

# What are the perceived challenges and concerns with A.I. in workforce development?

Confidence in the results (that we're providing the right solutions), being comfortable with outputs.

AI and job apps - what about accommodations for those facing barriers (e.g. disabilities)

AI literacy - a lot of focus on generative AI

Negative portrayals in media = fear

Fear of the unknown

Interdisciplinary skill development

**WEF top skills**

Analytical thinking  
Critical & creative thinking

Personal biases, focus on negatives, etc. need to educate on advancements and positive aspects

Automation - takes long time to implement, how to teach people and increase people's confidence in tools

Basic digital skills + creative thinking, critical problem solving : both are needed, gaps need to be made up

Business owners - need to understand the technologies, labour shortages, how to use AI to reduce reliance on labour

Example: publishers are receiving lots of novels generated through AI

Some people are using AI a lot, others not at all  
How to strike a balance, show people how to use AI, but still reflect clients personally

**Learning curves**  
Not just operating the tech, but creating outputs - this is a higher level of learning

Education systems are not keeping up with technology

Digital literacy in rural communities  
Hard to get to people (barrier: funding)

Less dependence + interest in tech and internet

Shift and emphasis to online- it's a challenge to get basic training

Training alone is not enough - people need access to the tools outside of training

Mature workers: disconnect + less familiarity with digital tech

**Rural digital literacy: building a basic computer training model**

**Providing tools and laptops to use outside of workplace**

**Mature workers: training programs to increase familiarity and reduce "fear" around it**

**Career development practitioners: need to educate on the future of work to guide clients**

**Watch out for bugs! Keeping in mind that new tech will always have constraints**

What are strategies and best practices we can implement to overcome these barriers?

**Fear + lack of confidence: help people gain a sense of ownership over the technologies**

**Learning by doing - best way**

**Start by using AI for simple things (e.g. data mining) to increase familiarity**

**This way you can see it in practice**