Here Are 3 Strategies Startup Founders Can Use to Approach High-Impact Disputes



Klarna, the $7 billion “buy now, pay later” startup with celebrity investors like Snoop Dogg, recently experienced a rare public dispute over who would serve on the board.

While the complexities at Klarna remain unique to that company, the issue highlights that building a startup isn’t always smooth sailing. Conflicts can build from within — and Harvard Business School professor Noam Wasserman claims that 65% of high-potential startups fail due to conflict among co-founders.

Luckily, experts have strategies that startup founders can use to approach conflicts constructively.

Related: How to Successfully Manage and Resolve Conflict on Your Team

Use The Right Language

A Tuesday report from the Harvard Business Review highlighted one strategy that leaders can use to avoid miscommunicating in times of conflict and stress: Emotionally proofread messages before sending.

For example, a message that reads, “Let’s talk,” in a Slack message, could set the stage to approach a discussion more confrontationally. A better message could be, “Great job with the pitch deck, let’s talk about how to refine the product-market fit slide.”

Being aware of your audience, your delivery, and how the

message could be received, will help nip conflict in the bud before it begins.

Agree on How to Disagree: Create A Founder's Agreement

"If everyone agrees all the time, it means that everybody thinks the same," Lauren Cohen, a professor of finance and entrepreneurial management at Harvard Business School told Harvard Business Review. "Successful organizations make a commitment to disagree."

Creating a founder's agreement, a legal document that defines the business relationship between co-founders, will encompass the rights, responsibilities, and obligations of each founder. This can be a fallback document for dealing with conflict if disagreements get out of hand.

Related: Americans Making More Than $100,000 a Year Are 'Getting Into Trouble' With This Popular Personal Finance Habit

Use Data And the Market To Make Decisions

When two leaders are in conflict over something like a product development decision, they can turn to user response and other data points to take a more objective approach to the problem.

Mike Freitta, a startup founder coach who spoke to Harvard Business Review, urged founders to look at the technology adoption curve, a model that shows how different groups of consumers react to innovative products and technologies, and seek out feedback to make decisions.

"There are so many decisions that go sideways because founders let go of the user-centric mindset," Freitta told the outlet.

https://www.entrepreneur.com/business-news/3-strategies-startup-founders-can-use-to-solve-disagreements/470222

I Tested the 'Invest As You Shop' App to See If It Really Makes Investing Less Intimidating

Fintech startup Grifin, which launched in 2017, has a unique solution when it comes to investing – it aligns where you shop with where you invest.

Grifin automatically pulls $1 from a user's checking account every time they make a purchase at a publicly traded company, and then automatically invests that dollar back into the company for the user. For example, if a Grifin user went to Starbucks and bought a cold brew, the Grifin app would withdraw $1 with the purchase and give the user $1 of SBUX stock.

The company released a new adaptive investing model on Thursday that makes its services more flexible, from the ability to pause automatic payments, to disabling investments at certain companies where users shop. The user can also now manually increase or decrease how much they want to spend on investments, from $1 up to $99 per transaction.

RELATED: I Tried 3 AI Headshot Generators and One Was the Clear Winner

"By investing in small amounts, as low as $1 at a time, the

aim is to help people to learn to navigate the world of investing without incurring too many negative consequences if they don't get it right," Grifin co-founder Aaron Froug told TechCrunch.

Grifin was created to democratize investing and help people understand their spending habits, Froug said. Having a positive relationship with money can be "an incredibly difficult thing to do and achieve," he told the outlet.

Here's How It Works

I tried out the Grifin app with the new adaptive investing model, and I found it easy to onboard and use the service.

Screenshots from the app. The first shows the steps needed to create a Grifin account, the second highlights that the app asks for personal information, like SSN and home address, and the third shows how the app identifies companies to invest in.

To create an account, I had to enter personally identifiable information, such as my social security number and my home address. I also had to connect a checking account to the app, and any other credit or debit cards that I used so that Grifin could track my transactions.

While I wasn't thrilled about giving out all of my personal information, it was surprisingly easy to become an investor. It took less than 10 minutes to get everything connected and ready to go.

Within seconds, Grifin had already pulled the four places I shopped at in the past week, past two weeks, and past month.

