Rethinking Documentation in the Age of AI:
Essential Practices to Leverage Your Knowledge

By Adrienne Bellehumeur

AI+IM Global Summit AIIM, April 3, 2025

What we're talking about

INTRO
What is Documentation in the Age of AI?

PART 1
Documentation Skills & Techniques
- Capturing
- Structuring

PART 2
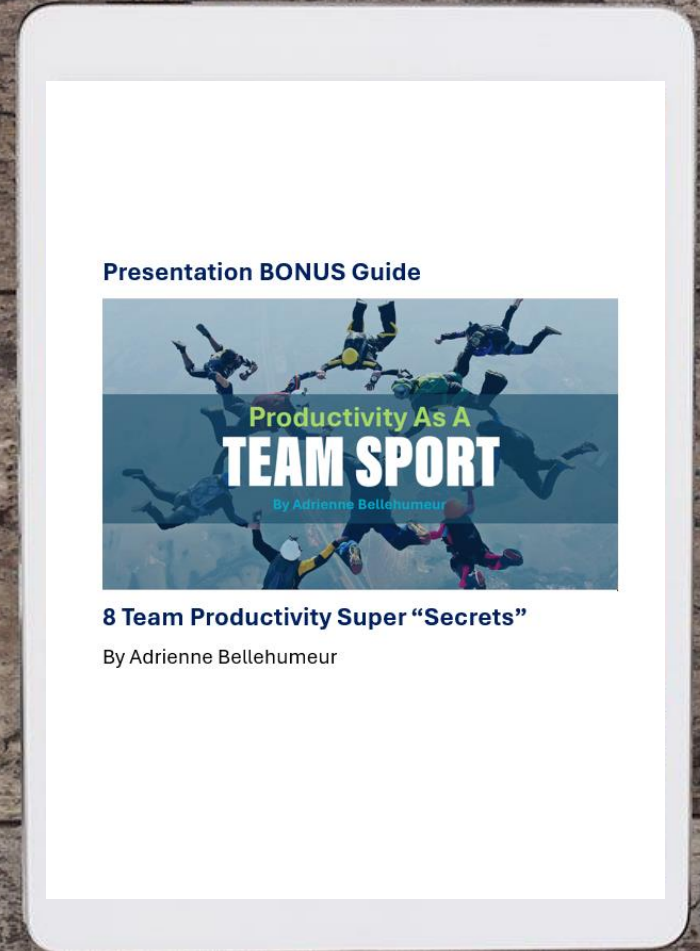### Personal Branding in the Age of Ai

Presentation Bonus Guide

The 8 Super Secrets of Team Productivity

Scan me!

BONUS GUIDE IS NOT COMPLETE...THIS MAY BE A LINK TO THE SLIDES TOO...

