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How AI is Reshaping the Workplace – Part 1

Posted by Patti Blackstaffe | Jan 28, 2025 | Analysis, Culture, Leadership | 0

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Part 1 – Transformational Crossroads

As we wrap up 2024, we know that Artificial Intelligence (AI) is no longer an emerging technology. We have used AI for years: Apple’s Siri, Google’s Navigator, Meta’s Advertising system, and more. There are

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many ways AI is utilized: classification, search, ranking, product personalization, and pattern recognition, to list a few.

Over the last few years, Gen AI, with the introduction of platforms like Chat GPT, has evolved exponentially, leveraging past advancements in machine learning, deep learning and language mastery. Today’s AI explosion relies on large language models (LLM), Natural Language Processing (NLP), and Machine Learning (ML), and it is this advancement that is reshaping the workplace.

Advancements in computational power, the ability to process massive amounts of data, and the lower costs of training AI models have contributed to the explosion of Gen AI and other AI predictive, communication, and creative tools. Companies are also pouring in hundreds of billions of dollars to win the AI race, which has accelerated progress.

Leaders and technology professionals are now tasked with navigating this evolving landscape while shaping how AI integrates into their organizations. In this series, I provide a few necessary steps to consider on your AI journey.

AI Duality

It’s no secret that the C-suite consistently seeks opportunities to streamline

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operations, enhance decision-making, and drive innovation. Along with those advancements, traditional workflows are disrupted, risks increase, and each innovation demands an ethical purview. Technology professionals must wrestle with this duality of benefits vs risk.

Amplifying Efficiency through Automation:

From service management to driving predictive insights for the finance department, workplaces find that automated solutions are changing how people work, workforce numbers and the skills companies focus on. The caution here is not to drive efficiency over effectiveness. Efficiency might look great on a spreadsheet but may be disastrous to customer experience and productivity.

Job Displacement and the Skills Gap

A new workplace reality has emerged from the impact. Job losses due to technology are nothing new; we no longer have pin-boys resetting bowling pins or elevator operators. More recently, data entry clerks, bank tellers, and travel agents have taken a significant hit in job opportunities. These changes are valid for most important technological advancements, and jobs are being displaced. The goal is to look at these shifts in jobs and roles strategically, not paying heed to the hype or the



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catastrophizing where the predictions of the end of the world of work gain traction because fear sells. Are we entering a world without work? No, not according to the [World Economic Forum](#).

Companies that focus on skills assessment and development using a skills and competency framework such as [SFIA](#) (Skills Framework for the Information Age) to identify, develop and nurture skills for the digital world will fit into a global standard and assist employees in building their strategy.

Employees who approach their future with a realistic view of how their jobs can be automated or displaced must take steps to shape their careers. They must realize that company roles will be reinvented and adjusted as advising, creative endeavours, coding, automating, and security put many jobs at risk of being absorbed by AI solutions.

Ethical Implications of Bias, Privacy, and Decision Transparency.

Everyone has a role in critically evaluating AI outputs. According to the [University of Saskatchewan](#), companies must hold AI developers and organizations accountable and focus on transparency of their algorithms, data sources, and potential bias. Committing to periodic audits and



diversity in training datasets will become increasingly critical as safety, privacy, and security issues emerge out of unintended consequences.

Wise Use of Power

Balancing the benefits and risks of using AI solutions requires commitment and care to avoid negative consequences. Shaping your organization's skill development, focusing on upskilling and retraining employees lessens the costly churn of talent in and out your door. On the personal side, build your career plans around filling the anticipated skills gap and don't wait for your company to do that for you.

The ethical implications of privacy, skewed outputs, bias, and transparency of data collection in the use of Gen AI and AI solutions are complex and, when managed poorly, will lead to unintended consequences. Decision errors, ethical breaches and diminished oversight result from an over-reliance on technology and ignoring the balance of automation with accountability. Sustainable growth demands the wise use of power to mitigate organizational risk.

[Continued in Part 2 – Organizational Agility](#)

[Contact Patti](#) if you want to learn more about the critical role of Digital Leadership in future-proofing your organization.

