

THINKING AHEAD: WORLD'S 5 MOST TRANSFORMATIONAL AI LEADERS TO FOLLOW

CIO TODAY

The Impact of Technology
on Relationships

PG No. 24

The Vital Role of
Empathy in
Effective Leadership

PG No. 40

A portrait of Terence Mills, a middle-aged man with short, light-colored hair, wearing a dark blue blazer over a dark blue button-down shirt. He is smiling slightly and looking directly at the camera. The background is a bright, out-of-focus interior space.

**Terence
Mills**

CEO & Chief AI Architect
Veuu



The weight your sketch needs



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PIONEERING VISION: TRANSFORMATIVE LEADERSHIP IN HEALTHCARE FINTECH

Visionary leadership in the field of innovation and artificial intelligence (AI) involves forward-thinking guidance that anticipates and harnesses the transformative power of technology for societal advancement. They inspire teams to explore uncharted territories, encouraging creativity, experimentation, and calculated risk-taking. Such leaders foster an environment where diverse perspectives thrive, enabling cross-disciplinary collaboration and the cultivation of groundbreaking ideas. Moreover, they prioritize ethical considerations and responsible deployment of AI, steering their organizations towards sustainable innovation that aligns with broader societal goals. Through their visionary approach, these leaders not only shape the trajectory of AI development but also strive to ensure its beneficial integration into the fabric of our interconnected world.

Terence Mills, the CEO & Chief AI Architect at Veuu, is at the forefront of innovation, pioneering groundbreaking solutions that revolutionize the healthcare FinTech landscape. With a keen problem-solving mindset driving his strategy, Terence has elevated Veuu to unprecedented heights, infusing the healthcare sector with a fresh perspective. Serving as both CEO and Chief AI Architect, he embodies a commitment to crafting innovative AI-driven solutions, a cornerstone of Veuu's remarkable journey. In the past five years, he led AI.io's exploration into healthcare, identifying inaccurately coded medical claims as a critical issue plaguing the industry. Rather than focusing solely on claims data, he recognized a language barrier rooted in the diverse communication styles of doctors.

Leveraging his AI expertise, Terence pioneered a unique approach, delving into computational linguistics and metric modeling to enhance communication and streamline comparisons between different models. This innovation culminated in the creation of Veuu, an AI-driven solution empowering healthcare providers with automated coding, predictive claim payments, and robust risk assessment tools. His strategy for navigating healthcare challenges prioritizes AI's problem-solving capabilities, ensuring tailored solutions address specific industry needs. With a focus on process automation, ROI, and cost reduction, Veuu collaborates closely with domain experts and data scientists to craft comprehensive solutions. This synergy fosters a deep understanding of business problems, enabling the development of effective and contextually relevant solutions.

Looking ahead, Terence envisions a future healthcare methodology characterized by enhanced accuracy, cleaner claim processing, and instantaneous adjudication. Veuu's transformative capabilities, including voice-to-text conversion and ethical AI training, position it as a frontrunner in redefining healthcare operations. Through transparent AI and stringent security measures, Terence sets a benchmark for excellence, ensuring Veuu remains a trusted partner in the healthcare landscape. With upcoming initiatives like the single payments platform pilot and advancements in natural language processing, Veuu under Terence's leadership continues to shape the future of healthcare technology. As the journey unfolds, Terence's wisdom and dedication propel Veuu towards new heights, solidifying its position as a leader in AI-driven healthcare solutions.

Patrick Hudson

PATRICK HUDSON

COVER STORY

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A R T I C L E

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The Impact of Technology
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The Vital Role of
Empathy in Effective
Leadership



A BIKE CAN TAKE
YOU ANYWHERE.

 cyclekids

CYCLE KIDS HARNESSES THE EXCITEMENT OF RIDING A BIKE TO PUT CHILDREN ON A PATH TO SUCCESS.





Terrence Mills

CEO & Chief AI Architect
Veeva

As AI technologies continue to advance, they hold the potential to reshape various aspects of the healthcare ecosystem, offering innovative solutions and contributing to the ongoing progress of the industry. The artificial intelligence (AI) industry, where Terence Mills is actively engaged, represents a dynamic and transformative sector. Within this expansive field, Terence specifically navigates the healthcare sector, aiming to revolutionize how the industry operates. The healthcare-focused AI endeavors involve developing solutions to streamline processes, enhance accuracy in medical coding, evaluate risk in medical claims, and provide instant adjudication – leading to improving the quality of care.

Revolutionizing Healthcare Communication: The Terence Mills Story

The driving force behind Veuu, Terence Mills, is a groundbreaking healthcare FinTech venture that showcases the profound influence leadership can wield over a company's journey. With a problem-solving mindset at the core of his strategy, Mills has not only led Veuu to unprecedented heights but has also injected a fresh perspective into the healthcare arena. Serving as both the

CEO and Chief AI Architect of Veuu, Terence personifies dedication to devising innovative AI-driven solutions for business challenges, marking a significant factor in Veuu's triumphant journey.

In the past half-decade, Terence led AI.io's foray into healthcare, revealing a known, critical issue that continues to persist industrywide: faulty and inaccurately coded medical claims leading to claim adjustments, denials, and prolonged financial cycles. He identified the core problem as a language concern rather than a claims data issue, arising from the diversity in how doctors spoke. Amidst an industry

fixated on training AI systems solely on claims data, Terence adopted a distinctive approach. Recognizing the insufficiency of data to train a system due to the uniqueness of patient encounters and the varied communication styles of doctors, he leveraged his AI expertise. By delving into computational linguistics, metric modeling, and deep learning, Terence devised a solution that enhanced communication and facilitated comparisons between different models.

This innovative approach materialized in the form of Veuu. Empowering healthcare providers, this AI-driven solution not only automates coding but



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Terence Mills, at the helm of Veuu, is leading a journey where healthcare meets groundbreaking FinTech, transforming complexities into triumphs and coding into an art of accuracy.

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also predicts claim payments and facilitates robust risk assessment, allowing Veuu to confidently adjudicate the claim instantly.

Innovating and Navigating the AI Landscape

Positioned on the cutting edge of AI, Terence's focus remains on continuous development, consistently seeking new avenues to enhance AI solutions through advanced modeling. At the heart of these endeavors is a commitment to experimentation deeply ingrained in the companies' DNA. Through experimentation, science guides the way, often unveiling fresh perspectives for architecting solutions.