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Presentation BONUS Guide

Productivity As A
TEAM SPORT
By Adrienne Bellehumeur

8 Team Productivity Super "Secrets"
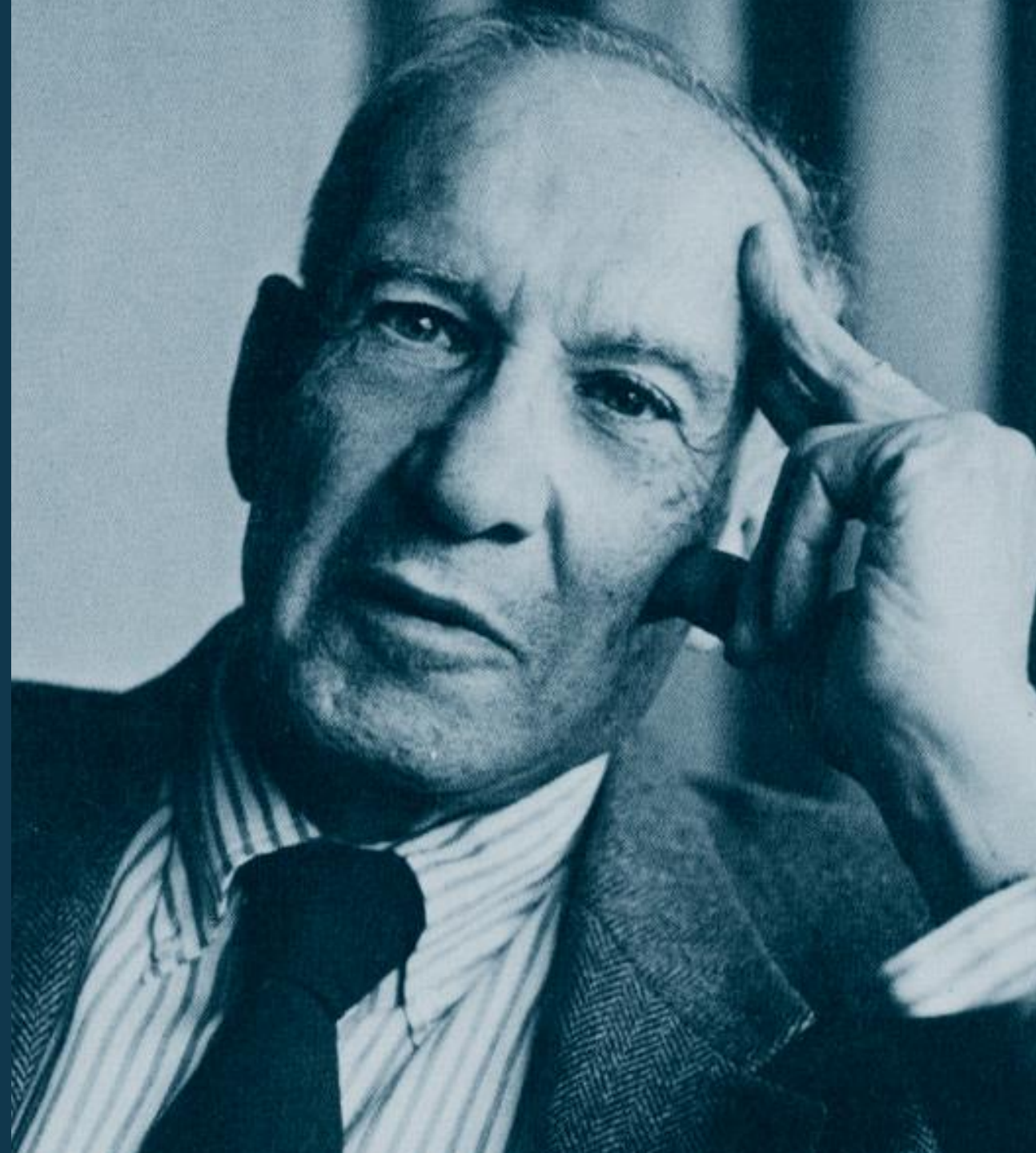
By Adrienne Bellehumeur

Documentation
The New World of Knowledge Work

"The most valuable asset of a 21st-century institution will be its knowledge workers and their productivity".

-Peter Drucker

Characteristics
Modern Knowledge Workers and Teams

- Technology

- Gig economy

- Need to do more with less

- Distraction

- Problem-Solving

"Big D" documentation

- Policies /Processes/Procedures
- Knowledge Mgmnt Programs
- Project Mgmnt Systems
- Corporate File Structure
- Records

"Little d" documentation

- Emails
- Interviewing
- Personal Workflow
- Meeting Notes
- To do lists
- Writing Skills
- File Sharing
- Documentation Skills

"Little d" eats "Big D" for lunch.

Question + Discussion

1   **What does Modernized Documentation mean to you?**

2   **What are some themes you are seeing in your organization?**

My AI Journey (So far...)

It's been a ride!

When did you have that "OMG" moment? When did you have your sleepless nights?

Question + Discussion

1   **When did you have that "OMG" moment when it came to AI?**

2   **When did you have any sleepless nights?**

Dynamic Documentation Skills and Techniques

Making You and Your Team Smarter and Better Using Documentation

If you want to remember it, document it

Capturing Information:

How to use AI to break the proverbial blank page.

