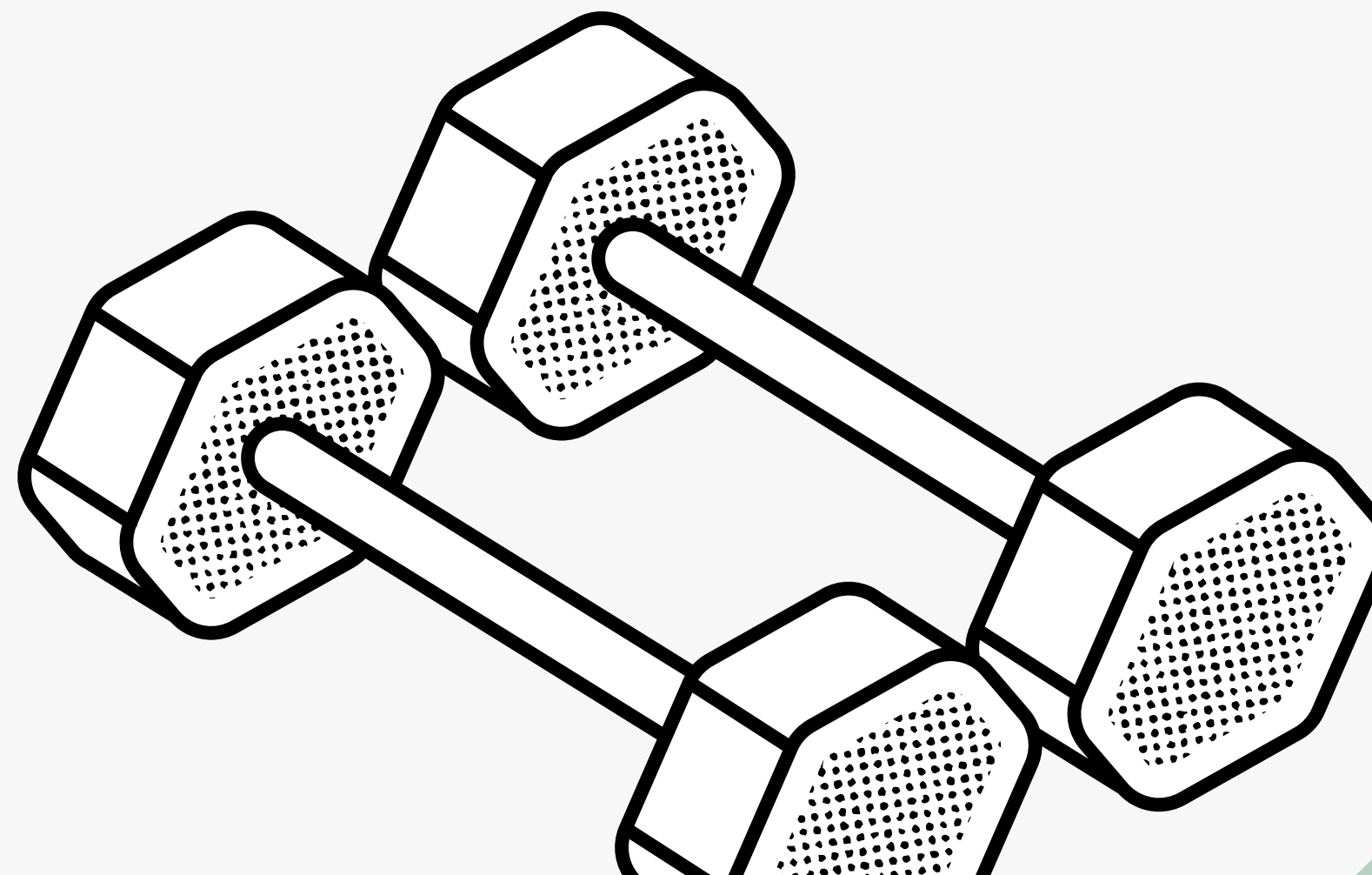
Work  
Your Way



Daycare Centers or  
Programs



VA Paid Gym Time



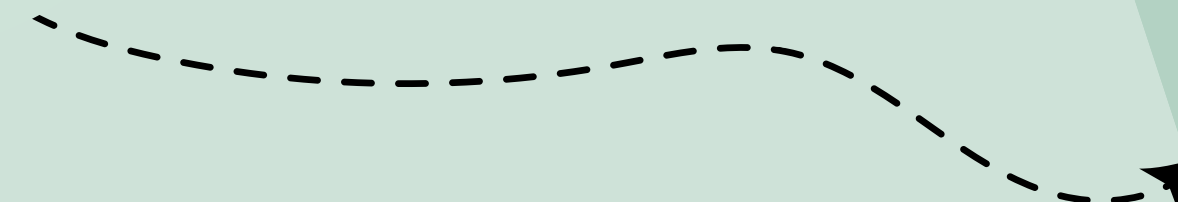
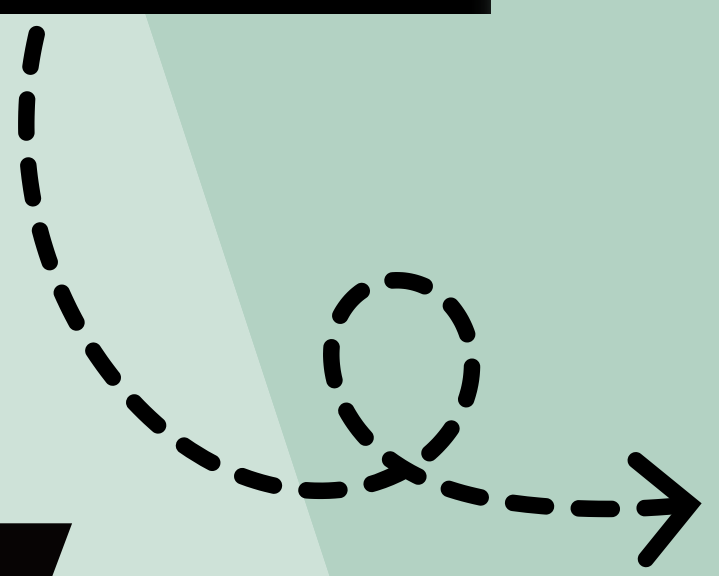
**FLEXIBILITY**



Paul Fairie  
@paulisci

# A Brief History of Nobody Wants to Work Anymore

# “Nobody Wants to Work” 1894



2022

According to a new survey released by TinyPulse, 1 in 5 executive leaders agree with this statement: “No one wants to work”. These same leaders cite a “lack of response to job

2014

What has happened to the work ethic in America? Nobody wants to work anymore. It has not always been that way. When I first started to work as a teenager, I saw people work hard.

2006

like nobody wants to work anymore and when they do

1999

“Nobody wants to work anymore,” Cecil said. “They all want to work in front of a computer and make lots of off this land last week. But they just fooled around. They didn’t want to work. Nobody wants to work anymore.

1981

“Nobody wants to work anymore.”

1979

— disgusted businessman

1969

called “Nobody Wants to Work Anymore.” Talking about un-

1952

everybody was getting too darned lazy and nobody wants to work anymore. That’s the truth if I ever heard it.

1940

trouble is everybody is on relief or a pension — nobody wants to work anymore.”

1937

ams counties are complaining that “Nobody wants to work anymore.” There is work, it is reported, for 15

1922

it is because nobody wants to work any more unless they can

1916

he answered, “the reason for food scarcity is that nobody wants to work as hard as they used to. I asked a

1905

unreliable. None want to work for wages.

1894

next winter? It is becoming apparent that nobody wants to work these hard times.

