

SYSTEMS AND TECHNOLOGY | QUICK CARD ST-03

Where AI fits

Fifteen minutes, three questions for your team, and the questions a good coach would ask you.



The practice

Most owners, asked whether their business uses AI, say “not really” or “a bit, I think”. Meanwhile someone in the team has been using a free chatbot on their phone to tidy up client reports since the spring, and is rather pleased with the results.

In research for Microsoft (which sells AI tools), 71% of UK employees said they had used unapproved consumer AI tools at work. In an experiment with 758 consultants, AI made work faster and better on tasks it handled well, and made a right answer 19 percentage points less likely on a task it did not. So find out where AI is used, decide where it helps, and agree three rules: what information goes into which tools, who checks the output, and what you tell clients.

Your AI use map

What it is used for	Who	Which tool	What information goes in	Personal or business account

An IT consultancy found 15 of its 22 people used AI for work, 9 of them through personal accounts, and 4 had put client documents into those accounts.

Try this this week

Ask everyone in the team three questions: which AI tools do you use for work, for what, and what information do you put into them? Make it clear nobody is in trouble.

Coach yourself

Set aside fifteen minutes where nobody can interrupt you, and answer in writing. An answer looks surprisingly different once it is on paper.

G

GOAL

In a year, what would good use of AI look like here, and what would I never want it near?

R

REALITY

How do I think the team uses it now, and how confident am I in that answer?

O

OPTIONS

Which uses help, which worry me, and what would my three rules be?

W

WILL

When will I ask the team, and who will keep the list of tools and rules up to date?

If you catch yourself saying...

You hear yourself say	Try asking instead
<i>"We'll just ban it"</i>	What would a ban actually achieve?
<i>"I'm sure nobody puts client data in"</i>	How would I know?
<i>"Let's wait until it settles down"</i>	What happens in my business while I wait?

ONE HARDER QUESTION

If a client asked me tomorrow how my business uses AI, what would I say?

Keep it going

The tools change faster than the rules. Give one person the list of tools and rules, look at it every quarter, and put check dates in the diary: 3, 6 and 12 months from today.

When to get help

Data protection is specialist territory: start with the ICO's guidance and your solicitor or data protection adviser. If client data may already have been exposed, get advice today, because reportable breaches have a short deadline.

What a coach adds

This card gives you the questions. What it cannot do is notice which one you avoided. It is one of the SMARTer practice cards, covering the ten key areas of a business that sells expertise.



Talk yours through with me: book a Discovery Call at smarterentrepreneurs.co.uk

No pitch, no pressure, and you'll leave with something useful either way.