

# They Won't Solve It the Way You Did. That's the Leadership Opportunity.

*A conversation about digital problem solving, experience, judgement, and how work is changing.*

**What becomes possible when digital fluency, experience,  
judgement, and human insight are allowed to work together?**

**1 HOW ARE PEOPLE ACTUALLY SOLVING PROBLEMS NOW?**

What do people search, connect, test, automate, prototype, or ask before they seek formal approval or expert help?

**2 WHERE IS DIGITAL FLUENCY ADDING VALUE?**

Where are speed, networks, experimentation, AI, or new tools helping us see or do something differently?

**3 WHERE MIGHT FLUENCY BE MISTAKEN FOR COMPETENCE?**

What judgement, critical inquiry, cybersecurity, responsibility, or contextual knowledge still needs to be developed?

**4 WHAT DOES EXPERIENCE KNOW THAT THE TOOL DOES NOT?**

Which histories, relationships, consequences, and patterns need to be transferred rather than assumed?

**5 WHICH LEGACY PROCESSES DESERVE TO BE QUESTIONED?**

Where are we protecting a process because it is familiar rather than because it still creates value?

**6 WHAT IS LEADERSHIP HERE TO ENABLE?**

What tools, boundaries, autonomy, feedback, and role modelling would help people solve problems responsibly?

## BEFORE YOU LEAVE

One form of experience we need to preserve  
and transfer

---

---

One process we should allow people to  
question

---

---

One experiment that could teach us something

---

---

*Experience knows why. Digital fluency asks why not.*