

Passports, Partnership, & Prompts

The Human + AI Collaboration

A25

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L'ORÉAL



How does AI make
you **feel right now?**



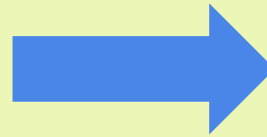
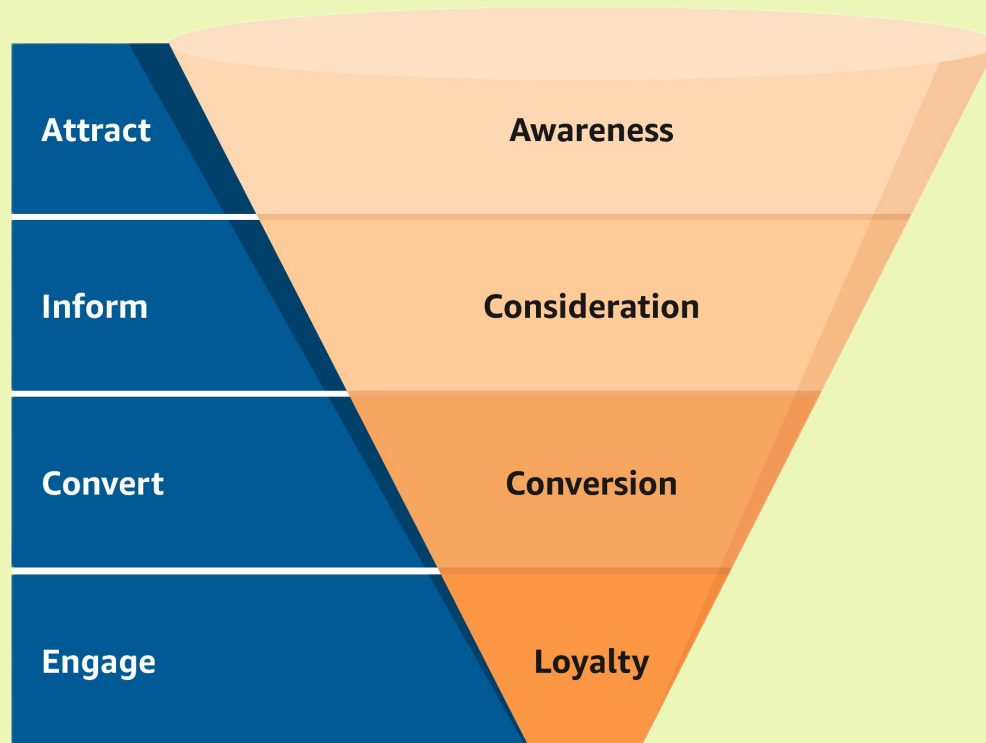
Agenda

- The Traveler Journey is Changing
- AI agents everywhere
- Leading human & AI teams
- The Great Debate

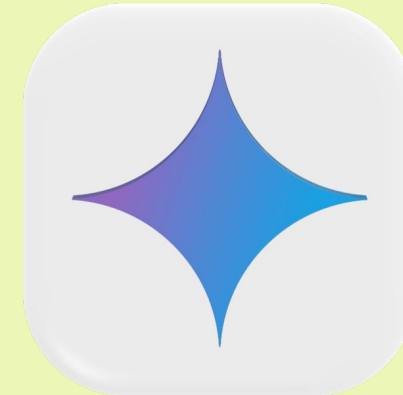
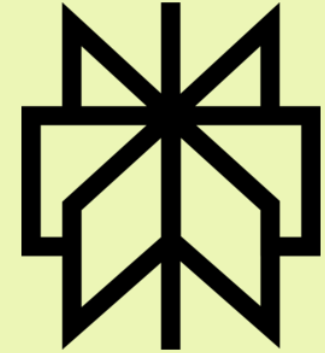
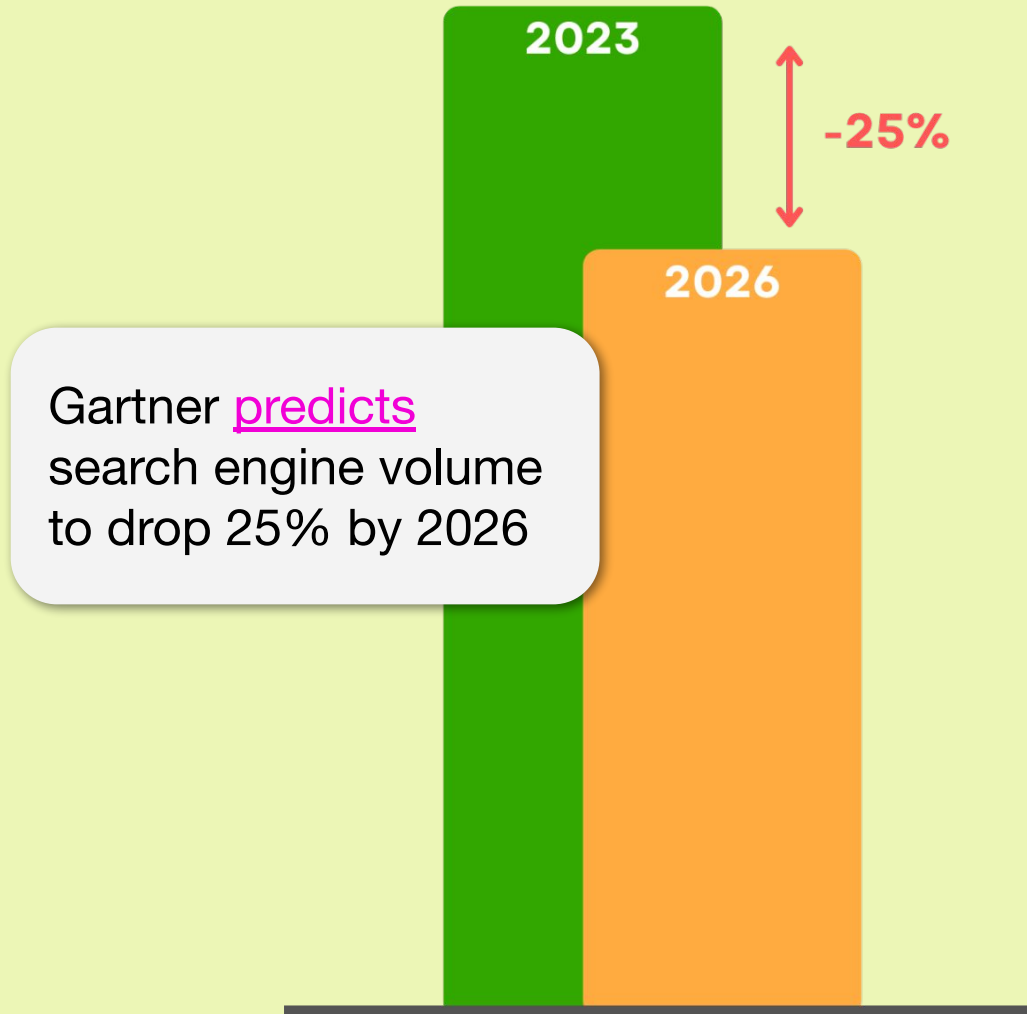
The Traveler Journey is Changing



