

LEADERSHIP CONFIDENCE • AI • WORKFORCE OF THE FUTURE

The Agent-Powered Enterprise

Deploying AI's Next Frontier

Lance Bradshaw

Intermountain Health
#PracticedConfidence

About Me



Lance Bradshaw, MBA, MHA

20+ years in healthcare operations and leadership

Director, HR Workforce Transformation,
Intermountain Health, U.S.A.

Adjunct Faculty, Operations and Information
Systems, University of Utah

Doctoral Candidate (EdD), Aspen University

Research Focus: AI-enabled leadership confidence



She wasn't afraid of AI.
She was afraid of falling behind.

The First AI Era Is Ending



AI Era 1:
Search
Summarize
Generate
Assist



AI Era 2:
Execute
Coordinate
Recommend
Operate

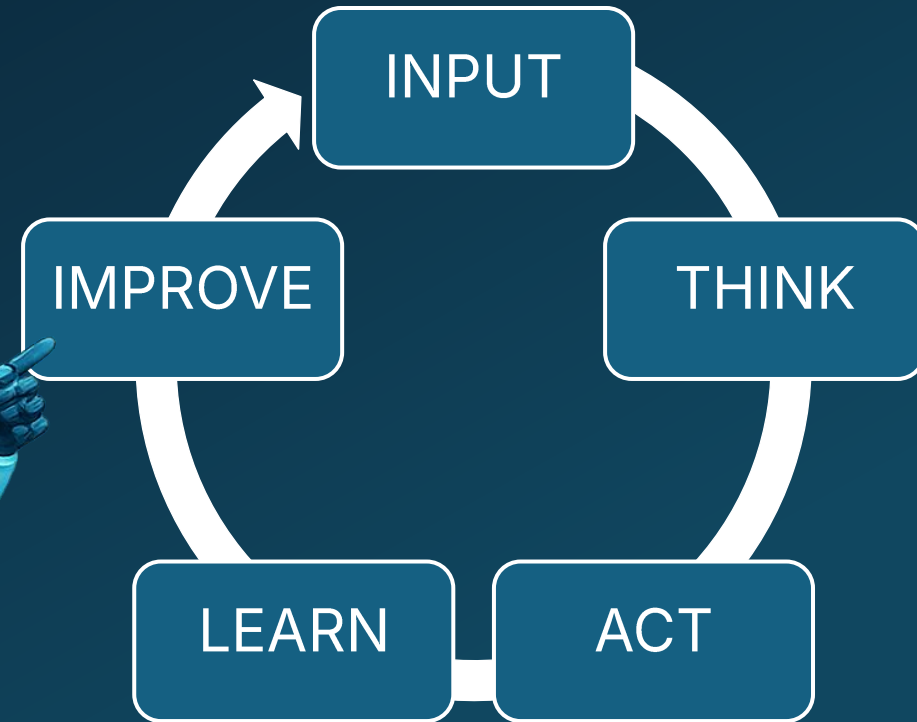
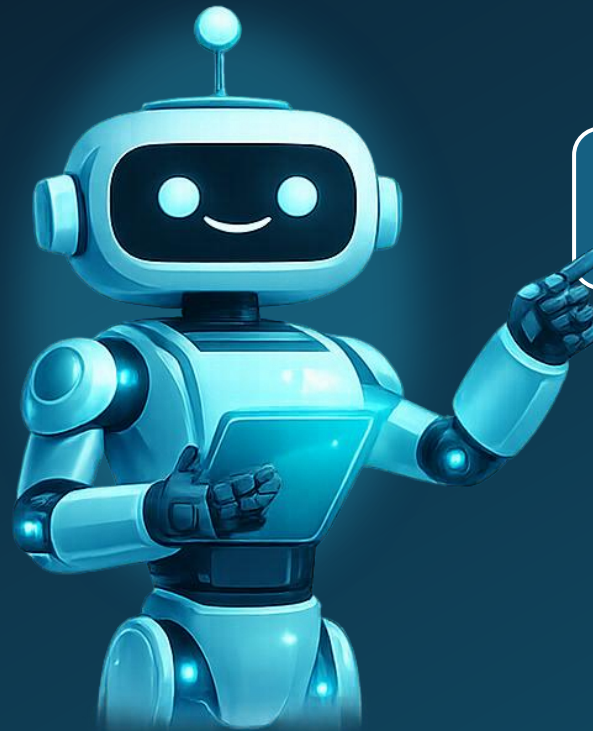
We are moving from tools...
to teammates.

