

DON'T GET LEFT BEHIND AS AI ENTERS THE WORKPLACE

BY GRETA DAVIS

According to Bloomberg Law, workplace AI usage has doubled in two years across industries, but most notably in the technology, professional service, and financial sectors. As the workplace is being exponentially impacted by AI, this puts a demand on workers to understand and use it effectively.

I recently asked a popular AI tool how AI itself is impacting the workplace through the lens of the 16 Career Clusters within the National Career Clusters Framework. Here's how Google AI Overview responded:

- 1. AGRICULTURE, FOOD, AND NATURAL RESOURCES:** AI helps with crop monitoring, precision farming, and optimizing supply chains.
- 2. ARCHITECTURE AND CONSTRUCTION:** AI assists in design optimization, structural analysis, and project management.
- 3. ARTS, AUDIO/VISUAL TECHNOLOGY, AND COMMUNICATIONS:** AI enables content creation, personalized media experiences, and audience engagement.
- 4. BUSINESS MANAGEMENT AND ADMINISTRATION:** AI automates tasks, analyzes data, and improves decision-making in various business functions.
- 5. EDUCATION AND TRAINING:** AI supports personalized learning, adaptive teaching methods, and educational assessments.
- 6. FINANCE:** AI drives fraud detection, risk management, and investment analysis.
- 7. GOVERNMENT AND PUBLIC ADMINISTRATION:** AI enhances public safety, crime prevention, and citizen service delivery.

8. HEALTH SCIENCES:

AI supports medical diagnosis, drug discovery, and personalized health care.

9. HOSPITALITY AND TOURISM:

AI optimizes hotel operations, enhances customer service, and promotes travel recommendations.

10. HUMAN SERVICES: AI assists in social work, case management, and providing support services.

11. INFORMATION TECHNOLOGY: AI is central to software development, cybersecurity, and data analysis.

12. LAW, PUBLIC SAFETY, CORRECTIONS, AND SECURITY: AI aids in criminal investigation, risk assessment, and security monitoring.

13. MANUFACTURING: AI optimizes production processes, improves quality control, and supports automation.

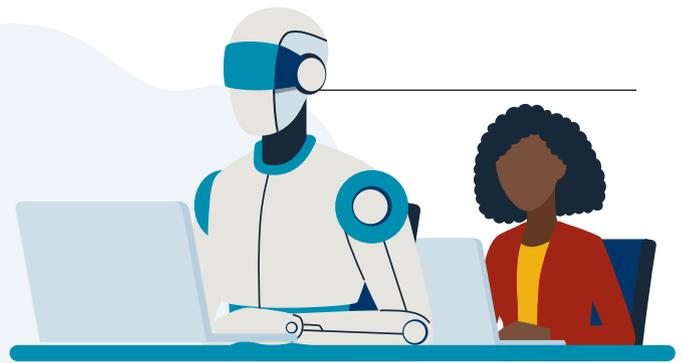
14. MARKETING: AI personalizes marketing campaigns, analyzes customer behavior, and enhances sales strategies.

15. SCIENCE, TECHNOLOGY, ENGINEERING, AND MATH (STEM): AI accelerates research, enables data analysis, and supports scientific discovery.

16. TRANSPORTATION, DISTRIBUTION, AND LOGISTICS: AI optimizes routes, manages inventory, and enhances delivery operations.

I posed a similar question to OpenAI's ChatGPT and found a more comprehensive listing with AI impact as well as emerging roles.

As AI gets smarter and more integrated into almost every company and organization, employees worry they'll be displaced. Although some jobs will likely be eliminated due to automation, other jobs will be created. Experts at the recent National Career Development Association conference predicted that those more at risk of being displaced are workers unwilling to use and learn



more about AI and its applications. In navigating this change, education is key.

Start by exploring how AI is already impacting your workplace. Understand how your business or organization is using or plans to use AI. Determine if there are any existing policies around its use, but also anticipate that the use of AI is outpacing development of policies and procedures. Many companies are using secure, internal AI systems that allow for leveraging the benefits of AI in a safe environment. Make sure to use AI tools that are formally integrated into the workplace (M365 Copilot, internal AI notetakers, etc.) and avoid external, unregulated AI tools. Many companies are mindful of AI use and issues related to confidentiality, especially as it relates to trade secrets and intellectual property.

The next evolution of AI is already here with the use of AI agents that, once trained, can function autonomously. AI Agents serve as a digital complement to the human workforce, and they can learn how to make decisions and adapt to their environment with a broader range of tasks with minimal supervision.

Staying abreast of this ever-changing technology is a career management skill needed across industries. You don't need to be an expert in AI, but you should increase your AI literacy. Those who don't adapt are at risk of falling behind.



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