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Introduction

5. Stepping Aside

rational problem-solving.

We are entering a third era of automation, in which machines encroach on decision-making.
1. Are Computers Coming After Your Job?  Yes, your current job will be done better by a smart machine in part if not in whole. Take this threat seriously.
2. Just How Smart Are Smart Machines?  Key technological advances have made machines more capable than humans on many dimensions—but there is still a role for wetware.
3. Don't Automate, Augment  Instead of asking what work will machines take away from us next, we need to start asking what work will machines enable us to take on next?
4. Stepping Up  People who still manage to problem-solve at a higher cognitive level than machines will do so because they comprehend the bigger picture and

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apply judgment to decisions where insufficient data exists.

People who tap into the human condition are able to complement

machine intelligence with other of their "multiple intelligences" beyond

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People who make the machines productive will rely on them to make routine decisions but will know when to correct their mistakes and how to tweak them for better performance—and how to explain their automated logic to other people.

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People who build the next generation of smart machines will be entrepreneurial as well as technically brilliant. No one will ever go broke automating the intelligence of the knowledge worker.

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