RELATED: A 29-Year-Old CEO Quit Microsoft To Build His Startup — And Just Scored A Deal on Shark Tank

The app is simply laid out and the adaptive investing model gives me more confidence as a user because if I don't want to invest in a particular company, but I want to buy something

from it, I can do that. The $1 investment per transaction model reframes spending choices because the app makes spending less about consumption and more about investing time and money into businesses.

Grifin has an app redesign and an AI chatbot in the works according to TechCrunch.

As for me, I intend to keep using this app. The financial stakes are low enough that anyone can try it.

https://www.entrepreneur.com/business-news/i-tried-grifin-the-invest-as-you-shop-app-what-to-know/470217

‘This Can’t Be True’: Google Responds to Viral Hoax Claiming the Company Is Shutting Down Gmail

No, Google is not sunsetting Gmail, but if you’re one of the users duped by the fake news, you’re not alone.

A false news release made its way around social media on Thursday after being posted to X (formerly Twitter) and quickly went viral.

“After years of connecting millions worldwide, enabling seamless communication, and fostering countless connections, the journey of Gmail is coming to a close,” the fake document reads, accompanied by the Google logo and standard Google document formatting. “The decision to sunset Gmail has been

made with careful consideration of the evolving digital landscape and our commitment to providing high-quality, innovative solutions that meet the needs of our users."

Related: Google Is About to Delete Inactive Accounts. Here's How to Avoid A Massive Gmail Bounce Rate.

The post stated that Gmail is ending on August 1, 2024 and that as of that date, emails would no longer be able to be sent, received, or stored on the Gmail platform.

"After this date, Gmail accounts will become inaccessible," the post said.

Naturally, X users began to panic. In the U.S., Gmail has a market share of 53%, per Forbes, and more than 1.8 billion active users send and receive an estimated 333 billion emails daily.

> *I don't know if the news about gmail is accurate, but watch me go insane, sit down today and start the back up process for my entire email account*
>
> *— z (@bus_kerdou) February 23, 2024*

> *This is insane, i spend my whole life with #Gmail https://t.co/xjxUg6cnOa pic.twitter.com/XhkOhxyMt0*
>
> *— Alibek Aliev (@Itsalibek) February 22, 2024*

> *Okay okay this can't be true no way. Google is sunsetting Gmail on August 1. You'll still be able to access and download your emails until then, but after that they'll be gone. No more Gmail! #RIPGmail ? pic.twitter.com/AwKWN9AnMJ*
>
> *— XeVier (@XeVierTech) February 22, 2024*

> *rip gmail so sad i cry ???? pic.twitter.com/1ixqqWKzFB*

> — Nate ? (@pxl0101) February 22, 2024

The original fake post is believed to have come from Chris Bakke, a product lead for X, whose company Laskie was acquired by then-Twitter in 2021.

In a post on the platform, Bakke satirically joked that he was the SVP of Product at Google and that CEO Sundar Pichai had asked him to fire the "entire Google Gemini team" but that he had misheard it as the "entire Google Gmail team," and thus created a fake document as a part of his joke.

> *I'm the SVP of Product at Google ($28.8M TC).*
>
> *Last night, Sundar asked me to "fire the entire Gemini team."*
>
> *I misread his message (insanely bad service at my 7br 11bath cabin in Park City) and I accidentally fired the entire Gmail team.*
>
> *Gmail…Gemini.*
>
> *Look at that… pic.twitter.com/CBCWAhoNCT*
>
> — Chris Bakke (@ChrisJBakke) February 22, 2024

"Look at that quickly without your glasses when you're 7 margaritas deep at the fire pit on a Wednesday, and you'd make the same error. I mean, you get how that's confusing right," he joked on the platform. "Anyway, I'm rolling with the decision. Gmail's gone."

Bakke's original post has since garnered over 2.2 million views.

The trolling came just hours after Google announced that it was pausing the release of its Gemini AI tool after radical inaccuracies were found when using the text-to-image software to render photos of certain historical figures.

A community note has been placed by X on Bakke's post informing users that the document is, in fact, a fake.

Related: Google Wants Its Employees Back in the Office: Report

"This is a satirical post which is being quickly spread around and is confused by many believing it is real," the community note says. "It is not. Google has not announced any changes to Gmail."

Google also cleared the air in a post on the company's official account, noting that Gmail is not going anywhere.

