Creating the Symbiotic AI workforce of the future

Video Transcript

AI is transforming work
But leaving people out
Means missing out
Together is better.

Diarmuid Cahalane: We wanted to prove out the practical steps for enabling humans and artificial intelligence to do more by working together. We looked at what successful firms were doing with AI and we noticed that some were designing for human and AI collaboration, and some were using experiments to entirely reimagine their processes. So we combined both those ideas in our own experiment which we called Symbiosis.

Medb Corcoran: We took our inspiration from the natural world where you often see symbiotic relationships between species where both were consumers and both were producers. We looked to define an experiment that would illustrate this relationship between the humans and the AI.

James Priestas: My team members were already using an AI system to help them read medical records. We wanted to understand how to bring that collaboration to the next level. Could we find a seamless way to develop both the people skills and the AI’s knowledge?

Andrew Dalton: We worked with a team of medical coders in Manila and really got a rich understanding of how they worked with AI at the moment, and then we tried to imagine in our team what that might look like in future.

Michelle Mulvey: We began by interviewing them and talking to them generally about how they did their daily jobs and how they worked with AI currently. And then as we built that rapport, we began bringing in prototypes and looking at how we might develop that for the experiment and that interaction of them becoming a trainer of the AI.

Andrew Dalton: We ended up building at the Dock along with our team in Manila, it was what we called a knowledge manager - so this meant it allowed our medical coder team who weren't technical experts or data scientists to become the people responsible for training the AI and giving the AI new knowledge over time.

Kathryn Magtibay: Project Symbiosis changed my way of thinking about AI in a way that human and AI could make an alliance.
Medb Corcoran: What Symbiosis really illustrates is that actually going beyond automation and thinking deeply about how you can reinvent processes to enable your workforce to do more with AI really add value.

Diarmuid Cahalane: For leaders considering their own AI journey, our journey has shown a way to create a symbiotic workforce. First, we learned the value of co-creation and experiments. That might not be a familiar way of working today, but it can reveal entirely new sources of value, and that value can drive the re-imagination of your processes. Another insight was that while one might have assumed AI value comes by investing in technology, what we actually proved was that with the right interface and simple upskilling, non-technical people were able to work with learn from and train artificial intelligence.

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