Brain Downloading:

Getting info out of your head
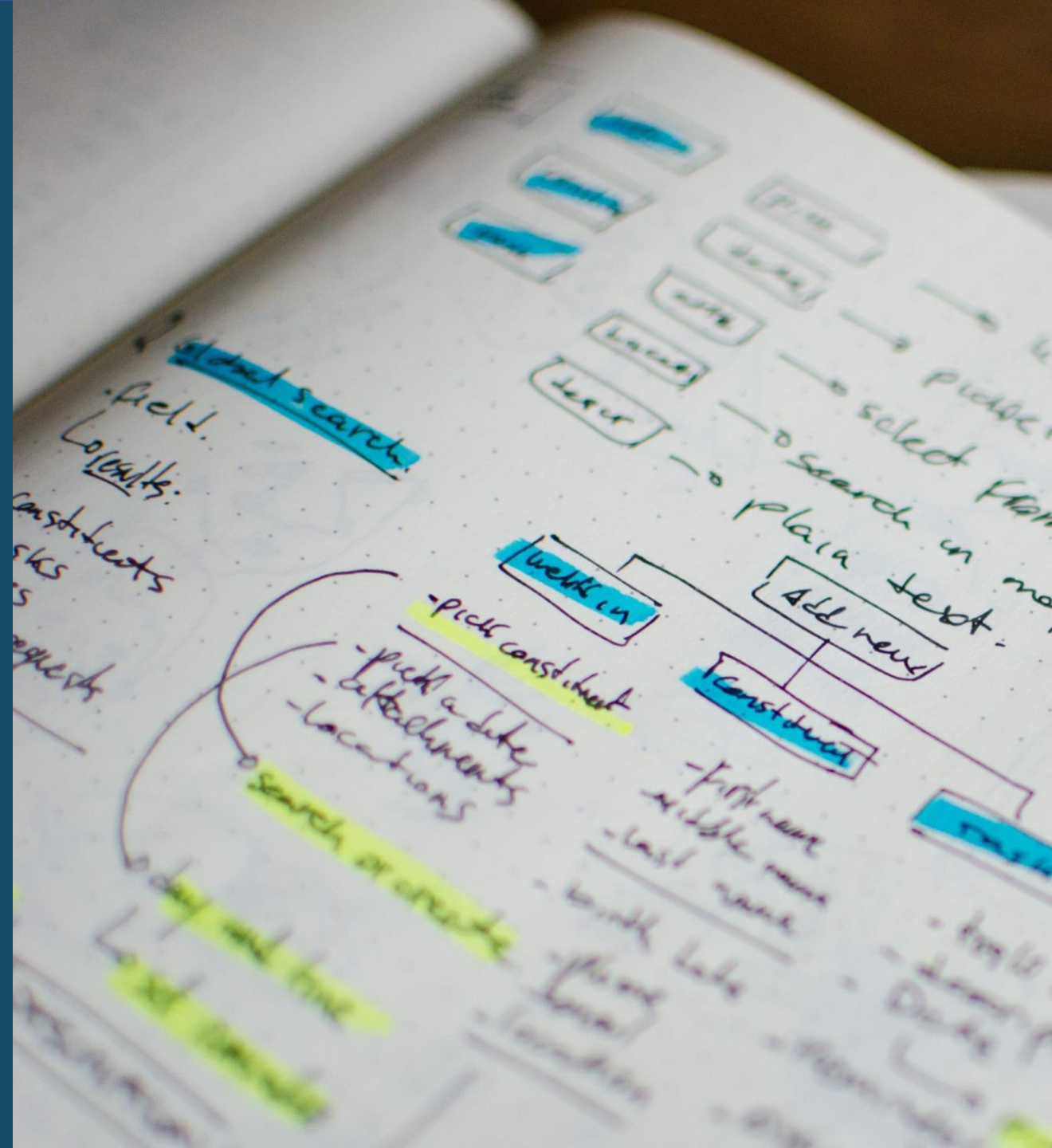
Brain Download Techniques

