

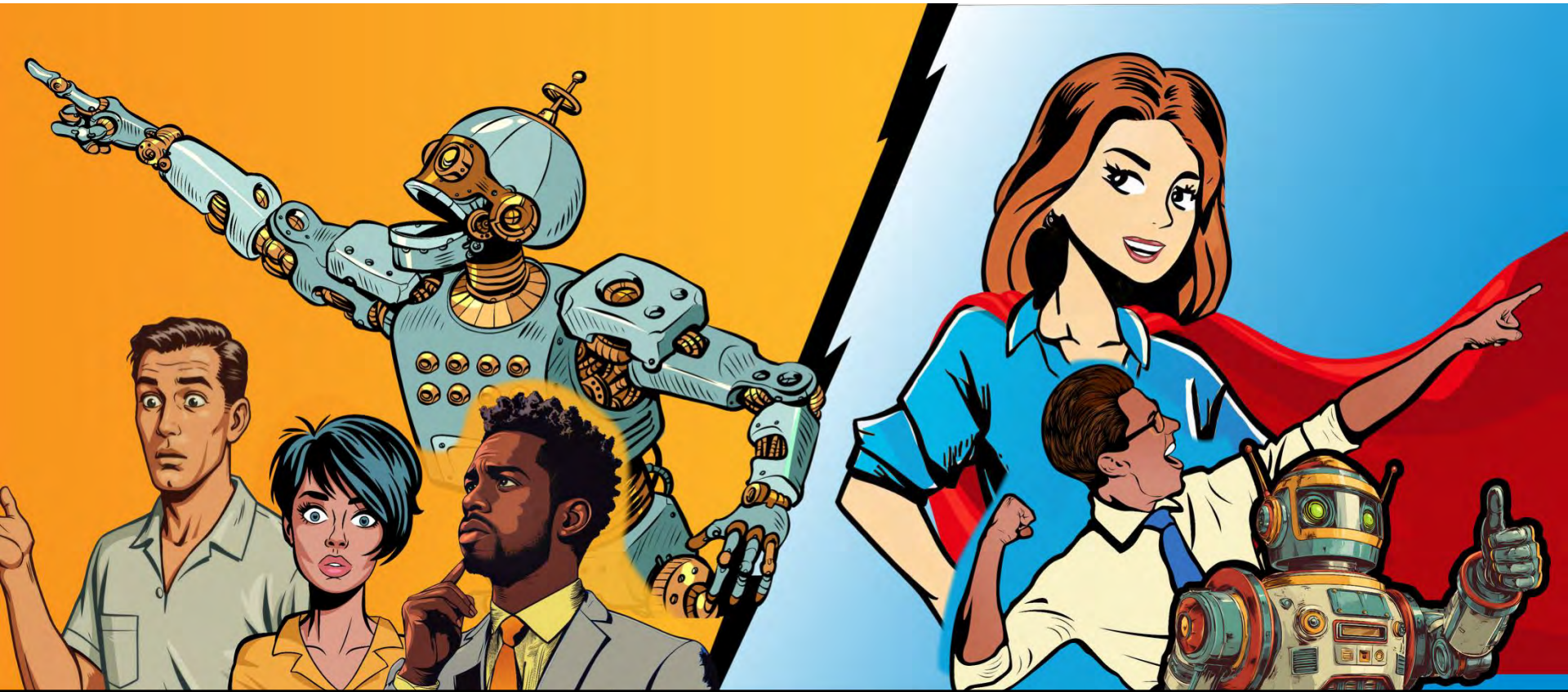


## National Postal Forum

*May 3-6, 2026*

# Robo-Bosses and Human Heroes

GDIT





## "Robo-Bosses and Human Heroes: Leadership in the Age of AI", Dynamic intersection of leadership and artificial intelligence

- AI is not just about AI agents taking over mundane tasks but **how we thrive** in an AI driven world.
- How can human leaders work alongside these digital counterparts to create a more **innovative, efficient, and impactful** future?
- Let's dive into real-world examples, debunk common myths, and offer practical insights on **harnessing AI to enhance your leadership strategies**.
- Are you ready to navigate this fascinating new frontier? **Let's get started.**

