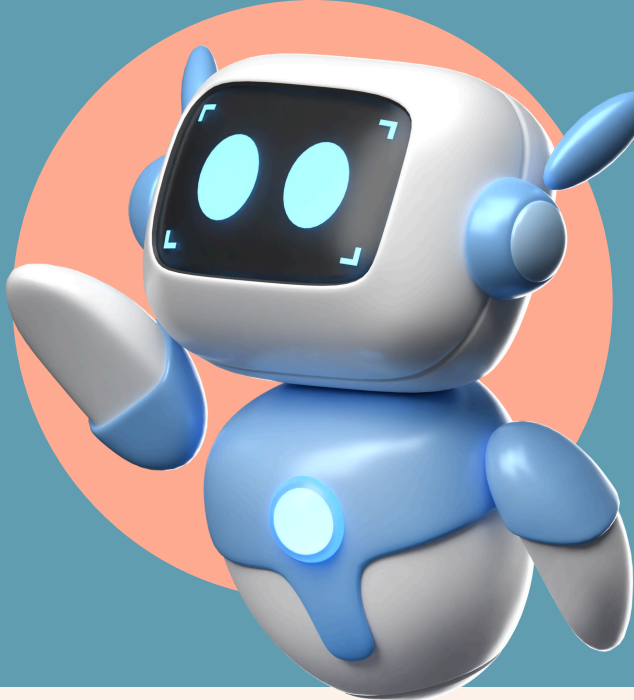


AI empowers
human-first trust:

CRITICAL THINK



64%

82%



2019

AI at Work (Oracle, Future Workplace)

8,370 employees, managers and HR leaders across 10 countries.

64% of people would trust a robot more than their manager and half have turned to a robot instead of their manager for advice. 82% of people think robots can do things better than their managers.

2019

What can managers do better than robots?

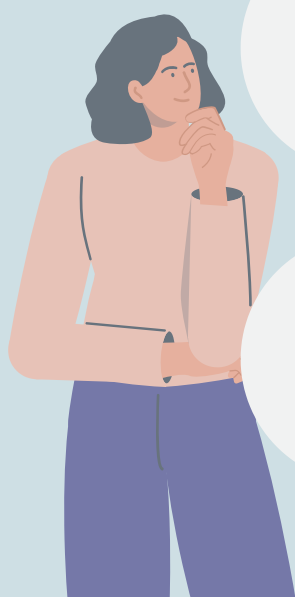
45% thought understanding their feelings, 33% in coaching them and 29% in creating a work culture.

Question: What if AI could take on part roles of coaching, mentoring and employee development?



29%

33%



2024

DDI Leadership Forecast

The 2024 Global Leadership Forecast surveys from 15,399 leaders and 2,122 employees globally.

Between 2022 and 2024, trust in immediate managers took a dramatic nosedive from 46% to 29%. Employees with managers who actively support their development are 11X more likely to trust the manager. Those who receive feedback are 9X more likely to trust them. Managers who effectively coach are 9X more likely to be trusted by their direct reports.



x11
x9

Greater-Than-Individual Effect

Complimentary or Multiplicative Effect?

Coaching & recognition are complimentary, with a greater-than-individual boost. AI is more merit based than humans. It allows managers to understand and apply to best use and be better at coaching. One of two scenario's result:

- Complementary Effect (More than 9x but less than 18x) – If coaching and recognition reinforce each other, the trust boost could be more than either alone but not necessarily double.
- Multiplicative Effect (Higher than 18x) – If coaching and recognition create a reinforcing feedback loop, the effect could exceed 18x.

18⁺

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