Governor's Task Force on Workforce and Artificial Intelligence

Housekeeping & Agenda

Definition: Artificial Intelligence refers to a collection of technologies that allow computers to automate tasks that have historically required human intelligence such as speech recognition, translation, computer vision, automated decision making, anomaly detection, forecasting and content generation. Generative AI tools can learn the patterns and structure of source training data, then generate new data that has similar characteristics.

Governor's Task Force on Workforce and Artificial Intelligence

Judy the Adjudicator

Governor's Task Force on Workforce and Artificial Intelligence

Workforce Solutions Initiative

Governor's Task Force on Workforce and Artificial Intelligence

Member Introductions

Governor's Task Force on Workforce and Artificial Intelligence

Wisconsin Non-Farm Jobs
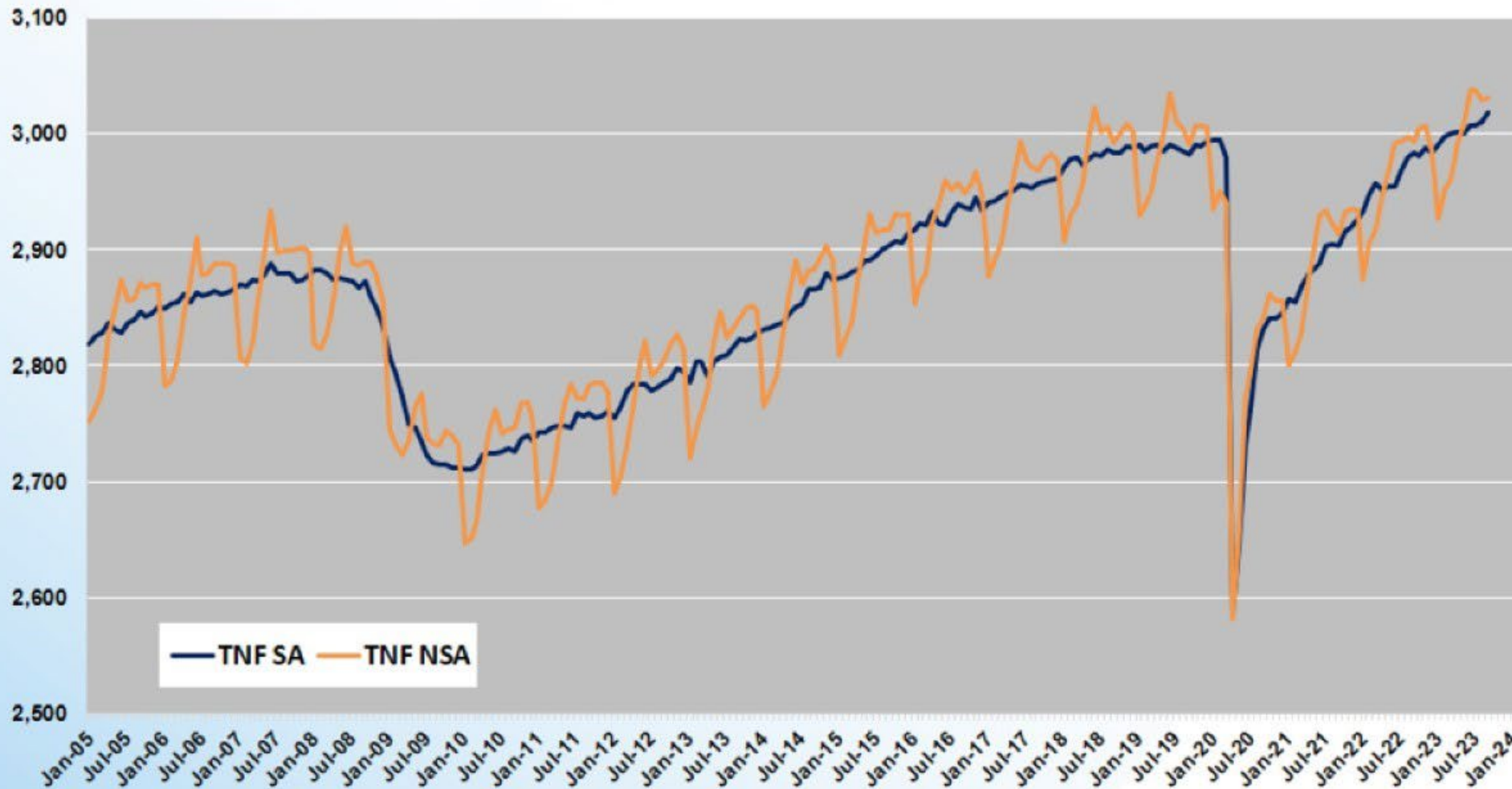
Source: Current Employment Statistics (CES), U.S. Bureau of Labor Statistics (BLS)

