M2M BUSINESS SOLUTIONS

PERSPECTIVE · LEADERSHIP & AI

AI won't fix your organization. It will amplify it.

What leaders need to get right before the technology, and why it starts with the person at the top.

Lead. Align. Overcome.

Kiran Mann · Founder & CEO, M2M Business Solutions Inc.

WHAT THE RESEARCH SAYS

Strong organizations get stronger. Struggling ones struggle faster.

GOOGLE CLOUD DORA · 2025 · NEARLY 5,000 PROFESSIONALS

AI is an amplifier. It "magnifies the strengths of high-performing organizations and the dysfunctions of struggling ones."

ADOPTION IS HIGH. TRUST AND RESULTS ARE UNEVEN.

Use AI at work	90%
Believe AI increased their productivity	80%+
Have little or no trust in AI-generated code	30%

Sources: Google Cloud, Announcing the 2025 DORA Report, https://cloud.google.com/blog/products/ai-machine-learning/announcing-the-2025-dora-report; DORA, State of AI-assisted Software Development 2025, https://dora.dev/research/2025/dora-report/

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WHERE THE VALUE COMES FROM

Only 10% of AI value is the algorithm.

BCG finds that companies capturing the most value from AI follow a 10-20-70 rule.

SHARE OF EFFORT AND RESOURCES IN SUCCESSFUL AI TRANSFORMATIONS



WHAT THIS MEANS FOR LEADERS

About 70% of the work belongs to leadership, structure and people: the three layers The Harmonic System™ is built to align.

Source: BCG, Where's the Value in AI? (2024; n = 1,000), https://www.bcg.com/publications/2024/wheres-value-in-ai

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WHAT GETS AMPLIFIED

AI speeds up whatever is already there.

LEADERSHIP

Unclear direction becomes faster confusion

If leaders don’t agree on what matters most, AI produces more output in more directions.

ORGANIZATION

A broken process becomes faster errors

Automating a process nobody follows, on data nobody trusts, scales the wrong answer.

PEOPLE

Quiet fear becomes quiet resistance

When people feel threatened or unsafe to admit mistakes, they stop using the tools well, or use them where no one can see.

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FROM THE FLOOR

We fixed the numbers before we automated them.

In one manufacturer, the standard specifications in the ERP and the production records on the floor did not always agree. Any AI built on top of that data would have learned the wrong number, quickly and confidently.

So the first work was not technology. It was leadership agreeing on what we were measuring, a simple shift-level routine to reconcile standard to actual, and a blame-free way for people to record losses.

THE LESSON

Readiness for AI is not a software question. It is a question of whether your leadership, your systems and your people are aligned enough to be amplified.

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BEFORE YOU BUY THE NEXT TOOL

Five questions for your leadership team

01 Can every leader state, in one sentence, what we want AI to do for our strategy?

02 Is the process we want to improve written down, and actually followed?

03 Do we trust the data it runs on, and does one person own it?

04 Do our people feel safe to use AI openly and say when it's wrong?

05 Will we measure the result in business terms, not in tool usage?

If you answered "not yet" to two or more, the next investment is probably not technology.

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THE HARMONIC VIEW

Alignment first. Then amplification.

LEAD

The executive

The executive brings clarity, confidence and courage, so the direction AI accelerates is the right one.

ALIGN

The organization

Systems, structure, policies and procedures line up behind that direction, so AI has something sound to run on.

OVERCOME

The people

People work through doubt and fear, so they use new tools with confidence instead of resisting them.

Lead. Align. Overcome. Harmony is power.™

YOUR NEXT STEP

Where is your business in harmony, and where is it not?

Take the free Harmonic Snapshot: 15 questions, about 10 minutes, across leadership, organization and people, at m2m-businesssolutions.com/harmonic-snapshot. Then bring your results to an Executive Conversation.

Request an Executive Conversation

60 to 90 minutes, confidential and at no charge.

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