
HOSPITALITY EXCHANGE 2026
FEARLESSLY HUMAN:
LEADING IN THE AI ERA
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H&W
H&W

IN THE 2030s, INTELLIGENCE AND ENERGY (IDEAS, AND THE ABILITY TO MAKE IDEAS HAPPEN) ARE GOING TO BECOME

WILDLY ABUNDANT...

IF INTELLIGENCE BECOMES CHEAP, WHAT BECOMES EXPENSIVE?

THREE "KILLER APPS" FOR FEARLESSLY HUMAN LEADERSHIP

CARE CONNECT INSPIRE

#1

KILLER APP #1: CARE

LEADERSHIP is noticing what others miss.

AI gives everyone access to similar intelligence.

Human advantage comes from bringing different generational perspectives to it.



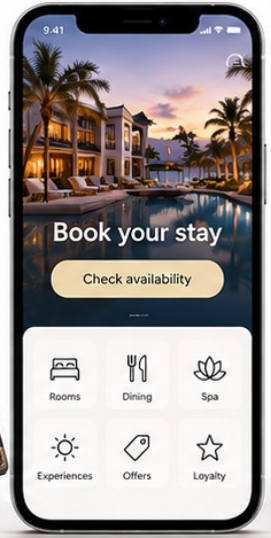
BABY BOOMERS

1946 – 1964



GENERATION X

1965 – 1980



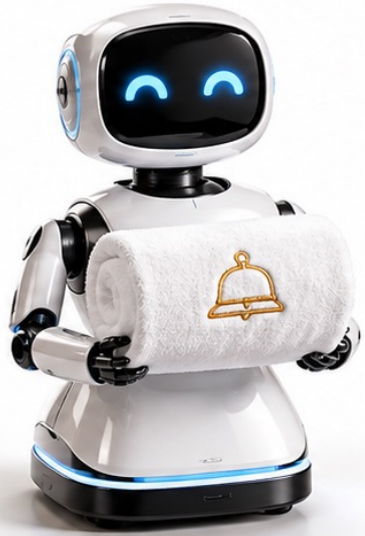
MILLENNIALS

1981 – 1996



GENERATION Z

1997 – 2012



GENERATION ALPHA

2013 – 2024

ACTIONABLE INSIGHT:

BEFORE YOUR NEXT BIG DECISION, ASK:

WHICH GENERATION AM I HEARING MOST?

WHICH GENERATION AM I NOT HEARING AT ALL?

#2

KILLER APP #2: CONNECT

Give what technology makes scarce –

YOUR ATTENTION.

~~Knowledge is Power~~

~~Information is Power~~

Attention is Power

GIVE ATTENTION.

BECAUSE ATTENTION IS THE CURRENCY OF HUMAN CONNECTION.

LOOK UP.
Put the technology down.

LISTEN LONGER.
40-Second Rule

BE PRESENT.
Make the person in front of you the most important person in the room.

"In an age when everyone wants our attention, giving someone yours becomes **an act of leadership.**"

#3

KILLER APP #3: INSPIRE

Make people feel that what they do matters.


AUTOMATED
IQ
SIMULATED
EQ
RQ

As AI becomes more powerful, the most valuable capability will be ... RELATIONAL INTELLIGENCE (RQ) – the ability to BUILD TRUST, CONNECT with others, REPAIR CONFLICT, and CREATE MEANING through HUMAN RELATIONSHIPS.

ACTIONABLE INSIGHT:

DON'T AUTOMATE THE MOMENTS THAT BUILD TRUST.

USE AI FOR TRANSACTIONS.
KEEP HUMANS FOR RELATIONSHIPS.

SUMMARY

THREE KILLER APPS TO LEAD HOSPITALITY IN THE AI AGE

CARE.

Notice what others miss.

CONNECT.

Give people your attention.

INSPIRE.

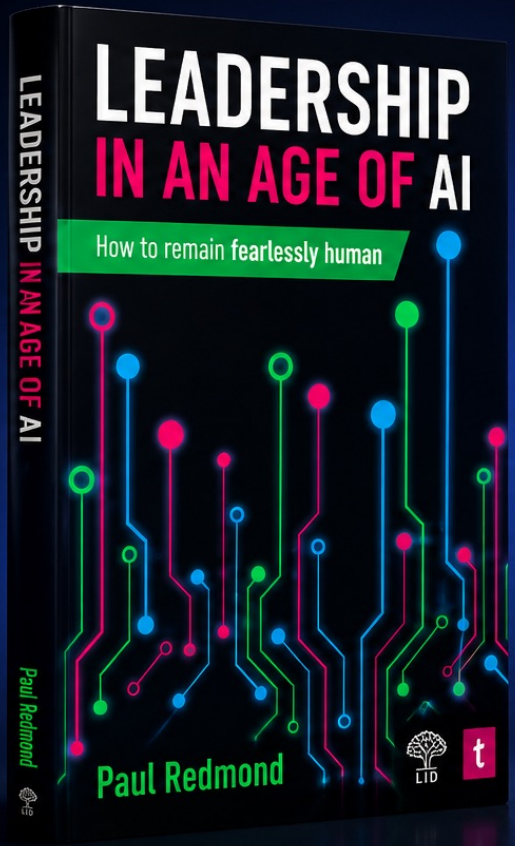
Make people feel that what they do matters.

THREE QUESTIONS

1. **CARE:** Who in your organisation are you not supporting enough?

2. **CONNECT:** Who needs more of your attention?

3. **INSPIRE:** Does everyone in your team know WHY what they do matters?



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