

People and Skills Group, Suffolk Chamber of Commerce

# AI and the Future of Work

## Insights and Innovations for Suffolk Businesses

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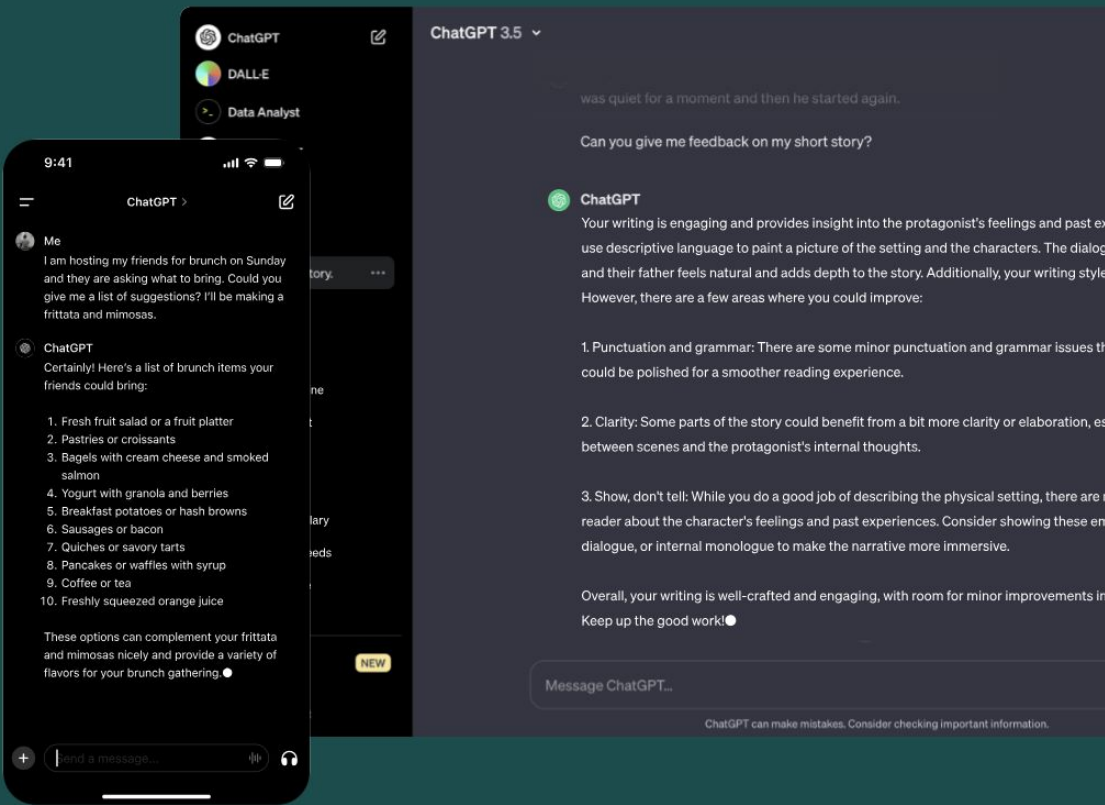
# AI and the Future of Work

# ChatGPT

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# Copilot

Your everyday AI companion



Write

Write a grant proposal to take 10th graders to a college fair



Analyze

How can teachers make lectures more engaging and effective?



Summarize

Tell me the latest findings of the Nation's Report Card in five paragraphs



Templatize

Make a syllabus template for a college-level course



Create

Make a rubric for success in an Intro to Psychology course



Laugh

Know any funny jokes on the theory of relativity?

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Choose a conversation style

More  
Creative

More  
Balanced

More  
Precise

Your personal and company data are protected in this chat



Ask me anything...



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# Artificial Intelligence: definitions

## Highly capable general-purpose AI

- Foundation models that can perform a wide variety of tasks.
- Their capabilities can match or exceed those present in today's most advanced models.
- Such models will span from novice through to expert capabilities, with some even showing superhuman performance across a range of tasks.

## Highly capable narrow AI

- Foundation models that can perform a narrow set of tasks, normally within a specific field like biology.
- Their capabilities can match or exceed those present in today's most advanced models.
- Generally, such models will demonstrate superhuman abilities on these narrow tasks or domains.

## Agentic AI or AI agents

- An emerging subset of AI technologies that can competently complete multiple sequential steps over long timeframes – e.g. sending email or instructions to physical equipment – to complete a high-level task or goal.
- These systems can use tools such as coding environments, the internet, and narrow AI models to complete tasks.

