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Women & Young Members Excellence Committee

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SkillUp Knowledge Webinar Series



CA. Purushottam H. Khandelwal
Chairman, WYMEC, ICAI

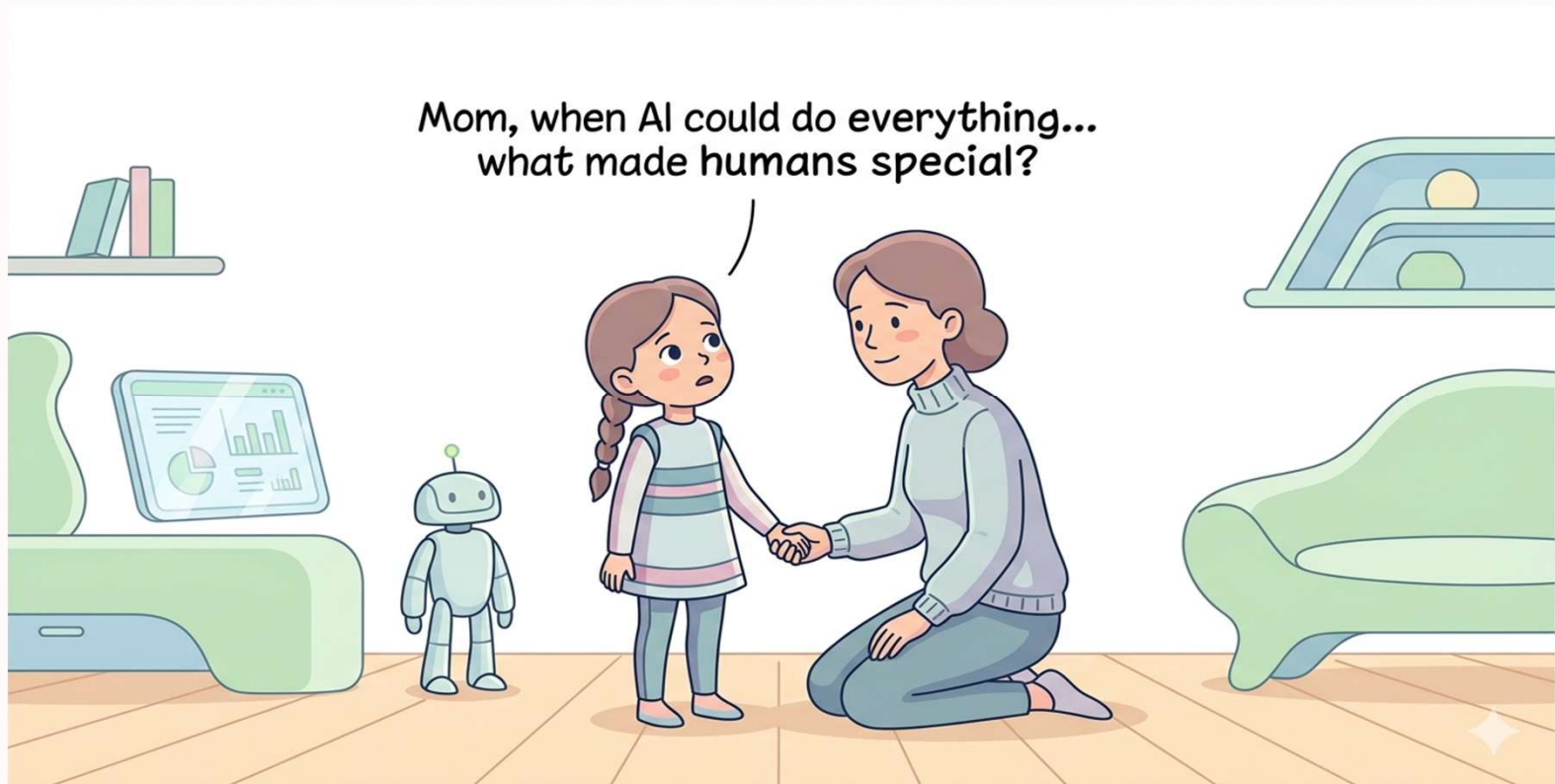


CA. Sripriya Kumar
Vice Chairperson, WYMEC, ICAI

The Human Side of Technology:

Why Communication Skills Matter More in the AI Era

- CA Saloni Patel





PART 1:

The Scariest Thing

The scariest thing about AI is not that machines are becoming smarter...
It's that humans are becoming more replaceable when they communicate poorly.

In a world where machines can generate answers, humans will be remembered for how they make people feel.

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Poll

What do you think clients will pay premium fees for in 2030?