The pursuit of new directions involves, among other things, reducing memory overhead and computing power to enhance the speed and efficiency of solutions. Simultaneously, openness to changes in pipeline management accompanies the deployment of new solutions. Terence's approach ensures that Veuu remains a dynamic player in the realm of AI, with a commitment to progress and a willingness to explore uncharted territories in the pursuit of refining and advancing their solutions.

Navigating Healthcare Challenges: Approach with Veuu

Terence emphasizes a focused strategy that places the AI's problem-solving capabilities at the forefront of all business and development endeavors. Describing healthcare as an ocean, this approach ensures that addressing specific problems takes precedence in the overall development strategy. The core of Veuu's focus within the healthcare realm revolves around process automation through AI and the crucial aspects of return on investment (ROI) and cost reduction. These focal points guide the team in the pursuit of practical solutions tailored to the healthcare domain.

To achieve tangible results, Veuu adopts a collaborative approach, bringing together a team of domain experts and data scientists. This collaboration aims to provide data scientists with a deep understanding of business problems from domain experts, allowing them to receive context and guidance for crafting effective solutions. An illustrative example is healthcare coding, a task of nuances and complexities in each patient encounter. Domain experts play an important role in offering context about various aspects, from modifiers, to



bundling, to value-based care, ensuring that data science can architect a comprehensive and accurate solution. This synergy between domain expertise and data science lies at the heart of Veuu's strategy to navigate and address challenges within the healthcare landscape.

Revolutionizing Healthcare Methodology: Veuu's Vision for the Future

Terence's goal is to pave the way for a future state characterized by enhanced accuracy, cleaner claim processing, risk-profiled claims, and instantaneous adjudication of claims. At the core of Veuu's mission is a commitment to redefining how healthcare operates. The emphasis is not just on incremental improvements but on a substantial shift in methodology, promising a future where the complexities of claim processing are

streamlined for greater efficiency and precision.

The envisioned future state encompasses a healthcare landscape where claims are not only handled swiftly but also with a heightened level of accuracy. This shift towards instant adjudication of claims is poised to bring about a transformative change, reducing delays and enhancing overall efficiency in the healthcare system. Terence, through Veuu, sets the stage for a future healthcare methodology that goes beyond the ordinary, aiming for a landscape marked by precision, cleanliness, risk profiling, and the swift resolution of claims.

Voice to Text: Streamlining Healthcare Communication with Veuu

Terence seeks to unveil a groundbreaking capability for coding a

healthcare claim and hopes to deliver it in Q4 2024: the ability to convert a doctor's voice during exams or in the operating room into text. This transformative feature seamlessly integrates into the Veuu pipeline, facilitating analysis through codeVeeu and riskVeeu. The significance of this capability lies in its potential to significantly reduce time expenditure while enhancing the accuracy of results. By capturing the entirety of what a doctor says, Veuu goes beyond traditional transcription methods used in Electronic Medical Records (EMR). This not only benefits the coding process but also serves as a robust tool for audit defense for healthcare providers.

This innovative approach by Terence Mills and Veuu offers a practical solution that improves efficiency and accuracy and serves as an asset when audited for healthcare providers.

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I embrace the continuous evolution where AI isn't just a tool but a transformative journey, shaping a future in healthcare.

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Veuu's Commitment to Ethical AI in Healthcare

At Veuu, ethical artificial intelligence (AI) takes center stage, especially when it comes to codeVeuu. Unlike traditional approaches relying on claims data, codeVeuu is trained specifically on domain-specific medical language. The rationale behind this choice is rooted in the understanding that AI cannot be adequately trained on claims data due to the inherent diversity in every medical encounter. Claims data, with its potential for bias and lack of specific information for accurate coding, is sidestepped in favor of a focus on the coding the language in the doctors' notes, while also accounting for regulatory guidelines and compliance. The unique training approach ensures no bias as codeVeuu translates precisely what the doctor said and the procedure(s) performed rather than coding to get paid.

Veuu has gone a step further by constructing a language library, a lexicon composed of millions of healthcare words, phrases, synonyms, and sentences. This dynamic language library expands with each coding instance undertaken by codeVeuu. The cumulative effect enhances accuracy and the system's capacity to capture, learn, and effectively code all relevant language elements present in a doctor's note.

Securing Excellence: Veuu's Commitment to Transparent and Secure AI

Under Terence Mills' guidance, Veuu sets a benchmark for AI standards, emphasizing the adoption of white-box AI. This approach stands in stark contrast to black-box AI, as white-box AI possesses the unique ability to explain its decision-making process. This transparency becomes a standard of excellence, particularly in healthcare, where understanding the rationale behind AI decisions is crucial.

White box AI, as championed by Veuu, not only offers clarity but also serves as a robust tool for audit defense in the healthcare domain. Take healthcare coding for instance, when codeVeuu codes a claim, it sends back the assigned codes to the Electronic Medical Record (EMR) and also provides a confidence score, an explanation of the assigned code, and the code definition. This information is stored in the EMR, creating a comprehensive record that can be referenced in the event of any questions arising from an audit.

Beyond transparency, Veuu prioritizes security in its very architecture. The Veuu Platform is meticulously designed with security at its core, ensuring a secure environment for the deployment of AI solutions. In essence, Terence Mills'



approach with Veuu not only focuses on transparent AI but also places security at the forefront, contributing to a healthcare landscape characterized by excellence, clarity, and robust defense mechanisms.

Charting a Visionary Path: Veuu's Continuous Evolution in Healthcare

Veuu, under Terence Mills' guidance, looks forward to an exciting future marked by numerous noteworthy accomplishments. In Terence's view, the development of an AI solution is an ongoing journey, an ever-evolving process that paves the way for a significant shift in the healthcare industry's methodology.

The ambitious goal is to transform the coding of healthcare claims, transitioning from a subjective process back to an objective one. This shift is envisioned to propel the current state of healthcare claims to a future state, ultimately enhancing the quality of care. Notably, Veuu has plans to securitize healthcare claims in 2024, a strategic move expected to turbocharge the adjudication process. To achieve these milestones, Veuu remains committed to relentless work and innovation. Terence Mills emphasizes that the journey is far from over, with ongoing efforts and exciting developments shaping the path ahead.

