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A Human-Centered Approach to AI in the Workplace

In August 2023, Forrester Consulting surveyed 1,340 global frontline and office workers and 1,124 decision-makers to understand the sentiment around AI and its impact on the employee experience. Explore the key findings and see how Workday can help you implement AI.

AI is the future of HR.

AI will help reduce menial tasks for employees, help companies become more data-driven, and improve self-service for employees.

70% of decision-makers say AI will be instrumental to success in HR over the next five years

76% of workers agree that AI could make it easier and quicker for them to find information, **71%** say that it gives them a sense of empowerment, and **66%** believe it has the potential to save the company money

Source: Forrester Study: A Human-Centered Approach to AI in the Workplace. A commissioned study conducted by Forrester Consulting on behalf of Workday, October 2023.

Employee interest in AI is sky-high.

Employees are more optimistic about AI than leaders might think.

31% of decision-makers believe that workers are excited about the use of AI in the workplace—but **73%** of workers hope their company explores more ways to implement it

Employees see the benefits of AI, but also have concerns.

69% of employees are most concerned about their personal data being misused, **53%** think AI could put them out of a job, and **45%** believe that AI is biased

Source: Forrester Study: A Human-Centered Approach to AI in the Workplace. A commissioned study conducted by Forrester Consulting on behalf of Workday, October 2023.

Employees crave training.

The skills gap around AI is evident.

66% of workers don't feel like they understand what AI is and how it can be used in the workplace. However, **65%** of decision-makers believe workers have a good understanding.

Empowering employees with training is critical.

63% of employees say AI can be intimidating due to its complexity, and **61%** feel like they could benefit from having training on how to use AI in the workplace.

AI training can improve employee experience.

75% of leaders agree that training employees on how to use AI gives them a sense of empowerment and lessens concerns by demystifying the technology.

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Organizations must be transparent when it comes to AI.

Transparency is key to getting buy-in and alleviating concerns.

Employees who feel like their organization has been transparent around AI use are much more likely to feel positive about AI adoption (62% vs. 34%).

Communication levels are low and what efforts organizations have made aren't resonating.

Only 39% of employees feel like their employer has been transparent about how it's using AI and the impact.

Lack of effective communication has a negative impact on employee experience.

Without improving communication, organizations risk workers avoiding AI tools, feeling less comfortable at work (48%), or even leaving the organization altogether (34%).

Source: Forrester Study: A Human-Centered Approach to AI in the Workplace. A commissioned study conducted by Forrester Consulting on behalf of Workday, October 2023.

Workday can help you use AI with an employee-first approach.

Train your employees on AI.

With Workday Learning, you can deliver targeted AI-focused learning modules to help upskill your workforce.

Curate personalized experiences for each worker.

Communicate directly with your employees about AI plans and practices through Workday, and share announcements and personalize with Workday Journeys.

Understand how your employees feel about AI.

With Workday Peakon Employee Voice, you can gather direct input from your employees on how they feel about AI and more.

AI is transforming HR—and Workday is here to help you put your employees first and forge a successful path into the future of work.

For more information about Workday, visit: workday.com

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