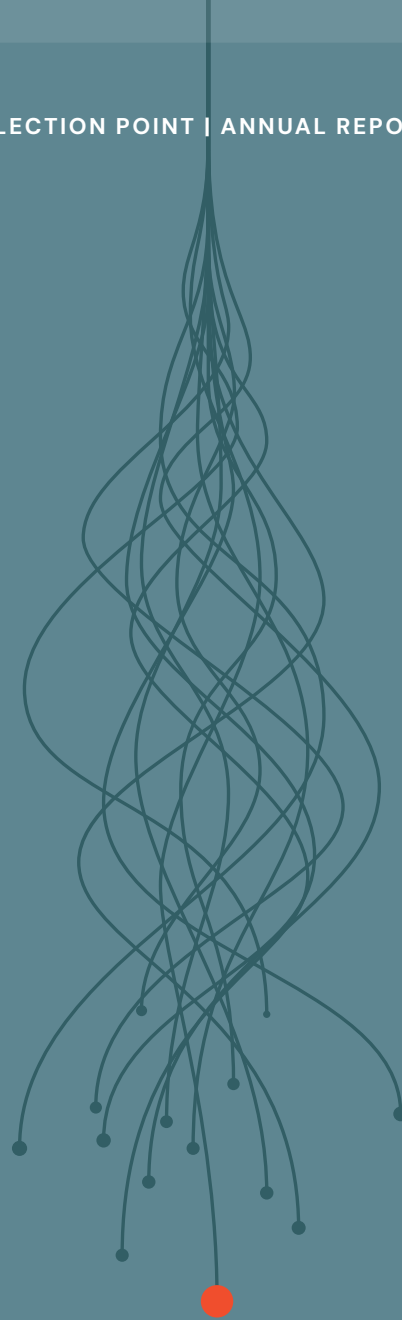




Working
Better
Together.



What is Reflection Point?

Reflection Point uses facilitated discussions of powerful stories to build bridges, expand perspectives, and deepen shared understanding. Our facilitators guide small groups through reflection and dialogue.

Why stories? Stories offer a low risk platform to practice honest conversations and to build the skills of collective intelligence. A good story invites a group to gather and reflect about the ways they work together and how to co-create a healthy culture. It opens avenues for sharing and deepening the relationships that support inclusion, collaboration and innovation.



Letter to the Community.

Dear Partners, Participants, Facilitators, Supporters and Friends:

Generative AI is creeping into everything, showing up where we least expect it. So you can imagine our surprise when, in a regular Reflection Point session with a global high tech marketing team (one of the Magnificent 7), several team members boasted that they had asked ChatGPT to summarize the story for them instead of reading it themselves.

As the discussion took off, the AI-enabled participants had trouble keeping up. “I didn’t get the nuance that my colleagues did,” one participant admitted sheepishly. They were left behind.

This moment captured something significant: in 2024, AI exploded into the mainstream, making itself all but inevitable. Organizations raced to adopt it while workers scrambled to understand it. It raised—and continues to raise—existential questions about the future of work. What happens to us when machines can do what we do, only faster?

The capabilities that make AI powerful are also its limitations. AI looks backward with speed and remarkable efficiency, but it can’t imagine the future. It processes words, but it can’t think. It summarizes and repeats, but it can’t

discern meaning. It identifies patterns, but it can’t forge relationships. It’s a mirror and a mimic. But it’s not us.

In this brave new world, the biggest threat isn’t AI. It’s forgetting what makes us human.

This is Reflection Point’s moment.

What makes us human is our ability to connect to ourselves, each other and to new ideas. Reflection Point creates unique conversational spaces for joint reflection, honest conversation, and deepened connection. And it works: teams that reflect together, grapple with difficult questions, and recognize each other’s humanity work better together. And they build the skills to navigate uncertainty and shape a collective future.

These skills have never mattered more:

- Listening with humility in a speed obsessed world
- Asking curious questions when algorithms offer instant answers
- Challenging assumptions when easy answers reinforce groupthink and spread misinformation
- Disagreeing with respect as polarization deepens

- Widening the circle of empathy when efficiency threatens to replace care

We don’t build these skills of collective intelligence alone or by deferring our work to machines. We build them together through shared stories: to open minds, explore diverse perspectives, sharpen insights, build trust and deepen understanding.

The future won’t be decided by algorithms. It will be decided by our choices. Will we let AI’s convenience atrophy our critical thinking? Will we let it free us for higher-order thinking or drown us in noise? Will we sacrifice nuance for speed?

This tension is a false dichotomy. AI is clearly a powerful tool and an efficient partner to human thinking. But humans provide the judgment, the moral compass and the skills of collective intelligence. Our progress will be most profound when we design and use technology to amplify human capacity rather than replace it.