Wisconsin Employment

Source: Local Area Unemployment Statistics (LAUS), U.S. Bureau of Labor Statistics (BLS)

Labor Quantity Challenge
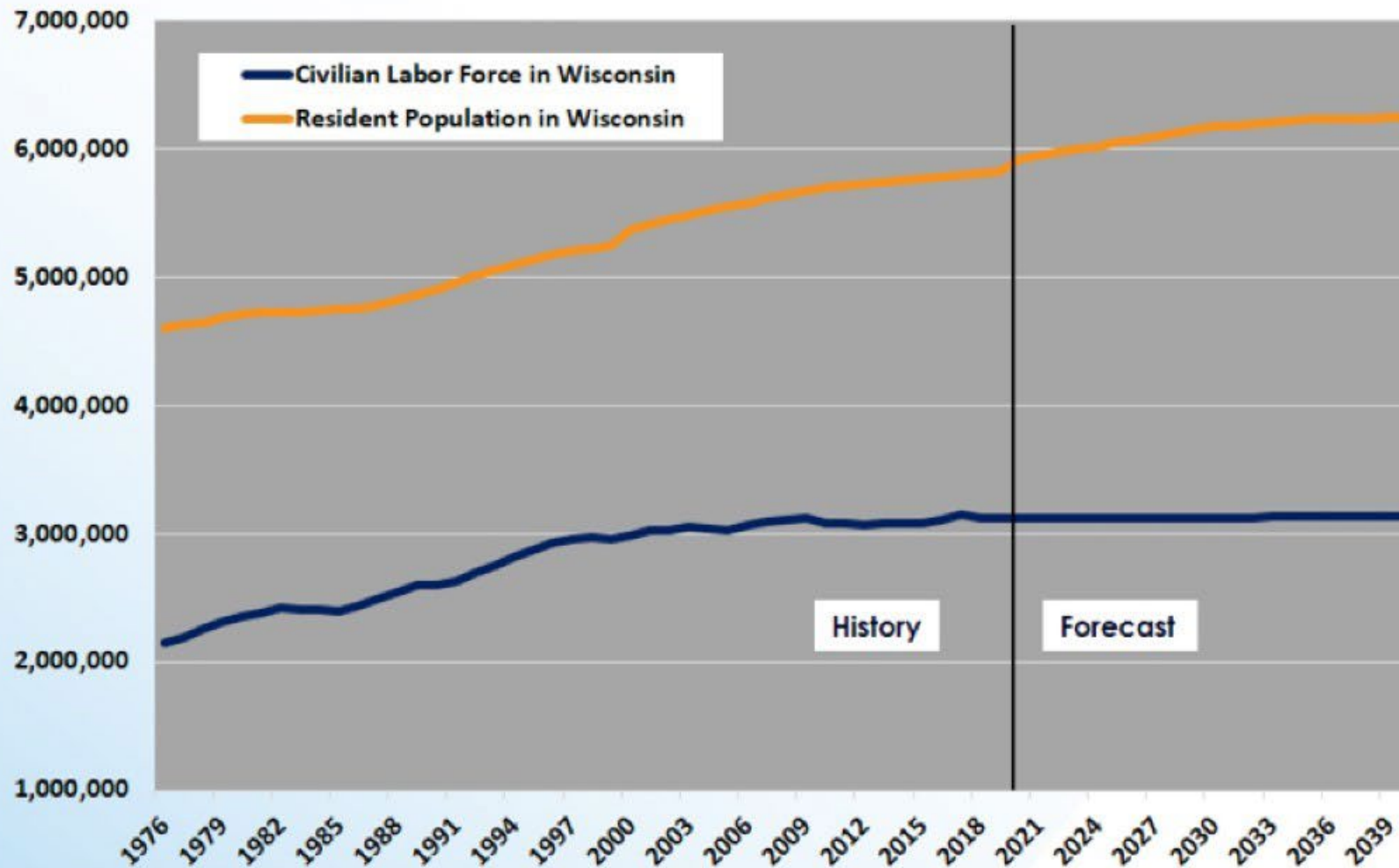