# Distinguishing hype from reality...

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AI is an evolution of technologies we are already using:

- to assist human capabilities
- to automate
- to delegate tasks
- to personalise experiences and learning

# Applications of AI in Management of People and Skills

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- **Efficiency and Productivity:** AI can enhance efficiency and productivity by automating repetitive tasks, freeing up HR teams to focus on more strategic initiatives
- **Structured Processes:** AI can assist in structuring processes such as onboarding and offboarding, making them more streamlined and efficient
- **Cost Reduction:** By automating tasks and improving efficiency, AI can help cut costs in HR operations

# Applications of AI in Management of People and Skills

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- **Data-Driven Decision Making:** AI can analyse large volumes of data to identify patterns and make predictions, aiding in data-driven decision making
- **Personalised Learning:** AI tools can analyse learner performance and adapt the curriculum or content to their needs and preferences
- **Bias (Mitigation):** AI can assist in mitigating bias in HR decisions by using data and objective criteria.



# Applications of AI in Management of People and Skills

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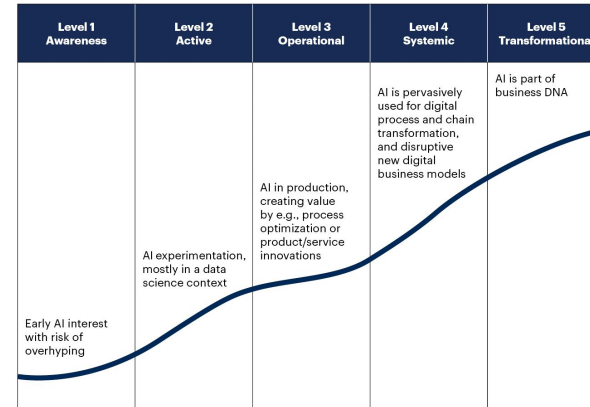
- Role Design and Skills Assessment: AI can help understand what AI means for the workforce in terms of role design and skills
- Talent Acquisition and Retention: AI can assist in the recruitment process by screening CVs and predicting candidate success. It can also identify factors that influence employee retention.

# You cannot use AI without data

## Digital transformation and Digital Maturity

- moving everything to digital
- the integration of digital technology into all areas of a business
- fundamentally changes how a business or organisation operates and delivers value to customers
- requires organisations to continually challenge the status quo, experiment, and get comfortable with failure.

### AI Maturity Model

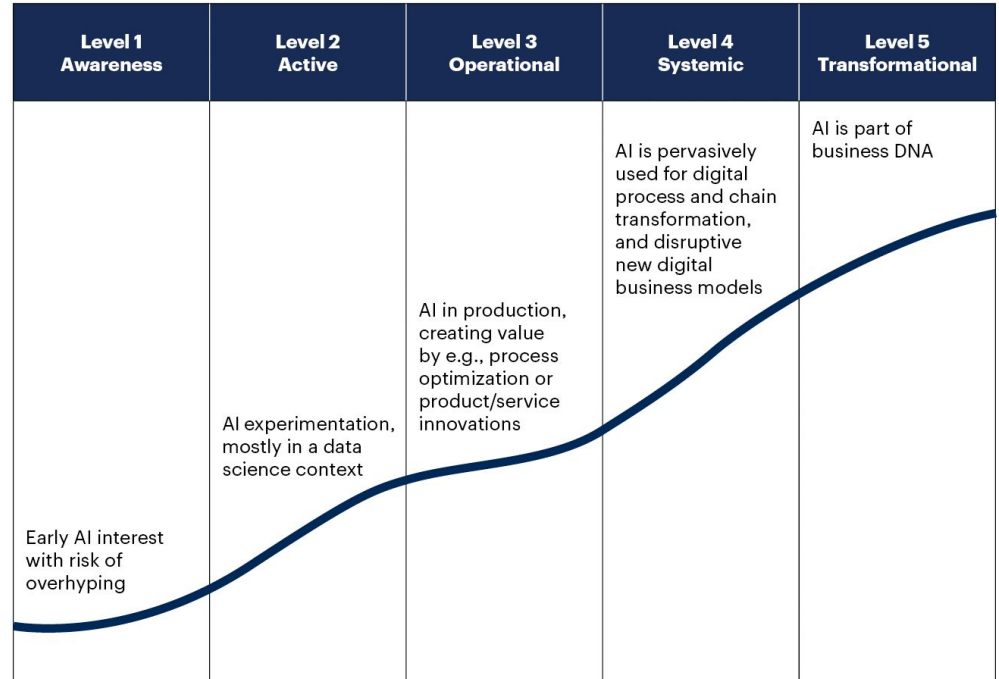


[gartner.com/SmarterWithGartner](https://gartner.com/SmarterWithGartner)