But the most important word is “we.”

In this crucial moment, we must double down on what makes us irreplaceable—our capacity to imagine and wonder, learn and discern, connect and collaborate. We must resist the

temptation to hand off too much or to stop investing in human development. As we leverage the tools that increase our productivity, we can’t lose the skills that shape our best judgment: listening, asking questions, continually challenging our assumptions, disagreeing generatively, and caring for each other. Working seamlessly with machines means working effectively together. These are the skills we need most as we shape the future of work—and human life.

This year, you helped us continue to invest in people. To bring reflection, conversation and connection to more community organizations. In a year of disruption and uncertainty, you stood behind the capabilities that will define the next decade.

We are deeply grateful for your partnership and our shared commitment to what matters most: strengthening our humanity when we need it most. Thank you.

Best wishes,

Ann Kowal Smith
CHIEF EXECUTIVE OFFICER

Felix M. Brueck
BOARD CHAIR

“ Reflection Point is a very unique social technology to bring people together. It’s a way for us to reach a common ground with each other. I’ve seen dramatic change.

— REFLECTION POINT PARTICIPANT

Being Human in the Age of AI

AI is a mirror. It reflects our intelligence, our language, our accumulated knowledge—but it has none of its own. As AI takes over more of what we do, the skills that remain uniquely human become more valuable. Innovation. Critical thinking. Connection. These aren't soft skills—they're the capabilities we need to ensure the future we want.

SAFEGUARDING THE FUTURE: Critical Thinking & Ethics

A master teacher once shared his most important goal: to supercharge his students' "baloney detectors." By sharpening their innate sense to push past surface answers, he knew that he could prepare them for an uncertain future.

Never has there been a greater need for well-honed baloney detectors. AI generates information with stunning fluency but without citation, logic, or accountability. In fact, according to the World Economic Forum, AI-driven misinformation ranks as the number one global risk for the next two years. What's more, AI is inherently biased, having been fed a steady diet of historical inequities embedded in its training data.

Research shows that relying on AI without scrutiny measurably damages our critical thinking skills. Left unchecked, AI doesn't just answer our questions—it erodes our ability to ask the right ones. Working with AI requires critical thinking and ethical judgment, decidedly human skills. But to keep them sharp, we must keep using them.

DEFINING THE FUTURE: Innovation & Curiosity

AI doesn't create—it recombines. It can mimic Shakespearean sonnets or Dr. Seuss rhymes, but it can't invent a new literary form. The trade-off is costly: research reveals that AI-assisted writers produce more consistent but less original work. AI improves readability while flattening creativity—pushing toward predictable ideas rather than bold, unconventional ones.

Some of history's greatest discoveries have been a bold cocktail of curiosity, serendipity and moxie. Alexander Fleming left a petri dish out by mistake and noticed mold had killed surrounding bacteria—sparking the antibiotic revolution. A Swiss engineer examined burrs stuck to his dog's fur and created the blueprint for Velcro. Scientists removing the pancreas of a dog noticed flies swarming around its sugar-rich urine and discovered lifesaving insulin.

None of these breakthroughs came from following a prompt. They came from the human instinct to notice, explore, and wonder why. As promising as AI may be, it can't replace the accidental discoveries that have given rise to some of our most important inventions.

PROTECTING OUR HUMANITY: Connection and Collaboration

In a world of problems too complex for any one person to solve, collaboration isn't just a skill—it's survival. AI collaboration is transactional: prompt in, answer out. Human collaboration is relational. It requires time to build, practice to nurture, and space to grow. Our social skills unlock the divergent thinking the AI era desperately needs.

Let's be clear. This takes work. We have to slow down and actively make time to connect to others, to open the aperture to divergent ways of thinking. It's about doubling down on asking one more question, seeking out one more voice. It's about intentionally exposing ourselves to people with different experiences than ours.

It's a mistake to believe we can get by with technical skills alone, especially now that AI eclipses our speed in so many tasks. AI can't replace our ability to listen deeply, challenge assumptions, or navigate disagreement. We can only learn these from and with each other.

Where do we go from here?

The real danger isn't the technology—it's our complacency. Ray Bradbury's dystopian novel, *Fahrenheit 451*, describes a bleak future of burned books, lost knowledge and forbidden culture. One fireman fights back, but with a warning. "Remember, firemen are rarely necessary. The public itself stopped reading of its own accord." Bradbury's prescient lesson is clear: we don't need AI to take our humanity, we're in danger of surrendering it willingly. By strengthening the skills of collective intelligence, and remaining clear eyed about how we use AI to bolster our lives, we can safeguard the future we need.

