

Thomas Koulopoulos

FUTURIST. AUTHOR. VISIONARY. INVENTOR. INC500 LEADER.

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About Thomas Koulopoulos

Tom Koulopoulos is Chairman and founder of Delphi Group, a 30-year-old Boston-based think tank named one of the fastest growing private companies by *Inc.* Magazine, and the founding partner of Acrovantage Ventures, which invests in early-stage technology startups. He is also the author of 14 books, an inventor with several patents, an inc.com columnist, the past Executive Director of the Babson College Center for Business Innovation, the past director of the Dell Innovation Lab, and a professor at Boston University.

His insights have received wide praise from luminaries such as the late Peter Drucker, the father of modern management; Dee Hock, founder of Visa International; and Tom Peters, who called his writing, “a brilliant vision of where we must take our enterprises to survive and thrive.” His *Inc.* column is read by over one million people yearly.

Mr. Koulopoulos’ fourteen books include *Reimagining Healthcare*, *Revealing the Invisible*, *The Gen Z Effect*, *The Innovation Zone*, and *Cloud Surfing*. His latest book, *Gigatrends*, looks at the six tech trends that are shaping the future of how we live, work, and play.

Tom’s keynotes blend humor, insight, and a cutting-edge view of the future in a way that’s customized to each audience. According to Tom’s mentor, Peter Drucker, Tom’s writing “makes you question not only the way you run your business but the way you run yourself.”

Select Keynotes

• **Gigatrends: The Forces That Are Changing the Future for Billions**

In this tour-de-force keynote Tom looks at the greatest technological shifts of the 21st century and lays out a roadmap to navigate the change, disruption, and opportunities they will create. *Gigatrends* sheds a bright and insightful light on the many unanticipated ways that technologies such as AI will shape the future and how they will alter the landscape for risk and opportunity; connecting the dots between what are often confusing and disconnected trends.

At a time when uncertainty seems to be looming large over every aspect of our lives. *Gigatrends* sets a course for the future that is realistic, fascinating, and above all, hopeful.

• **The Future of Work**

Companies are struggling to navigate a perfect storm of economic, workforce, and market disruption the likes of which we have never seen on such a large and prolonged scale. However, that doesn’t mean that it can’t be done, only that we need to be creative and courageous enough to change the way we approach much of what we’ve come to accept as the way we work and run our businesses.

In this keynote, Tom provides a roadmap for navigating the future of a workplace where humans and digital workers will work side by side, marketplaces where friction is virtually eliminated, the role that AI will play in reimagining work, and the critical issues of managing Gen Z and Gen Alpha.

This is a watershed moment in history; some companies will reinvent themselves and the way they engage with employees, customers, and partners, while others are quickly left behind. Simply put, there is opportunity in the uncertainty. The take away will be a positive and realistic look at how to reimagine the work.

- **Reimagining Healthcare for the Developmentally Disabled: Technology, Ethics, and Person-Centered Care**

Drawing on the vision for healthcare outlined in Tom's two most recent books, *Reimagining Healthcare and Gigatrends*, this keynote explores how providers of services and technology for individuals with developmental disabilities will be able to enhance person and patient centered care through the use of digital assistants that will diagnose and predict care and interventions before they require more costly and aggressive care, ushering in a future of proactive and continuous, person-centered care.

The keynote will highlight breakthroughs in assistive technology and the rise of "digital advocates" who manage every aspect of a patient's healthcare journey, creating greater continuity of care and a more personal experience for patients and clinicians. We'll also look at how AI and machine learning can minimize costs and improve outcomes through "ambient care" that reaches well outside of clinical settings to provide support and ongoing communication between the patient and their providers.

As healthcare evolves to a model where patients have greater ownership and access to their healthcare records developmentally disabled individuals will increasingly be burdened with the core task of navigating healthcare. Without the use of human-centered models for AI, this will only further complicate care for these individuals. To address this Tom will explore the application of AI as a means for increasing advocacy and continuity of care.

The keynote will also take a deep look at the ethical considerations and best practices for deploying such powerful tools responsibly, an area Tom has been very involved in.

Ultimately, participants will discover how to balance AI exciting technological innovations with the critical importance of human touch—ensuring that care remains not just efficient, but empathetic and empowering.

- **Revealing the Invisible**

The world is at the precipice of one of the most dramatic shifts in history: the transition from an industrial society to one that is based on a deep understanding of an entirely new form of knowledge capital, behavior—our behaviors as well as those of the intelligent machines that we are building.

Although revealing our behaviors may conjure up images of *Minority Report* and *1984*, the reality is that a new kind of value is emerging that has the power to profoundly transform our lives, our economy, and our businesses—from personalized medicine and autonomous advocates, to hyper-personalized products and loyal brands that know what you need before you know to ask for it.

And it's not just human behaviors that are being captured and analyzed. AI-powered autonomous vehicles, smart devices, algorithms, and intelligent machines will all exhibit behaviors. In this very near future, every person and digital device will have its own digital-self—a digital twin which knows more about us than we know about ourselves. These intelligent objects will communicate with each other across vast digital ecosystems, creating a level of collaboration and transparency we can barely imagine today. Your digital-self will be one of your most valuable assets, requiring radical new technologies and approaches for how you own, protect, and share your digital behaviors.