Collaborating with CAQH, Veuu is set to pilot a novel payments platform for

healthcare in Q3 2024. This groundbreaking initiative aims to introduce full transparency and reduce fraud in the healthcare payment landscape. The pilot, involving a payer, a provider, and a bank, is designed to showcase the potential of same-day payments coupled with robust audit capabilities.

Under Terence's leadership, Veuu is positioned to pioneer AI modeling that redefines natural language processing, catering to a broader spectrum of goals and specialties within healthcare. The deep development pipeline promises not only growth but also a favorable return for shareholders, outlining a trajectory of continuous evolution and impactful contributions in the healthcare sector.

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Terence Mills, the visionary guiding Veuu, leads a revolution in healthcare, unravelling the language complexity and reshaping AI to adapt and lead in the ever-evolving landscape.

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Terence's Insightful Advice for Success

In sharing his wisdom in the realm of artificial intelligence (AI), Terence emphasizes the importance of a strategic approach. According to him, the foundation of a winning business plan in AI lies in the meticulous identification of the business problem before embarking on the development of a solution. Building a solution and then seeking a problem, he emphasizes, is an unlikely path to success.

Moreover, Terence emphasizes the crucial role of domain expertise when tackling the identified problem. Taking healthcare as an example, he highlights that solving healthcare-related issues demands a deep understanding of the domain. The selection of a problem necessitates expertise in that field to ensure a comprehensive and effective solution.

Terence places a significant emphasis on the people involved in the process, asserting that the right team makes all the difference. Their professional expertise, especially in areas like healthcare, where security is paramount due to HIPAA, PHI, and PII concerns, is crucial. Without the right individuals advising and implementing the necessary security measures, solutions may not pass risk assessments. Terence suggests that serious solution providers must consider and implement SOC 2 Type 2 measures, despite being a substantial investment. This not only ensures compliance but also opens doors to collaboration with banks, hospitals, and other institutions, reinforcing the seriousness and credibility of the business.





RACE AGAINST PLASTIC

Problem:

People around the world are becoming increasingly hopeless and even apathetic because fighting against pollution seems like an insurmountable task.

Insight:

Team sports are incredible at inspiring people and filling them with hope.



THE
OCEAN
RACE
AGAINST
PLASTIC

The goal is to win.

The prize is the planet.

Let's race.

Idea:

The Ocean Race, a yacht race which is also the longest professional sporting event in the world, begins the Race Against Plastic. Teams compete to see who can collect the most plastic from the ocean and the event is televised across the world to bring people together and inspire hope.

Dr.

Sankaraiah

Sreeramula.

Ph.D

Chief Executive Officer

Turilytix.Ai



Can you walk us through your professional journey till now along with the key responsibilities and objectives you're currently focused on?

Firstly, let me introduce myself. I am a data scientist with a specialization in artificial intelligence. My journey in this field began when I pursued my Ph.D. in IT, where I delved deep into the world of data and its applications. During my research, I discovered the immense potential of AI in transforming industries and solving complex problems. After completing my doctoral studies, I joined a leading technology company as a Data Scientist. In this role, my key responsibility was to develop and implement machine learning algorithms to extract meaningful insights from large datasets. I worked closely with cross-functional teams, including software engineers and domain experts, to design and build scalable data-driven solutions.

After 16 years of experience, I decided to take a leap of faith and start my own AI-based start-up called Turilytix.AI. As the founder, I had a wide range of responsibilities, from developing the overall business strategy to building a team of talented individuals who shared my passion for AI. One of my key responsibilities was to identify market opportunities and design innovative AI solutions that could address real-world challenges faced by businesses. As the CEO of Turilytix.AI, my role to oversee the day-to-day operations of the company but also had to ensure that our products and services were meeting the needs of our clients.

How do you stay updated on the latest advancements and trends in artificial intelligence, and how do you incorporate that knowledge into your work?

As an AI enthusiast, I understand the importance of staying updated on the latest advancements and trends in artificial intelligence.

One of the best ways to stay updated on AI is by following renowned experts and thought leaders in the field.

Attending AI conferences and meetups is an excellent way to network with industry professionals and stay updated on the latest AI trends.

Experiment with Open-source AI Projects.

Staying updated in the field of AI requires continuous learning and adapting to new technologies.

In a collaborative AI team, how do you effectively communicate complex technical concepts to non-technical stakeholders?

In a collaborative AI team, effectively communicating complex technical concepts to non-technical team members is crucial for the success of the project. It can be challenging to bridge the gap between those who have a deep understanding of the technical aspects and those who do not.

1. Understand your audience: Before I start explaining a technical concept, it is important to understand the background and knowledge level of my audience.
2. Use simple language: Avoid technical jargon and complex terminology as much as possible. Break down complex ideas into smaller, more digestible pieces.
3. Visualize the concept: Visual aids such as diagrams, charts, or infographics can be incredibly helpful in conveying complex ideas.
4. Provide real-life examples: Relate technical concepts to real-life scenarios or everyday situations that audience can easily grasp.
5. Encourage questions and feedback: I Create an open and welcoming environment where non-technical team members feel comfortable asking questions and seeking clarification.
6. Use storytelling techniques: Storytelling is a powerful tool for communication.
7. Break it down step by step: When explaining a complex technical concept, break it down into smaller, more manageable steps.

What role do ethics play in your approach to developing AI solutions, and how do you ensure responsible AI practices in your work?

At turilytix.ai, we place a strong emphasis on ethics in our approach to developing AI solutions. We recognize the importance of responsible AI practices to ensure the well-being of individuals and society as a whole.

To ensure responsible AI practices, we follow a comprehensive framework that includes several key elements.

1. we prioritize transparency and explainability in our AI models and algorithms.
2. we are committed to fairness and avoiding bias in our AI solutions.
3. We adhere to strict data privacy regulations and implement robust security measures to safeguard the personal information of individuals. We continuously strive to ensure that our AI solutions are developed and deployed in a manner that aligns with ethical principles and societal values.

As AI technologies evolve, how do you ensure your skills remain relevant, and what steps do you take to continue your professional development?

As the CEO of Turilytix.AI, it is crucial for me to stay updated and ensure my skills remain relevant in the fast-paced field of AI technologies.

