INFLUENCER
AN OUTLOOK ON LEADERSHIP & CHANGE

HUMANdynamic

Issue 250 - May 2025

BALANCING INNOVATION WITH IMPACT

myHDspace
https://www.myhdspace.com/

SCAN TO READ
Read April issue of **INFLUENCER:**
"An Outlook on Leadership & Change" on the go!

Issue 250 - May 2025

INFLUENCER
AN OUTLOOK ON LEADERSHIP & CHANGE

HUMANdynamic

IN THIS ISSUE:

01

LEADING SELF

Self-Reflection Guide

The AI Mindset Shift: Self-Reflection for Sustainable Leadership

02

LEADING TOGETHER

Dear Coach

Leading Humans in an AI-Powered Workplace

03

LEADING BEYOND

Leadership Playbook

AI as a Leadership Tool: Enhancing, Not Replacing, Human Judgment

04

WELLNESS CORNER

Wellness Playbook

The Human Side of AI: Managing Digital Overload & Decision Fatigue

05

QUARTERLY VISIONARY VOICE

Chairman's Industry Insights

AI, Sustainability & The Future of Leadership

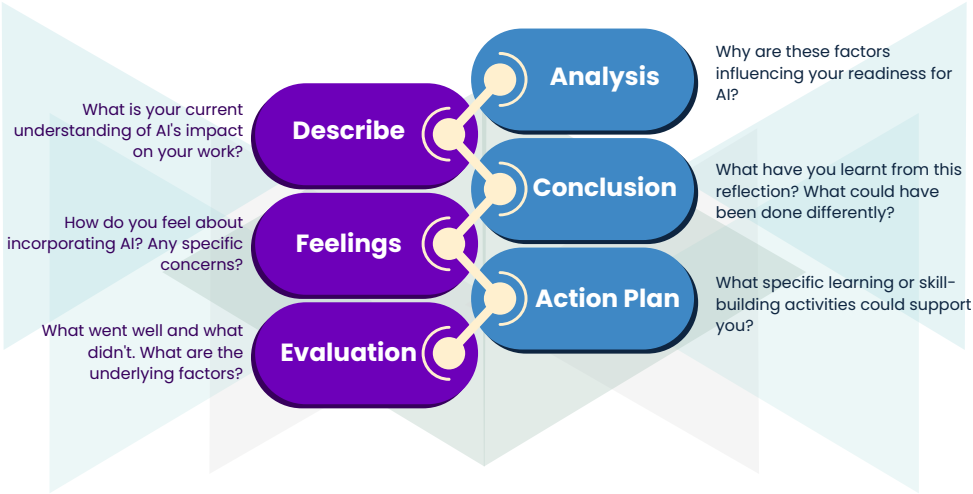
INFLUENCER
AN OUTLOOK ON LEADERSHIP & CHANGE
HUMANdynamic

THE AI MINDSET SHIFT:

SELF-REFLECTION FOR **SUSTAINABLE LEADERSHIP**

During these years, there has been a debate about whether *Artificial Intelligence (AI)* could replace human labor. However, it is now evident that AI does not seek to replace humans but rather enhance their capabilities through upskilling and deskilling. In addition to improving skill sets, AI empowers leaders to concentrate on strategic and creative initiatives, increasing their visibility and influence.

Before embarking on this transformative path, it is important to recognize our accomplishments. Gibbs' Reflective Cycle facilitates reflection on our progress in this journey:



Regular self-reflection provides clarity and guidance during positive changes or career challenges, particularly in navigating the complex terrain shaped by AI.

It is essential to acknowledge that embracing change goes beyond mere acceptance and adaptation. It necessitates a proactive approach to equipping oneself practically and mentally for what lies ahead. By staying attuned to your core purpose and recognizing the individuality of your career trajectory, you empower yourself to navigate the evolving landscape with confidence and resilience.

Catherine Yuen
Regional Manager

References:
https://www.servicenow.com/community/intelligence-ml-blog/the-power-of-self-reflection-in-an-ai-driven-world/ba-p/3100439

Copyright © 2025 Human Dynamic. All Rights Reserved.

LEADING HUMANS IN AN AI-POWERED WORKPLACE

Dear Coach, AI is changing the way we work, and I'm seeing very different reactions in my team. Some are excited, while others are worried about job loss or doubt AI's reliability. One senior employee resists using it, while a younger team member over-relies on it without critical thinking. How can I help my team embrace AI as a tool for growth without resistance or dependency?

Thank you for sharing this. It's a very real and common situation.

