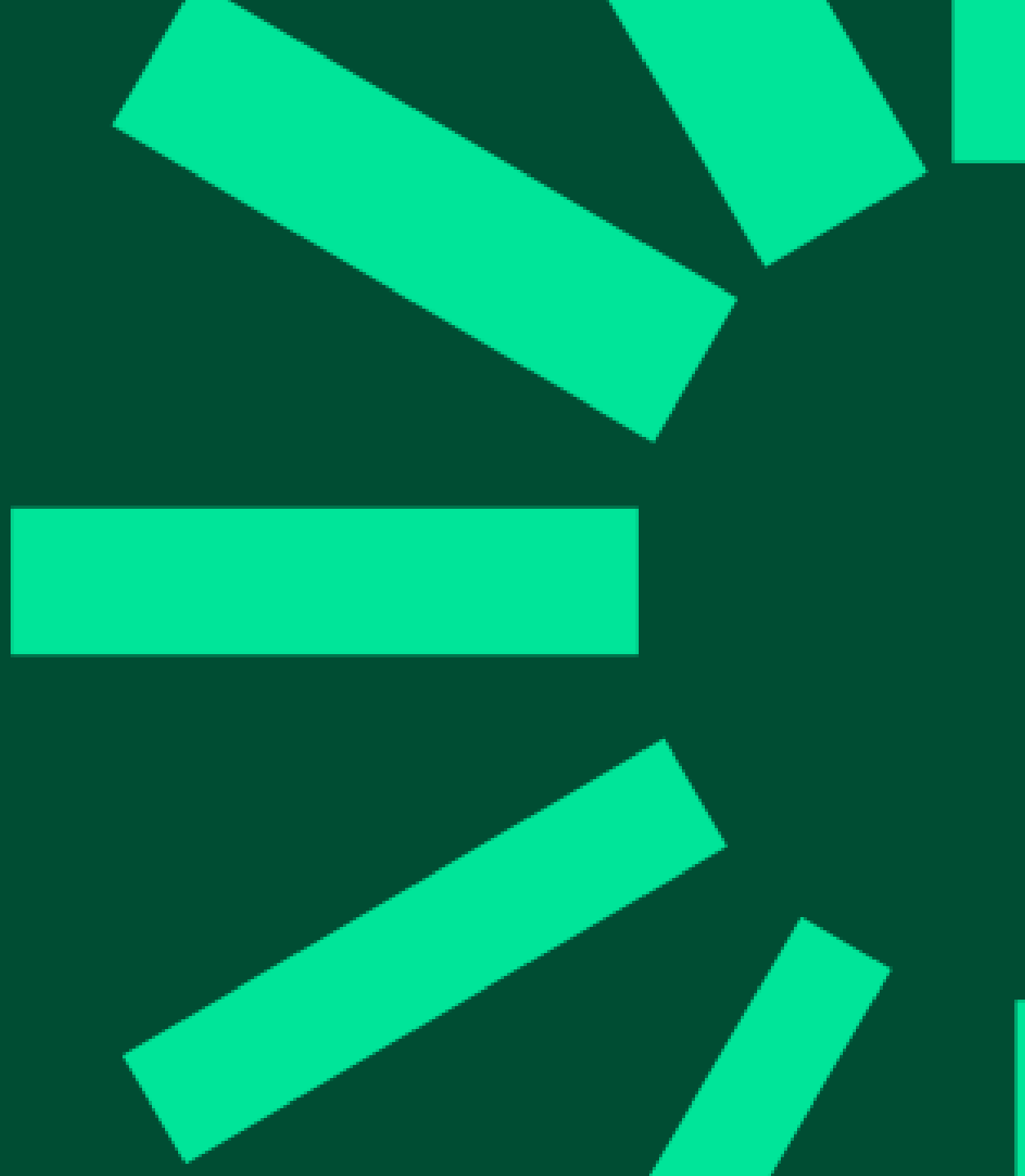


Spark

Igniting your arc of growth

AI Can't Smile Human skills in the age of AI

AN ATOLO COMPANY



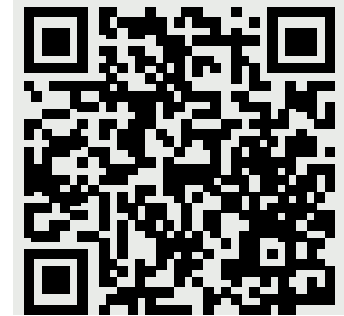
Your host



Oscar Vega
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About Oscar

Senior Leadership Trainer & Facilitator of experiences which empower people towards reaching their full potential.



