



# HOW ARTIFICIAL INTELLIGENCE IS SHAPING BUSINESS AND DAILY LIFE

## The Impact Of AI On Business Automation And Decision Making

### OVERVIEW

Artificial Intelligence (AI) is helping businesses make faster and smarter decisions. It is being used to automate repetitive tasks, improve customer service, and analyze data. This allows companies to save time, lower costs, and make fewer mistakes. AI is also helping with forecasting trends and understanding customers better. While AI is helpful, there are also concerns about job loss and privacy. The article shows how AI can be powerful in both business and everyday life, and how we need to use it responsibly.

Source: [Forbes.com The Impact Of AI On Business Automation And Decision Making By Hayk Ghukasyan](#)



### VOCAB

1. AI (Artificial Intelligence) - Technology that allows machines to think and act like humans
2. Automation - Using machines to do tasks without human help
3. Data - Information collected for analysis or decision-making
4. Forecast - To predict what will happen in the future
5. Efficiency - Doing something in the best and fastest way
6. Decision-making - The process of making choices or judgments
7. Privacy - The right to keep personal information safe
8. Productivity - How much work is completed in a certain time
9. Algorithm - A set of rules a computer follows to solve problems
10. Customer Service - Helping customers before, during, and after they buy something

### SMALL TALK

1. Do you use any AI tools in your daily life?
2. How often do you use AI tools?
3. What is your favorite piece of modern technology?
4. Have you used voice assistants like Siri or Alexa?
5. Do you trust AI to make decisions for you?
6. How do you feel about robots doing human jobs?
7. Would you like to try a self-driving car?
8. Do you think AI makes life easier or harder?
9. What's one job you think AI cannot do?
10. Are you excited or nervous about the future of AI?

### READING COMPREHENSION QUESTIONS

1. What is AI used for in business?
2. How does automation help companies?
3. What kind of tasks can AI do?
4. Why is AI good for decision-making?
5. What can AI help predict?
6. How does AI save time for companies?
7. What are some benefits of using AI?
8. What are people worried about when using AI?
9. What is one example of AI in customer service?
10. How does AI affect workers?



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### DISCUSSION QUESTIONS

1. Do you think AI will take over too many jobs? Why or why not?
2. How can your business use AI in a fair way?
3. Is it okay for AI to make decisions without humans?
4. What are the advantages of using AI in hospitals or education?
5. Should there be laws to control how AI is used?
6. What would you do if your job was replaced by AI?
7. How can AI help small businesses grow?
8. Would you prefer to talk to a human or a robot for customer service?
9. This handout was created by AI (Except for this questions. One of our teachers reviewed the questions and made some adjustments to the document) How does knowing this make you feel?

### CRITICAL THINKING

Rank These AI Applications from Most to Least Helpful (Explain Why):

- \_\_\_\_ Self-driving cars
- \_\_\_\_ AI customer service chatbots
- \_\_\_\_ AI used in hospitals for diagnosis
- \_\_\_\_ AI to predict weather and natural disasters
- \_\_\_\_ AI used in education to help students learn

### WRITING EXERCISE

“How do you think AI will change your daily life in the next 10 years?”

Write 250-words answering the question. Include examples and explain how you feel about those changes.