**GDIT** | With Kristin Seaver, GDIT Vice President Government Modernization and Civic Innovation

# Leaderships Personas

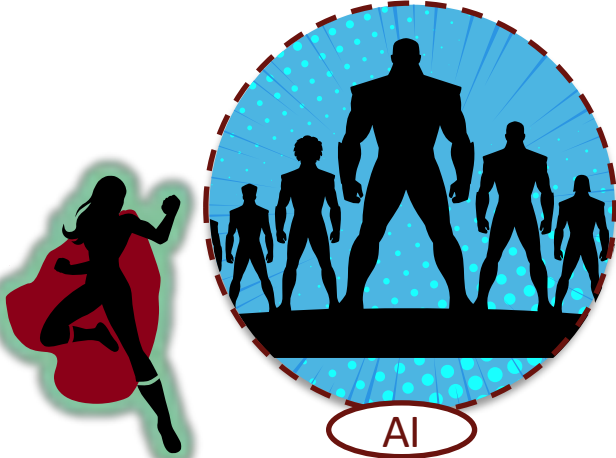
## Leader in the Loop

Personal leadership



## Leader in the Lead

Team leadership



## Leader at the Helm

Enterprise leadership



# Leader in the Loop

How the leader shows up with AI

## Leader in the Loop



### *AI mindset, behavior, credibility*

- AI Literacy
- Learning Velocity and Curiosity
- Ethical Judgement & Responsible Use
- Comfort With Ambiguity
- Role Model Adoption

### *AI as a personal leadership amplifier*

- Jump in and engage, learn and grow.
- Free time and reduce administration noise.
- Enhance clarity and decision making.
- Encourage curiosity, exploration and growth mindset.

# Prompting AI - The Foundational Skill



**Prompting is not about writing long instructions; it's about clarity.**

*Example:* 'Help me analyze the risks in this project.' This gives better outputs than a long, vague paragraph of background.

**Effective prompting turns AI from a generic tool into a domain-specific accelerator.**

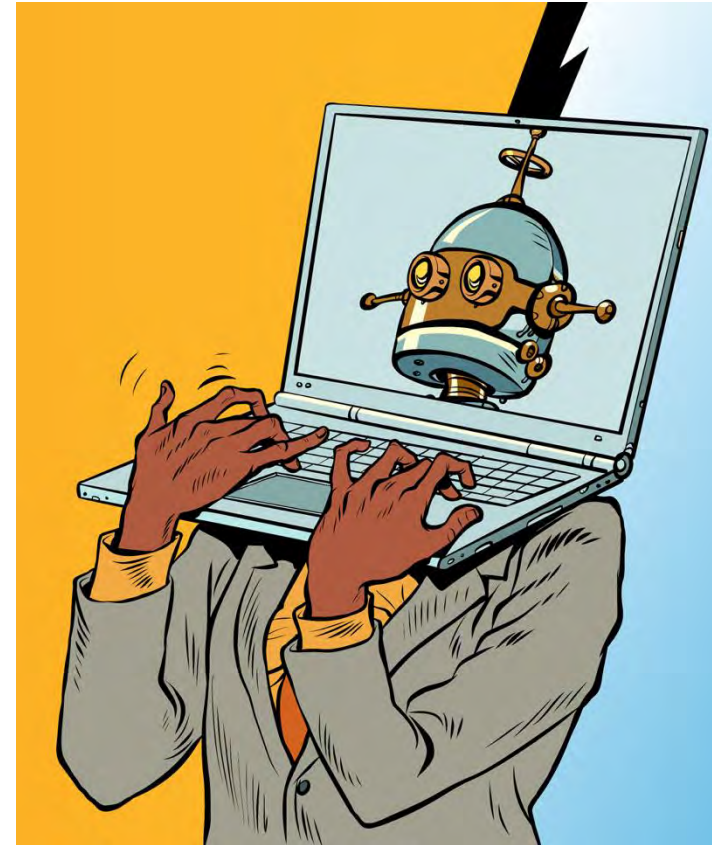
*Example:* When we say, 'Act as a program analyst,' the output immediately becomes sharper and more relevant.

**The quality of the output is tied to the specificity of the input.**

*Example:* 'Give me a one-page board briefing focused on timeline risk' produces much more aligned output than simply asking for a 'summary.'

**Prompting is how we bridge our expertise with the capability of the AI.**

*Example:* Clear constraints: such as length, audience, or tone, help the AI deliver something we can use immediately.





## The P-E-R-F-E-C-T Prompt Framework

### PERSONA

Who is the AI? Who is the audience?

### EXPECTATIONS

What are the constraints or requirements?

### REQUEST

What action (e.g., summarization, generation, analysis)?