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Evolutionary narrative of human-centric work

Workplaces are evolving to be more human-centred over time (psychological safety, DEI)

Era	Dominant human-centric themes
1960s–1970s	Human relations, HR moves beyond record-keeping to <i>training, career development and growth</i>
1980s	Strategic alignment of HR with people goals
1990s	Emotional intelligence, engagement, diversity expansion
2000s	People Ops, talent focus, culture frameworks
2010s	DEI, psychological safety, inclusive leadership
2020s	Well-being, hybrid work cultures, human-AI collaboration

“Bionic” banking - Digital plus human

- **Digital channels** for convenience and speed
- Banks still need **people** for:
 - Complex customer needs
 - Front-line advisory roles where *listening, empathy, problem-solving, and personal guidance* matter to clients
 - Building trust and deepening customer relationships, which remain core to the business model even with digital channels.



Human skills required in the AI era

(Synthesis of KU Leuven–affiliated research)

Skill Cluster

Core Sub-Skills

Cognitive & Meta-Cognitive

Critical thinking · Systems thinking · Sense-making under ambiguity · Reflective judgement · Learning-to-learn

Human–AI Interaction & Oversight

Interpreting AI outputs · Understanding limits & uncertainty · Detecting bias/errors · Deciding when *not* to use AI · Accountability

Communication & Meaning-Making

Explaining complexity · Translating expert ↔ non-expert · Framing trade-offs · Argumentation · Creating shared understanding

Social & Collaborative

Multidisciplinary collaboration · Cross-functional coordination · Conflict management · Negotiation · Professional trust

Self-Regulation & Adaptability

Adaptability to change · Resilience · Managing cognitive load · Autonomous work organisation · Continuous upskilling

Ethical & Normative Judgement

Ethical reasoning · Value-based decisions · Societal impact awareness · Responsible innovation · Accountability

Human skills need to step up

Higher-order human skills

Analytical thinking & judgement
Critical thinking & sense-making
Complex problem-solving
Communication & explanation
Stakeholder understanding
Leadership & social influence
Adaptability & active learning
Emotional regulation & resilience

Technical & AI-specific skills

AI literacy (how systems work & fail)
Data analysis & interpretation
Programming / automation tools
Technology use & monitoring
Digital fluency
AI system configuration
Model/tool updating
Technical troubleshooting