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**Gartner.**

## AI Maturity Model



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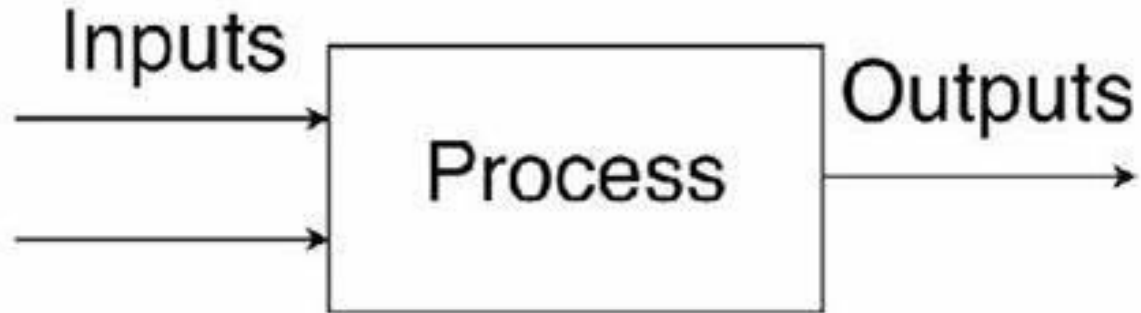
**Gartner**

# Your turn:

# Where are you in your digital journey?

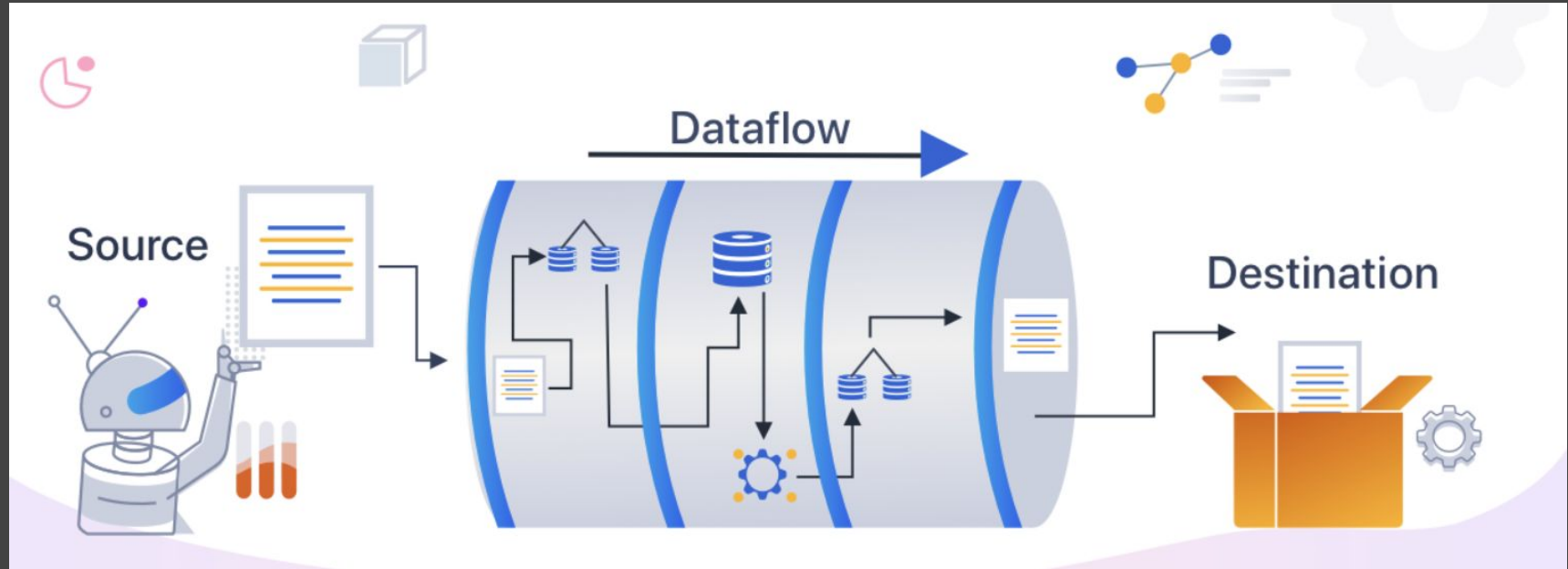
# How does it work?