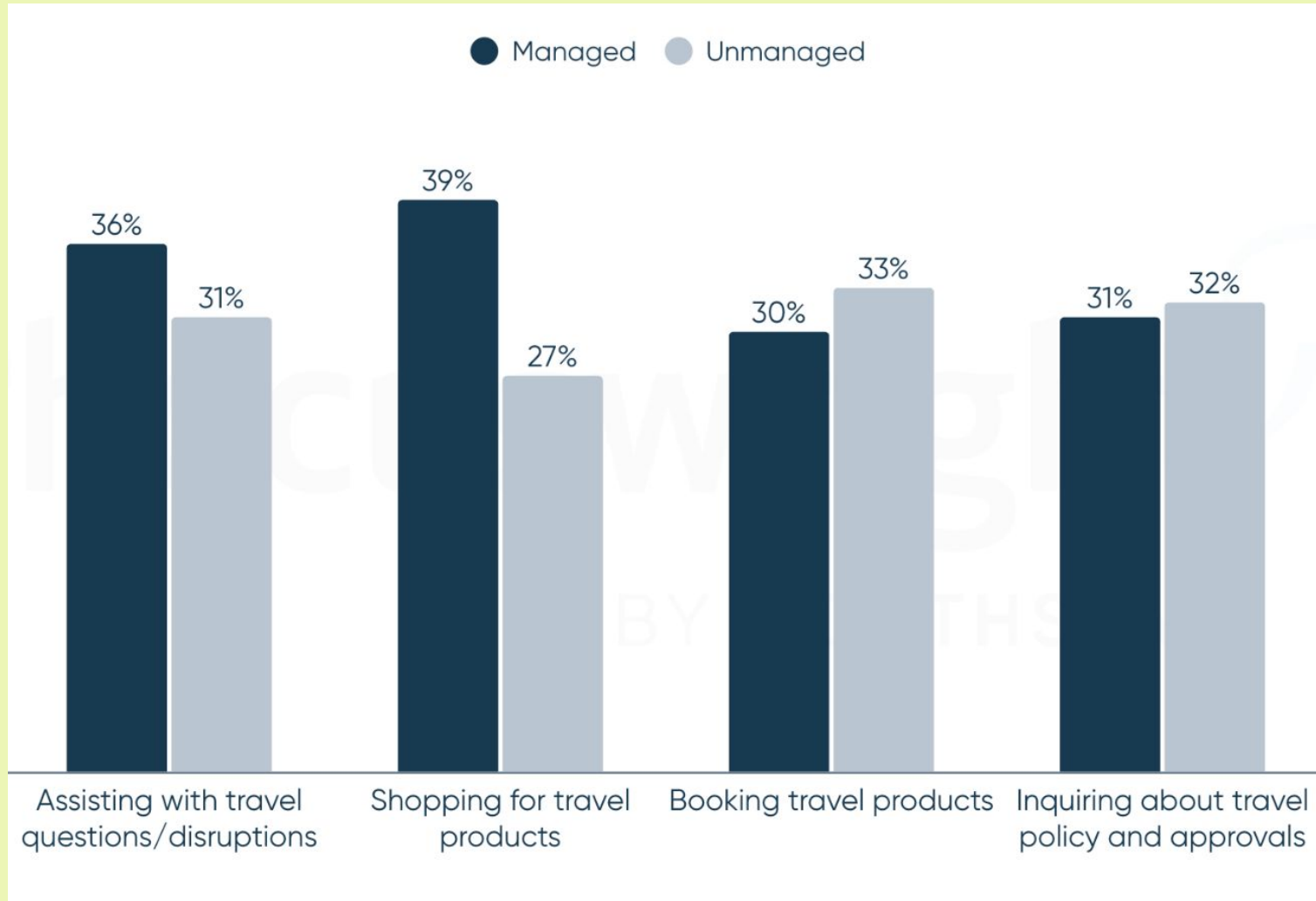
From linear to unpredictable



AI search is killing traditional SEO



Business travelers are increasingly using AI

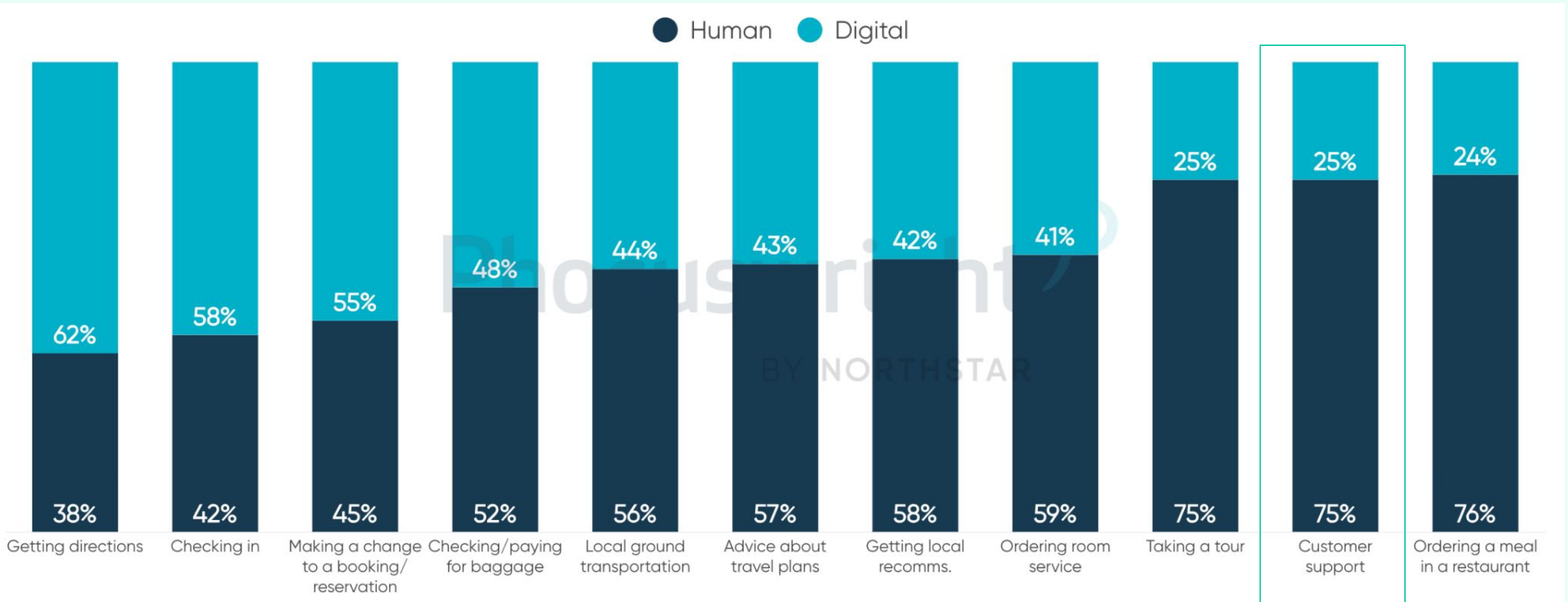




The AI Traveler is the Default

- They're more informed
- They ask more sophisticated questions
- They escalate faster when things don't meet expectations

But they still want human connection



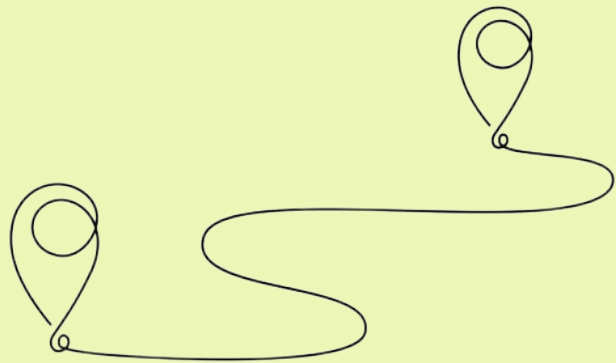
Question: What type of interaction would you prefer for each of the following travel experiences? Please choose your preferred method even if you haven't yet experienced it.

Base: U.S. digital travelers (N=1,502)