Human skills

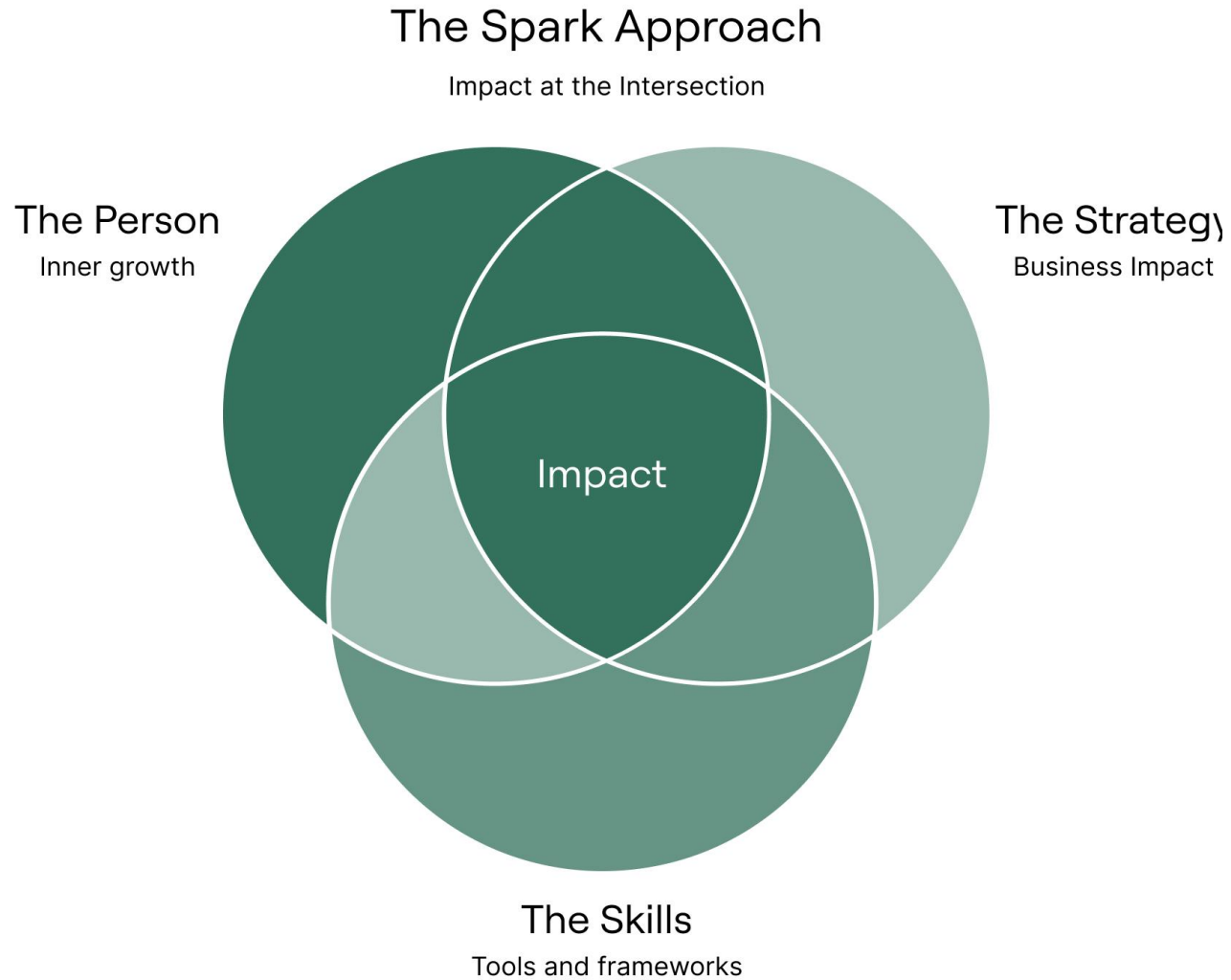
From the nice thing to do to the smart thing to develop

Human skills have always mattered. What has changed is the impact when people don't communicate, collaborate and interact well in AI-augmented, fast-moving environments.