LOW TECH

- Writing out your thoughts
- Going for coffee with your notebook
- Journaling
- Mind mapping
- Doodling
- Whiteboarding

HIGH TECH

- Voice recording
- Video recording
- AI transcripts
- PKM (notes) systems and tools

Low Tech
Brain Download Techniques:

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High Tech
Brain Download Techniques:

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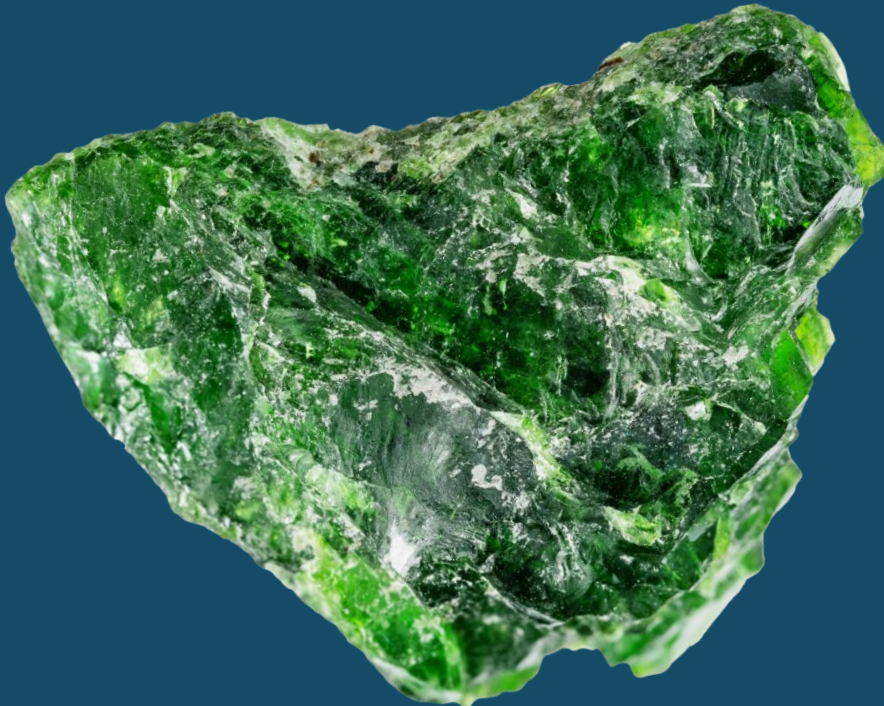# Interviewing, Workshops, Meetings:

Getting information out of others

What about note-taking in the World of AI?