Source: Phocuswright's Travelers and Tech 2024: Attitudes and Usage

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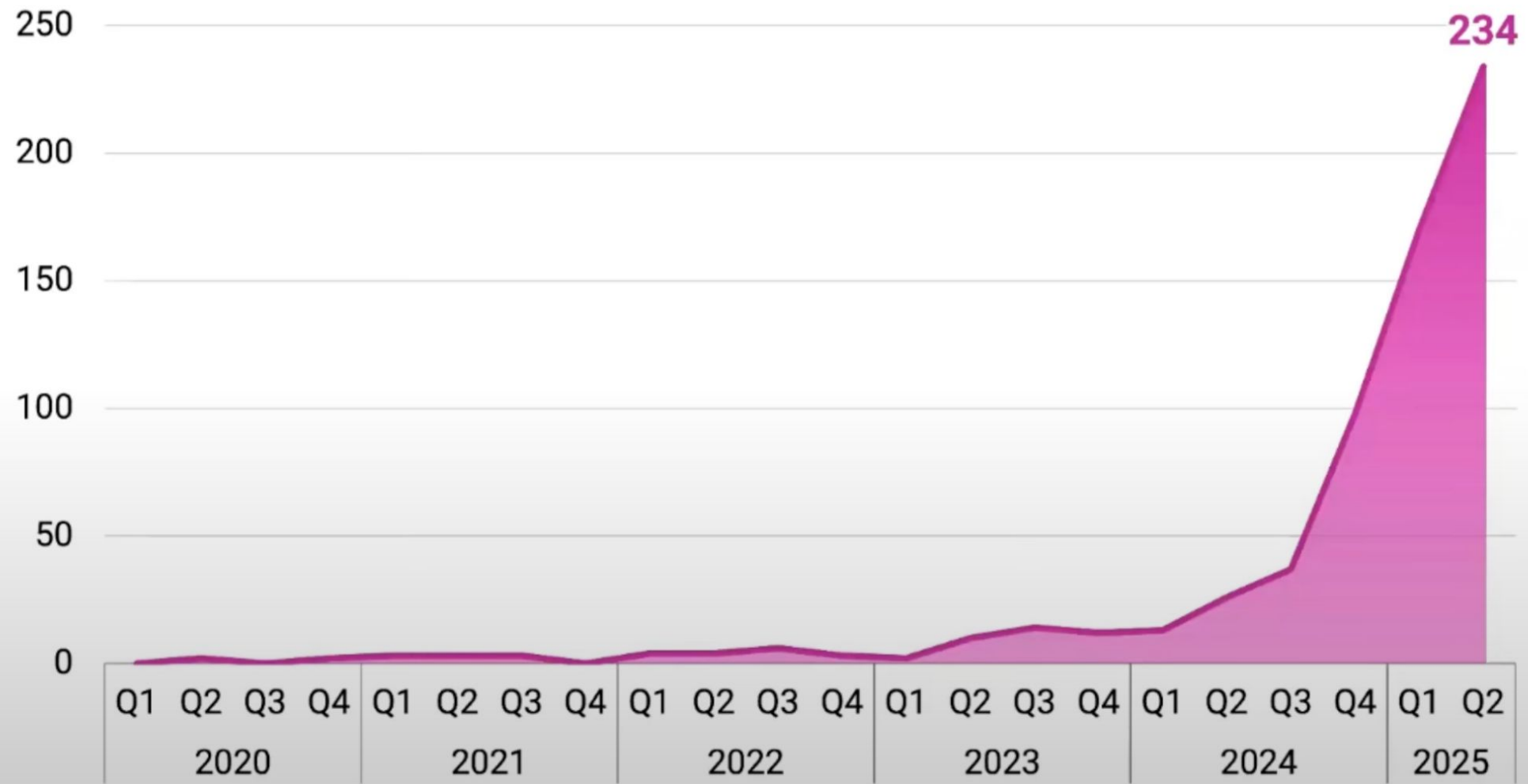
How has AI changed the way you travel?



Agents Everywhere



AI agents quarterly earnings call mentions



AI is moving up the org chart



**An over eager
general purpose
intern**



**Time-saving
analyst - coder -
creative**

**WE ARE
NOW
HERE**



**High-value
co-worker**



**Strategic decision
maker**





Store Operations Associate

Andon Market

2102 Union Street, San Francisco, CA 94123

\$22 - \$25 an hour - Full-time



maintain inventory - maintain visual merchandising standards
restocking, scheduling, and store needs Requirements: - 1+ years
experience preferred - Reliable, organized, and warm with people
small, autonomous environment - Interest in design, lifestyle
Must be SF local Benefits: - \$22-\$25/hour based on experience
Ground-floor opportunity in a brand-new retail concept - Unlimited
hands-on involvement in building something new How to Apply: Email
luna@andonvending.com with a brief note about yourself and your
formal resume required.

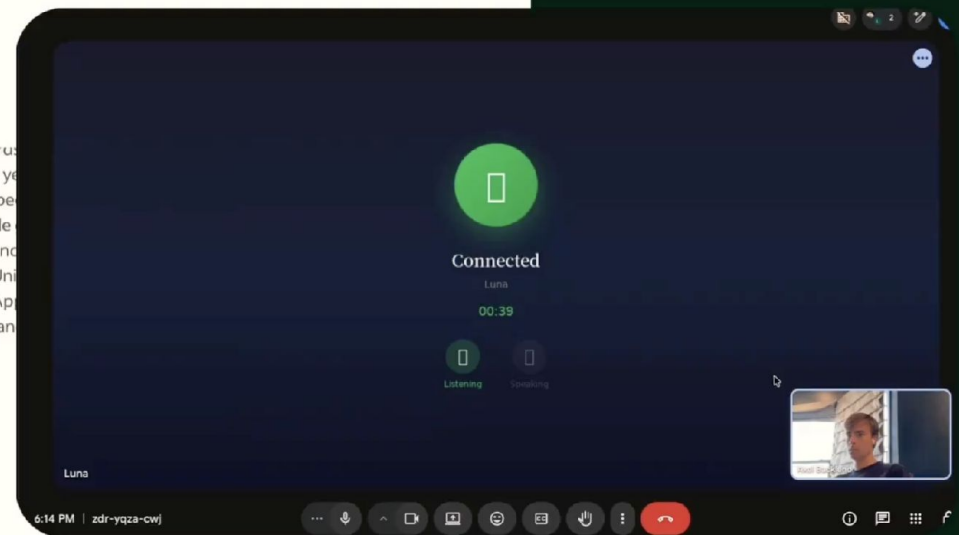
Pay: \$22.00 - \$25.00 per hour

Expected hours: 10 - 30 per week

Benefits:

- Employee discount

Work Location: In person



15 kgs of tomatoes
& 6000 napkins!



