

THE FUTURE NORMAL OF AI AT WORK

A crowd-powered manifesto

Co-created live by 150+ leaders | Lyreco Future of Work · Brussels | June 2026



The back office runs itself. The human goes back to being human.

The reconciliation, the order entry, the BAR file, the invoice nobody wanted to sort — all of it moves to the machine, intermediaries and all. One magic button clears the admin. What's left is the work a person actually signed up for: the idea, the relationship, the judgment call. The monkey work leaves. The human stays — and finally has the time to be one.

The order arrives before the customer asks for it.

AI reads the signals — what they bought, what they're running low on, what the season demands — and the right items are on the truck before anyone picks up the phone. The cold call retires. Reps stop chasing ghosts and only ever meet customers who are ready to buy. Selling stops being a chase. It becomes the quiet delivery of something already wanted.

The whole company fits in your pocket — and speaks your language.

Every policy, product sheet, process and half-buried email folds into one brain that answers in plain words, in your language, on demand. No more hunting three departments for one answer. No more waiting on the one colleague who knows. On day one, the new hire knows what the twenty-year



veteran knows. The company stops being a place you learn slowly and becomes a thing you can simply ask.

You talk; the work builds itself. The deck dies; the decision arrives.

The half-formed idea in your head becomes the brief, the analysis, the deck — without the three nights of formatting. The mountain of data you couldn't read hands you the opportunity buried inside it. Meetings stop ending in 'someone write this up.' The decision that used to wait on the PowerPoint arrives while the thought is still warm.

What if you went on holiday and your expertise stayed at the desk?

Capture how you think, how you sell, how you solve — onto a chip, into a twin. The routine calls get answered in your voice while you're on a beach. Your team keeps your judgment on tap. Being irreplaceable stops meaning being unable to leave.

What if every spend decision answered itself before you signed?

An invoice lands. The system checks it against your live budget and the actual ledger, files it, analyses it, and tells you in plain words: safe to approve, or not. The month-end surprise disappears. Procurement stops being paperwork and becomes a conversation that ends in 'yes.'

What if no one ever chased a cold lead again?

AI filters the time-wasters out of both sides of the table. Your reps only meet customers who are ready; your customers only meet the suppliers they actually need. The pitch disappears. What's left is two people who already want to do business, finishing the deal. Sales, quite literally, falling from the sky.

What if the most human idea in the room had nothing to do with the job?

Handed a blank page and asked about work, one in ten left the office entirely — a coach for your fitness, a tutor for the classroom, a health scan read off your phone, the best route home on the bike. It looks like distraction. It's a signal: the people who'll adopt AI fastest at work are the ones already inviting it into their lives.

Want to dive deeper?

[View & explore the full signal report & all participant ideas »](#)

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