

# HUMAN +

*Reimagining Work in the Age of AI*

# MACHINE

PAUL R. DAUGHERTY  
H. JAMES WILSON

HARVARD BUSINESS REVIEW PRESS  
Boston, Massachusetts

# CONTENTS

Introduction	1
--------------	---

*What's Our Role in the Age of AI?*

## PART ONE

### Imagining a Future of Humans + Machines . . . Today

1. The Self-Aware Factory Floor	19
<i>AI in Production, Supply Chain, and Distribution</i>	
2. Accounting for Robots	45
<i>AI in Corporate Functions</i>	
3. The Ultimate Innovation Machine	67
<i>AI in R&amp;D and Business Innovation</i>	
4. Say Hello to Your New Front-Office Bots	85
<i>AI in Customer Service, Sales, and Marketing</i>	

## Contents

### PART TWO

## The Missing Middle

### *Reimagining Processes with AI*

Part Two Introduction	105
5. Rearing Your Algorithms Right	113
<i>Three Roles Humans Play in Developing and Deploying Responsible AI</i>	
6. Super Results from Everyday People	135
<i>Three Ways AI Unleashes New Levels of Productivity</i>	
7. A Leader's Guide to Reimagining Process	153
<i>Five Steps to Getting Started</i>	
8. Extending Human + Machine Collaboration	183
<i>Eight New Fusion Skills for an AI Workplace</i>	
Conclusion	207
<i>Creating Your Future in the Human + Machine Era</i>	
Postscript	215
Notes	217
Index	229
Acknowledgments	243
About the Authors	247