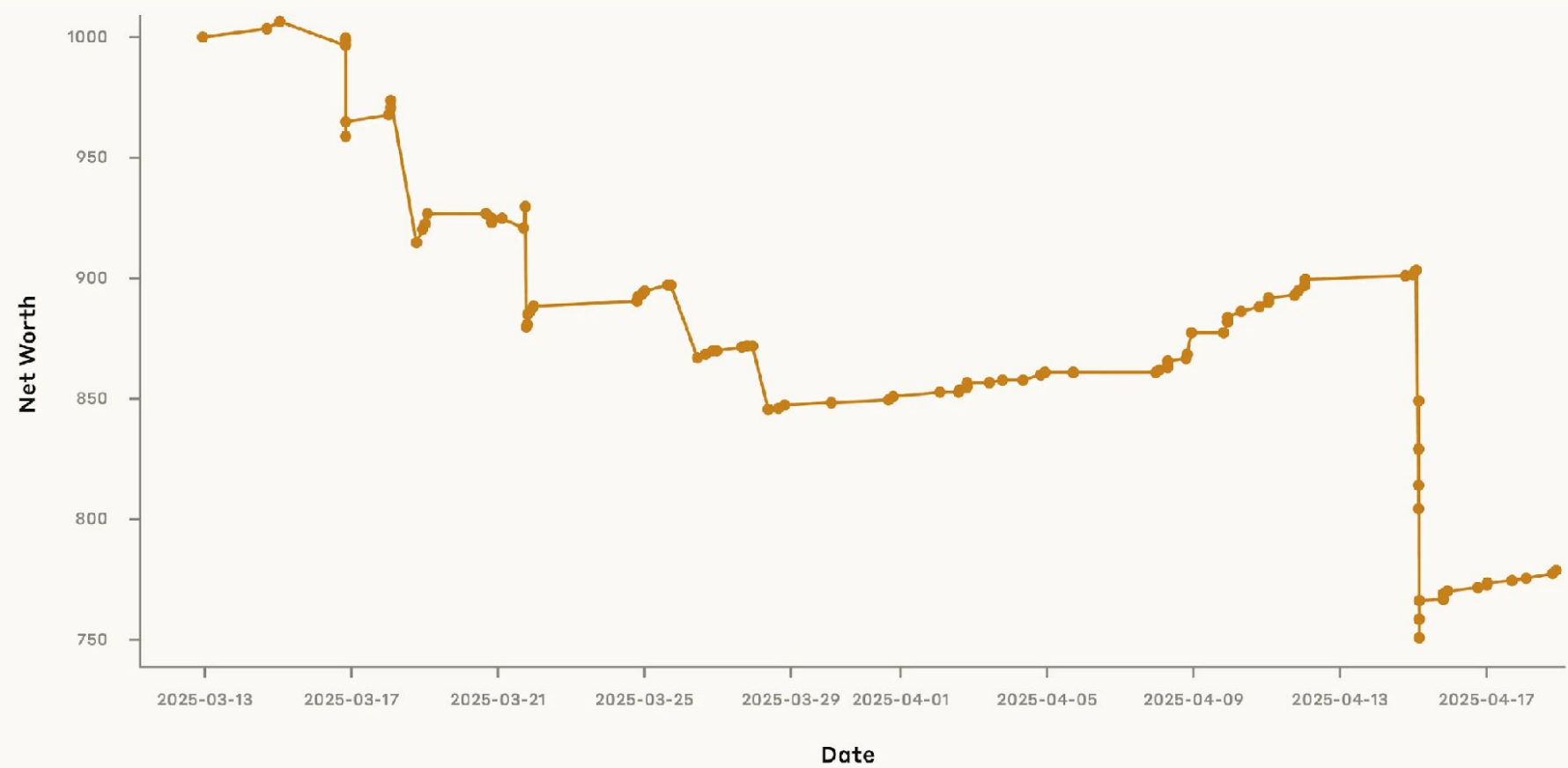
Andon Labs @andonlabs · Apr 22

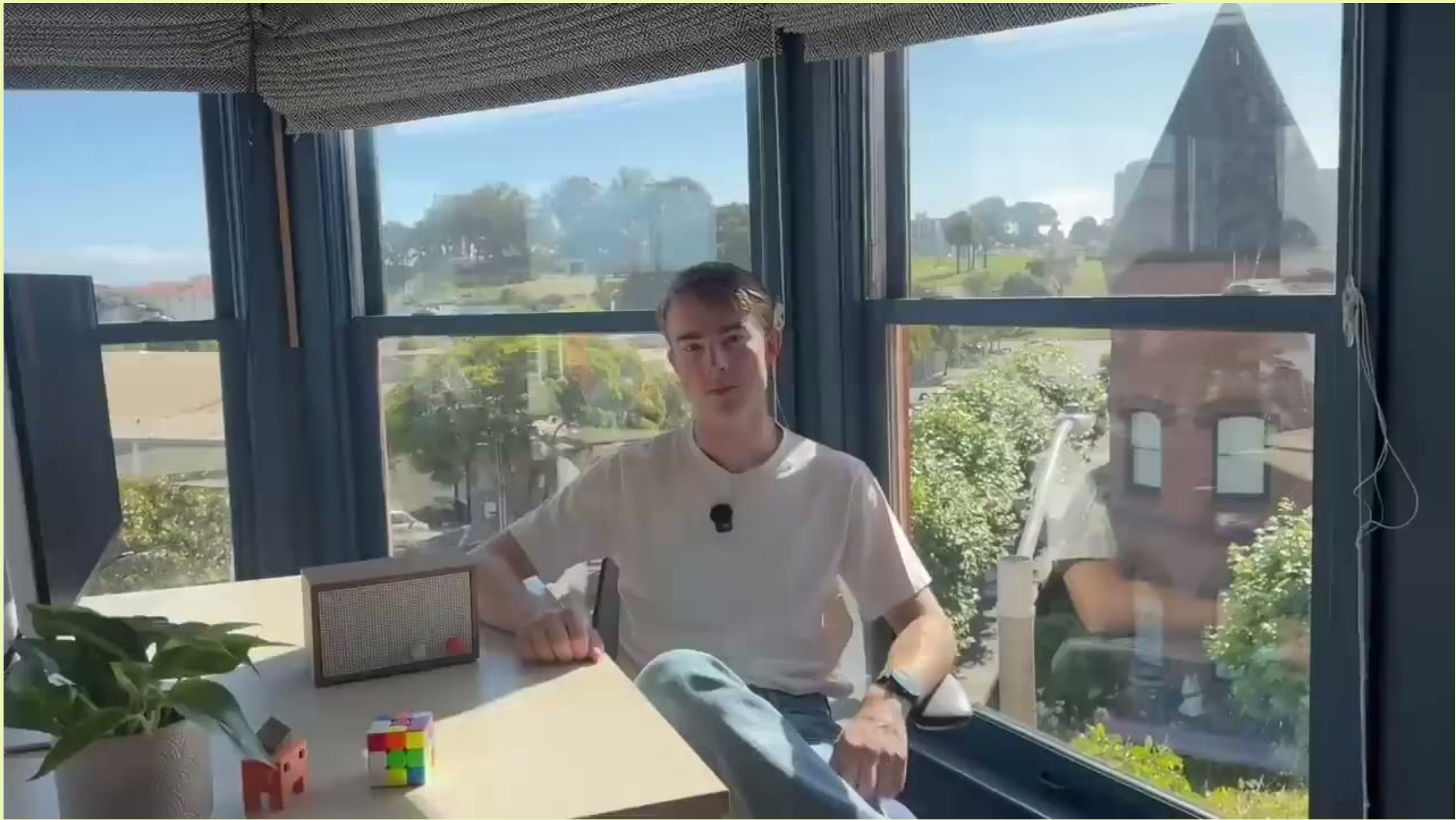


AI still struggles with physical reality. Mona ordered 120 eggs for a kitchen with no stove. When told they couldn't be boiled, she suggested baking them in the high-speed Merrychef oven. Mona's barista had to step in: "I can guarantee you they will explode."



Net Worth Over Time





Three ways to work with AI