AI Skill Exposure
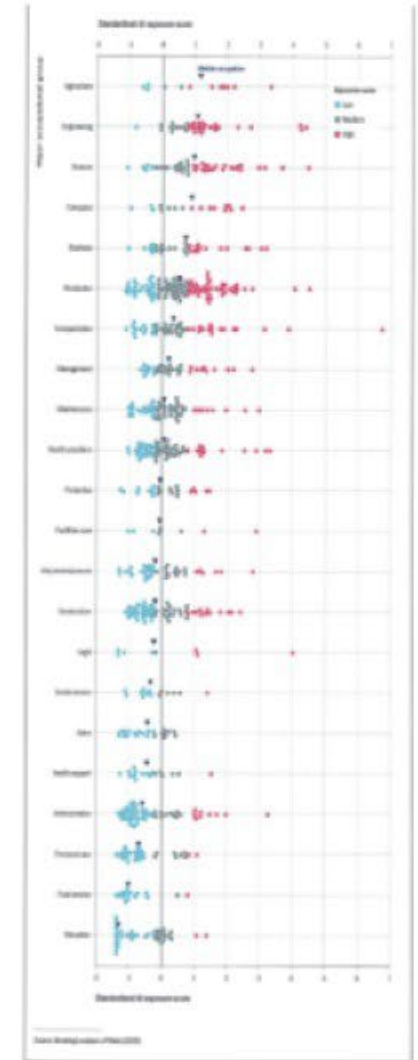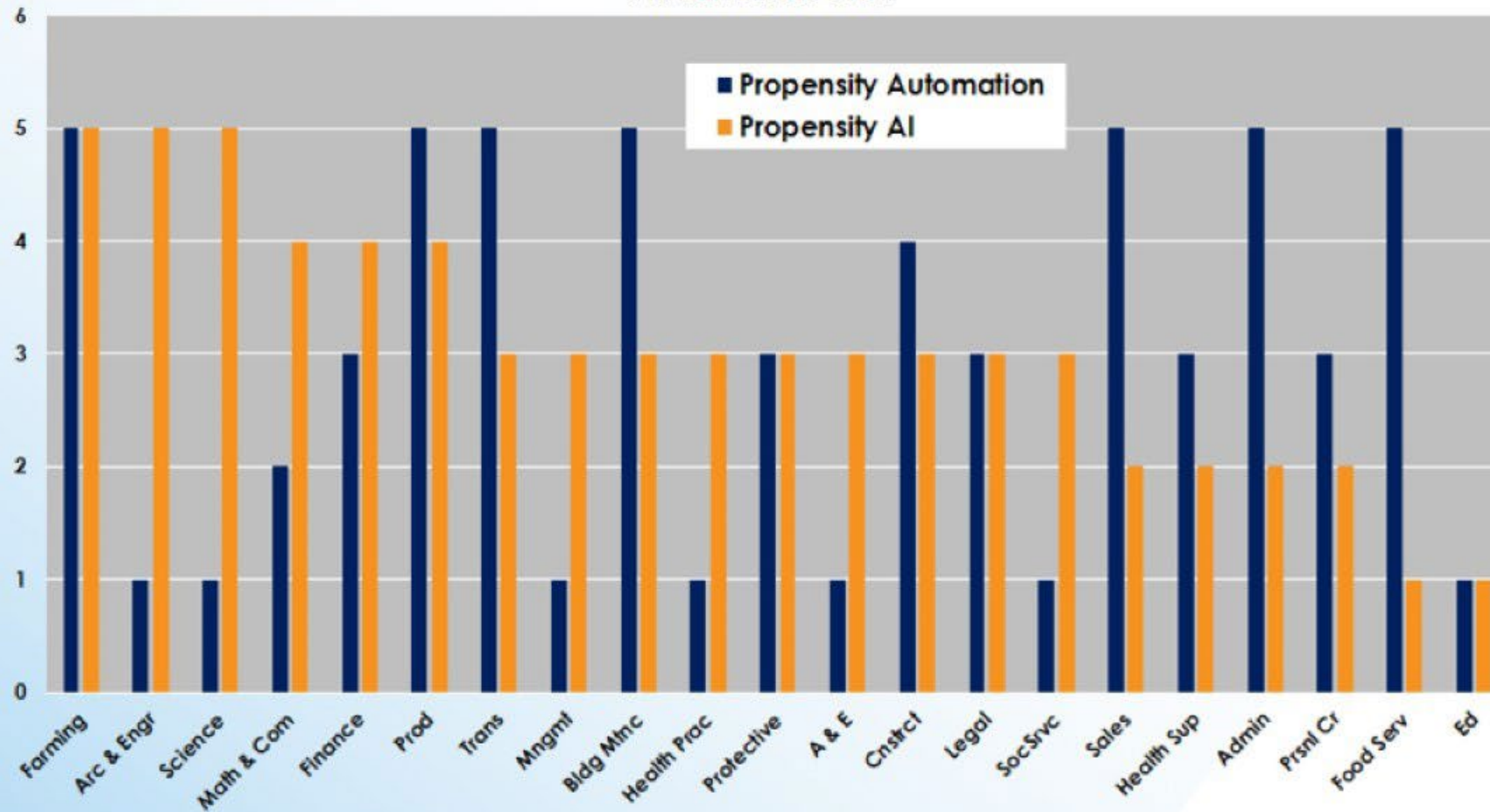
Source: Brooking's analysis of Webb (2019)