Far-fetched? Only if you discount the enormous power of new technologies such as Artificial Intelligence and machine learning, which will use the invisible patterns in all of our behaviors to develop an intimate understand of what drives us, where we see value, and how we want to experience the world.

Fascinating, engaging, and incredibly timely, *Revealing the Invisible* provides a front row seat to the future of business and our lives in the 21st Century.

- **Digital Transformation and Business Ecosystems**

The single most significant shift in business is underway - Digital disruption seems to come up in virtually every conversation about the future, but what most people don't talk about is how it's opening up the door to the evolution of **Digital Business Ecosystems**. Simply put, Digital Business Ecosystems are fully digital networks of suppliers and partners that redefine their products and services to capture new opportunities for growth in tired old markets. They are not only at the heart of successful high growth companies such as Uber, Airbnb, Tesla, Google, Amazon, Netflix, Apple, and Facebook, but also long standing and traditional market players such as Boeing, GE, New Balance, Starbucks, Capital One, and Coca-Cola.

Digital Ecosystems create entirely new business models that drive out all of the friction in an industry and use behavioral data and machine learning to create an entirely new integrated and nearly effortless customer experience.

In this leading edge keynote, Tom looks at how Digital Transformation and Business Ecosystems, from insurance to healthcare to education to manufacturing and retail, will be critical to the success of every business in every industry over the decades to come.

- **Generation Z**

One of the most profound changes in business and society is the emergence of the post millennial generation, Gen Z.

While every new generation has faced its share of disruption in technology, economics, politics and society, no other generation in the history of mankind has had the ability to make sure that every human being on the planet is connected to each other, fully educated, and economically engaged. What might this mean for the way in which we build our business, markets, and institutions for education in the future?

In this revolutionary keynote, drawing from his book, *The Gen Z Effect*, Tom delves into a vision of the future that will not only disrupt but also reinvent almost every aspect of how we work, live and play. From radical new approaches to marketing and manufacturing to the potential obliteration of intellectual property and the shift to mass innovation, Tom provides a mind-bending view of why we will need to embrace Gen Z as the last best hope for taking on the world's biggest challenges and opportunities, and how you can prepare yourself and your business for the greatest era of prosperity and advance the world has ever experienced.

- **The Innovation Zone**

In this lighting-paced, tour-de-force session Tom looks at how companies are radically changing their approach to innovation by learning how to fail fast, embrace uncertainty, build for the unknown, abandon the success of the past, focus on their core competencies, and challenge conventional wisdom. Tom uses examples from some of the pioneering innovators from Sony to Apple and 3M to NASA to illustrate some of the best and brightest success stories of innovation at work. His views will provide a prescription for change in how you approach innovation, in a way that is straight forward, comprehensive, and, above all else, incredibly practical. You'll identify the ways in which you can drive your own organization's efforts to increase innovation and better leverage the latent creativity in every organization.

Come prepared for an enlightening and life-changing discussion about the importance of innovation and get ready to take a hard look at how issues of culture, generations, and leadership impact the way we innovate. Tom's approach is insightful and cutting but be forewarned, at times unorthodox. It's the reason Forbes.com called him Business Visionary with an incisive view of world trade and why, in the words of his long time mentor Peter Drucker, "Tom makes you rethink not only your business but yourself.

You'll leave this session with a roadmap and a context for your conference experience and with specific insights, methods and tools to help you quantify your organization's innovative ability as well as a solid foundation for the decisions you will need to make in the months and years ahead.

- **Living in The Cloud**

The Cloud is the hottest topic since the advent of the Internet. And nobody can speak to it with more insight, energy, and humor than Tom. It's why HP, Microsoft, Gartner, Intel, Cisco and many others have asked Tom to keynote their organizations' cloud events. Drawing on his latest e-book, *Cloud Surfing*, Tom paints a powerful picture of how The Cloud will change the way we live, work and play.

How will The Cloud define your job. Social Media, open models for education, the ongoing debate about classroom vs. virtual learning, mining online conversations, and identifying needs for education.

What is The Cloud? It's a framework for the disruption of structure. A place where we will all learn, live, work and play in the 21st Century. It's where nearly 35 million people already work. It's where your kids are when they dive into online play. It's a classroom without walls, instructors, or curriculums. It's where you meet and make friends in social networks and where conversations are turned into communities. It's where companies go to find the next big idea. It's where political campaigns are won and lost. It's where the future will outweigh the All that may seem radical, but it doesn't even come close to defining how disruptive The Cloud will be.

In its simplest terms The Cloud is the new context for innovating business and society.

However, the Cloud is NOT just about technology. In fact technology is only a small part of The Cloud. Just as important is the way The Cloud changes the way we collaborate, work, how we are influenced and how we influence, and how we experience the world.

Join Tom as he takes you into the cloud to better understand how we can respond to this massive change in order to transform ourselves and our industry!