**STAYING**

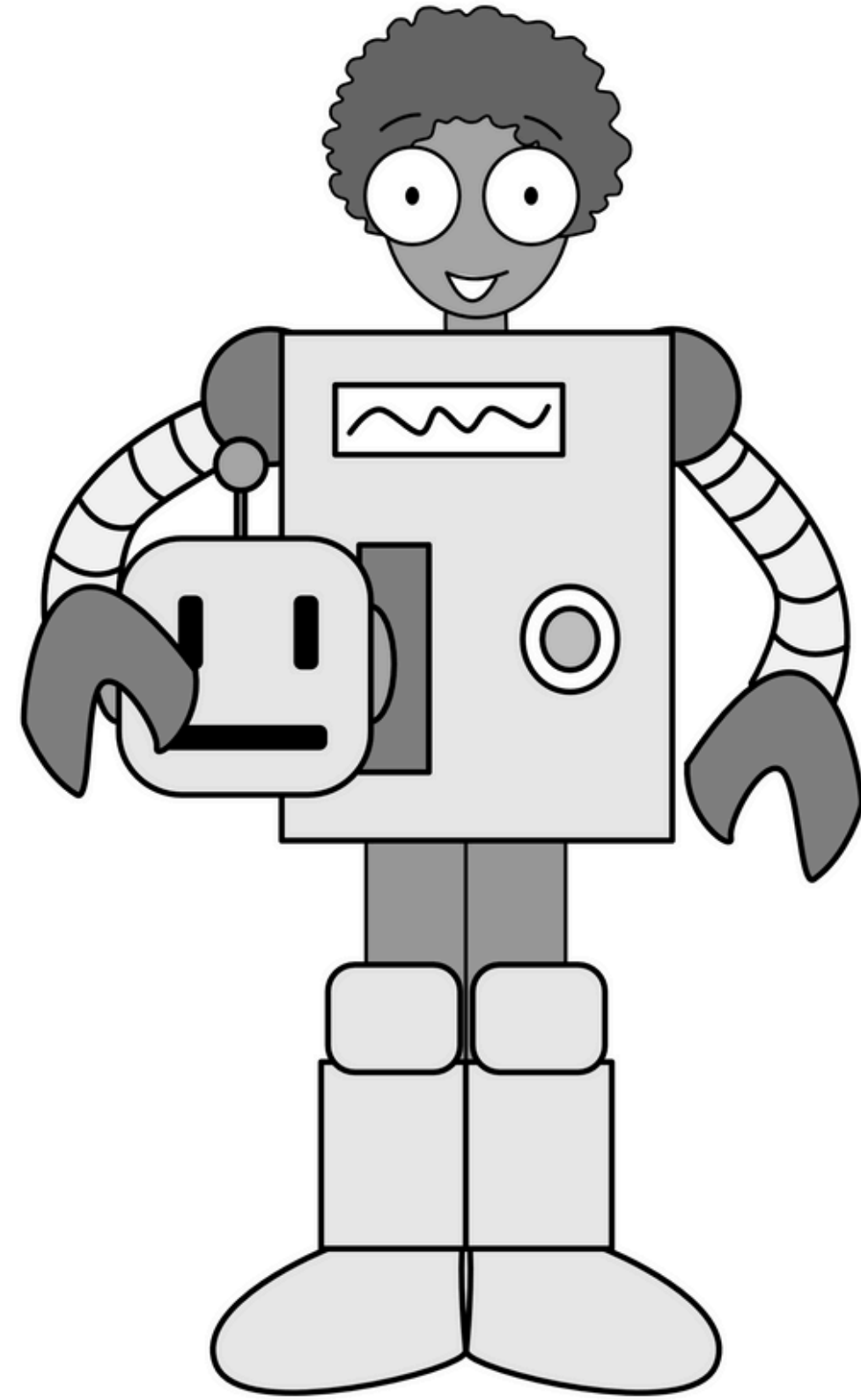
**HUMAN**

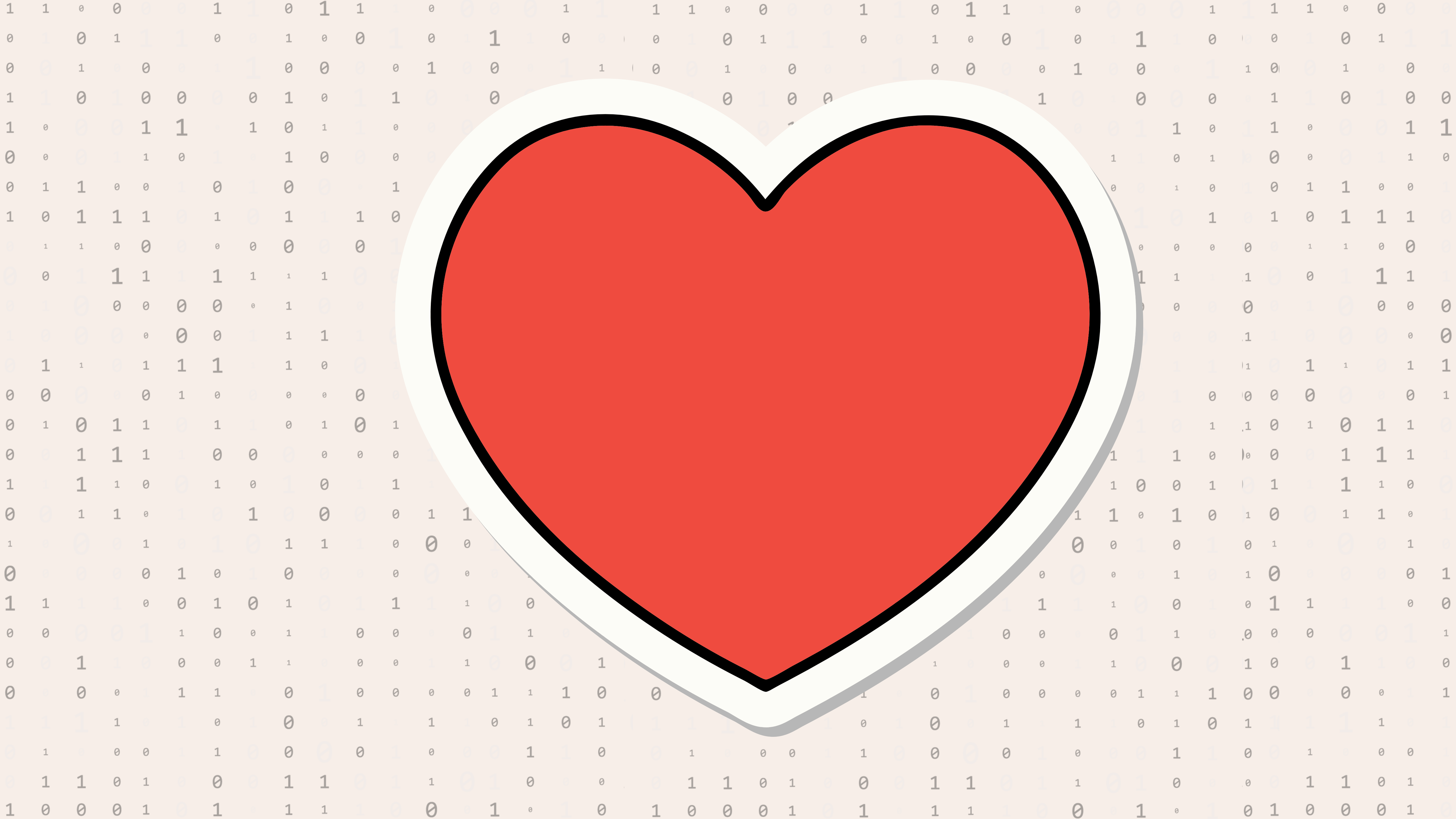
**IN THE AGE OF AI**





**HUMANS  
NOT ROBOTS**







# THANK YOU!



Stay in touch!



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