### FORMAT

What format (e.g., list, paragraphs, bullets)?

### EXAMPLE

What example or template should be followed?

### CONTEXT

What background, situation, or purpose should be considered?

### tone

What voice or tone should be used (e.g., formal, technical)?

# Prompt, Iterate, Refine

## Multi-Step Construction High Level Approach

Step 1: Write down all the steps you take to complete your task.

Step 2: Reread the steps and determine if they are clear and easy to follow.

Step 3: Ensure they contain all constraints and details.

Step 4: Iteratively build the prompt and troubleshoot as your go

**Hint:** Approach the writing as if you are instructing an intern

## Common Mistakes

- Combining too many tasks into one step
- Assuming the AI knows your priorities
- Not leaving room for iteration

## Multi-Step Template

(Follow all steps in order. Be concise and accurate.)

Role: You are a [expert role].

Goal: Produce [final outcome].

Step 1: Clarify the problem and objectives.

Step 2: Identify constraints, assumptions, and risks.

Step 3: Generate multiple options or approaches.

Step 4: Analyze and compare options.

Step 5: Synthesize a final, polished result.

## Advantages of Multi-Step Prompt Writing

- Increased accuracy of output
- Increased tone control and formatting
- Reduced hallucinations

## Leader in the Lead

Driving capability, culture and execution at the team level

### Leader in the Lead



### *Leaders Build High Achieving Teams*

- Skill Development & Reskilling
- Psychological Safety to Experiment
- Redesigning Work, Not Just Automating Tasks
- Clear Guardrails for Use
- Human AI Collaboration Mindset

### *Leaders Set the Tone*

- Your behavior sets team culture expectation
- When leaders experiment, teams follow
- AI becomes a tool for empowerment not fear

# Engage, Equip, and Empower Your Teams

## Accelerate Personal Productivity



## Empower Team Productivity



## Drive Systems & Solutions Productivity



## Get AI Certified



## Available AI eLearning (*sample list*)

### Accelerating AI Fluency

- An Introduction to Generative & Agentic AI
- Gen AI for Beginners – Google Gemini & Cloud
- Gen AI Beginner to Pro with Open AI & Azure OpenAI
- Microsoft Copilot – Work Faster & Smarter

### Exploring AI as an Amplifier

- Personal Productivity Enhancement with Gen AI
- Presentations using Gen AI
- Agentic AI: Build AI Agents From Scratch

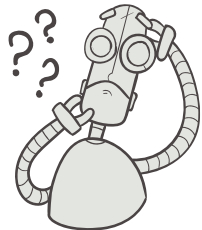
### Putting AI into Action

- ChatGPT & Prompt Engineering
- Master the Art of Prompt Engineering for Gen AI
- Prompt Engineering: ChatGPT & AI Prompts For Work
- *Functional role-based course recommendations*

### Leading with AI

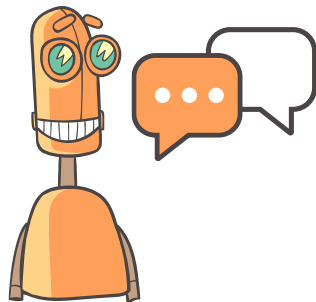
- AI for Business – AI 101 Fundamentals for Leaders
- AI & Business Strategy: AI Roadmap
- AI-Powered Leadership: Master Gen AI for Decisions

# App Dev Team Generative AI Roadmap



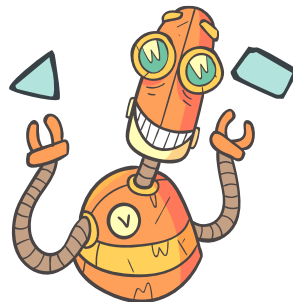
## Unassisted by AI

- No AI tools
- Fully reliant on human code development



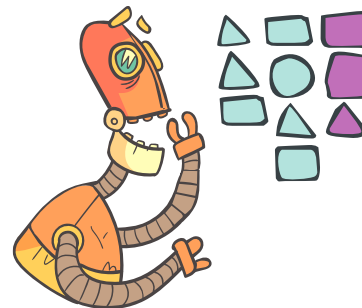
## Limited Assisted AI

- Large Language Model (LLM) provided as a library of knowledge usually a chatbot
- No design context provided to model
- Human prompts providing specific task help



