

Your Remarkable Edge

Your Tuesday morning newsletter to future-proof your career in the AI age

Sent by Dr. J. Andrew Kuypers

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CEO values AI over employees; Tips on Imagination, Creativity and Motivation; Elinor Roosevelt speaks on fear

News Item of the Week

[“A Year After Firing 90% of His Staff and Replacing Them with AI, This CEO Shares His First Review”](#)

Suomit Shah, CEO of Dukaan, made headlines by laying off 90% of his customer support staff, replacing them with an AI chatbot. His decision aimed to cut costs and improve efficiency.

The result?

Customer response times dropped from over 2 hours to just over 3 minutes and operational costs dropped by 85%. Although these numbers showed impressive gains, the move sparked intense backlash, with critics highlighting the ethical implications of replacing human jobs with technology.

This incident underscores the broader trend of AI's impact on the workforce. Automation can enhance efficiency but also raises concerns about job displacement and the need for retraining workers in an evolving landscape.

The article concludes with, “For now, Shah’s experiment serves as a stark reminder that the future of work is arriving faster than many expected—and it’s changing everything.”

Take-aways:

1. Job displacement remains a significant concern, with many workers mourning the loss of human roles in customer service due to AI integration.
 2. Ethical implications of rapid automation spark ongoing debates, highlighting the need for a balance between efficiency and human employment.
 3. AI enhances operational efficiency, allowing remaining employees to focus on complex tasks, potentially leading to job enrichment **for those who adapt**.
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Sharpen Your Edge

Below are three ways to enhance your strengths starting today. Concerned about AI and your job? These are all ways to shine.

1.

To improve your **motivation**, set clear, achievable goals that provide a sense of purpose and direction. Break larger objectives into smaller, manageable tasks, celebrating progress along the way. This approach fosters commitment and reinforces the desire to achieve desired outcomes. Try setting one small, clear goal right now.

2.

Strengthen your **imagination** by engaging in diverse experiences such as travel, reading, or exploring new cultures. These activities expose you to different viewpoints, ideas, and ways of thinking, which can inspire fresh concepts and enhance your imaginative capabilities. Think of one different book you could start reading, for instance.

3.

For **creativity**, practice brainstorming techniques regularly. Allow free-flowing thoughts without judgment, encouraging wild ideas and unconventional solutions. You don't have to show this to anyone. This process can lead to unexpected connections and innovations, fostering a creative mindset that thrives on exploration and experimentation.

A Spark for Growth

You gain strength, courage, and confidence by every experience in which you really stop to look fear in the face. – Eleanor Roosevelt

What is one thing you fear? Take a moment to think about it right now. Identify it, and then visualize yourself successfully facing the fear and overcoming it.

Please forward this newsletter to those you feel would enjoy it.



Thank you for reading.
Until next week,

J. Andrew

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