> *Gmail is here to stay.*
>
> *— Gmail (@gmail) February 22, 2024*

https://www.entrepreneur.com/business-news/is-google-shutting-down-gmail-viral-hoax-sets-off-panic/470210

Mark Zuckerberg Is Sitting on a Huge Stockpile of AI Chips as Companies Compete for Limited Supplies

This article originally appeared on Business Insider.

Nvidia's CEO recently shed light on the allocation of its in-demand chips.

The comments have brought Meta boss Mark Zuckerberg's

extensive stockpile back into the spotlight.

Jensen Huang told investors on Wednesday that the company was doing its best to share the chips evenly amid unprecedented demand.

“We do the best we can to allocate fairly and to avoid allocating unnecessarily,” Huang said in a call with analysts following Nvidia’s fourth-quarter results.

Huang was responding to a question about distributing chips between the companies fighting over a limited supply, many of which are competitors.

“At the core of it, we want to allocate fairly, avoiding waste, and looking for opportunities to connect partners and end users,” he said.

Meanwhile, Zuckerberg is plowing on with his plan to acquire hundreds of thousands of the chips as part of his ambition to create a “top-level product group” focused on generative AI.

Last month, Zuckerberg told The Verge that Meta would have more than 340,000 Nvidia H100 GPUs — the main chips companies use to train and deploy AI models — by the end of 2024.

Taking into account chips of other types, the CEO said he expected Meta to have amassed 600,000 GPUs by the end of the year, the report said.

The surge in global demand for the chips has dramatically boosted Nvidia’s stock over the last 12 months.

The AI chipmaker reported better-than-expected quarterly revenues on Wednesday, with revenues of $22.1 billion in the fourth quarter — a 265% year-on-year increase. Nvidia stock surged almost 15% in premarket trading after posting the blockbuster sales, Business Insider reported.

Meta did not immediately respond to BI’s request for comment.

https://www.entrepreneur.com/business-news/nvidia-ai-chips-are-in-demand-meta-amassing-stockpile/470214

Report: The Majority of Recent College Grads End Up in Jobs That Don’t Need Bachelor’s Degrees

Go to college, graduate, get a related job. A new report challenges the perception that an undergraduate education is needed to enter the workforce.

The Burning Glass Institute, a data research company, and the Strada Education Foundation, a talent research firm, released a study on Thursday that found the majority of recent college graduates, who got their Bachelor’s degrees between 2012 and 2021 in the U.S, were not in a job that required their degree.

More than half of graduates (52%) were “underemployed,” per the study, working in fields that did not require Bachelor’s degrees to enter, such as food services, office support, sales, construction, and retail. Moreover, 73% stayed in those fields 10 years after graduation.

It is unclear how many hours worked per week were considered to be “underemployed” in this report.

Even though the typical college graduate performs better in the labor market than workers with high school diplomas, “a sizable share of graduates do not experience the economic

outcome they expected from earning a bachelor’s degree,” the study stated.

College majors such as communications, journalism, psychology, and the visual and performing arts reported the highest levels of underemployment, while health professions, such as nursing, had the lowest underemployment rates.

Related: Starting a Business: How to Start a Business in 12 Steps

The report also showed that there are financial effects associated with underemployment. Recent grads employed at college-level jobs make a median of $60,000 annually, while underemployed grads make $40,000. Furthermore, underemployed grads were found to take home $8,000 more per year than high school grads, who make a median salary of $32,000.

The researchers used 2022 data and determined median earnings by looking at workers who were employed full-time, year-round, or working at least 35 hours per week and 50 weeks per year and not enrolled in school.

Unlike high school grads, though, underemployed grads still shoulder an average debt of $34,700 for their degrees.

Related: I Was Broke, Unemployed, and In Serious Debt During the Pandemic. Here are 6 Steps I Took to Make 6-Figures

The study presented the hope that quality guidance for college students, access to clear employment outcomes, and access to paid internships in college could help bridge the gap.

https://www.entrepreneur.com/business-news/most-new-college-grads-in-jobs-that-dont-use-degree-report/470199

Company Says Its ‘3-3-3’ Perk — Which Pays for Any 3 Employees to Go Out After 3 p.m. — Is Good for Business

This article originally appeared on Business Insider.

At cloud-based security company Verkada, employees are paid to hang out with each other.

“The traditional way to do this is happy hour,” Verkada CFO Kameron Rezai told Business Insider. “We thought, can we do it better?”