## Agentic Assisted AI

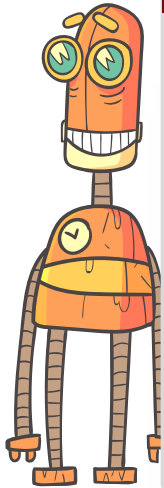
- LLM is context aware of your code through a connected Integrated Development Environment (IDE)
- Model codes by itself but changes must be approved
- Pair programming where model writes code and human approves



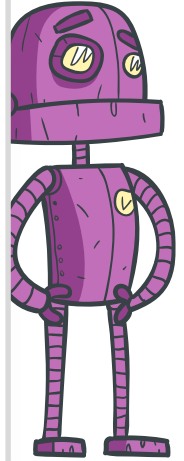
## Independent Agentic AI

- Model that works on its own to produce code, planning documents and diagrams within set guidance
- Human orchestrates and oversees

# AI enablement across the software development lifecycle



Planning and Design	Implementation and Verification		Enhancement
Requirements Adaptation and Analysis	Develop GUI and Backend Services	Build Pipeline Issue Troubleshooting and Resolution	Product Enhancement and Adaptation
Agile User Stories	Develop and Transform Data Schemas	Responsive Design and Theming	Accessibility Remediation
Architectural Design	Develop Simulated Data	Security Hardening	Reverse Engineering / Code Documentation
	Develop Automated Unit and Acceptance Tests	Vulnerability Issue Remediation	
	Code Reviews	Code Quality Checks	



Implemented 100% (21) MVP GUI Features in ~4 weeks

~26k lines of code

~800 Unit tests (85% coverage)

~70 Automated Acceptance Tests

~4.8k AI Assisted Recommendations

# Leading the Enterprise

Scaling AI Across the Organization



## Leader at the Helm



### *Leaders Set, Drive, and Own the AI Strategy*

#### **Set the Direction**

Define AI advantage and align strategy, investment, and leadership focus behind it.

#### **Treat Data as Foundational Infrastructure**

AI performance rises or falls on data quality, access, governance, and security; not model sophistication.

#### **Build Trust to Enable Speed**

Responsible AI governance is what allows AI to scale.

#### **Scale Platforms, Not Pilots**

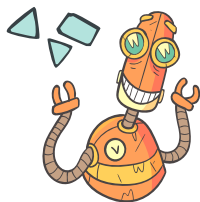
Move beyond experimentation to shared, reusable capabilities that compound value across the organization.

#### **Align the Operating Model to the Ambition**

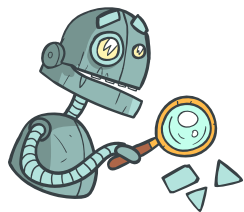
Clarify ownership, decision rights, talent models, and incentives so AI becomes embedded; not fragmented.

# AI in the Mission

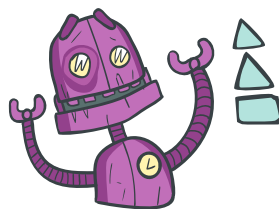
GDIT developed a prototype to show how Agentic AI can be leveraged to support mission capabilities using three agents:



**First Agent**  
Gathers public data

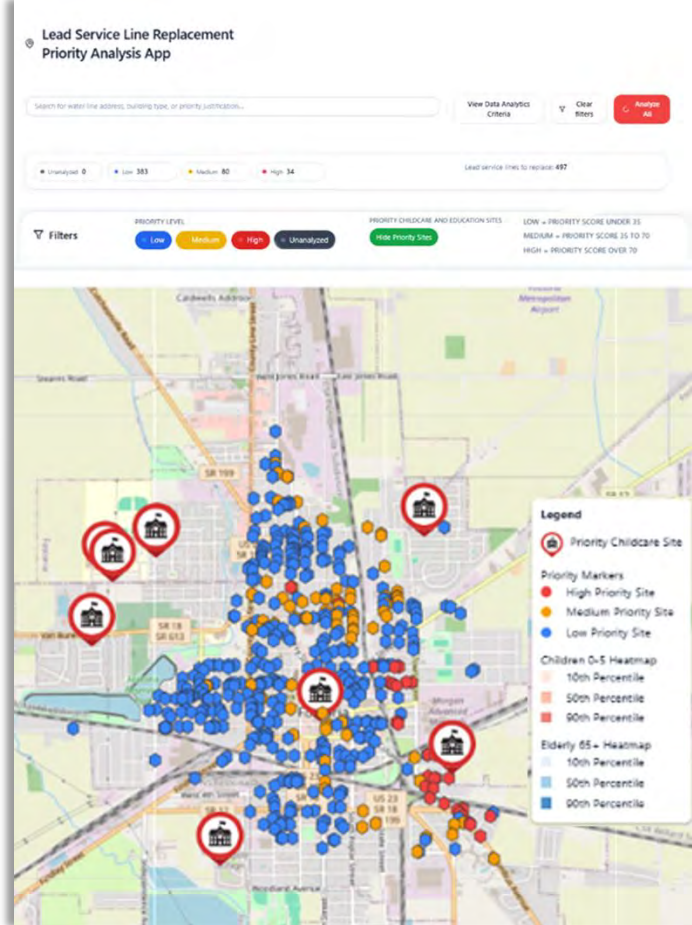


**Second Agent**  
Assesses replacement  
score based on factors



**Third Agent**  
Ranks replacement  
needs based on score  
in an area

Incorporates Subject Matter Expert expertise, regulatory constraints, environmental factors to assess replacement need and ranking of lead lines.



# People-AI Teaming Personas: Empowered to Think, Operate and Optimize with AI



## Collaborators

Ask COMPANY or Copilot Chat Prompts = Agent "Lite"



Copilot Chat

Available to all employees



## Builders

Copilot + Copilot Studio = Personalized Agents



Copilot



Copilot Studio

Licenses for subset of employees



## Stewards

Manage role-based Enterprise Agents developed by and for the Enterprise

Agents in production for targeted functions

Quarterly releases

# Enterprise AI Roadmap – Building Human Heros

PHASE 0

PHASE 1

PHASE 2

PHASE 3,4,5...

## AI Human Risk Framework and Governance



### Collaborators

Available for All  
Employees



### Builders

Licenses for Determine  
Employee Subset

## Enterprise Use Cases and Agents



Stewards  
Agent #1

In Development



Stewards  
Agent #2

Under Prioritization



Stewards  
Agent #3

# Leadership In the Age of AI



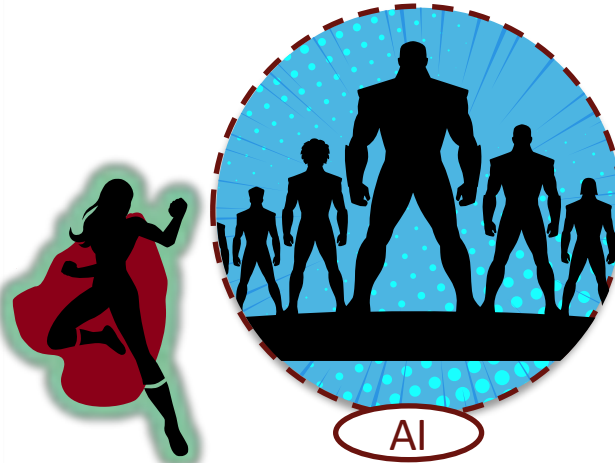
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Personal leadership



