

Future Skills: Adapting and Interacting with Cognitive Technologies

Cognitive technologies including artificial intelligence, robotic process automation, natural language processing and speech recognition are transforming our professions. A deeper look reveals how this transformation creates a future full of opportunities for people who possess strong critical thinking and communication skills and know how to interact with evolving technologies. Artificial intelligence has different strengths and commits different types of errors than human decision makers. Understanding these differences allows us to leverage their complementary abilities, identify weaknesses, avoid errors, and achieve the highest order of professional judgment and decision-making power.

Major Subjects:

- Compare cognitive tasks best for human judgment versus AI
- Complex pattern recognition and predictive accuracy
- Developing meaning from context-deficient data
- Content dependent versus content independent judgement
- Limitations of statistical and algorithmic procedures
- Variables that defy quantitative measurement
- Bias recognition and long versus short term goals
- “Weighting” relevance and data screening

Learning objectives: Attendees will learn to leverage the differences between artificial intelligence and human judgement to improve professional judgment and decision-making. Attendees will learn to recognize the strengths and weaknesses of human reasoning processes and algorithmic processes and use that knowledge to avoid biases and leverage insight.

Level: Basic

Prerequisites: None

Advanced preparation: Not required

Hours: 1-4. Session available in 1-2 hour keynote format, a 1-4 hour presentation format or 2-4 hour workshop format.

Designed for: Analysts, auditors, governance and compliance professionals, and those working in the IT, HR, legal, and medical professions as well as executives, policymakers and other decision makers who want to understand and leveraging the differences between Human Judgment and Artificial Intelligence to improve judgement quality.