Continuous Learning: I prioritize continuous learning by staying up-to-date with the latest advancements, research papers, and industry trends in AI technologies.

Networking and Collaboration: I actively engage in networking events, conferences, and industry forums to connect with professionals, researchers, and thought leaders in the AI field.

Mentoring and Coaching: I believe in the power of mentorship and coaching, which helps me broaden my understanding of AI technologies.

Partnerships and Collaborations: I foster partnerships and collaborations with other companies, academic institutions, and research organizations

Monitoring Industry News and Publications:

Encouraging a Learning Culture: Within my organization, I encourage a learning culture by promoting continuous learning and professional

development among our team members.

What would be your future endeavors and where do you see yourself in the near future?

As CEO of Turilytix.AI, my future endeavors revolve around pushing the boundaries of AI technologies, driving the growth and success of the company and expanding the company's impact in the market.

Mainly involve driving innovation, scaling the business, establishing thought leadership, nurturing talent, and making a positive social impact. These aims will propel Turilytix.AI to be at the forefront of AI technologies. I see myself leading Turilytix.AI to become a prominent player in the AI industry, expanding our solutions, and empowering businesses with advanced analytics and AI-driven insights. In the near future, I see Turilytix.AI making significant contributions to the field and becoming a trusted leader in the AI industry.

For the upcoming generation of young and passionate ones aspiring to work and succeed in this competitive field just like you have been, what advice & tips would you give them?

Develop a strong foundation: Start by learning the fundamentals of AI

Stay curious and keep learning: AI is a rapidly evolving field, so continuously need to expand knowledge and explore new technologies.

Gain practical experience: Need to explore opportunities to work on AI projects, participate in competitions, or contribute to open-source projects.

Collaborate and network: Engage with like-minded individuals, join AI communities, attend conferences, and participate in online forums.

Embrace interdisciplinary learning: AI intersects with various domains, such as healthcare, finance, and robotics. Explore how AI can be applied to different industries and develop domain knowledge to make your AI solutions more effective.

Persistence and adaptability: AI is a challenging field that requires persistence and adaptability.

Embrace Continuous Learning: AI is a rapidly developing field, and it requires continuous learning to stay relevant.

Communication Skills: AI is not just about technical expertise; it also requires effective communication skills. Be able to explain complex AI concepts to non-technical stakeholders and present our work coherently.

Be Passionate and Contribute: Need to be passion for AI and its potential to transform industries and society.

Ethics and Responsible AI: Understand the ethical implications of AI and the importance of responsible AI development. Develop a strong sense of ethics, privacy, and fairness in the AI solutions we create. Work towards ensuring that AI benefits humanity as a whole and mitigates potential biases or negative impacts. Strive to develop responsible AI solutions.

Success in AI requires a combination of strong technical skills, a growth mindset, continuous learning, collaboration, and a passion to make a positive impact.

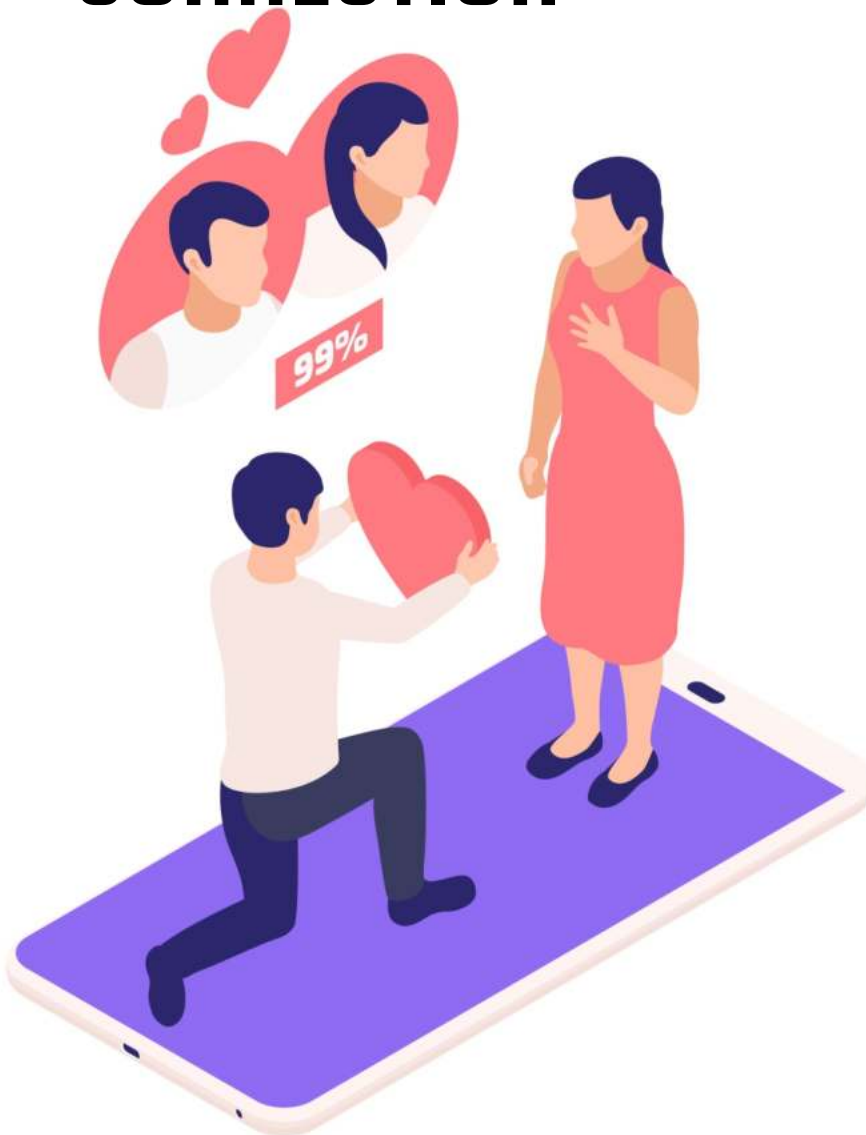


THE IMPACT OF TECHNOLOGY ON RELATIONSHIPS: NAVIGATING THE DIGITAL AGE OF CONNECTION

In today's digital age, technology has revolutionized the way we communicate, connect, and maintain relationships. From social media platforms and messaging apps to video calls and online dating, technology has facilitated unprecedented levels of connectivity and convenience. However, alongside its benefits, technology also poses unique challenges and complexities for relationships. This comprehensive guide explores the influence of technology on various aspects of relationships, including communication, intimacy, trust, and boundaries, offering insights and strategies for navigating the digital landscape of modern relationships.