As AI becomes part of daily work, it's normal to see a split: some team members are curious and eager, others feel anxious or resistant. The key is helping your team find the right balance, so that they do not fear AI, but also do not blindly rely on it. Here are a few strategies to help:

1. Build awareness without overwhelming

Show AI can support their work, not replace it. Tools like smart assistants, summarizers, schedulers, and content generators can ease repetitive tasks, so they can focus on thinking, creating, and solving. Use real, relatable examples to spark interest.

2. Handle resistance with empathy

It's normal to feel uncertain about change. Invite concerns without judgment. Let them experiment with AI tools in small, low-pressure ways. When people feel safe to explore, they're more likely to shift their mindset. Also, reassure them that their experience and judgment are still essential.

3. Avoid Over-Reliance

AI is powerful, but not perfect. Encourage your team to question, cross-check, and bring their judgment into the process. Critical thinking matters more than ever. Remind them that AI can assist, but decisions still need a human touch.

4. Set Ground Rules

Offer basic guidelines such as what is okay to automate, how to protect sensitive info, and where AI should not be used. Involve your team in shaping these practices so they feel ownership over the process, not like it's being imposed on them.

AI is not just a tool, it's an accelerating force that is reshaping the way we work, create, and compete. While moving towards AI transformation and generalization in the workplace, it is critical to prepare ourselves with the right mindset and attitude, so that we can maximize the usage while not overly relying on it. The future is here, and the time to transform is now.

Ying Yin Lee
Consultant

References:
https://www.forbes.com/councils/forbestechcouncil/2023/03/20/why-do-companies-need-digital-transformation/
https://www.cognizant.com/nl/en/insights/blog/articles/from-resistance-to-advocacy
https://spiritsciencecentral.com/studies-show-a-i-is-killing-our-ability-to-think/?fbclid=IwY2xjawIt9QtleHRuA2FlbQIxMQABHfqZissvcZYlORt97xvNQWkeMLNDqbikYJ3jnHoUBo1U4jcJLdvuwdeerQ_aem_GcCNkC5Q7fboyUB6VfYjsg

Copyright © 2025 Human Dynamic. All Rights Reserved.

INFLUENCER
AN OUTLOOK ON LEADERSHIP & CHANGE
HUMANdynamic

AI AS A LEADERSHIP TOOL

Enhancing, Not Replacing, Human Judgment

AI has become a regular part of how I work these days. I use it to speed up research, pull together insights, or help draft my communication. It's made things easier, especially when I'm working with data and different stakeholders a lot.

But even with all that convenience, sometimes it feels a bit off. The output from AI looks polished and professional, but the tone or intent doesn't always land. It misses the feeling and authenticity behind the words.

And those subtleties matter. It affects how we connect with people and how our decisions come across or are received by others.

That's why I've been paying more attention to how I use AI, especially when it comes to decisions that involve people, values, and context.

Here are a few ways I've learned to use AI more intentionally:

1. Look beyond what the data shows

AI is great at spotting patterns in the data, but it doesn't always see what's really going on. It doesn't know about the relationship history, the timing, or what's happening behind the scenes. A client might show up as "low value" in a report, but maybe they're in the middle of a transition, or quietly preparing to renew a major partnership. That kind of context doesn't appear in the dashboard, but it completely changes how we approach the decision. Sometimes it's worth slowing down to ask, "What do we know that the system doesn't?" Because often, it's the human insight that shifts the decision.

2. Use AI to brainstorm but not to define the strategy

AI can offer all sorts of suggestions such as what's trending, what competitors are doing, or what might "work" based on the data. That's useful, but it doesn't always mean the idea fits. Maybe the timing is off, maybe the team is already stretched, or maybe it just doesn't align with what really matters right now. AI is great for brainstorming, but not for deciding where we're headed. It helps to pause and ask, "Is this actually right for us right now?"

3. Stay present as AI can't sense what people need

AI can help with summarising notes or drafting messages, but it doesn't really catch the human side of things. In meetings, someone might stay quiet or hold back a little, not because they're aligned, but because they're unsure or uncomfortable. That won't show up in a summary, but it matters. Especially in culturally diverse teams, people might not speak up directly, but that doesn't mean everything's fine. Same goes for AI-written messages. They might be polished and structured, but sometimes they just don't feel right. The warmth, the intent, the little touch that shows we care, it's easy to lose that. Before moving forward, it helps to ask, "Does this feel right?" or "Does this sound like me or something I'd actually say?"

All in all, AI can be incredibly helpful, but it's still just a tool. What really shapes leadership is how we show up, how we connect, and how we make decisions with care. Let's not forget what matters most. People don't expect us to be perfect. They look to us for presence, clarity, and heart.

Xin Yuan Low
Director, Solutions Innovation & Excellence

Copyright © 2025 Human Dynamic. All Rights Reserved.

