HFS WINTER SUMMIT

THE GREAT ENTERPRISE REGENERATION

Enterprise Leadership Panel

Why organizational culture is holding us back from realizing our AI ambitions and what can we do about it?
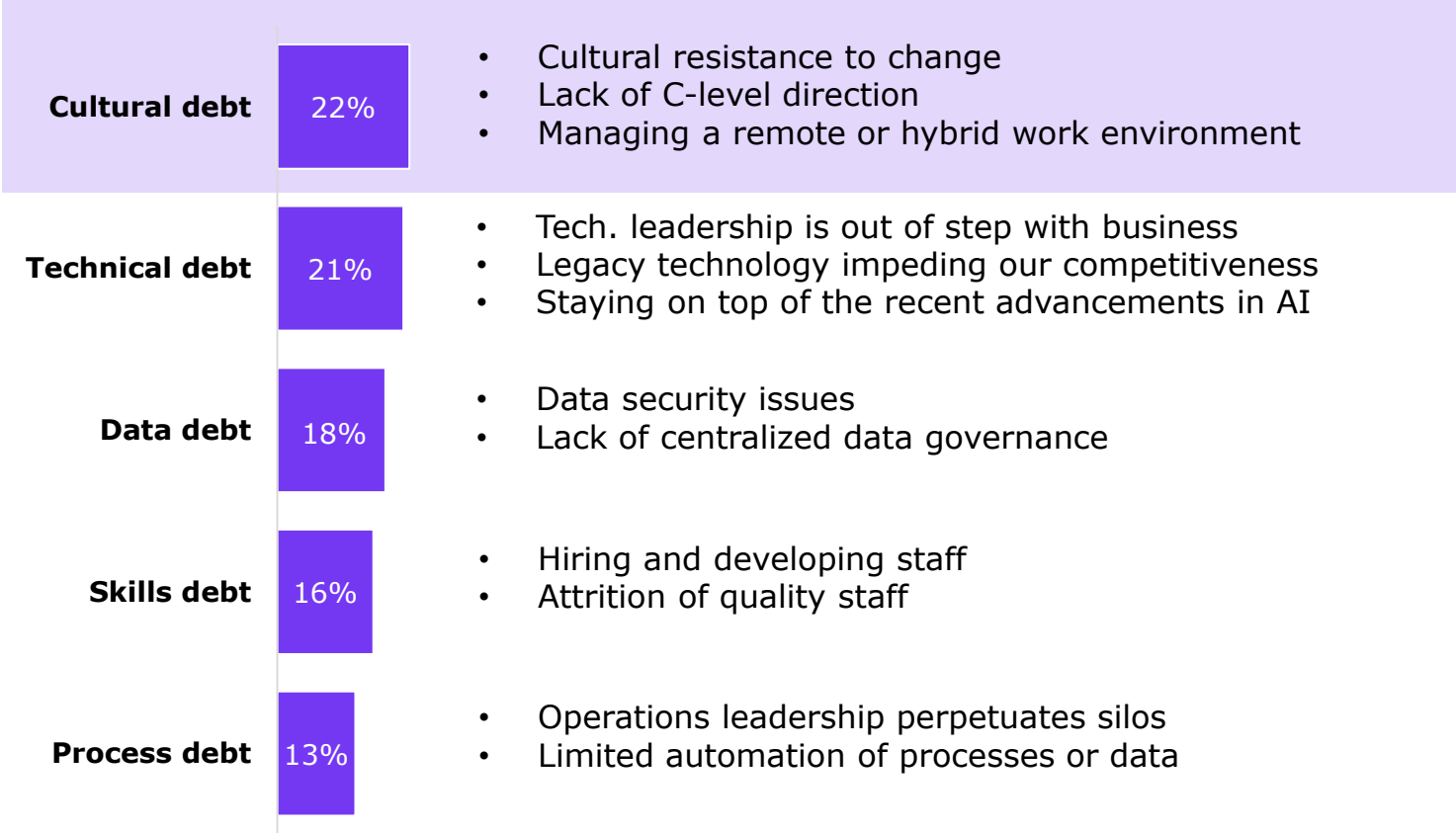
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Audience Poll | What's the #1 culture killer holding back your AI ambitions?

1. **Analog Overlords:** Leadership clinging to outdated mindsets.

2. **AI Phobia:** Widespread anxiety about AI taking over.

3. **The "No" Club:** Resistant employees blocking progress.

4. **Don't Rock the Boat Brigade:** Playing it safe over experimenting.

5. **Trust Issues 2.0:** Employees and customers doubting AI.

6. **All the Above:** Our culture needs a total makeover.

7. **None of the Above:** Culture isn't the problem—it's something else.

Enterprises are struggling to resolve the dilemma of fast-tracking innovation amidst rising debts

What are your company's top internal challenges?