Verkada’s CEO Filip Kaliszan recently went viral in a TikTok discussing the 3-3-3 perk on a podcast. It’s a program the company started last April that lets three or more employees expense food and drinks if they go out together after 3 p.m.

> *@theloganbartlettshow 3 coworkers hanging out after 3pm = free drinks/dinner #buildingculture #employeeperks #teammotivation #corporatehacks #venturecapital #founders #startups #entrepreneurship #entrepreneurlife #techcompanies #theloganbartlettshow ♬ original sound – The Logan Bartlett Show*

“The idea is it’s the afternoon and three people go out and hang out together, chances are you’ll talk about something that’s relevant or work-related, and ultimately, that will benefit us,” Kaliszan said in the interview.

As a startup, that kind of interaction is crucial for Verkada to stay competitive in an industry with tech companies that are worth $100 billion, Rezai told BI.

The 3-3-3 program expenses up to $30 per person, and requires no pre-approval, Rezai said. The only requirement is that employees post a photo in the “3-3-3” Slack channel when they’re done, he said.

Rezai told BI that all 1,800 of Verkada’s employees have participated in the program at least once. People usually post in the Slack channel four to five times a day and employees are recommended to use the perk once or twice a week.

Kaliszan said in the podcast that prior to “3-3-3,” employees could still expense the company if they went out together. But putting the name and program in place by advertising it on posters around the office is what made the difference, he said.

“It wasn’t about the money it wasn’t about the budget,” Kaliszan said. “It was about everyone knowing that this is something they can do and then everyone getting excited about it.”

Founded in 2016, Verkada is worth $3.5 billion. The company went from selling security cameras to now offering six different product lines including access control, alarms, air quality detectors, guest management devices, and intercoms.

The security company is known to have intense — and sometimes controversial — policies surrounding office culture.

During the pandemic, Verkada resumed in-person work after two months of a shutdown. Kaliszan said that remote work caused friction between engineers who were “writing essays to each other” in arguments over text.

“If we want to grow as fast as we want to grow, we have to bring people back,” Kaliszan said.

By June 2020, the company implemented a strict in-person policy requiring all employees to come in five days a week.

From then on, Verkada has avoided hiring any remote workers and takes steps to prevent any situation from becoming remote.

The CEO said that one of those steps includes mapping out the time it takes for employees to get to work on their offer letters.

Verkada places a large emphasis on employee relationships and the CEO said this even influences where the company builds its locations. Verkada builds its offices in “cool” downtown areas of cities and that’s been hugely successful, Kaliszan said in the interview.

Rezai said that if business goes down, the company will have to reconsider employee perks. However, the idea of the 3-3-3 program is to decentralize these kinds of employee interactions so they can plan themselves without going through an office manager.

Based in California, Verkada has 15 locations around the world. In 2023, the company grew in size by 60% and announced it would open five new offices.

https://www.entrepreneur.com/business-news/ceo-of-35-billion-security-company-pays-for-happy-hour/470136

Report: Airlines Made $33 Billion Last Year Charging For Checked Bags

Paying a fee to check a bag seems like an unnecessary added cost, especially when you have no choice – you *need* your

luggage to travel with you.

And according to a new report, those baggage fees really add up for the biggest airlines that reported major earnings on the fees alone.

A study by ancillary revenue and travel industry specialists IdeaWorks suggests that, in 2023, the top 20 airlines in the world made $33 billion in baggage fees, up 15% from the same time last year when airlines made $29 billion in 2022.

Related: Baggage Handler Shares Hack For Avoiding Lost Luggage

Airlines surveyed include American Airlines, Delta, United, Southwest, Emirates, Etihad, and more.

“Consumers have reacted to bag fees by wanting to carry more bags into the cabin to avoid charges,” IdeaWorks said. “Travelers love the convenience of carry-ons and even load up the cabin on airlines that don’t charge for checked bags. For all airlines, from global network carriers to LCCs, this has become an operational challenge and customer pain point.”

Baggage fees include anything from fees charged to check a passenger’s luggage, fees for overweight or oversized bags, or other extraneous fees that passengers may incur when dealing with luggage.

The study also found that these airlines earned an overall total of $117.9 billion on extra fees across all categories, including paying for premium seat selection, loyalty programs on airlines, and purchasing additional snacks and beverages on board among others.

