

## VIDEO: [AI is transforming the world of work, are we ready for it? | FT Working It](#)

December 2, 2024, Produced and directed by Claire Justin. Filmed by Petros Gioumpasis. Edited by Richard Topping. Graphics by Russell Birkett. **The following is a summary of the video transcript (by ChatGPT 4o, 19 Dec 2024).**

The rapid integration of AI into workplaces has sparked significant concerns and questions about its implications for jobs and workplace dynamics. The advent of generative AI, particularly since the launch of ChatGPT in late 2022, has introduced transformative capabilities, from text generation to interpreting complex data patterns. Despite this, adoption among desk workers remains low, with two-thirds yet to actively use AI tools. This disparity highlights a disconnect between executives' urgency to incorporate AI for productivity and workers' hesitancy, often driven by concerns about privacy, accuracy, and reliability.

Surveys reveal varying attitudes toward AI among employees, categorized into personas like the "maximalists," who embrace AI enthusiastically, and the "observers," who adopt a cautious wait-and-see approach. Interestingly, some, termed the "underground," use AI but conceal their usage due to perceived stigma. This diversity underscores the need for organizations to foster trust and provide clear, transparent guidelines for AI adoption.

Trust is pivotal in encouraging AI usage. Studies show that employees who feel trusted by their managers are more likely to experiment with AI. Transparency about AI's role and purpose, alongside well-structured training, can help bridge the gap between executive ambitions and employee readiness. However, only 7% of workers globally fully trust AI, highlighting a significant challenge in widespread adoption.

AI's potential to simplify complex tasks and democratize skills is balanced by its technical complexity and occasional unreliability. For leaders, adopting AI responsibly involves understanding its limitations and ensuring it complements rather than replaces human effort. The risk of over-relying on AI for cost-cutting, especially in an evolving market, underscores the importance of strategic implementation.

The economic model of AI adoption is also a concern. Current systems are costly to develop, with companies subsidizing usage to drive adoption. However, as systems grow more sophisticated and expensive, businesses must evaluate their long-term value propositions and readiness for AI's integration into operations.

In conclusion, AI is undoubtedly reshaping the workplace, offering tools to enhance productivity and streamline operations. Yet, its success hinges on deliberate, human-centered strategies that prioritize education, transparency, and trust. Organizations must balance innovation with caution, ensuring that AI adoption aligns with their unique needs while preparing employees for a future where technology complements their roles rather than replaces them. The road ahead involves trial, error, and adaptability, as businesses learn how best to leverage AI's transformative potential.

### **A) Given the information in the text, are the following statements true or false? (Q &A generated by ChatGPT 4o.)**

- 1/ Two-thirds of desk workers have fully embraced and actively use AI tools in their workplace.
- 2/ Trust between managers and employees plays a significant role in the adoption of AI technology.
- 3/ The underground persona describes employees who use AI openly and without hesitation.
- 4/ Generative AI was first introduced in the late 2020s, with significant advancements occurring after 2025.
- 5/ AI adoption can simplify tasks but also raises concerns about reliability and its potential use for cost-cutting.

### **B) Match the words and definitions (Selection of the 10 "most unusual" words and definitions by ChatGPT 4o)**

|                 |                                                                                                      |
|-----------------|------------------------------------------------------------------------------------------------------|
| 1/ Generative   | a/Individuals who actively and enthusiastically embrace and use new technology, particularly AI.     |
| 2/ Adoption     | b/People who prefer to wait and watch how a technology develops before engaging with it.             |
| 3/ Maximalists  | c/Relating to a type of AI that creates content such as text, images, or data from learned patterns. |
| 4/ Observers    | d/The act of embracing or integrating a new idea, technology, or practice into regular use.          |
| 5/ Transparency | e/The quality of being open, clear, and easily understood, particularly about intentions or actions. |

|                  |                                                                                                     |
|------------------|-----------------------------------------------------------------------------------------------------|
| 6/Democratize    | f/Suggested plans or ideas, particularly about business strategies or solutions.                    |
| 7/Reliability    | g/To make something accessible and available to all, regardless of status or expertise.             |
| 8/Subsidizing    | h/The quality of being consistently trustworthy or performing well under various conditions.        |
| 9/Complement     | i/Financially supporting a product or service to make it more affordable or encourage its adoption. |
| 10/ Propositions | g/To enhance or improve something by adding to it, rather than replacing it.                        |

**Answers: A)** 1c; 2d, 3a, 4b, 5e, 6g, 7h, 8i, 9g, 10f. **B)** 1/False, Two-thirds of desk workers have not actively adopted AI tools; 2/True, Trust from managers is a key factor in encouraging employees to use AI; 3/False, The underground persona refers to those who use AI but hide their usage due to perceived stigma; 4/False, Generative AI gained prominence after the launch of ChatGPT in late 2022; 5/ True, While AI simplifies tasks, there are concerns about its reliability and cost-cutting implications.