And Why Notes Matter Still
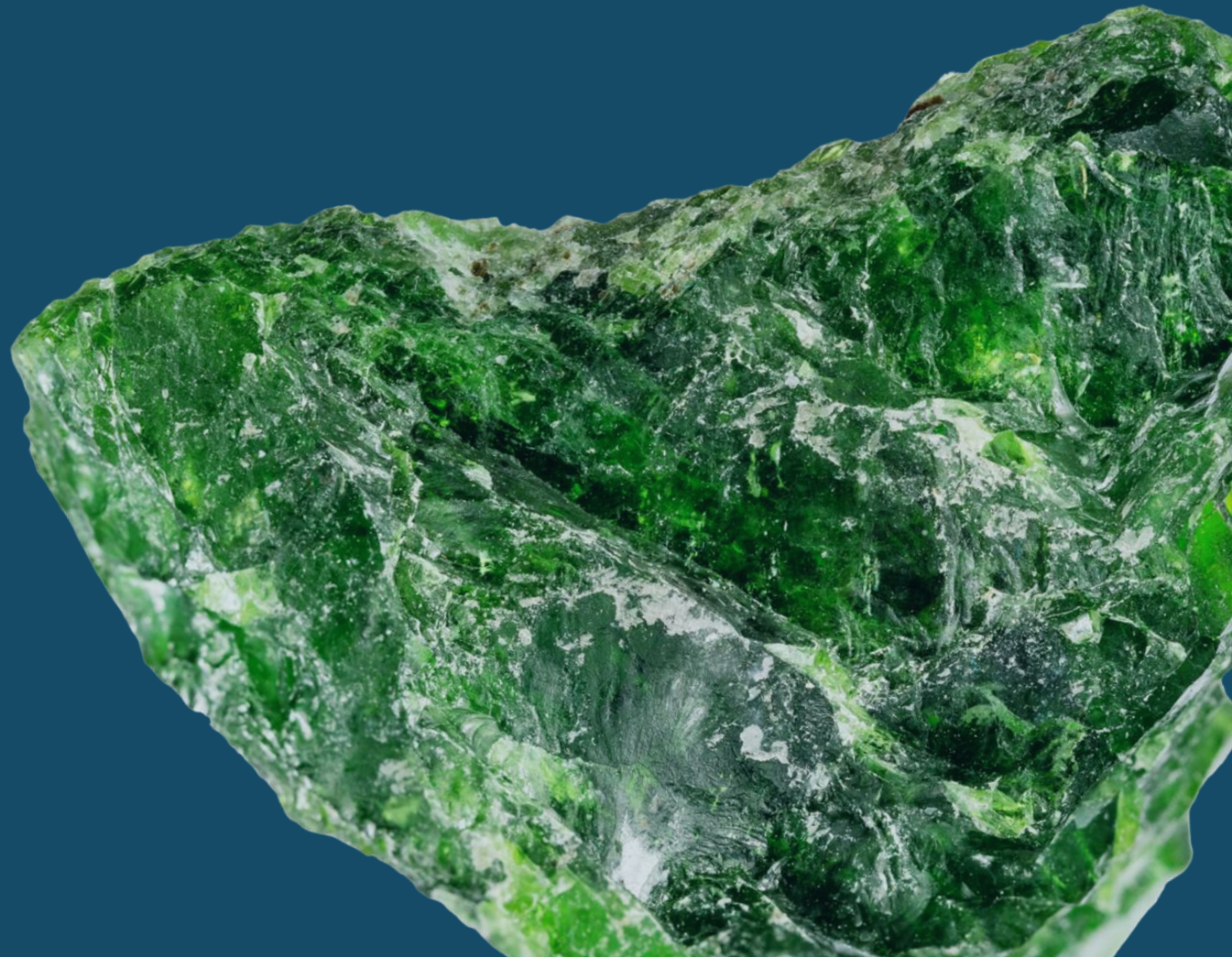
Superpowers of AI-Note Taking?

Advantages

- Accurate enough transcript

- Remember what was said

- Materials to create documents

Kryptonite of AI-Note Taking?

Disadvantages

- Collecting digital dust

- Not collecting juicy material

- Over-reliance and delay

The Biggest Disadvantage of AI Note Taking?

The biggest disadvantage of AI for note-taking?

You lose all the advantages of old-school notes

Does this make me sound like a dinosaur?

When you create

Old-School Notes...

1 Choose: You choose the information matters or not during a conversation and hone your skills of discernment.

2 Capture: You capture points that matter to you to boost your skills of synthesis.

3 Recap: You recap key points building your skills of analysis.

4 Communicate: You communicate your key notes, request feedback, and use your notes to take next steps.

The Verdict

A potential time savings around 20% to 30% for AI note-taking

Where AI-note taking works well

- ☑ Step-by-step processes reviews
- ☑ Requirements gathering, and sales calls
- ☑ Status updates
- ☑ Anything formulaic in nature

How much time does AI note-taking really save you?

Question + Discussion

1   **What tools do you use to get information out of your head?**

2   **How are you using AI (or not) to download your brain?**

Structuring Information:

Build fast, fill in, rinse and repeat

Breaking it Down:

How to Create a Dynamic Document

1 Decide your purpose, your POV + key points

2 Slap down what you've captured

3 Flesh it out and fill it in

4 Use dynamic writing to give it pop

STEP 1

Decide your purpose, your POV and key points:

Get Going!