What Science Fiction Got Right About AI And What We Can Learn From It

Science fiction has been predicting AI since 1816 when Mary Shelley's *Frankenstein* warned us of the dangers of creating artificial beings. For many, science fiction represents AI's cautionary tale: humanity's inevitable destruction at the hands of the technology it creates. But not all science fiction follows this trope. Here are three stories that offer prescient insights on artificial intelligence and the complexity of human experience.

WHEN ALGORITHMS MEET CULTURE:

"Saving Face"

Ken Liu and Shelly Li, 2011

In Ken Liu and Shelly Li's story "Saving Face," two bots negotiate an international contract for the sale of scrap metal, carefully calculating economic indicators to produce a statistically fair outcome. The bots offer the parties deals that look fair on paper but don't "feel" fair based on their respective life experiences. The whimsical story questions the universality of fairness and reminds us that even the most transactional tasks are imbued with complex human emotions, cultural implications and sometimes opaque sacrifices.

CREATING VS. GENERATING:

"Henry James, This One's For You"

Jack McDevitt, 2005

A hungry publisher receives an incredible book submission and rushes to sign its new young author in Jack McDevitt's story, "Henry James, This One's For You." With the deal inked and a three-novel advance paid, the publisher learns that the book was written by an AI named Max. "Henry James, This One's For You" explores AI's ability to undermine what we hold dear: human ingenuity and artistic accomplishment. But the story also reminds us that new technology requires us to decide—as a society—where we want to preserve the human voice and where we are willing to accept digital facsimiles.

WHEN MACHINES LEARN TO FEEL:

"EPICAC"

Kurt Vonnegut, 1950

In a mash up between *Cyrano de Bergerac* and *Frankenstein*, Kurt Vonnegut's "EPICAC" is a large super computer that writes romantic poetry to help a mathematician win the girl of his dreams. As EPICAC learns more about love, marriage and the object of the narrator's affections, he falls in love. An uncanny precursor to today's genAI models, "EPICAC" challenges readers to not only imagine a future at the intersection of man and machine, but to consider what shapes and defines humanity in a world where technology thinks and feels as humans do.

Since antiquity, humans have dreamed of creating artificial intelligence. Like the proverbial dog that catches the car, we've created something so strong that we aren't yet sure what it is and what to do with it. But our literary history suggests that we know more than we think we do. These science fiction stories remind us that AI is a human invention but it doesn't have to be a human replacement.

FISCAL YEAR 2024

Financials

LESSONS LEARNED

→ Nuance is not negotiable.

Nuance—the space between words, the meaning in what’s unsaid, the complexity that resists easy summary—requires human attention and effort. When we outsource our reading, our thinking, our discernment, we don’t just miss details. We erode our ability to grasp them at all.

→ Speed without connection depletes.

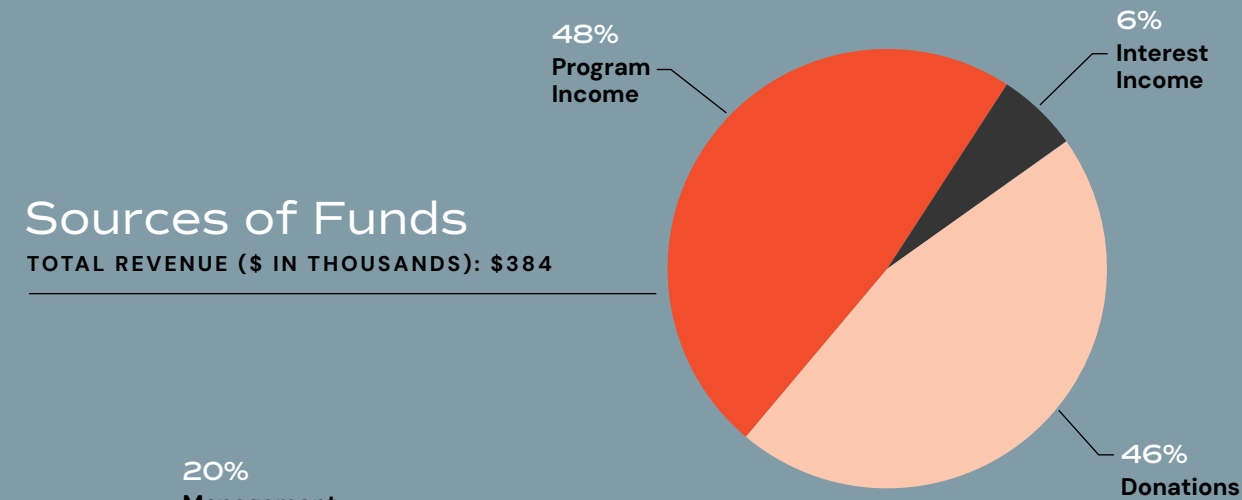
Technology may boost efficiency, but research shows it drains energy and motivation. The most resilient teams aren’t the fastest—they create space to reflect together and deepen relationships. In a world optimizing for speed, connection is the real advantage.