Cultural debt — 22%
- Cultural resistance to change
- Lack of C-level direction
- Managing a remote or hybrid work environment

Technical debt — 21%
- Tech. leadership is out of step with business
- Legacy technology impeding our competitiveness
- Staying on top of the recent advancements in AI

Data debt — 18%
- Data security issues
- Lack of centralized data governance

Skills debt — 16%
- Hiring and developing staff
- Attrition of quality staff

Process debt — 13%
- Operations leadership perpetuates silos
- Limited automation of processes or data

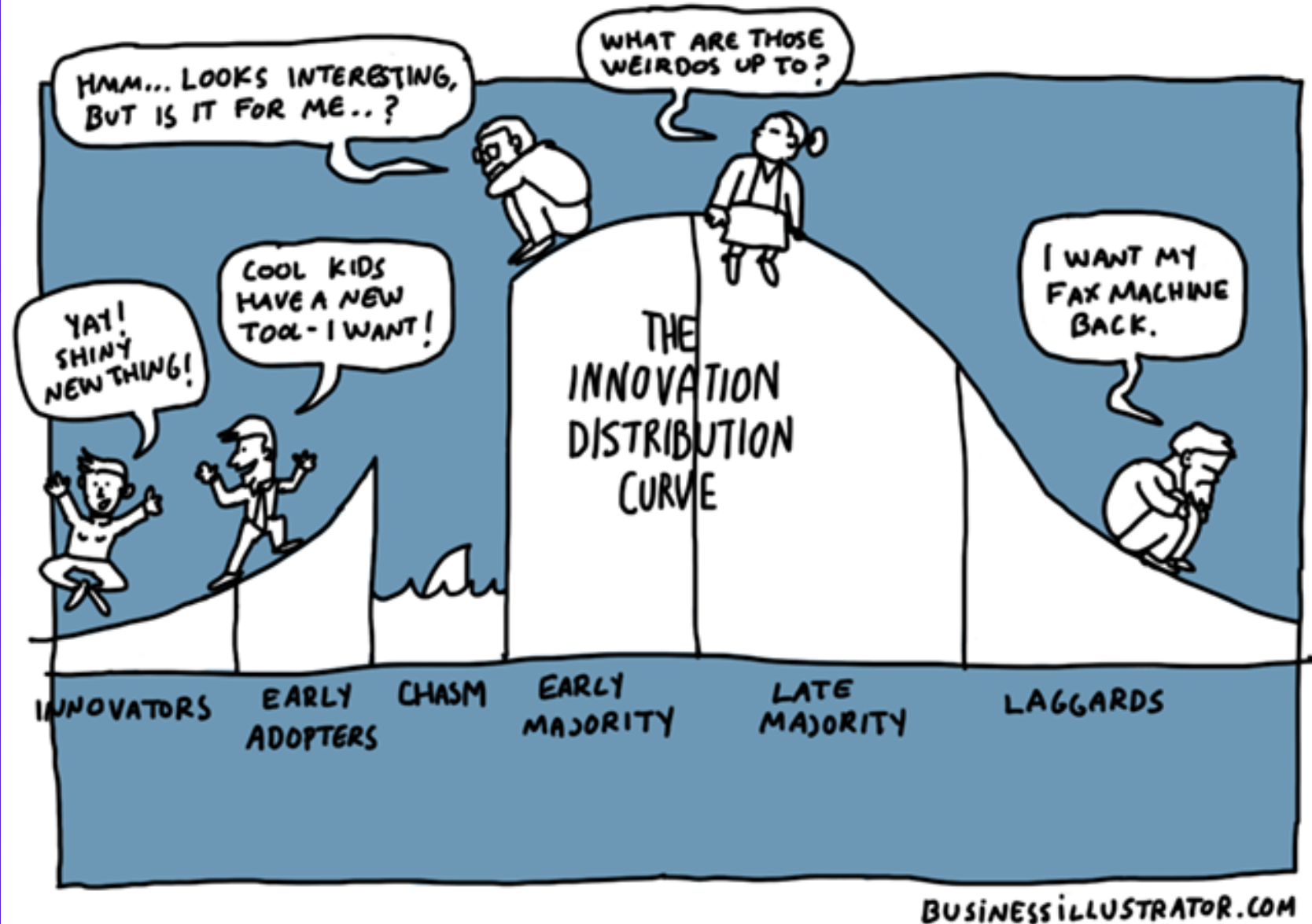## AI Isn't the Problem—Your Culture Is.

- Organizations are being held hostage by their own culture: leadership stuck in analog mindsets, employees resisting change, and a widespread fear of disruption.

- If we want AI to deliver on its promise, we need to stop tinkering with tools and start rewiring the way we think, work, and lead.

- This panel isn't about sugarcoating the problem—it's about addressing the elephant in the room.

