



INNOVATING THE FUTURE OF TOMORROW

Dr Michelle Dickinson
Matter Workshop



**SOMEBODY IS
INVENTING THE
FUTURE**



CAN YOU BUILD AN INNOVATOR?



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TRAIT 1:
**THEY ARE JUST
REGULAR PEOPLE
WHO WANT TO
FIX A PROBLEM**

TRAIT 2:
THEY ARE
COMFORTABLE
WITH UNCERTAINTY
AND CHANGE





**WE ARE PRE-WIRED
TO REPEAT LAST
YEARS HARVEST**



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Progress

KPI's
5 year plans
Life is predictable



How did I end up here?



Time



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INNOVATION THROUGH
TECHNOLOGY IS NOT
THE DISRUPTOR

**NOT BEING CUSTOMER CENTRIC IS
THE BIGGEST THREAT TO BUSINESS**



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HOW DO ORGANISATIONS EMBRACE CHANGE?



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**IT'S NOT ABOUT THE
TECHNOLOGY, IT'S
ABOUT THE PEOPLE**





**HUMANS ARE DRIVEN TO DO
THINGS THE SAME WAY**

**HOW DO YOU CONVINCE
THEM TO CHANGE?**



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**CHANGE JOURNEYS
ARE DIFFERENT FOR
EVERYONE**



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AI WILL TAKE YOUR JOBTO THE NEXT LEVEL

MORE THAN 100,000 LEGAL ROLES TO
BECOME AUTOMATED

March 15, 2016



THE ASSOCIATED PRESS WILL USE
AUTOMATED WRITING TO COVER THE
MINOR LEAGUES

June 30, 2016

Poynter.

THE FUTURE OF FINANCE: MORE
DATA, FEWER PEOPLE

May 2, 2017

Institutional
Investor

YOUR NEXT JOB INTERVIEW COULD BE
WITH A RECRUITER BOT

May 16, 2017

CN tech

AUTOMATION, AI, AND THE FUTURE OF
AUDIT AND COMPLIANCE

May 22, 2017

COMPLIANCE WEEK

THE LEADING INFORMATION SERVICE PROVIDERS: ACCOUNTING, RISK, AND COMPLIANCE



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AI only sees:

The past, not the future.

The pattern, not the purpose.

What you did, not why you did it.

What you wrote, not what you thought.

Message response times, not friendship.

What worked before, not what will work next.

What was implemented, not what was considered.





PEOPLE WANT TO
BE PART OF THE
PROCESS

CHANGE SCALE



Resistant to
Change



Cautious but
Open



Thrives On
Change

THE EDUCATIONAL POWER OF PLAY



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THE EDUCATIONAL POWER OF PLAY



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TRAIT 3: **ALWAYS** **CURIOUS**

HOW MANY QUESTIONS ASKED PER HOUR?

3 YEARS OLD

107

6 YEARS OLD

2.5

11 YEARS OLD

0.0002



**WE HAVE BEEN
TRAINED TO BELIEVE
THAT WE ARE
SUPPOSED TO HAVE
ALL THE ANSWERS.**



**WHAT WE NEED IS
MORE QUESTIONS**



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A woman with short dark hair, wearing a red turtleneck and large hoop earrings, is shown in profile. She is holding a glowing orange sphere in her hands. The background is a deep blue with a network of white lines and dots, resembling a digital or neural network. The text is in large, white, bold, sans-serif capital letters.

**TYRING TO
PREDICT THE NEXT
BIG THING
IS EXHAUSTING**



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**DOES THIS THING
SOLVE MY
PROBLEM?**



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