Evolution of Communication

The advent of technology has transformed the landscape of communication, offering a myriad of tools and platforms for staying connected with others. Social media platforms like Facebook, Instagram, and Twitter have become ubiquitous channels for sharing updates, photos, and thoughts with friends and family. Messaging apps such as WhatsApp, iMessage, and Snapchat enable instant communication across distances, fostering real-time interactions and emotional connections. Additionally, video conferencing platforms like Zoom and Skype have bridged geographical barriers, allowing for



face-to-face communication and virtual gatherings.

Impact on Intimacy and Connection

While technology has facilitated greater connectivity, its impact on intimacy and connection in relationships is nuanced. On one hand, digital communication platforms enable individuals to maintain contact with loved ones regardless of geographical distance, fostering a sense of closeness and continuity in relationships. Video calls, in particular, can enhance intimacy by providing visual and auditory cues that mimic in-person interactions.

However, the reliance on digital communication can also pose challenges to intimacy and emotional connection. Text-based communication lacks the nuances of face-to-face interaction, making it easier for misunderstandings to arise and emotions to be misinterpreted. Moreover, the constant connectivity afforded by smartphones and social media can lead to distraction and disengagement during interpersonal interactions, detracting from the quality of communication and connection.

Building Trust in the Digital Age

Trust is a cornerstone of healthy relationships, and technology plays a significant role in shaping trust dynamics between individuals. Social media and online platforms offer unprecedented access to information about others, including their activities, interests, and social connections. While this transparency can foster openness and honesty in relationships, it can also give rise to feelings of jealousy, insecurity, and mistrust.

Moreover, the prevalence of online communication and digital interactions can blur the boundaries between personal and professional relationships,

leading to potential conflicts of interest and ethical dilemmas. Maintaining trust in the digital age requires clear communication, mutual respect, and transparency about online activities and interactions. Establishing boundaries around technology use and respecting each other's privacy and autonomy can help foster trust and security in relationships.

Navigating Digital Boundaries

In the era of smartphones and social media, establishing and maintaining boundaries around technology use is essential for preserving the health and well-being of relationships. Setting boundaries around device usage, screen time, and social media engagement can help prevent technology from intruding on quality time spent together and detracting from meaningful interactions.

Additionally, couples can benefit from discussing and negotiating boundaries related to privacy, online sharing, and digital communication with others. Respect for each other's boundaries and preferences regarding technology use is crucial for maintaining harmony and balance in relationships. Regular check-ins and open communication about digital boundaries can help address any issues or concerns that arise and ensure that both partners feel valued and respected in the relationship.

Strategies for Healthy Tech Habits

Despite the challenges posed by technology, there are several strategies couples can employ to foster healthy tech habits and strengthen their relationships:

Schedule Tech-Free Time

Designate specific times or activities

as "tech-free zones" where devices are turned off or put away to focus on quality time together without distractions.

Practice Mindful Communication

Be present and fully engaged during face-to-face interactions, avoiding multitasking or checking devices. Practice active listening and empathy to deepen connection and understanding.

Set Boundaries

Establish clear boundaries around technology use, including screen time limits, social media usage guidelines, and privacy preferences. Respect each other's boundaries and communicate openly about any concerns or discomforts.

Prioritize Face-to-Face Interaction

Make an effort to prioritize in-person communication and physical affection in your relationship, recognizing the unique value of nonverbal cues and emotional expression.

Seek Support When Needed

If technology-related issues or conflicts arise in your relationship, don't hesitate to seek support from a therapist or counselor who can help facilitate productive communication and problem-solving.

Technology has fundamentally reshaped the landscape of modern relationships, offering unprecedented opportunities for connection, communication, and collaboration. While technology can enhance intimacy and facilitate meaningful connections, it also presents unique challenges and complexities that require thoughtful navigation and communication. By prioritizing mindful communication, establishing clear boundaries, and fostering healthy tech habits, couples can harness the benefits of technology while preserving the intimacy and connection that are essential for thriving relationships in the digital age.





DR. DURGA PRAKASH

Managing Director,
Global Capability Centre of a Fortune 20 Healthcare Firm

Successful leaders in this domain of the IT and consulting sectors not only possess a deep understanding of technologies but also demonstrate the ability to navigate complex challenges and foster a culture of innovation within their teams. In an era marked by rapid digital transformation, visionary leaders play a crucial role in steering organizations toward technological excellence. They embrace agility, encourage creative problem-solving, and prioritize continuous learning, ensuring that their teams remain adaptable and at the forefront of industry advancements.

Dr. Prakash's leadership is characterized by a commitment to innovation, as evidenced by his instrumental role in steering advanced analytics, machine learning, data sciences, and applied artificial intelligence capabilities in India. His expertise lies in establishing and scaling Global Capability and Innovation Centers for leading Fortune 100

companies, showcasing a profound engagement with technology-driven solutions and advancements across various industries. His influence extends beyond corporate boundaries, actively contributing to India's AIML society and collaborating with academic institutions to nurture talent in AI and data sciences. His enduring dedication to scale, maturity, and innovation underscores his impact on shaping the technology landscape.

Dr. Durga Prakash: A Pioneer in Global Capability and Innovation Centers

Dr. Durga Prakash, a seasoned professional with over 27 years of practical experience, has been instrumental in establishing and scaling global capability and innovation centers for leading Fortune 100 companies. His journey started in 1996 with Gemini Management Consultant, where he served as a consultant tasked with building the



world's inaugural ERP software for the global reinsurance industry. Over the years, he has contributed his expertise to renowned organizations such as Oracle India, Accenture, Temenos, and Karvy Analytics. Presently, he holds a significant role in India's fastest-growing Global Capability Center, catering to a Fortune 20 US healthcare firm with an impressive 83-year history in the business.

Dr. Prakash's professional journey has seen him play diverse roles in technology and software engineering. His career ascent has been marked by consistent growth, reaching the pinnacle as the managing director of a firm employing 20,000 individuals. In this leadership role, he oversees the operations of a dynamic organization, steering it towards continued success and innovation.