The Human Side of AI:

MANAGING DIGITAL OVERLOAD & DECISION FATIGUE

The constant influx of AI-generated information, the need to manage new AI tools, and the pressure to adapt to rapidly evolving AI capabilities can overwhelm our cognitive capacity. Leaders play a crucial role in shaping the organizational culture and mitigating the negative impacts of digital overload. Unchecked digital overload impairs judgment, increases stress, and diminishes creativity—critical liabilities in decision-making roles. Ignoring these risks undermines organizational health and personal resilience. **Here are actionable steps to prevent AI burnout:**

1. SET BOUNDARIES FOR DIGITAL USE:

Encourage employees to establish clear boundaries between work and personal time.

2. PROMOTE DIGITAL DETOXES:

Advocate for regular breaks from technology. This could involve scheduling "digital-free" days or encouraging employees to take short breaks throughout the day to disconnect from their devices.

3. ENCOURAGE MINDFUL TECHNOLOGY USE:

Promote a culture of intentional technology use. Encourage employees to be present and focused when using digital tools.

4. PRIORITIZE ESSENTIAL TASKS:

Help employees prioritize tasks and focus on what truly matters. AI can assist with this by filtering information, but leaders should ensure that employees are not overwhelmed by the sheer volume of data.

5. PROVIDE TRAINING AND SUPPORT:

Offer training on effective use of AI tools and manage digital information.

6. FOSTER OPEN COMMUNICATION:

Create a safe space where employees can openly discuss their concerns about digital overload and AI. This allows leaders to address issues proactively and build trust.

7. LEAD BY EXAMPLE:

Leaders should model healthy digital habits. This includes setting boundaries for their technology use and prioritizing their well-being.

By implementing sustainable digital habits and promoting a culture of well-being, leaders can harness the power of AI without sacrificing the mental health and productivity of their teams. It's about finding a balance and using AI as a tool to enhance, not overwhelm, the human experience.

Managing Director
Leeann Dio

Copyright © 2025 Human Dynamic. All Rights Reserved.

AI AND LEADERSHIP:

How AI is reshaping leadership practices

Dr. Eric Kung
Chairman of Human Dynamic

When our editor of Influencer asked me to write an article about AI and leadership, she gave me three directives to address the impact of AI on leadership practices, sustainability, and senior management imperatives. My first response to her was that I was not an expert on AI or digitalization, though my first job was being a computer programmer at *Price Waterhouse Associates* back in 1982. Moreover, I had not used AI in my work and leisure! Nevertheless, I agreed to write the article about AI and leadership because I knew that sooner or later, I would need to address the issues and to start learning AI.

My first step was to sign up for *DeepSeek* and *ChatGPT*. I typed the three directives that my colleague sent to me to ask *DeepSeek* to respond. Lo and behold! Within one minute, *DeepSeek* generated a very detailed and thoughtful article on AI and leadership under those three themes. These are the first few paragraphs of *DeepSeek*'s answers:

> "AI is not merely a tool but a paradigm shift in how leaders operate, requiring a redefinition of roles, skills, and organizational structures.
>
> #### **1. From Command-and-Control to Collaborative Intelligence**
>
> Leaders are transitioning from hierarchical decision-making to fostering symbiotic relationships between humans and AI. For example:
>
> - **Augmented Decision-Making**: AI systems like predictive analytics and scenario modeling empower leaders to make faster, more accurate choices. However, over-reliance on data risks undervaluing human intuition—leaders must learn to "question the algorithm" when outcomes conflict with ethical or contextual realities.
>
> - **Democratizing Expertise**: AI-driven platforms (e.g., ChatGPT for drafting strategies, or AI-powered market analysis tools) enable junior employees to contribute insights previously reserved for senior roles, flattening organizational hierarchies."

I decided to use this long quotation so that you may appreciate how comprehensive and thoughtful *DeepSeek* thinks and articulates the answers. Frankly, as an expert on leadership with a PhD degree in leadership and change, I could not generate such a thoughtful answer even with long hours of research. So, should I just copy and paste the answers from AI and let AI do the work for me? In fact, when I was teaching a class on Psychology of Organizational Change at the University of Hong Kong Institute of China Business, I noticed that a student was just copying the answers from AI without any reference to his personal experience and reflection when he was writing the open-book examination paper. It is essential for the user of AI to learn, absorb, adapt, reflect, apply, and if necessary correct what AI has generated. AI cannot do the personal reflection, ethical decisions, or the cultural adaptation of content and analysis for you (eventually AI should be able to accumulate sufficient data to do the cultural adaptation as well).

It is never too late or too early to welcome AI into your lives and your organizations. I am learning and working with AI now. Where are you now? Lastly, let me post the AI generated ghibili illustration of my picture. It is fun to work with AI.

Copyright © 2025 Human Dynamic. All Rights Reserved.