EMPATHY → STAKEHOLDER AMANAGEMENT

PSYCHOLOGICAL SAFETY → DECISION QUALITY

The person + strategy + skills = impact

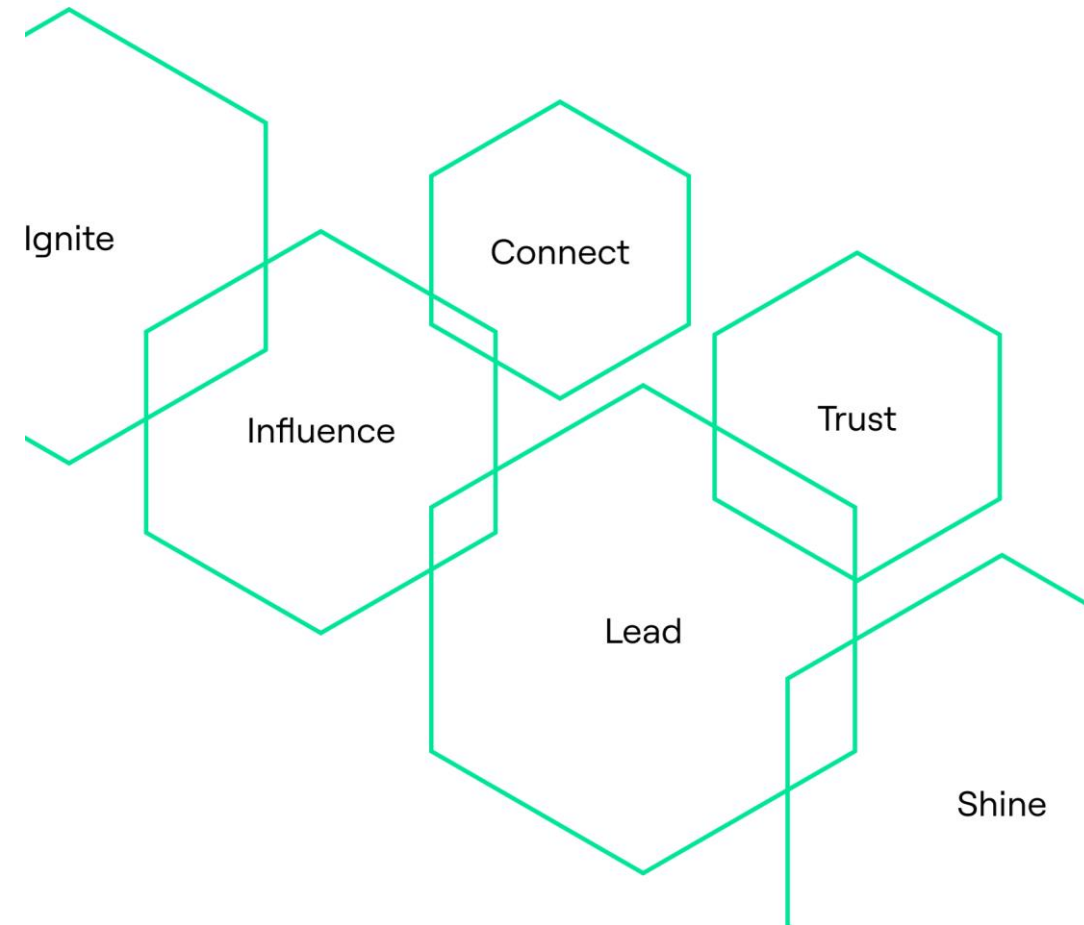


The arc of growth

Professional transitions need human transitions

Practicalities

- **Ignite:** Build confidence and find your voice in demanding environments.
- **Collaborate:** Strengthen collaboration within and across teams.
- **Influence:** communication that drives alignment and action.
- **Relationships:** trust and credibility that turns expertise into partnership.
- **Lead:** clarity and confidence that motivate and mobilise teams.
- **Shine:** High-level presence that inspires confidence and visibility.



IGNITE

Finding your voice in complex, AI-augmented work

Building the capacity to participate, speak up, and take initiative

The person + skills

Self-regulation under uncertainty · Basic communication (clear expression, listening) · Initiative and participation · Managing cognitive load · Taking ownership · daring to speak up

Strategic objective

Innovation · Retention · Challenging AI outputs · Managing ambiguity + Taking initiative

COLLABORATE

Coordinating effectively with others

Creating alignment and collaboration across people, roles, and disciplines.

The person + skills

Interpersonal sensitivity · Collaboration · Feedback · Conflict navigation · Listening ·
Managing diversity · Listening

Strategic objective

Multidisciplinary collaboration · Cross-functional coordination · Increasing team
performance · Team alignment · Initiative taking · Team resilience

INFLUENCE

Making ideas understood and acted upon

Turning expertise into messages that drive decisions and action.

The person+ skills

Explaining complexity simply · Persuasion · Shared understanding · Translating expertise · Clarity and conciseness · Confidence · Analytical/ critical thinking

Strategic objective

Decision making · Stakeholder management · Sense making in complex environments

TRUST

Being relied on for judgement

Establishing credibility in situations involving uncertainty and stakes.

The person + skills

Stakeholder understanding · Expectation alignment · Transparency · Listening · Psychological safety · Responsible ownership · Relationship repair · Deep · Reliability

Strategic objective

Strengthening client relationships · In-company client centric mindset · Solving complex problems · Becoming a trusted advisor

LEAD

Enabling performance through others

Moving from individual contribution to collective performance.

The person+ skills

Feedback · Assertivity · Supporting adaptation · Motivating teams · Increasing team performance ·

Strategic objective

Performing in complex environments · Retention · Future proofing the organisation

SHINE

Representing authority under visibility

Exercising presence and judgement in high-stakes situations.

Human skills

Self-regulation · Strategic communication · Decision accountability

Strategic objective

Executive leadership

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