Shaping Global Workforce Dynamics for Fortune 100 Firms

In the contemporary business landscape, Dr. Durga Prakash emphasizes the important role of a global workforce for Fortune 100 companies. Recognizing India's prowess in technology, particularly in AI, digital platforms, and innovation, he underscores the significance of tapping into the country's extensive talent pool. With India currently having the largest working class globally and an anticipated 250 million graduates entering the workforce in 2025, the country emerges as a key player in driving global innovation. He sheds light on the strategic investment in global talent and capability building that has fueled transformative initiatives within his firm.

Reflecting on his 27-year journey, Dr. Prakash expresses satisfaction in achieving significant milestones. Notably, he has successfully created the largest big data and engineering capability and, more recently, the largest AI capability for global capability centers of Fortune 100 firms. He has showcased the important role of scale and maturity in the digital transformation of firms, a contribution he continues to make with dedication and expertise.

Navigating the AI Landscape: Dr. Durga Prakash's Balanced Approach

When it comes to artificial intelligence (AI), Dr. Durga Prakash advocates a nuanced perspective, distinguishing between everyday AI and game-changing AI. Recognizing the importance of a dual strategy, he emphasizes the need for a balanced approach that treads in both present and future realms. Striking equilibrium between short-term and long-term goals is a priority, a feat achieved through close

collaboration with strategy and business teams, ensuring tangible business value realization. He underscores the essence of innovation through rapid experimentation, fostering close partnerships with business entities.

This collaborative mindset, rooted in co-creation and co-value creation, is driven by a keen awareness of business drivers. The journey towards value realization with advanced technologies, such as generative AI, is streamlined by effective communication, education, and strategic planning. The key to Dr. Prakash's success lies in his ability to convince, educate, plan, and experiment expediently. This quick realization of value is facilitated by a commitment to proper investments, strategic alignment, and a mindset geared towards experimenting with smaller Proof of Concepts (POCs) leading to Minimal Viable Products (MVPs). His approach can be distilled into a simple yet effective two-stage process that ensures a harmonious balance in the dynamic landscape of AI development.

Strategic Leadership for Business Innovation

Dr. Durga Prakash showcases the importance of executive leadership commitment. This commitment, along with a growth mindset, forms the foundation for driving flexibility and adaptability in the ever-evolving business landscape.

Dr. Durga Prakash's insights revolve around a holistic approach to leadership and innovation. By fostering a growth mindset, embracing flexibility, and forging strategic partnerships, businesses can position themselves to seize early opportunities and maintain a competitive edge in the dynamic market landscape.

Nurturing a Culture of Innovation: Insights from Dr. Durga Prakash

In his role as the Managing Director for Innovation, Dr. Durga Prakash sheds light on the crucial responsibility of cultivating a culture of innovation within the organization. Emphasizing the need to question the status quo and think from first principles, he aims to instill a mindset that encourages quick failures and faster learning within the framework of a large company culture. The core focus is on fostering innovation, adoption, and the patience to see these innovations through to fruition. This daily commitment involves creating an atmosphere that promotes open communication, ideation, and the development of creative thinking throughout the organization.

To structure and support this culture, a framework and tools have been established. This framework serves as a mechanism for capturing ideas, providing funding for promising concepts, and actively encouraging experimentation. In recognition of innovative efforts, Dr. Prakash underscores the importance of implementing a system to reward and retain individuals who contribute to the culture of innovation within the firm. His approach reflects a commitment to creating an environment where ideas are not only valued but also supported, leading to a continuous cycle of innovation that propels the organization forward.

Fostering Collaborative Innovation

Dr. Durga Prakash, in his collaborative role, emphasizes the importance of working closely with all lines of business and corporate functions across different regions. The focus is on developing partnerships by exploring the limits of what is possible and setting ambitious goals of innovation that drive the organization toward future possibilities. As part of a cohesive leadership team, the approach is rooted in fostering co-creation and co-value generation teams through close collaboration. Dr. Prakash highlights the fundamental processes of nurturing ideation, guiding ideas through execution via rapid experimentation, and maintaining a seamless flow of collaboration.

The team's commitment extends to aligning innovation goals with the broader organizational objectives. The emphasis is on driving execution towards tangible business value while retaining the intellectual premium within the firm. This unified approach ensures that innovation is not just a concept but a practical means of achieving meaningful results in alignment with the organization's larger goals.

Dr. Durga Prakash's Vision for Future Leadership Impact

In contemplating his future endeavors, Dr. Durga Prakash envisions himself as an impactful leader poised to leave a lasting legacy in the annals of business history. His aspirations extend beyond conventional success, aiming to make meaningful contributions that resonate with both the business realm and society at large.

Dr. Durga Prakash's Advice for Future Generations

Drawing from his own experiences, Dr. Durga Prakash offers straightforward advice to the future generation. His advice centers on authenticity, self-investment, and a readiness to embrace challenges. He emphasizes the idea that prepared minds are more likely to attract fortune, underscoring the importance of being true to oneself and staying open to new opportunities.



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Neel Pandya

Chief Executive Officer, EMEA & APAC
Pixis

Can you walk us through your professional journey till now along with the key responsibilities and objectives you're currently focused on?

I was sixteen when I sold insurance in a parking lot. That was my first job. And since then there was no stopping. I worked with different brands and agencies including Vodafone, Group M and L'Oreal to name a few, and industries too. However, once I stepped into the tech and B2B side of things at Pixis as the CEO (EMEA & APAC), my perspective on marketing and advertising transformed quite a bit. Technology is advancing every moment and also as we speak, so evolving continually is inevitable. Ensuring the world gets to witness the tech revolution is the objective.

How do you stay updated on the latest advancements and trends in artificial intelligence, and how do you incorporate that knowledge into your work?

My strength lies in networking and thoroughly prioritize staying well-connected in the industry. Events, exclusive round table conferences and award shows not only foster meaningful relationships but also keep me abreast of the latest industry trends and developments. Additionally, I maintain a strong

digital presence, regularly consuming news through social media, online publications, and magazines, ensuring a comprehensive understanding of current affairs.