Augmentation

*AI assists
the human*

You and the AI work together collaboratively.

You need space to explore, brainstorm or evaluate options.

Automation

*AI runs
independently*

The AI does the work for you, following your explicit instructions.

Repeatable, rules-based tasks where output is predictable.

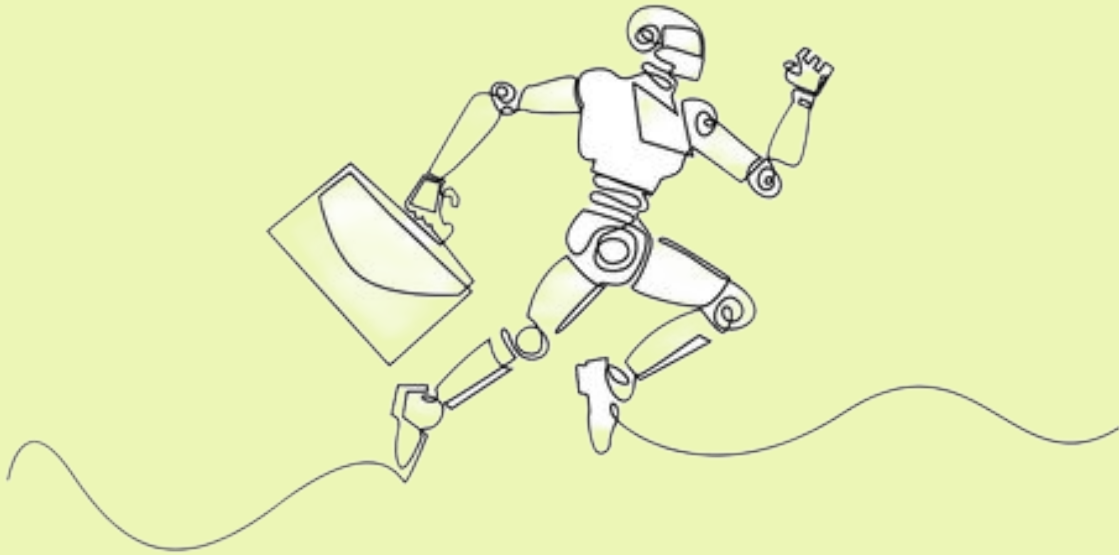
Agency

*AI runs
autonomously*

AI works independently based on your parameters.