“Fees for checked baggage first started as an economic necessity for traditional airlines seeking relief from a dramatic jump in fuel prices during the oil shock of 2007 and 2008,” IdeaWorks said in its release. “Within a matter of months, major carriers in the US went from including 2 checked

pieces with every fare, to charging for the first bag checked by travelers. Since then, fees for checked baggage have been adopted by airlines all over the world."

The study comes on the heels of American Airlines announcing that it would be increasing its price of checked luggage for domestic passengers to $40 at the airport and $35 during online check-in, a 33% increase from the airline's previous policy of $30 for checked luggage regardless of payment time.

Related: Man Emotionally Reunites With Luggage After Southwest Disaster

"For the first time since 2018, American is adjusting bag fees for first and second checked bags for travel booked on or after Feb. 20," American Airlines said in a statement.

Though prices vary depending on the airline, most domestic checked bag fees for a customer's first bag range from $25 to $89, the higher end on discount airline Frontier Airlines with lower prices on JetBlue and United.

https://www.entrepreneur.com/business-news/airlines-made-33-billion-on-baggage-fees-in-2023-report/470197

'I Want a Free Month': Thousands of Customers Furious at AT&T After Widespread Outages

AT&T suffered mass outages across the U.S. on Thursday with

many unable to use their devices to receive or send messages and phone calls.

“Some of our customers are experiencing wireless service interruptions this morning. We are working urgently to restore service to them,” an AT&T spokesperson said in a statement to *ABC News*. “We encourage the use of Wi-Fi calling until service is restored.”

Emergency service organizations across the U.S. on Thursday said that the AT&T outages were so bad that some customers were unable to make or receive calls to 911, per the *Wall Street Journal.*

According to *DownDetector*, the outages peaked just after 8 a.m. EST with just over 74,000 customers reporting an issue. More than 90% of the issues recorded said customers had no signal.

Related: Square Outage Causes Payment Problem for Small Businesses

Though the outages were nationwide, major metropolitan areas including Chicago, New York City, and Miami were affected the most. In Texas, large cities including Dallas, Houston, San Antonio, and Austin were also affected.

“I am in Illinois and we have not had any service since about 330 a.m. SOS signal only. Taking advice to use Wi-Fi calling at this time but it doesn’t help in an emergency if you are out and about,” one customer wrote on *DownDetector.*

When trying to send texts or complete phone calls, affected customers were seeing ‘SOS’ on the top corner of their devices where AT&T and the number of service bars usually are displayed. When a phone is stuck in SOS mode, it still should be able to make emergency calls via satellite.

Many took to social media to complain and see what was

happening with their networks.

> *AT&T is having a nationwide outage? Is that why my phone says SOS? Is this the end? Should I smear mud on my face and get ready to eat my neighbors*
>
> *— Imani Gandy (Orca's Version) □□ (@AngryBlackLady) February 22, 2024*

> *AT&T, I want a free month for this sos only thing.*
>
> *— LYSSA ? (@lyssaajj) February 22, 2024*

> *Not going to lie. It's one thing to have your cell service not work. It's a whole other thing to have to find out through social media and the news. @ATT you not going to address this at all? No email to let us know? No social media post? Not even a public statement? #attoutage*
>
> *— Von (@vwillengr) February 22, 2024*

> *Imagine getting stranded in the middle of nowhere and not being able to reach anyone cause your phone carrier is AT&T #ATTdown pic.twitter.com/CIXc38qyAt*
>
> *— Jeffrey. (@jefreeb) February 22, 2024*

T-Mobile and Verizon Wireless customers also reported outages though they were not as widespread, with Verizon outages peaking at just over 4,200 customers and T-Mobile peaking at just under 2,100 customers at the same time as the AT&T peak.

"Verizon's network is operating normally," a Verizon spokesperson told *CNN* in a statement, noting that Verizon customers reporting issues may have been trying to contact customers on an AT&T device. "Some customers experienced issues this morning when calling or texting with customers

served by another carrier. We are continuing to monitor the situation.”

Related: What is Cloudflare? Internet Outage Explained

The situation is still developing.

As of 11 a.m. EST, over 63,500 AT&T customers were still reporting issues.

https://www.entrepreneur.com/business-news/is-att-down-customers-face-widespread-outages-across-us/470129

Want to Start a Billion-Dollar Business? Look to These Two Industries, Which Have the Most Unicorn Growth

Cybersecurity and artificial intelligence stood out last year as the best-performing industries for unicorns or billion-dollar startups.