Additionally, I am committed to continuous learning through various mediums such as podcasts and interviews. By engaging with thought leaders and industry experts, I aim to glean diverse perspectives that contribute to my strategic decision-making and overall leadership approach.

In a collaborative AI team, how do you effectively communicate complex technical concepts to non-technical stakeholders?

At Pixis, simplicity and innovation are at the core of our approach. We've engineered our AI infrastructure with the belief that technology should be accessible and user-friendly. Brands can seamlessly elevate their performance marketing using our solution, as it is designed for quick and easy deployment, requiring no coding expertise. This user-friendly feature empowers businesses to initiate our AI infrastructure within minutes, streamlining the process for optimal efficiency.

One of the ways we showcase the impact of Pixis' AI is through detailed case studies. These studies serve as compelling narratives, illustrating how our technology has played a pivotal role in assisting various brands to achieve their goals rapidly and with precision. By highlighting real-world examples, we aim to demonstrate the practical applications of Pixis' AI in delivering swift and accurate results for businesses across different industries.

What role do ethics play in your approach to developing AI solutions, and how do you ensure responsible AI practices in your work?

Any new technological developments the world is introduced to is intriguing and exciting for all but at the same time it needs to be governed with a lot of care so that misuse is not a concern. And this is where ethics comes into play. The same formula or logic applies to AI.



Surely, artificial intelligence is the norm now, and no more a 'new tech'. But it's certainly crucial to ensure user data, insights and other parameters are concealed and leveraged in the most modest and legitimate way. International and national governments are coming together to form a strong foothold on the way AI is used today. Moreover, the users themselves shouldn't miss out on remembering the fact that AI is a co-pilot and not the show runner.

Moreover, at the personal level transparency and openness is key for me when it comes to managing and strategizing the 'way forward' for our AI infrastructure. Our teams are well versed with the drill of ensuring customer data is paramount and that breaching any policy will not come with a good outcome. Strict rules are followed and revolutionary innovations are contrived.

As AI technologies evolve, how do you ensure your skills remain relevant, and what steps do you take to continue your professional development?

I find joy in staying informed and upskilling through diverse channels. Listening to impactful podcasts and reading insightful articles, including inspiring biographies, is a regular part of my routine. Engaging in digital spaces like publication sites, social media, and platforms like Reddit keeps me connected to global happenings and aids in continuous learning. Additionally, interacting with industry idols at global events and witnessing the practical implementation of their advice is an effective upskilling technique. However, I believe that on-the-job learning remains unparalleled in its ability to contribute to personal and professional growth.

What would be your future endeavors and where do you see yourself in the near future?

My 'the big industry switch' happened because I was focused on encouraging and ensuring India makes it to the global maps for its unmatched innovations, technology and sustainability. And so as of today, my endeavors are pretty clear - to develop Pixis' AI as world's most powerful AI ecosystem and to grow at a massive rate and top all charts and banners at leading listing sites and features.

Additionally, in the near future I aim to take on mentoring a lot more. I feel the future lies in the hands of our upcoming generations, and guiding them and molding them into the baton

holders of tomorrow, it's important to spend more quality time with them - interacting with them and learning with them.

For the upcoming generation of young and passionate ones aspiring to work and succeed in this competitive field just like you have been, what advice & tips would you give them?

The only advice that has really helped me come this long and also inspires me to walk more miles is - be patient and have faith. I think the new generation is more about being "fast" and it is not wrong at all. But what patience can bring in is incredible and never let your faith in yourself and in whoever you believe in shake your mettle to grow and succeed.



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THE PLEASURE OF LIVING

THE VITAL ROLE OF EMPATHY IN EFFECTIVE LEADERSHIP

In the realm of leadership, empathy stands out as a cornerstone trait that distinguishes great leaders from merely good ones. Far beyond a mere soft skill, empathy holds the power to transform organizational cultures, drive team performance, and foster a sense of belonging and trust among employees. In this



Comprehensive guide, we delve into the crucial role of empathy in leadership, its impact on organizational success, and practical strategies for cultivating empathy in leaders.

Understanding Empathy in Leadership

Empathy can be succinctly defined as the ability to understand and share the feelings and experiences of others. In the context of leadership, empathy goes beyond mere sympathy or compassion; it involves actively listening to others, understanding their perspectives, and responding with genuine care and understanding. Empathetic leaders possess a keen awareness of the emotions and needs of their team members, and they leverage this understanding to foster trust, collaboration, and engagement within their teams.

The Impact of Empathy on Organizational Success

Enhanced Employee Engagement
Empathetic leaders create environments where employees feel valued, respected, and understood. By demonstrating empathy towards their team members, leaders foster a sense of psychological safety, where employees feel comfortable expressing their opinions, ideas, and concerns. This leads to higher levels of employee engagement, as individuals feel empowered to contribute their best work and are motivated to go above and beyond to achieve organizational goals.

Improved Communication and Collaboration
Effective communication is essential for driving alignment, clarity, and unity within teams. Empathetic leaders excel in communication because they listen actively, seek to understand others'

perspectives, and communicate with clarity and authenticity. This fosters open dialogue, trust, and collaboration, as team members feel heard, valued, and respected by their leaders.

Stronger Relationships and Trust
Trust is the foundation of any successful team or organization, and empathy is a key driver of trust-building. When leaders demonstrate empathy towards their team members, they create a sense of connection and rapport that transcends hierarchical boundaries. This fosters a culture of trust, where team members feel comfortable taking risks, sharing feedback, and supporting one another, leading to greater cohesion and performance within the team.

Enhanced Decision-Making and Innovation
Empathetic leaders are adept at considering the perspectives and needs of diverse stakeholders when making decisions. This allows them to make more informed and inclusive decisions that take into account the interests of all parties involved. Moreover, empathy fosters a culture of innovation and creativity, as team members feel encouraged to share their ideas and experiment with new approaches without fear of judgment or reprisal.

Practical Strategies for Cultivating Empathy in Leadership

Active Listening
Practice active listening by giving your full attention to the speaker, maintaining eye contact, and refraining from interrupting or judging. Show empathy by paraphrasing the speaker's words, asking clarifying questions, and validating their emotions and experiences.

Developing Emotional Intelligence
Cultivate emotional intelligence by

increasing self-awareness, self-regulation, and social awareness. Reflect on your own emotions and triggers, and develop strategies for managing stress and staying centered in challenging situations. By understanding your own emotions, you can better empathize with the emotions of others and respond with compassion and understanding.