Why is culture holding us back, and what bold moves can we make to fix it?

Sample: HFS Pulse, 2024; 605 Global 2000 enterprise executives
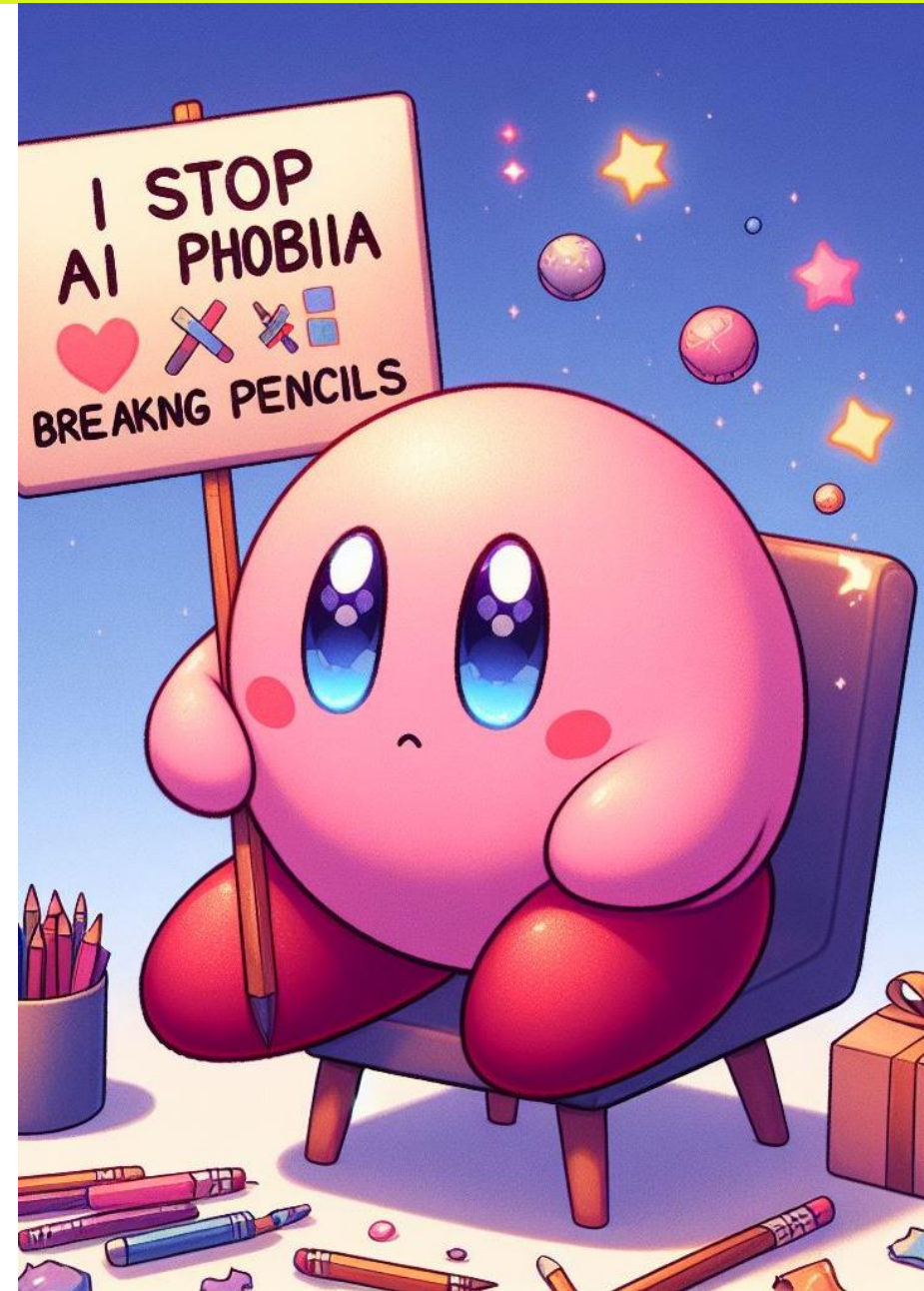Source: HFS Research, 2024

Leaders or Laggards?

Is leadership the biggest obstacle to AI adoption? What brutal truths do leaders need to hear about their role in driving cultural change?

AI Phobia

Fear of AI is everywhere—job losses, bias, losing control. How do you call out these fears while still addressing the valid ones? Or are we just too scared to succeed?

The Resisters' Club.

There's always a group that pushes back on AI. How do you handle the cultural dead weight that refuses to move with the times?

Trust Issues: AI Edition.

How can organizations overcome the trust deficit in AI systems—internally among employees and externally with customers?

The One Big Fix.

If you could snap your fingers and change just one cultural flaw holding back your AI ambitions, what would it be?

HFS

Thank you.

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