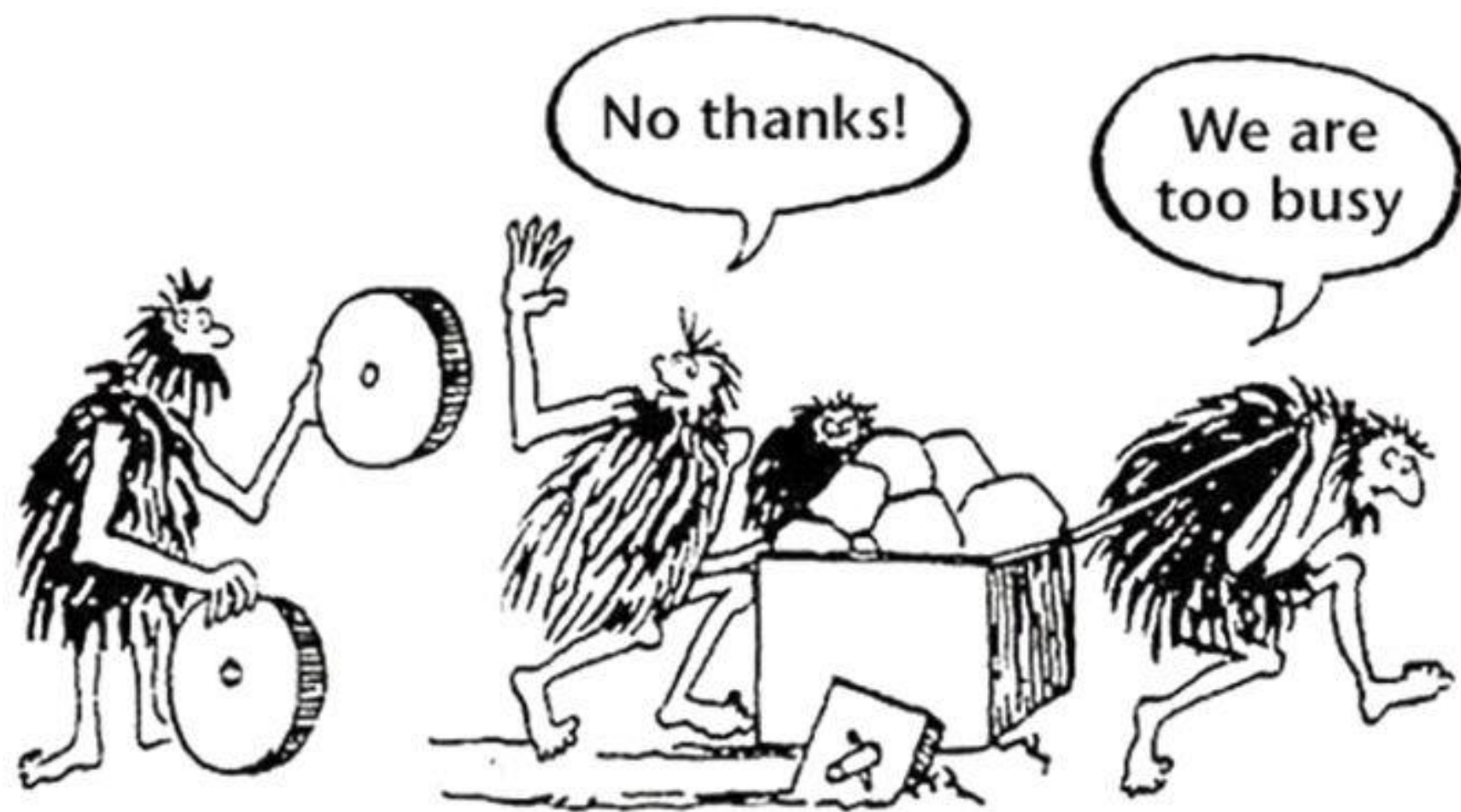
AI makes decisions based on directions, goals and knowledge.

What agents or augmentations have you deployed?



Leading teams in the AI era







You need to
mandate time.

Every company should have a 'why of AI'.

Section's AI Manifesto

Last updated: May, 2026

We are building a Supercompany.

Supercompanies are the most viable organizations in the world. They attract the best people, the cheapest capital, and the most valuable customers. They reset the benchmarks in their industries. And right now, they are pulling away from everyone else. We either join that group or we get left behind. There is no middle outcome.

We are living through the most significant shift in how work gets done in human history. The companies that move now will define their industries for the next decade. Every employee here is a shareholder in what we build. Creating a supercompany generates extraordinary upside for every one of us.

This requires something from both of us.

Section's job is to give every employee the pathways to transform: the tools, the training, and the honest conversations about how roles and teams will change that goes far beyond just providing access to AI tools.