- **A Truly Customized Keynote**

Tom takes the time to really understand his audiences. This doesn't just mean a 15 or 30 minute prep call. Instead Tom will take as much time as is needed to talk with the client about their industry, the event messaging, and attendees. To put it in his words, "Tell me what keeps your attendees up at night. That's what I want to help them with."

Tom takes the time to talk to prospects and clients. He will get to know the event, the organizer's objectives, and the audience intimately. In addition to pre-event planning calls, that means arriving early to participate in receptions, and staying after the keynote to talk to his audience.

Actionable content: It's great to engage and entertain an audience, and Tom commands the stage with authority and authenticity that connects with audiences across industries, demographics, and seniority; however, he goes deeper to provide actionable strategies for his audience to use when they get back to the office.

Select Book Titles

- **2024:** Gigatrends: Six Forces That Are Changing the Future for Billions
- **2020:** Reimagining Healthcare: How the Smartsourcing Revolution Will Drive the Future of Healthcare and Refocus It on What Matters Most, the Patient
- **2018:** Revealing The Invisible: How Our Hidden Behaviors Are Becoming The Most Valuable Commodity Of The 21st Century.

- **2014:** Gen Z Effect: The Six Forces Shaping the Future of Business
- **2012:** Cloud Surfing: A New Way to Think About Risk, Innovation, Scale & Success (Social Century)
- **2009:** The Innovation Zone: How Great Companies Re-Innovate for Amazing Success
- **2006:** Smartsourcing: Driving Innovation and Growth Through Outsourcing

Select Articles

- [Every Founder Needs to Answer This Question](#)

I have an eminently simple philosophy when it comes to business and life; no decision is a mistake if you can look back on it with pride in knowing why you made it.

- [6 Fatal and Yet Totally Avoidable Entrepreneurial Mistakes](#)

6 Fatal and Yet Totally Avoidable Entrepreneurial Mistakes

- [The Single Most Important Thing to Innovate Is Yourself](#)

But perseverance does not mean that you don't sometimes walk away from things or take the long road. Life throws curve balls at us, people, circumstances, and events that we simply have no control over; a tough economic cycle, an illness, the death of someone close, financial challenges, divorce; it's a long list, but it all leads to the most important thing that you need to innovate in order to persevere—yourself!

- [This May Be The World's Single Largest Industry By 2050. Are You Ready For It?](#)

Given the impact AVs will have it's worth taking the time to understand the facts and to consider how AVs will impact you and your business trust me on this, they will!

Select Testimonials

Our event' went exceptionally, Thomas hit it out of the park, really great content, delivery and connection with the audience.

— *Brian Mantel, VP of Research and Marketing Development, Federal Reserve Bank of Chicago*

"Tom conducted a very engaging session for the Gartner CIO Leadership Forum attendees helping them consider new approaches to innovation – it is still a session they talk about to this day."

— *Dawn Gudelis Senior Director, Global Event Operations Gartner Executive Programs*

I've been producing meetings for over twenty years, and I've never had the pleasure of working with a more professional, flexible and accommodating keynote speaker than Tom Koulopoulos. His ability to adapt his presentation to my client's needs, including significant pre-event research and collaboration was extraordinary, and his engaging performance style is strictly top-tier, clearly communicating complex information in an easily understood manner. If you ever have an opportunity to work with Tom, jump at it! You won't be disappointed.

— *Kevin Cumiskey, Producer/Creative Director, Lehrhoff Productions*

"In contrast to other keynote speakers, your willingness to engage with us prior to our conference to insure that your keynote was relevant to our diverse audience of university faculty, students, non-university partners and rural community representatives was greatly appreciated. The focus of our conference was on stepping beyond boundaries, dealing with the complexities faced in creating positive futures for rural people and places. Your high energy keynote and interactive session on the rapidity of change and generational differences of engaging and working through complexities were relevant and well received by the audience, setting a great tone for the conference. It was great working with you. Thanks."

— *Mark R. Gustafson PhD, Interim Director, University of Nebraska Rural Futures Institute*

"Tom Koulopoulos is a captivating speaker who brings a wealth of knowledge and vision into the presentation."

— *Mike Mandziara, Accenture*

Your dynamic message on the future of connectivity and a digital citizenry was on point with our opening session audience of more than 3,000 attendees. Your keynote received rave reviews from our client base in our post-conference survey; in fact it was our highest rated opening session in recent years. Attendees repeatedly referenced your message, and some even quoted you throughout the conference. Thank you for listening to our objectives, understanding our mission and key messages, and delivering a presentation that was tailor-made for our audience. We would highly recommend you, without hesitation, as a dynamic and inspiring speaker.

– *Samantha Crosby, Chief Marketing Officer, Tyler Technologies, May 2016*

“That was the best presentation I’ve ever heard – including all of TED Talks.

– *Steve Wozniak, co-founder Apple*

Tom was fantastic onstage and a complete professional to work with from beginning to end. Our participants ranked him as one of their favorite speakers of the entire event, and we even slotted him in the undesirable position of closing out the day. I'd highly recommend him to anyone looking for a dynamic speaker to not only put on a fantastic performance, but also to educate their audience on the workforce trends we all need to be prepared for.

– *Veronica Gage - Director, Brand Activation, Cybereason*