- Use your brain to form opinions, and structure your thoughts

- Leverage AI for ideas and templates

- Tools can give ideas too

STEP 2
Slap Down What you have Captured:

Slap it Down!

- Use your notes from the capture page

- Break the proverbial blank page

STEP 3

Flesh out and enhance:

Fill it in !

- Fill-in your bullets.

- Identify gaps and follow-up.

- Use educated guesses to fill-in the content.

STEP 4

Use Dynamic Writing to give your document pop:

Edit it !

- Polish it

- Use your voice

- Make it memorable

- Give it flow

- Use AI to speed up your editing (big time)

Writing with AI: What hasn't changed:
Your Style

- There's no app you can download to get your writing style.

- Your style takes knowing yourself, knowing your audience, studying the work of others.

- Be yourself in a world of parrots and corporate androids.

Question **+** Discussion

At which stage of document or content development do you use AI tools? Where do you prefer "old-school" approaches"?

1) Point of view and structure

2) Capturing information

3) Enhancing and filling-in

4) Writing and editing

Personal Branding in the Age of AI

Standing out with documentation and change

Leveraging AI without losing your voice and personality

AI, Documentation and your Personal Brand

Selling yourself in the age of influence

Using and experimenting with AI in your day-to-day work life is becoming a bigger part your personal brand.

Your Personal Brand in the age of AI

Putting documentation in action...

1 **Innovate and try new things**
It's ok to be wrong. No one has the right answer.

2 **Share ideas and content**
Bring idea to your team, share with colleagues
And on social media.

3 **Up-level your work**
Stand out as someone who thinks.
Use AI as a "time machine" to put more time into value-added work.