Technical Knowledge

Speed

AI Tools

Trust & Communication

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PART 2:

The Great Reversal: What the AI Era Actually Values

The more technology grows, the more human skills become valuable

The Old World

- Information was power — those who held knowledge held influence
- Technical knowledge was rare — expertise created competitive moats
- Reports mattered — polished documents signalled credibility
- IQ dominated — analytical intelligence was the primary currency
- Answers mattered — being right was the goal

The AI Era

- Interpretation is power — context, judgment, and wisdom separate humans from machines
- Technical knowledge is accessible — AI democratizes expertise overnight
- Conversations matter — trust is built in dialogue, not documents
- EQ + CQ dominate — emotional and cultural intelligence are the new differentiators
- Trust matters — being reliable and human is the goal

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PART 3:

What AI Can't Do: The Human Edge



Console a Stressed Client During a Tax Raid

When a client's world is collapsing, they don't need a perfectly formatted risk assessment. They need a human voice that says *"I'm here, and we'll handle this together."* AI cannot offer presence, warmth, or the quiet confidence that only comes from genuine human connection.



Inspire a Team During Crisis

In moments of uncertainty, people don't follow data — they follow people. The ability to instill confidence, acknowledge fear honestly, and chart a path forward with conviction is a deeply human skill. AI can analyze the crisis. Only humans can lead through it.



Handle Family Business Ego Conflicts

Succession planning, sibling rivalries, and generational tensions are not logical problems with logical solutions. They require reading subtext, navigating pride, and finding the emotional path forward — skills that no algorithm has mastered.



Calm an Angry Client

De-escalation is an art form. It requires tone, timing, empathy, and the ability to make someone feel heard before they're ready to hear you. AI has no emotional calibration, no instinct for when to pause, and no genuine concern to offer.



Convince Hesitant Parents About Succession Planning

Getting parents to let go of control requires patience, empathy, and the ability to speak to fear without triggering defensiveness. AI can draft the plan. Only a human can deliver it in a way that actually lands.



Build Long-Term Trust

Trust is not built in a single interaction — it is earned over years through consistency, vulnerability, and genuine care. AI can simulate conversation, but it cannot build a relationship. Clients don't stay for the answers; they stay for the advisor.



Read the Emotional Silence in a Boardroom

The most important signals in any room are often the ones that aren't spoken. A pause, a glance, a shift in posture — these carry meaning that no language model can interpret. Human advisors who read the room hold an advantage no AI can replicate.

Video Link:

1. https://www.instagram.com/p/DXEs_PqCR0R/
2. <https://www.instagram.com/p/DPni3kyjIJt/>
3. <https://www.instagram.com/p/DW2rIYoEyIj/>

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PART 4:

Women CAs & The Invisible Advantage

Women actually have an advantage in the AI era



Empathy

Understanding not just what a client says, but what they feel — and responding in a way that makes them feel truly heard.



Active Listening

The discipline of silence, of asking the right follow-up, and of making space for clients to arrive at their own clarity.



Collaboration

Building consensus, bridging perspectives, and creating environments where diverse voices feel valued and included.



Emotional Intelligence

Reading rooms, sensing tension, and responding with the right tone — skills that define exceptional client relationships.



Relationship Building

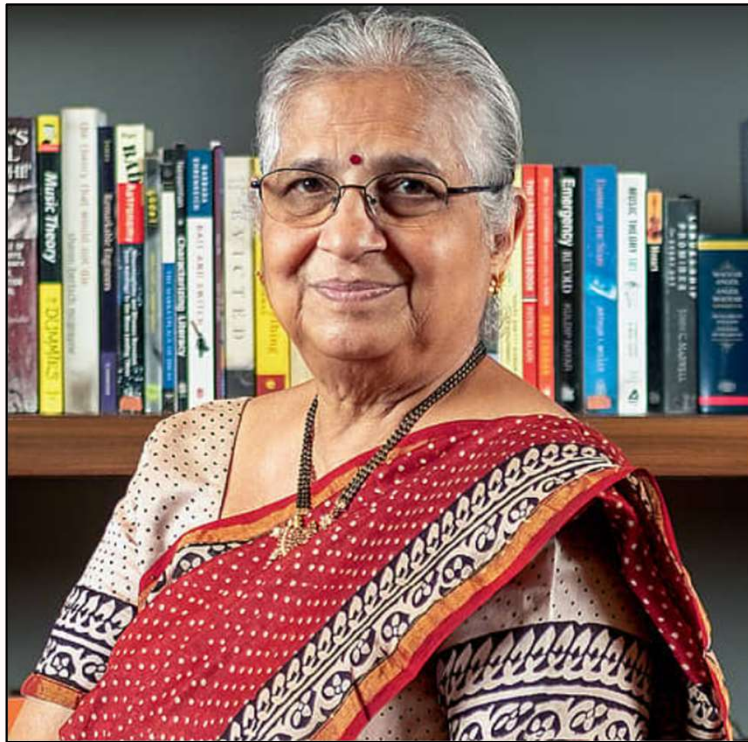
Creating genuine, long-term bonds with clients that transcend transactions and become true professional partnerships.