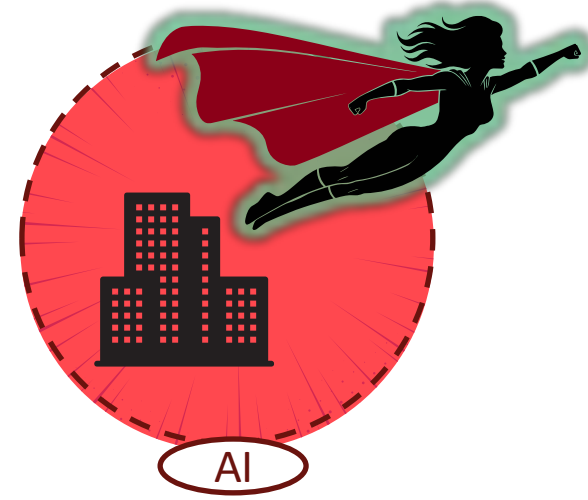
## Leader in the Lead

Team leadership

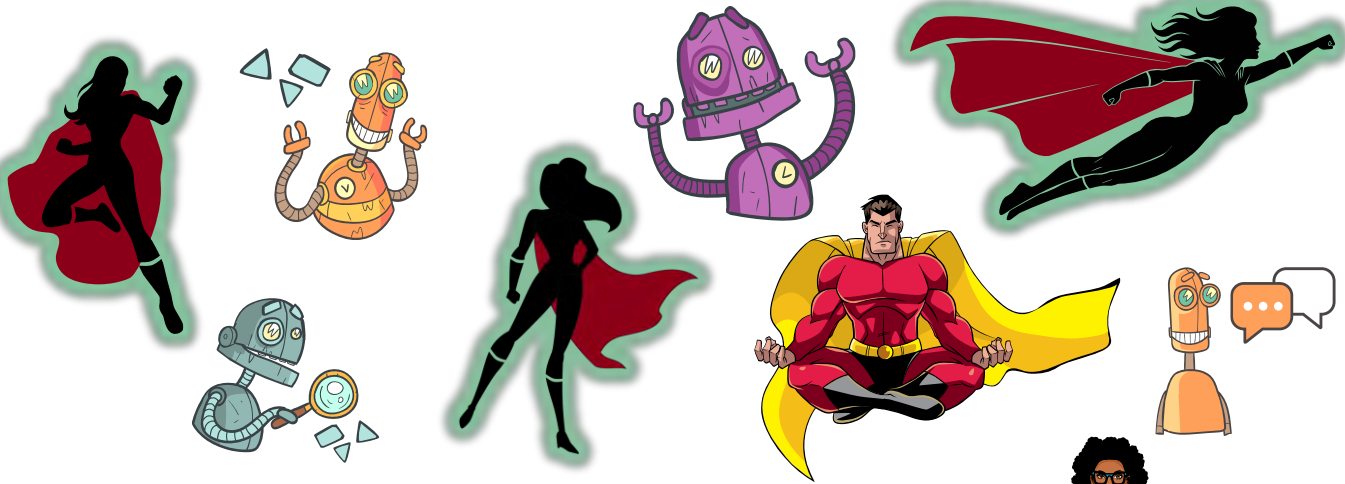


## Leader at the Helm

Enterprise leadership



# Lead The Way, Build Your Team, Transform Your Organization



**Leader in the Loop**  
Personal leadership

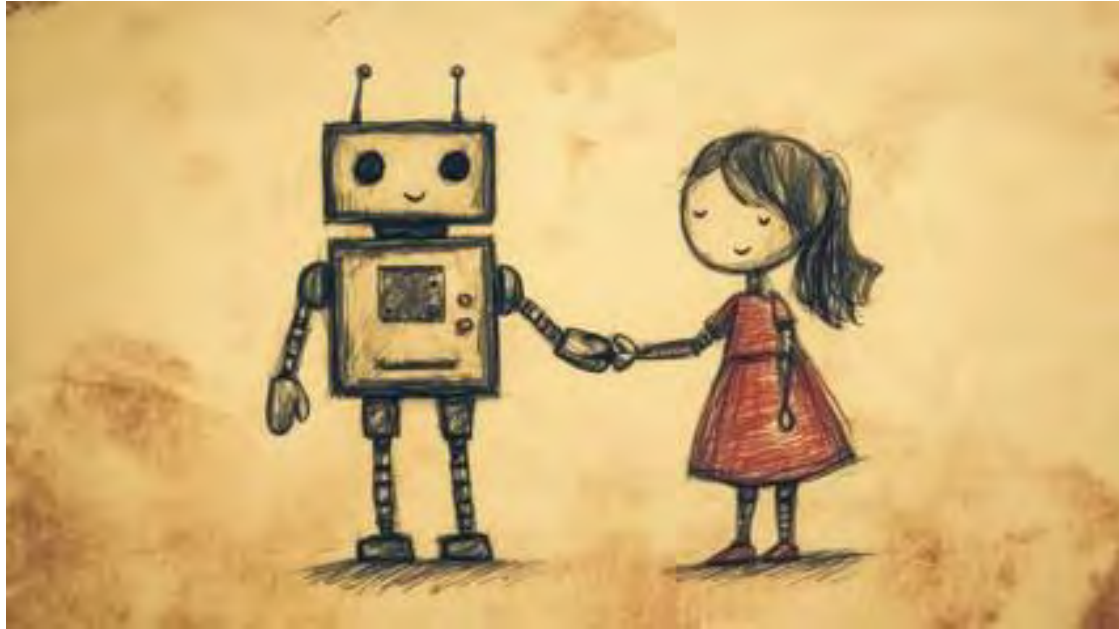
**Leader in the Lead**  
Team leadership

**Leader at the Helm**  
Enterprise leadership



# Credits

Design Team



AI

Evangelene