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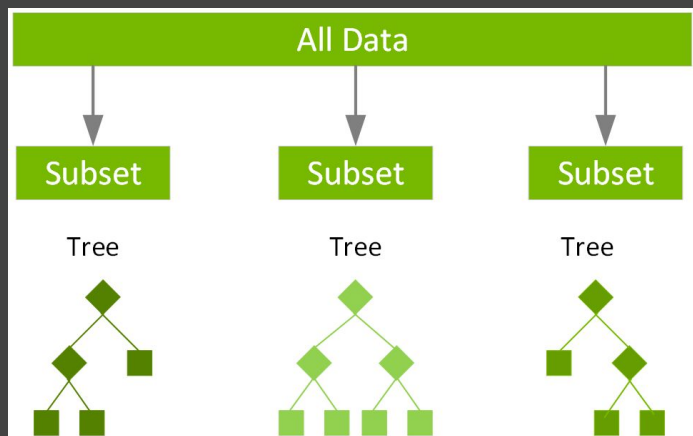
# How does it work?

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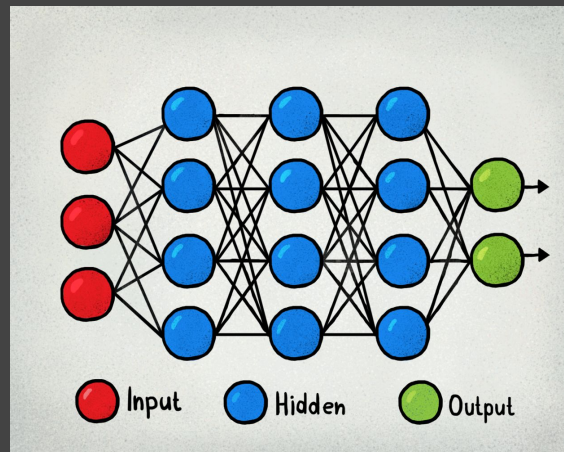


# AI Models

Machine Learning : (e.g. XGBOOST, Random Forest)



Deep Learning : (e.g. CNN, LSTM)

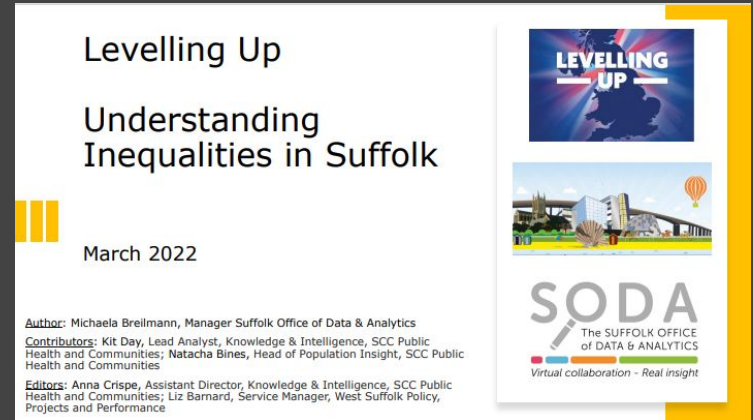




# Suffolk: Key economy focus areas (missions)

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- 1: Boost productivity, pay, jobs and living standards.
- 2: Increase domestic public investment in R&D
- 3: Improve local public transport connectivity
- 6: Increase the number of people successfully completing high-quality skills training
- 7: Narrow the gap in healthy life expectancy
- 8: Improve well-being in every area



[https://www.suffolkobservatory.info/wp-content/uploads/2022/12/SODA\\_Levelling-Up-Understanding-Inequalities-in-Suffolk\\_March-2022.pdf](https://www.suffolkobservatory.info/wp-content/uploads/2022/12/SODA_Levelling-Up-Understanding-Inequalities-in-Suffolk_March-2022.pdf)