Communication & Adaptability

Tailoring language, tone, and approach to each unique client and context — a skill that no standardized AI output can match.

Who is better at
communicating?



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PART 5:

You Actually Need Communication Skills to Talk to AI

The Six Elements of an Effective AI Prompt

- 1 Persona**
Define who the AI should be. *"Act as a senior tax advisor with 15 years of experience in family business succession planning."* The persona shapes the depth, tone, and perspective of every response.
- 2 Context**
Provide the background the AI needs to understand the situation. *"The client is a 62-year-old founder with three children, two of whom are involved in the business."* Context transforms generic advice into relevant guidance.
- 3 Task / Objective**
State clearly what you want the AI to do. *"Draft a framework for a succession conversation that addresses both the emotional and financial dimensions."* Vague tasks produce vague outputs.
- 4 Output Format**
Specify how you want the answer structured. *"Provide a step-by-step conversation guide with suggested talking points and potential objections."* Format shapes usability.
- 5 Tone & Language**
Define the register and style. *"Use warm, professional language suitable for a first conversation with a hesitant client. Avoid jargon."* Tone determines whether the output is usable in practice.
- 6 Scope & Boundaries**
Set the limits of what should be included or excluded. *"Focus on the interpersonal dynamics, not the legal structure. Keep the response under 500 words."* Boundaries ensure relevance and focus.

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PART 6:

The Human Advantage Is Not Going Away

The AI era will not reduce the importance of humans.
It will expose the difference between humans who merely know...
and humans who can connect

Machines can generate content,
But Humans generate confidence

Machines can provide answers,
But Humans create trust

Machines can process language,
But Humans understand emotion

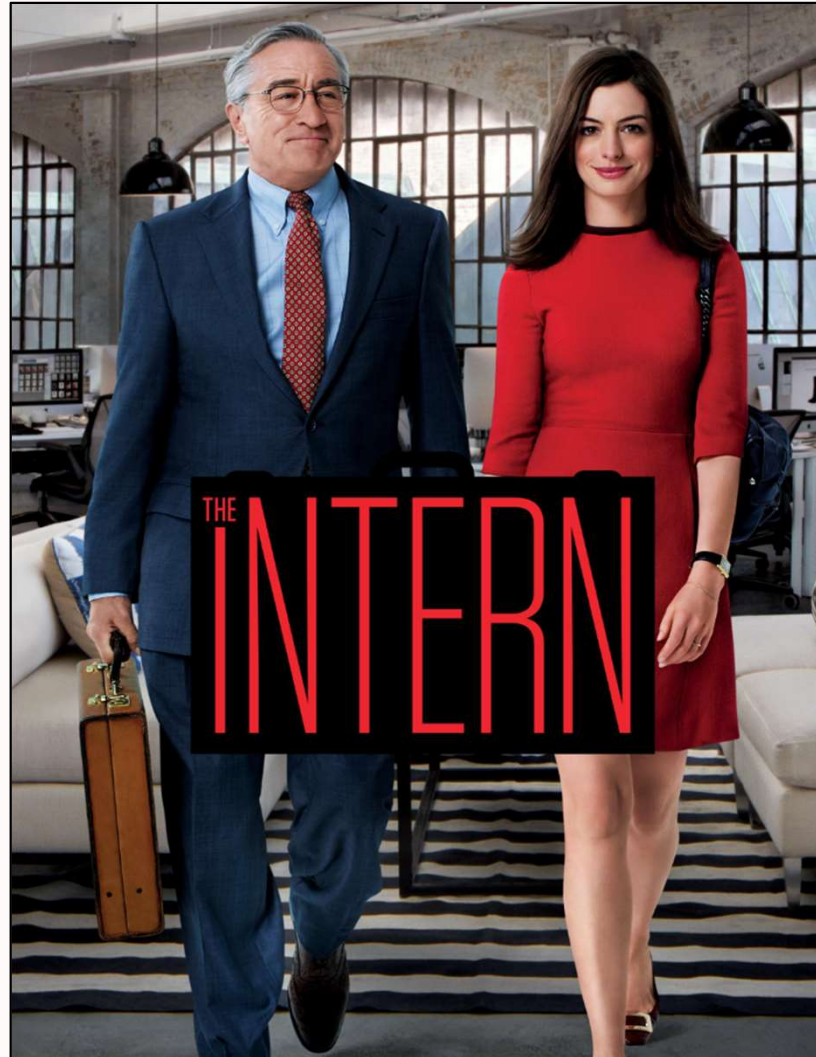
In the future...

Trust will become the ultimate premium currency

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YOUR HOMEWORK



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