

Leading People & Managing Processes

Why AI Is Reshaping the Future of Work

by **MICHAEL SIPE, Chairman — Vistage Int'l 667**

There has always been an organizational conversation about the difference between leading and managing. But now, with the rise of AI and automation, that distinction is more than theoretical. It marks a turning point.

Smart businesses are learning to lead people and manage processes — not manage people and command them through outdated systems. This shift isn't just about better culture. It's about surviving and thriving in a world where routine tasks are no longer done by humans.



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Leading People, Not Controlling Them

Processes are important. They create consistency, reduce confusion and help people work smarter. But once they are defined and digitized, the human side of work becomes even more important.

This is where leadership steps in. Not to micromanage, but to coach, align and support. People want to know that their work matters. They want autonomy, not control. They want to grow with the company, not be managed like a workflow.

In this environment, great leaders:

- Hire for values and strategic thinking.
- Clarify mission and outcomes, then let people lead.
- Adjust systems when they stop serving the team.

Stay close enough to guide, but far enough to let others grow.

A Call to Rethink Roles

The takeaway is simple. Routine tasks will continue to disappear. AI is not just coming — it's already here. The businesses that succeed will be the ones that stop managing people through processes and start leading people who understand purpose and strategy.

- This requires a full reset in how we build teams:
- Fewer layers of management.
- Smarter and more agile systems.
- Stronger leadership focused on people, vision and values.

The future of work isn't about controlling the process. It's about choosing the right direction, empowering the right people and letting technology take care of the rest. If you'd like to be part of a community of leaders that is rapidly figuring all this out, consider membership in Vistage.

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AI Is Redefining the Balance

AI-driven tools can now handle a growing share of business operations. From scheduling and data entry to customer service, reporting and even decision support, the systems we used to manage by hand can now run on their own or with minimal input.

As this automation spreads, the traditional role of management becomes less critical. Teams no longer need someone to supervise every step of the process. Compiling data, formulating reports and tracking metrics will no longer require much human labor. The AI-driven systems will do that. This will free up time, reduce headcount and eliminate layers of unnecessary oversight.

But it doesn't eliminate the need for leadership. In fact, it does the opposite.

The New Demand: Strategic Leadership

When automation takes care of the routine, leadership becomes the differentiator. The business world still needs people who can think clearly, inspire others and move teams forward with purpose.

The question shifts from "how do we manage this process" to "who do we want leading this mission" and "what kind of system supports our long-term goals."

Leadership becomes about:

- Choosing the right people, not just skilled ones but mission-aligned and adaptable.
- Designing strategic systems that evolve as the business changes.
- Creating a culture that values ownership, creativity and resilience.
- Making decisions in uncertain environments with limited information.

Managing routine is no longer the hard part. Choosing what to automate, what to delegate and what to focus on — that's the challenge. And it takes wise leadership, not more management.

Tony Sprando Embarks on New Chapter in Audiovisual Consulting After Retiring AV Bend

CBN Staff Report

After more than two decades as a pillar in Central Oregon's commercial audiovisual (AV) industry, Tony Sprando is turning the page on his storied career. The longtime expert, who founded and led AV Bend since 1999, has officially retired the company to focus exclusively on high-level consulting services under his new venture, Sprando Audio Visual.

"Hello and welcome to your local professional audiovisual consulting hub," Sprando says with his characteristic enthusiasm. As a seasoned specialist in the commercial AV space, he built AV Bend into a trusted name for innovative solutions across the region. Now, in this next phase of life, Sprando is channeling his expertise into tailored consulting, helping clients navigate the complexities of modern AV projects without the demands of full-scale operations.

Sprando's services include expert AV technology selection, pre-buildout planning, room design and layout, professional drawings, custom programming, commissioning and procurement assistance.

What makes Sprando's approach unique is his dual residency in the United States and Italy, which expands his reach and resources. "This has opened doors to provide services abroad, giving access to manufacturers, resources



Tony Sprando

and practices not typically considered here," he explains. From corporate environments to professional setups in restaurants, retail spaces and event venues — or "audiovisivo," as it's known in Italy — Sprando brings a global perspective to local needs.

His target clients reflect the diversity of the AV landscape: architects integrating AV into designs, IT departments aligning systems with infrastructure, technology directors in schools creating engaging classrooms, places of worship enhancing services with clear sound and visuals, corporations building advanced conference spaces and more.

For those seeking hands-on installation or repair services, Sprando wholeheartedly recommends Freddie Gateley and his company, Revel Pro AV and Acoustics. As the premier commercial AV integrator in Central Oregon, Revel stands out as the highest-rated group in town, known for exceptional craftsmanship and customer satisfaction. Visit revelproav.com to learn more.

As Sprando steps into this consulting-focused era, he remains committed to elevating the region's AV standards. "I'm excited to collaborate and create experiences that inspire," he says. With his international flair and deep local roots, Tony Sprando's next chapter promises to be as impactful as his last.

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