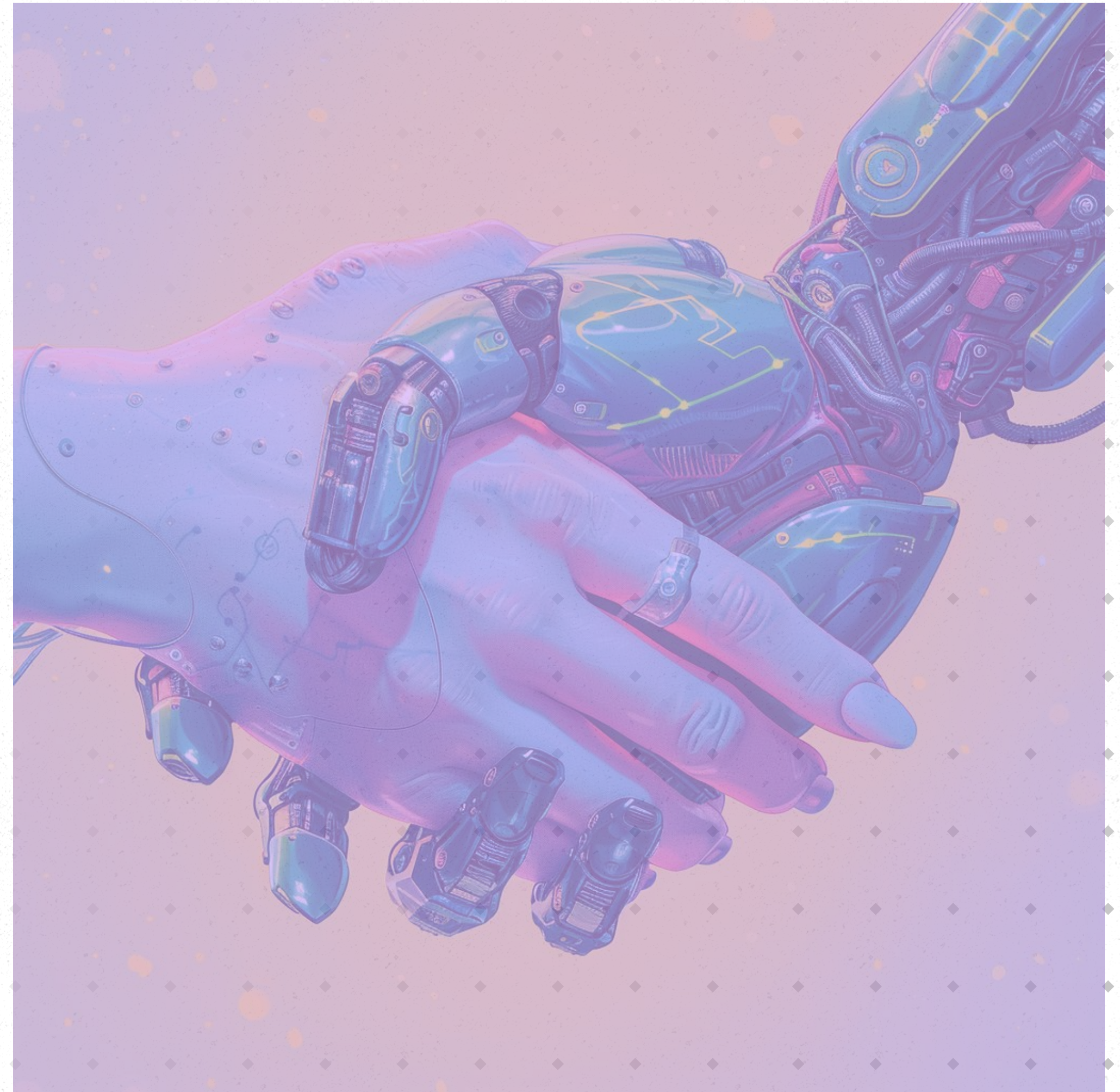


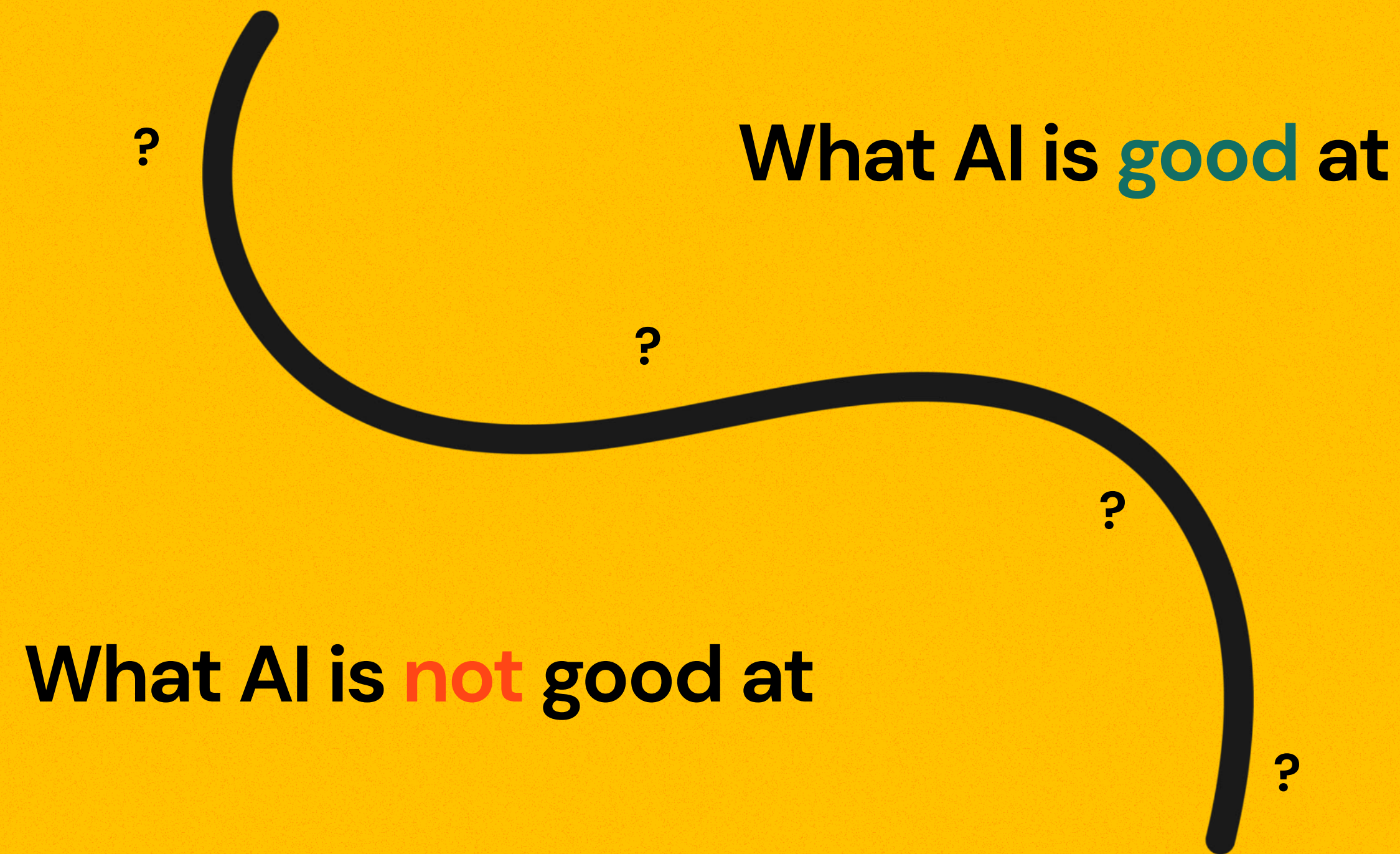
TUESDAY, MAY 20TH, 4POLITICAL

Working with AI

Chantal Smith · Senior researcher at Exponential View



The dynamic and jagged frontier of AI



Organisations are
in uncharted
territory

Swedish Fintech Klarna overreached

[JUST WANT THEM BACK](#) | MAY 13, 4:28 PM EDT by JOE WILKINS

Company Regrets Replacing All Those Pesky Human Workers With AI, Just Wants Its Humans Back

"What you end up having is lower quality."

Has Moderna got it right?

AI as a question of organisational design

CIO JOURNAL

Why Moderna Merged Its Tech and HR Departments

The vaccine maker, which has partnered with OpenAI since 2023, is rethinking how it does workforce planning thanks to the growing capabilities of AI and other tech

By [Isabelle Bousquette](#) [Follow](#)

May 12, 2025 at 7:00 am ET



Gift unlocked article



Listen (4 min)



Exponential View focuses on questions

Key questions

- What do we do repeatedly?
- Where do we make mistakes or lose information?
- Where do we need more clarity or context?
- What is creative, and what is operational?
- What do we want to spend *less* time on?
- What do we want to spend *more* time on?

Approaches

- Chatbot conversation with lots of interaction, e.g. Claude?
- GPT on ChatGPT with given context and examples?
- Specialised AI tool?
- Intelligently connect applications, e.g. Zapier?
- Combination of tools?
- Agentic workflow, e.g. Lindy AI?

- ① **Centralised** governance
- ② **Decentralised** applications and experimentation

Be an experimental researcher of AI

①

**Approach with
exploratory
mindset & iterate**

②

**Put in the work
(20h+ until you
“get” it)**

③

**Systematically
learn and share
with others**

The world is about to get a
lot weirder.
Stay sharp and curious.

Thanks!



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