→ Intention builds culture, proximity doesn’t.

Organizations that thrive don’t count keycard swipes or mandate office days. They create deliberate spaces for conversation and collaboration, whether in person or virtual. Culture isn’t built by policy, it’s built through listening, questioning, and caring. It can happen anywhere. But it can’t be automated.

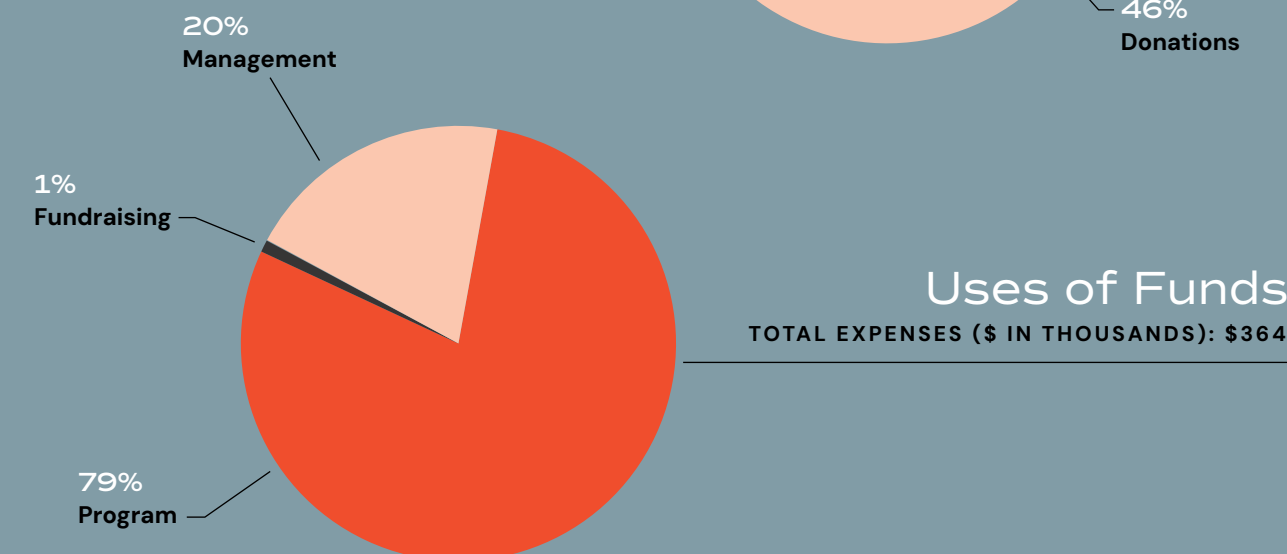
Sources of Funds

TOTAL REVENUE (\$ IN THOUSANDS): \$384



Uses of Funds

TOTAL EXPENSES (\$ IN THOUSANDS): \$364



By the Numbers

AS OF SEPTEMBER 30, 2025 (AND SINCE INCEPTION), WE HAVE SERVED:

19,233

Participants

139

Organizations

8

Languages

“

I always enjoy hearing the various perspectives from my peers. It reminds me to keep an open mind and how valuable others’ thoughts are in any situation.

—REFLECTION POINT PARTICIPANT

Thank You.

You – our donors, partners, participants and facilitators – give life to Reflection Point. Your dedication to lifelong learning helps individuals, teams and communities. You are making learning inspiring and relevant. Together we are breaking down barriers and building collaborative and inclusive workplaces and communities.

“
It’s helpful to see the lens through which others view these stories. I understand their perspectives much better.

— REFLECTION POINT PARTICIPANT

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DaVita Inc.
East Cleveland Municipal Court
EDWINS Leadership & Restaurant Institute
Enpro Industries, Inc.
Enterprise Holdings Inc.
Facing History and Ourselves
Fairbanks Morse Engine
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GGBearing Technology
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Harvey Rice Wraparound School
Hathaway Brown
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Valmet Inc.
Veterans Domiciliary at Wade Park
Village of Schaumburg
Whirlpool Corporation
Winnebago Industries
Workplace Learning Systems

“

We're in the biggest technological transformation that the world has ever seen. You've got artificial intelligence, nanotechnology, virtual reality, augmented reality – it's a technology tsunami. What truly differentiates the human being from the technology we are leveraging to automate? It's our ability to think critically, it's our ability to be creative, it's our ability to innovate, to harness what's coming from the heart, which changes the texture and quality of everything that's being produced. That is very special and very important.”

— REFLECTION POINT PARTICIPANT



Reflection
Point

We help you work better together.

That Can Be Me, Inc.
19513 Shaker Boulevard
Cleveland, Ohio 44122

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