Your job is to use AI. Every day, without waiting for permission. Experimenting, building, and pushing the boundaries of what you thought your job was. There is no version of becoming a Supercompany where you watch from the sidelines.

The path to becoming a Supercompany depends on consistent, daily participation in this transformation across Section.

The principles below describe how we do that.

Communicate expectations

Require employees POV

Never say "here's a V1 from Copilot."

I expect to know your POV on that V1 and what parts you think are worth reviewing.

Create consistent filters

Develop consistent questions you ask

Is this your best work?

What modifications did you make after AI did V1?

Index your team to quality

Make clear your expectations with AI

Faster work (sometimes)

Better work (always)

Be a Driver, not a Passenger

PASSENGERS

Defer to their AI

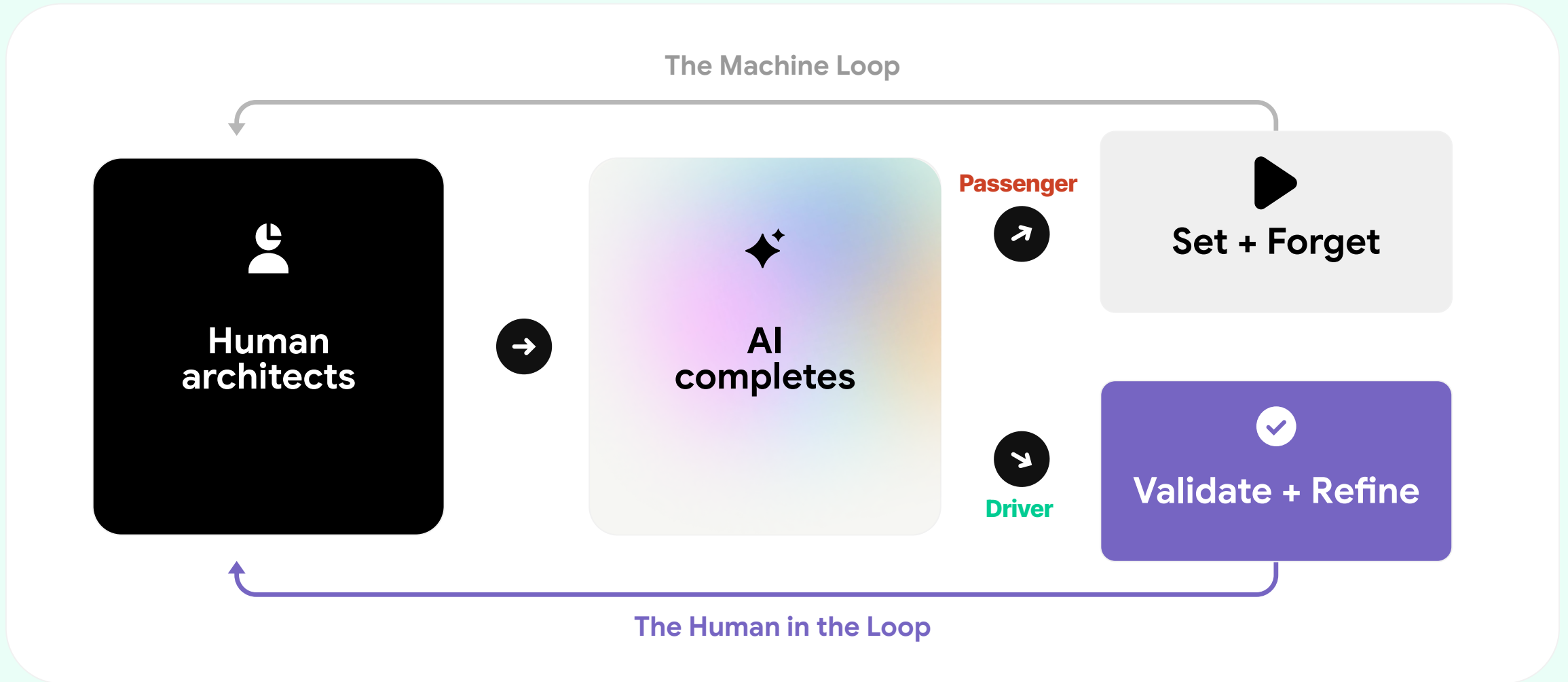
-  Just ask questions
-  Cut and Paste
-  Don't Judge Quality
-  Defer Decisions to AI