# Concerns and cautionary tales

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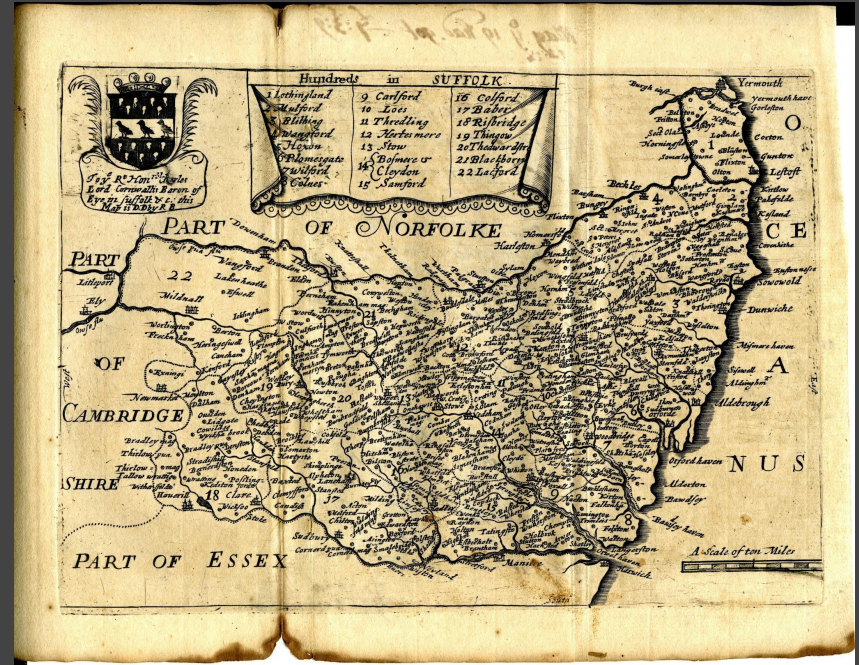
- Due diligence
- Intellectual property & ownership of information
- ensure benefits of AI are **accessible to all**
- Job displacement
- Allow productivity and purpose in life
- Privacy concerns (security / safe AI)
- explainable/transparent AI
- AI education and training programmes
- Raise awareness of technology
- Long term effects in our work practices and local and global economies
- regulation



# Concluding thoughts

People and Skills development (Human Resources) sector has been pioneering data driven decision making in some areas, but:

- potential to bring significant economic benefits
- challenges need to be addressed (job displacement, misinformation, security, privacy)
- needs strategic consideration: digital transformation, digital assets, innovation



## Key legislation to look out for :

- UK's Framework for AI regulation
- EU's AI Act



Find out more about how we are helping businesses with their AI journey here:  
<https://www.uos.ac.uk/business/business-engagement/>

# Thank you! Questions?

# Useful Reading

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# Useful Reading

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[15] AI will affect 40% of jobs and probably worsen inequality, says IMF .... <https://www.theguardian.com/technology/2024/jan/15/ai-jobs-inequality-imf-kristalina-georgieva>.

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[18] Artificial intelligence's great impact on low and middle-skilled jobs. <https://www.bruegel.org/blog-post/artificial-intelligences-great-impact-low-and-middle-skilled-jobs>.

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<https://www.pwc.co.uk/economic-services/assets/ai-uk-report-v2.pdf>.

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# Extra Slides

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# How can AI help?

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## Improving Public Transport

- optimise routes and schedules
- predict maintenance needs
- improve the overall efficiency of the transport system
- better connectivity
- potentially increase usage of public transport.



## Improving Healthy Life Expectancy and Well-being:

- predictive analytics: identify health risks early
- AI-powered telemedicine: healthcare accessible to all
- personalised recommendations for improving mental health
- used for diagnosis and treatment

# AI is helping us innovate

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In **agriculture**:

- monitoring crop health
- predicting weather patterns
- optimising irrigation
- crop and soil monitoring
- insect and plant disease detection
- livestock health monitoring
- intelligent spraying
- automatic weeding
- aerial survey and imaging, and produce grading and sorting



# AI is helping us innovate

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In **waste management** or **gritting operations** optimisation:

- AI can develop detailed maps of each area
- to find the best routes for their trucks, reducing travel time, fuel costs, and emissions.
- used in smart bins,
- waste-sorting robots,
- waste generation models
- waste monitoring and tracking

→ See: Smarter Suffolk Project (PI Prof Nicholas Caldwell): explore patterns in data collected via sensors all over the county on living conditions, weather monitoring and the environment

