

Life Altering

The AI Child - CrmXchange Webcast · with Sheri Greenhaus and Daniel Ziv

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The Life-Altering Moment

What started the newsletter — and why.

- December. Man-made ice. Shattered clavicle, six broken ribs, titanium plate.
- Six weeks of forced pause. That's where it started. **Stillness Is Strategic.**
- Bigger lesson: experience is only as good as your last calibration.

Are You Accelerating or Equalizing?

AI is both an equalizer and an accelerator.

The question isn't efficiency — it's what you uniquely have to compound

● **Top Performers**

● **The Middle**

● **New / Growing**



*"Do you have something unique to accelerate,
or are you relying on capabilities that just got commoditized?"*

BEFORE

AI ADOPTION

AFTER

THIS CALL MAY BE **RECORDED** FOR
AI TRAINING PURPOSES.

AI Oil. Already in Your Building.

Most under-utilized asset in your enterprise.

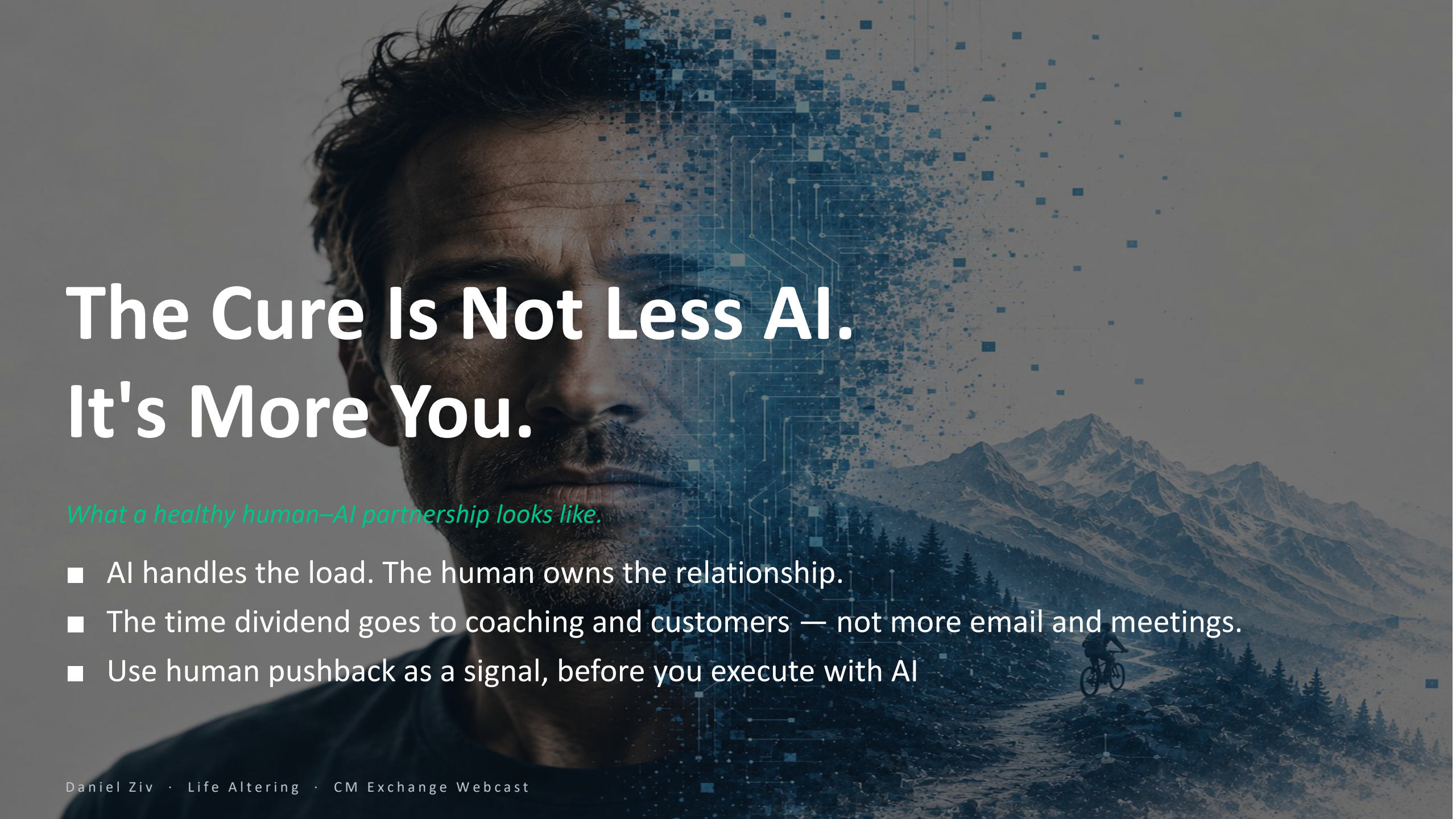
- \$20K per agent per year in raw asset value, at the \$0.30/min market rate.
- Refinery: Capture → Governance → Transcription → Redaction → Insight → Action → Impact.
- Some orgs have step 1-2. Leaders have all 7.

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\$70M+ — and That's Just Wrap-Up.

Where the next hidden ROI is hiding.

- Healthcare insurance customer: \$70M+ annual capacity savings from after-call work automation.
- Customers still want to speak with humans, compound them with AI. Quality, automation, and real time coaching on 100% of calls.
- Accelerate Insight to action with your AI oil + proven refinery



The Cure Is Not Less AI. It's More You.

What a healthy human–AI partnership looks like.

- AI handles the load. The human owns the relationship.
- The time dividend goes to coaching and customers — not more email and meetings.
- Use human pushback as a signal, before you execute with AI

Fear Is a Signal. Not a Strategy.

The conversation leadership teams are avoiding.

- The unasked question: 'If AI saves 30% of agent time, do we cut 30% of jobs?'
- Banning AI in your organization is the modern equivalent of banning fire.
- Honest version: 'Here's how the time dividend comes back to you.'

Your Moat Decides Your Trajectory.

Skills · Experience · Data · Relationships. AI compounds what's already there.

- 5 personal moats, in order: Time → Connection → Health → Skills → Finance.
- The dangerous middle: competent but undifferentiated. That's where AI compresses hardest.
- Your perceived weakness is often the most defensible moat. (Dyslexia → bestseller.)

Your Best Thinking Isn't at Your Desk.

The shower effect, captured.

- Default-mode network connects distant ideas when hands are busy, mind free.
- Capture the raw idea before AI touches it. (Plaud, voice memo, anything that works.)
- 30 minutes unplugged a day is a moat — not a luxury.

The AI Child - Two Opposite Worlds.

The AI prodigy at age 10.

- At 10: independent multi-step reasoning. Sustained context. End-to-end resolution.
- The variable isn't the machine. It's us.
- Don't let the most important moment in human history play to an empty room.

A NEW FORCE AWAKENS

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