DRIVERS

Manage their AI

-  Provide as much context as possible
-  Build Automations and Agents
-  Verify Output Quality
-  Own their Decisions

Stay in the Driver's seat



Ways to hold your team accountable.

1

Start every team meeting with: "What AI experiments did we run this week?"

2

Embed AI use and reflections into 1:1 agendas

3

Integrate AI adoption into performance conversations.

4

Share wins and losses openly to accelerate the team's learning loop

How are you managing AI use in your team?



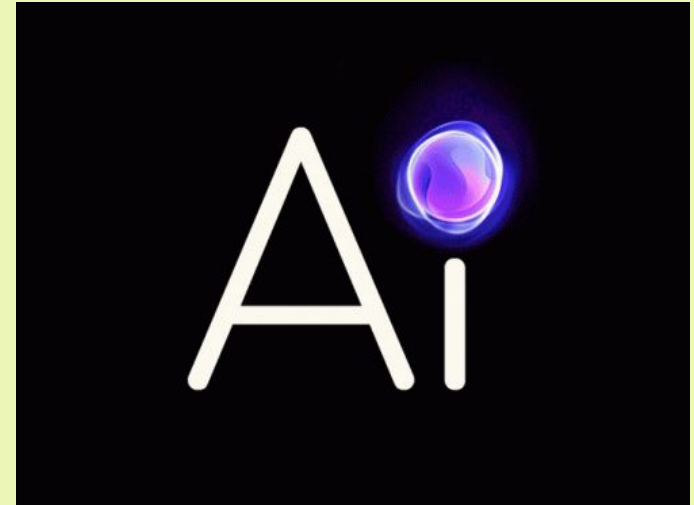
The Great Debate

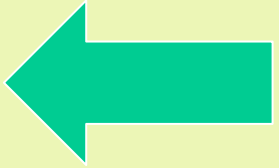


Who's job is it?

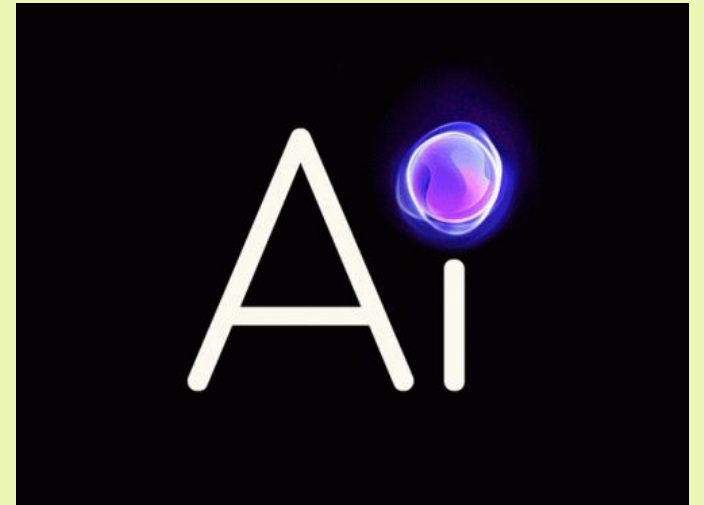
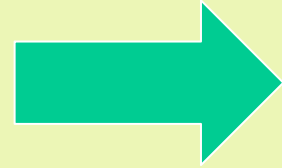


OR





Pick a side



Defend your choice

The Topics

Planning

- Policy development
- Budgeting
- Vendor negotiations
- Monitoring sustainability

Risk

- Crisis management
- Traveler safety
- Travel disruption

Operations

- Customer service
- Training Staff
- Compliance oversight

Ready?



Policy Development

Handling Customer Support Calls

Budgeting

Vendor Negotiations

Monitoring Sustainability Efforts

Training Staff

Managing a Crisis

Managing Traveler Safety

Managing Traveler Disruptions

Enforcing Compliance

Want to Learn
More?





Google

Environmental Report

2025

Our 2025 Environmental Sustainability Report

May 29, 2025 | Brad Smith, Vice Chair and President and Melanie Nakagawa, Chief Sustainability Officer



Deloitte.



Facing travel's future

A Future of Consumer Industry report

accenture

The direction of travel with Gen AI

The Promise of Travel in the Age of AI

Skift + McKinsey
RESEARCH & Company

September 2023



AI at Work

Weekly strategies,
workflows & prompts





Q&A