The Rise of AI Agents

An AI Agent Can:

- ✓ **Understand** requests
- ✓ **Reason** toward goals
- ✓ **Use** tools & systems
- ✓ **Take action** autonomously
- ✓ **Learn** from feedback
- ✓ **Escalate** when needed

Think beyond chatbots.
Think digital teammates.



From Hierarchy to Network

Traditional Model

Rigid hierarchy
Slow decisions
Limited adaptability

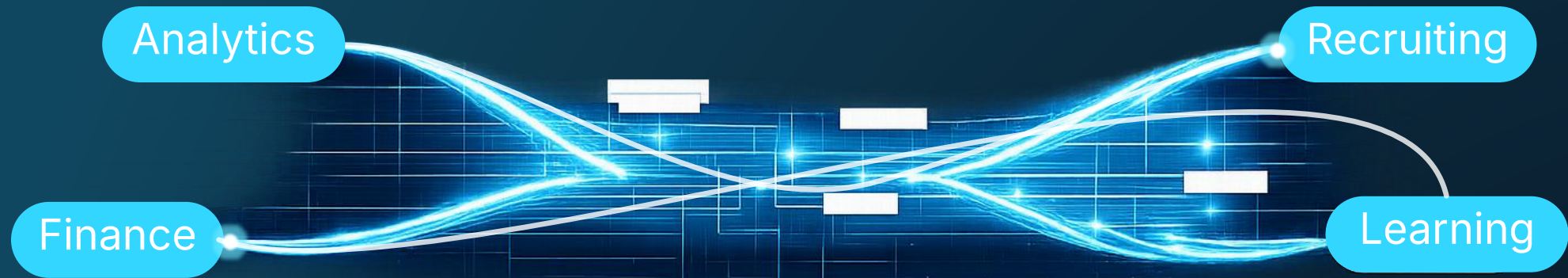
Future Model

Leaders managing:

- ✓ Human teams
- ✓ AI agent teams
- ✓ Hybrid teams

Leadership shifts from supervision
to orchestration.

Living Blueprints



Static organizations become
adaptive operating systems.

What If Recruiting Had 5 AI Teammates?

5 AI Agents

- ✓ Source Talent
- ✓ Schedule Interviews
- ✓ Coach Hiring Managers
- ✓ Audit Bias
- ✓ Speed Offers

Business Impact

- ↑ Faster Hiring
- ↑ Better Candidate Experience
- ↓ Admin Burden
- ↑ Quality of Hire

Recruiters stop chasing tasks.

They start guiding talent decisions.



From Point Solutions to an Intelligent HR Ecosystem

At Intermountain Health, AI is creating connected value across the employee lifecycle.

Talent Acquisition

- ✓ Appcast: reach
- ✓ HiredScore: prioritization
- ✓ Paradox: paradox

Hire to Start

- ✓ Workday Illuminate automates onboarding
- ✓ Readiness begins before Day 1

Manager Enablement

- ✓ Corrective action guidance agents
- ✓ Consistent policy decisions

Outcomes

- ↑ Faster placement
- ↓ Shorter cycle times
- ↑ Better applicant experience
- ↑ Scalable operations

Connected systems outperform disconnected tools.

Leadership Is Becoming Orchestration

OLD:
Managing People

NEW:
Orchestrating Systems

- ✓ Set intent
- ✓ Define boundaries
- ✓ **Verify outputs**
- ✓ Coach exceptions
- ✓ Build trust



AI Does Not Fail Alone

Why AI Fails

- ✓ Poor direction
- ✓ No accountability
- ✓ No feedback loops
- ✓ No trust model
- ✓ No coaching



Most AI failures are leadership failures in disguise.

Values Alignment Is the Real Frontier

Fast AI without values becomes liability.



Agents must reflect:

- > Ethical judgment
- > Brand integrity
- > Inclusive behavior
- > Privacy protection
- > Regulatory discipline
- > Human escalation paths

Anyone can deploy AI. Few can align it.

