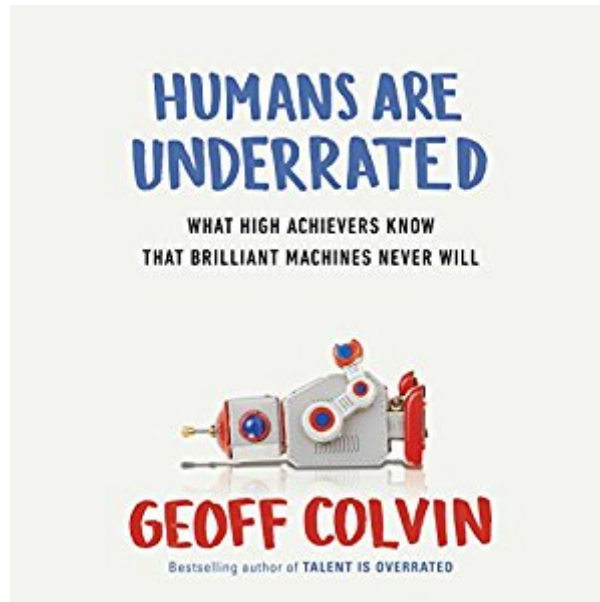# Humans Are Underrated: What High Achievers Know That Brilliant Machines Never Will

Synopsis

From the best-selling author of Talent Is Overrated, an extensive look at the essential human skills that can never be replaced by technology. In the economy of a few years from now, what will people do better than computers? Technology is rapidly invading fields that it once could not touch, driving cars better than humans do, predicting Supreme Court decisions better than legal experts, packing boxes, identifying faces, scurrying around hospitals delivering medications, all faster, more reliably, less expensively than people. In a world like that, how will we and our children achieve a rising standard of living? The real issue is what we humans are hardwired to do for and with one another, arising from our deepest, most essentially human abilities - empathy, social sensitivity, storytelling, humor, forming relationships, creativity. These are how we create value that all people hunger for, that is unique and not easily quantified. Individuals and companies are already discovering that these high-value abilities create tremendous competitive advantage - more devoted customers, stronger cultures, breakthrough ideas, more effective teams. They're discovering also that while many of us regard these abilities as innate traits - "he's a real people person", "she's naturally creative" - it turns out they can all be developed and are being developed in far-sighted organizations from software firms to the US Army to the Cleveland Clinic. To a far greater degree than most of us ever imagined, we already have what it takes.

Book Information

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Customer Reviews

In todayâ ™s globally complex, uncertain, disruptive economy, where automation and lower labor

costs displace the jobs of tens of thousands, those who are wise and work for a living have been asking the question, â œHow will I add value in the future?â •In Humans are Underrated, author Geoff Colvin suggests a shift from that question to a better one that may just be the recipe to future proof ourselves: â œWhat are the activities that we humans, driven by our deepest nature or by the realities of daily life, will simply insist be performed by other humans, even if computers could do them?â •Hereâ ™s the reality. Humans must work together to set and achieve collective goals. In the corporate world, there are too many constituencies, too much information, too many nuances and subtleties that must be accounted for. The reality is that teams and groups solve problems better than individuals working in isolation. Those who thrive will develop and demonstrate emotional intelligence and within their groups develop collective intelligence.Our need to work together, to work collaboratively, is baked deep in our DNA. For tens of thousands of years, weâ ™ve told stories, learned from one another and worked together to ensure our survival. In the Information Age, many of us have lost the ability to work effectively with others. Those who thrive in the future will show empathy and master the abilities of working in and leading groups and teams.His well- researched book is informative and fascinating. Many examples, anecdotes and stories. It provides ample proof we're moving from the Information Age to a new Relationship Age where the ability to engage co-workers and customers with humor, energy and generosity will prevail.

The first 1/4th of this volume is Colvin's sensibility of where artificial intelligence and robotics will evolve. Like other writers in this arena, he reiterates the belief that if one can imagine AI and robotics doing a job in the near future, then it can and probably will be accomplished. Colvin then takes the last 3/4 of the book to describe what we currently believe makes us human and the services we provide together that can never be replaced by AI and robotics. It seems like the discourse by a person who doesn't quite believe his own rhetoric. This narrative creates a strong undercurrent of "maybe" and a sense that if the dialog stops then the mystique melts away and the robots and AI may prevail. When the author asks one of the most prescient thinkers on technology, the founder of MIT's Media Lab what will people do better than computers in 10 years, Negroponte answers "Very little, other than enjoy". That ghost haunts the book, much as Peter Pan's mantra in the eponymous movie when trying to save Tinker Bell, he asks the audience to repeat, "I do believe in fairies".Colvin's thesis circles the argument that humans have emotional connections that leverage relations in problem solving, provide undefined support in people decisions about each other in business, legal situations and personal matters and leverage creativity. This is done by

selective examples, with the author choosing not to deal with issues of humans connecting to robotic pets, engaging with computer personalities like the very earlier psychologic analysis of Elisa or their connection with Apple's Siri. The examples from the military have amply supported the use of AI.

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