Questions and Discussion

1 What are the stumbling blocks you are encountering with building your personal brand?

**2** How are you using AI to leverage your personal brand?

Conclusion

Documentation in the Age of AI: There's an urgent need for knowledge workers—including information managers, analysts, consultants, and leaders–to learn new skills to leverage the power of AI and stay relevant in today's marketplace. Traditional documentation practices that are static and "check-the-box" won't cut it anymore. AI does not replace your documentation skills, but it can supercharge your skills in many ways including through getting information out of your head, the heads of others through interviews and meetings, speeding up your documentation creation process, and refining your editing. But AI is just a tool, not a panacea.
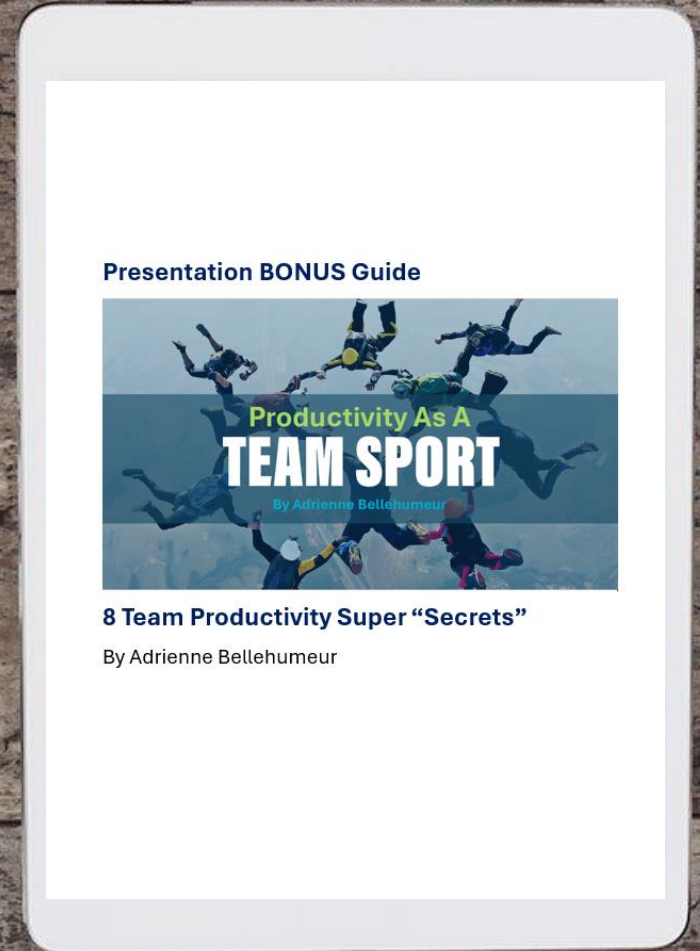
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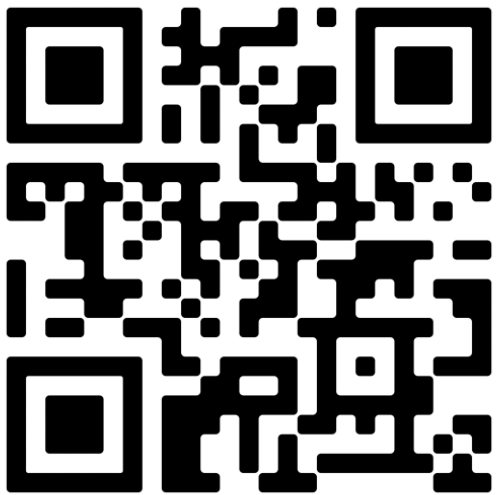
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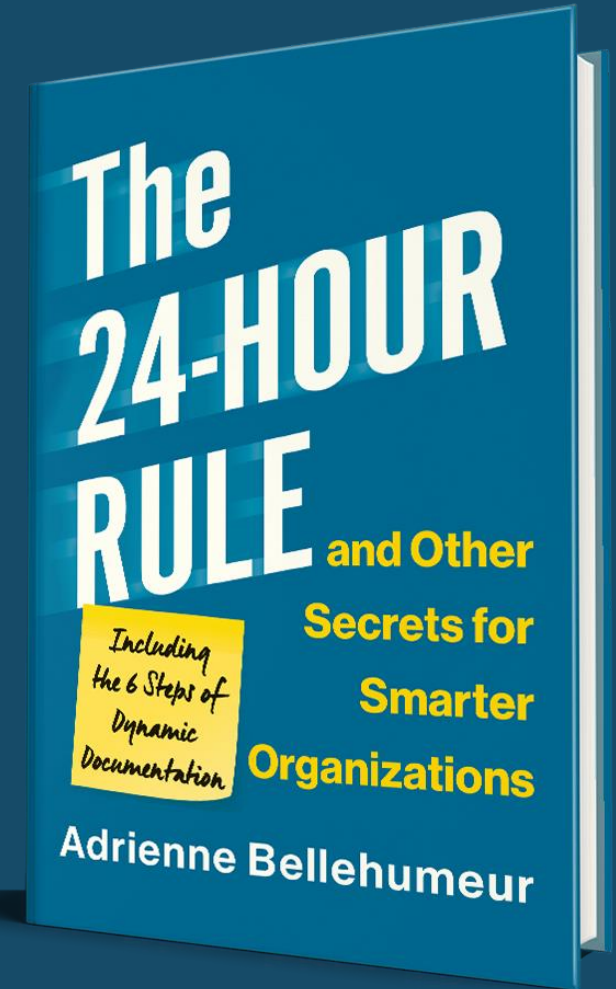
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The 24-Hour Rule and Other Secrets for Smarter Organizations

How do we change our focus from what we KNOW to what we DO with what we know?

Convert your abstract ideas, plans, and proprietary knowledge, into purposeful action with the practice of Dynamic Documentation, a six-step approach proven to solve your business problems and strengthen your workflow.

Book is available on Amazon, PenguinRandomHouse, Indigo – and most places where books are sold!

*Bonus presentations and workshops available for team orders.

The 24-HOUR RULE
and Other Secrets for Smarter Organizations

Including the 6 Steps of Dynamic Documentation

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