TAKEAWAYS: *AI IN OPERATIONS*

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Adding artificial intelligence to the team has made management infinitely more complicated. Drawing from personal experience, Chris, James, and Phillip shared how they manage their team when using these evolving tools. The pitch a simple plan: start small, write the process down, set the rules before any company data is connected, then measure time saved and whether the quality held.

1. Give people a safe way to admit the tools they already use on the side. Make the approved tool easier than the workaround, or they will keep the workaround.

2. When auditing a process: ask whether the step is needed, whether it should go, and whether it needs intelligence or just automation.

3. AI on a bad process amplifies the bad process as cost.

4. Boundaries and permissions with AI are not optional. AI will surface salaries, HR data, and secure conversations when that sensitive information isn't secured.

"It is actually fairly easy to create something incredible with AI. Where the challenge is, is creating something that is repeatable and consistent."