Seeking Diverse Perspectives
Actively seek out diverse perspectives and experiences within your team and organization. Encourage open dialogue and collaboration, and create opportunities for individuals to share their unique insights and ideas. By embracing diversity and inclusion, you can broaden your own perspective and deepen your empathy towards others.

Leading by Example
Lead by example by demonstrating empathy in your own actions and interactions. Show compassion and understanding towards team members, and model empathetic behaviors such as active listening, empathy, and collaboration. By embodying the values of empathy and compassion, you can inspire others to do the same and create a culture of empathy within your organization.

Conclusion

Empathy is not just a desirable trait in leaders; it is a critical skill that drives organizational success and fosters a positive work environment. By cultivating empathy, leaders can enhance employee engagement, improve communication and collaboration, build stronger relationships and trust, and drive innovation and creativity. So, let's harness the power of empathy to lead with compassion, understanding, and authenticity, and create workplaces where everyone feels valued,



Vidhi Chugh

CEO and Founder
All About Scale

Can you walk us through your professional journey till now along with the key responsibilities and objectives you're currently focused on?

Right from the beginning of my career, I had an unwavering commitment to discipline, curiosity, and a relentless problem-solving approach – the qualities that laid the foundation for my non-linear career growth.

Working hard on every opportunity and refusing to settle into the comfort zone has been my mantra. I have spent countless hours working on data – dissecting and analyzing it to understand the underlying pattern.

I have been an AI developer in the initial days and have built models from scratch, leading to drafting inventions in the field of supply chain.

As much as I enjoyed writing the innovations, I absolutely loved the process – how I (and my brain) grew in unimaginable ways, when I went crazy for days, building novel AI solutions.

As I was growing up the ranks, I realized that technology is just



one part of being successful in AI. There is a big gap in understanding the business requirements and translating them into technical solutions.

I have seen a lot of projects eventually getting scrapped, simply because the teams jumped into solutioning using AI, way too early, without first understanding the business problem.

Hence, I chose to lead from the front orchestrating the conversations across cross-functional teams. The next evolution in my career journey happened when I realized that all the companies undergoing digital transformation have a common thread connecting them, however, it requires an ability to zoom out and understand which initiatives to pick among the numerous problems that AI can solve.

This was by far the most under-rated yet very impactful problem I solved – and that is making everyone aware of not just the capabilities and possibilities of AI, but also its limitations.

There were two schools of thought – one, that used to be anti-AI, thinking AI is overhyped and does not add significant return on the hefty investments that such projects demand.

On the other hand, there was another opinion that AI is magic. It can solve every problem under the sun, which was obviously not the case every time.

The reality is somewhere in between.

So, my role evolved into building AI strategies to help companies understand the value proposition, opportunity cost, prioritization order of how to leverage AI effectively and efficiently.

How do you stay updated on the latest advancements and trends in artificial intelligence, and how do you incorporate that knowledge into your work?

One of the most talked about concerns for data science professionals is that there is a lot to learn and keep oneself updated with all the advancements in the field. It is a typical dilemma of breadth vs depth, as to how much is enough.

The very first step is to not think about the whole spread, but develop business acumen and build a solid grasp on programming. Soon you will realize that you have rooted your foundations.

I am an advocate of self-learning and have a habit of reading technical blogs and research papers. Further, following my peers and industry leaders either on LinkedIn or through highly recognized conferences plays an instrumental role in keeping me updated.

In a collaborative AI team, how do you effectively communicate complex technical concepts to non-technical stakeholders?

The key to communicate complex technical concepts starts with knowing the audience, their background and expertise level. Such factors drive the extent to which I tailor my communication style and level of detail; ensuring there are no jargons but more examples. Ultimately, it all boils down to an effective story-telling and I calibrate my narrative to keep the focus and attention on the topics that are of audiences' interest, and adds value to the conversation by abstracting away the deeply technical details (I generally park those details depending on the flow of conversation)

What role do ethics play in your approach to developing AI solutions, and how do you ensure responsible AI practices in your work?

I am an advocate of ethical and responsible AI, and have enabled my teams to build the ethical lens. I feel sensitizing employees about the impact of responsible AI should be the charter of every leader. We can not expect teams to convert those ethical expectations into code and build trustworthy systems. Not just within the companies I have served, I am also associated with several edtech companies to extend my institutional knowledge to the public domain.

Responsible AI practices require a mindset shift and need to be the core organizational value to become a success. It involves building guardrails and policies that facilitate business growth through technology while promoting a more responsible approach.

Over the past several years, my advocacy for the responsible adoption of AI has witnessed a transformative journey. I have seen discussions graduating from "not knowing what we are dealing with" to "being aware of our collective role in shaping the future of technology"

As AI technologies evolve, how do you ensure your skills remain relevant, and what steps do you take to continue your professional development?

Technology will continue to evolve, so my suggestion is to build problem-solving mindset, have curiosity to learn i.e. having a learning mindset, unlearn old ways of working and being agile, structured thought process and clear communication, and having an attitude of continuous/iterative development – are the skills in the ever-evolving landscape of AI and data science.

What would be your future endeavors and where do you see yourself in the near future?

I see AI Governance plays a crucial role in the success story of AI; my current and future endeavors are focused on building a ring of governance to ensure that AI is built in the right way, so that its benefits scale and not the risks.

For the upcoming generation of young and passionate ones aspiring to work and succeed in this competitive field just like you have been, what advice & tips would you give them?

There is a lot to pay attention to, starting from the basics of algorithms to how to be a data-centric professional, and extending to how to operationalize your model. But what stands one apart is the ability to understand the business problem and formulate it as a data science problem.

You will quite often find yourself in “unknown unknowns” where you do not know what you should be knowing. And, hence communication plays a big role in being a thorough data science professional.

Do not jumpstart to play around with data or algorithms right away without understanding the end goal/objective. Another piece of advice is to not just present data as an end result, but also focus on presenting the insights or the outcome that come from that data.

It is important to know your stakeholders and use the appropriate language to deliver them the information which enables them to steer the organization's focus in the right direction.

All in all, learn the art of storytelling so that it becomes easy for any technical and non-technical audience to have meaningful takeaways from your craft.