The Morningstar PitchBook Global Unicorn Vertical Indexes estimated that the value of cybersecurity unicorns grew by 24.3% in 2023, while AI unicorns rose by 22.9%.

The growth in cybersecurity could be due to notable startups hitting startlingly high valuations, such as Wiz reaching $10 billion in valuation in February. The indexes determine valuation growth or decline by using a model based on comparable public companies and prices for private startups.

On the AI front, the rise of generative AI saw a corresponding interest in funding. OpenAI raised $10 billion from Microsoft, for example, and Anthropic received $4 billion from Amazon. Of all the new unicorns that came onto the scene last year, 44% focused on AI and machine learning.

RELATED: He Started a Side Hustle in His Parents' Basement and Won Big on Richard Branson's TV Show. The Business Saw Over $650 Million in Annual Revenue Last Year.

Amazon Web Services (AWS) CEO Adam Selipsky speaks with Anthropic CEO and co-founder Dario Amodei. Photo by Noah Berger/Getty Images for Amazon Web Services

Overall, 2023 was a tough fundraising year, and unicorns in other industries dropped in valuation. Agriculture technology, for example, was the worst-performing sector for unicorns, with indoor farming startup Bowery and crop protection company Indigo feeling the effects of the fundraising downturn.

RELATED: A Former Disney Star Just Launched a Space Startup With $6.3 Million in Seed Funding. Here's Why She Did It.

In addition to AI and cybersecurity, industries such as health tech, e-commerce, and fintech also saw unicorn growth.

https://www.entrepreneur.com/business-news/want-to-start-a-billion-dollar-business-look-to-these-two/470089

ChatGPT Has Been Losing Its Mind and No One Seems to Know

Why

This article originally appeared on Business Insider.

ChatGPT has been looking a little unhinged.

Some users wondered what the heck was going on with OpenAI's chatbot after it started responding to their queries Tuesday with a whole lot of gibberish.

Sean McGuire, a senior associate at the global architecture firm Gensler, shared screenshots on X of ChatGPT responding to him in nonsensical "Spanglish."

"Sometimes, in the creative process of keeping the intertwined Spanglish vibrant, the cogs en la tecla might get a bit whimsical. Muchas gracias for your understanding, y I'll ensure we're being as crystal clear como l'eau from now on," ChatGPT wrote.

It then descended into much more nonsense: "Would it glad your clicklies to grape-turn-tooth over a mind-ocean jello type?" It followed up with references to the jazz pianist Bill Evans before repeating the phrase "Happy listening!" nonstop.

> *chatgpt is apparently going off the rails right now and no one can explain why pic.twitter.com/0XSSsTfLzP*
>
> *— sean mcguire (@seanw_m) February 21, 2024*

Another user asked ChatGPT about the variation between mattresses in different Asian countries. It simply could not cope.

One user who shared on Reddit their interaction with ChatGPT said GPT-4 "just went full hallucination mode," something they said hadn't really happened with this severity since "the

early days of GPT-3.”

OpenAI has acknowledged the issue. Its status dashboard first said it was “investigating reports of unexpected responses from ChatGPT” on Tuesday.

It was later updated to say the issue had been identified and was being monitored, before a further update on Wednesday afternoon indicated that all systems were running normally.

It’s an embarrassing moment for the company, which has been considered a leader in the artificial intelligence revolution and received a multibillion-dollar investment from Microsoft. It’s also enticed enterprises into paying it to use the more advanced version of its AI.

OpenAI did not immediately respond to a request for comment on ChatGPT’s hiccups.

That hasn’t stopped people from speculating about the cause of the problem.

Gary Marcus, a New York University professor and AI expert, started a poll on X asking users what they thought the cause might be. Some thought OpenAI got hacked, while others reckoned hardware issues could be to blame.

> *Why is ChatGPT acting so weirdly?*
>
> *— Gary Marcus (@GaryMarcus) February 21, 2024*

Most respondents have guessed “corrupted weights.” Weights are a fundamental part of AI models, helping service the predictive outputs that tools such as ChatGPT give to users.

Would this be an issue if OpenAI was more transparent about how its model works and the data it’s trained on? In a Substack post, Marcus suggested the situation was a reminder that the need for less opaque technologies is “paramount.”

https://www.entrepreneur.com/business-news/chatgpt-is-hallucinating-with-unexpected-responses-this-week/470066