Agent Governance Model

A simple framework for scaling trusted AI teammates



Without **governance**, AI teammates become **liabilities**.

First 90 Days

Practical moves to begin now

ASSESS

- Identify repetitive work
- Find pain points
- Choose one pilot

BUILD

- Set decision boundaries
- Train supervisors
- Launch one governed use case

SCALE

- Measure time saved
- Improve process flow
- Expand what works



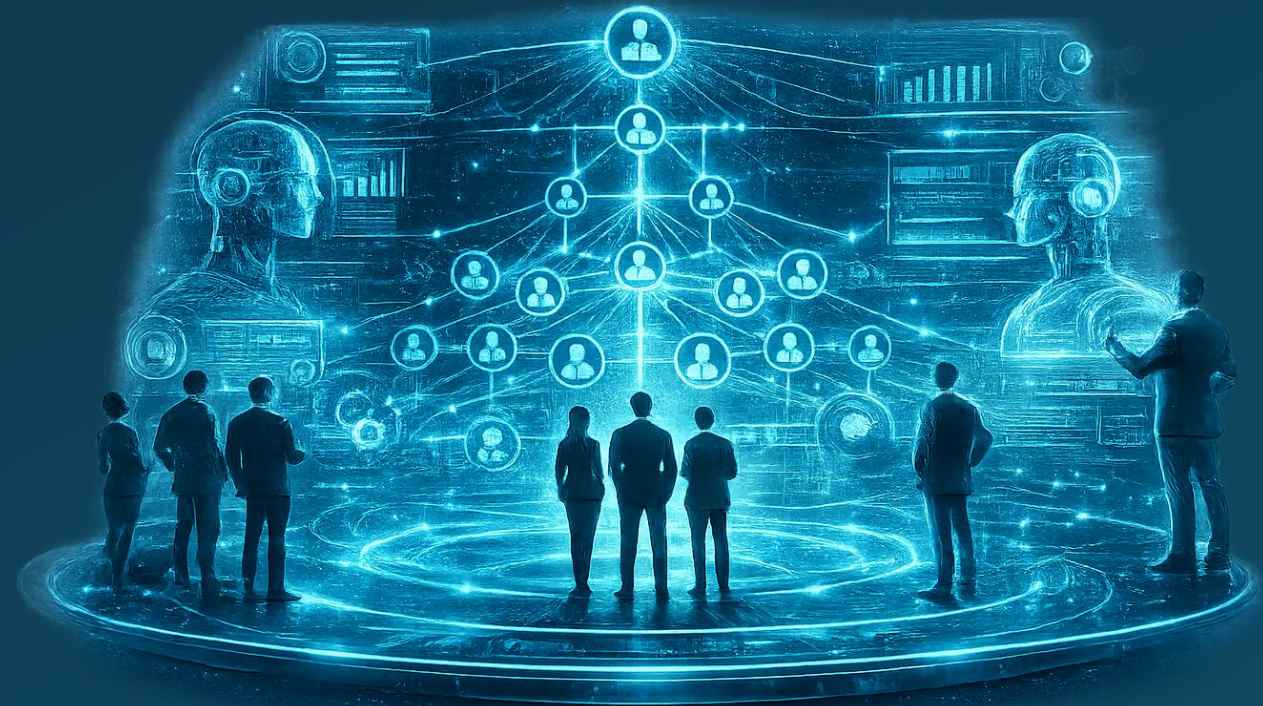
Momentum beats perfection.

What HR Must Do Now

The next 12 months will separate builders from spectators.

- ✓ Automate **repeatable** work at scale
- ✓ Redesign jobs around **judgment**
- ✓ Build leaders who **manage** AI agents

HR will either **architect the future of work** or inherit someone else's design.



A hand in a dark suit sleeve holds a glowing, translucent blue cube. The background is a futuristic cityscape with tall, glowing blue buildings and a circular base with grid lines. A wireframe hand is visible on the right side of the image.

Most Organizations Are Preparing for **AI Tools**.

Very Few Are Preparing to Lead **AI Workers**.

If this resonated.....

I would love to continue the conversation after the conference.

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