85% of employment growth over the last 80 years is driven by new technologies.

National Bureau of Economic Research
August 2022

Google

Gartner

Emily Rose McRae

Senior Director Analyst, Gartner

Governor's Task Force on
Workforce and Artificial Intelligence

The Future of Work and Workforce Transformation with AI

Emily Rose McRae, Senior Director Analyst, Gartner

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Understand What GenAI Can Actually Do

Written Content Augmentation/ Creation

Text Simplification

Tone

Summarization

Question Answering

Content Classification

Chatbot Performance Improvement

Software Coding

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Gartner: Hype Cycle for Workforce Transformation, 2023

Hype Cycle for Workforce Transformation, 2023

EXPECTATIONS

Everyday AI

Responsible AI — Frontline Worker EXTech

Internal Talent Marketplaces — Connected Factory Worker

Radical Flexibility/Flexible Work

Agile Learning — Immersive Experience

Coaching/Mentoring Applications — Autonomous Things in Manufacturing

Generative AI-Enabled Applications

Global Employer of Record Solutions

AI-Enabled Skills Management

Hyperautomation

Hybrid Work

Next-Gen Talent Assessments

Citizen Developers

Digital Side Hustle

Next-Gen WFM

Digital Credentials

Four-Day Workweek

External Workforce Procurement

Augmented Reality

Workforce Nudgetech

Collaborative Workflow Automation

Virtual Reality

Digital Twin of the Employee

As of July 2023

Innovation Trigger | Peak of Inflated Expectations | Trough of Disillusionment | Slope of Enlightenment | Plateau of Productivity

TIME

Plateau will be reached: ○ <2 yrs.   ○ 2–5 yrs.   ● 5–10 yrs.   ▲ >10 yrs.   ⊗ Obsolete before plateau

3

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Prompt Engineering Is a New Paradigm

? Why Do We Need Prompt Engineering Skills?

Developing the **Prompt Engineering** Skill …

- Enables: Creation, Delegation, Summarization, Synthesis
- Requires: Everyday AI (Office Suites), Internal Proprietary AI, Vendor AI, Aptitude for Systems Thinking

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Information Skepticism Is a New Necessity

? Why Do We Need Information Skepticism Skills?

Developing **Information Skepticism** …

- Enables: Trustworthiness, Accuracy, Compliance, Risk Reduction (Reputation, Legal, Operational)
- Requires: Generative AI Output, Access to Trusted Sources, Investigative Skills, Expertise

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Rolling Out AI Will Impact the Workforce

Impact on Intent to Stay Given Concerns Over AI Replacing Jobs

Percentage of Employees
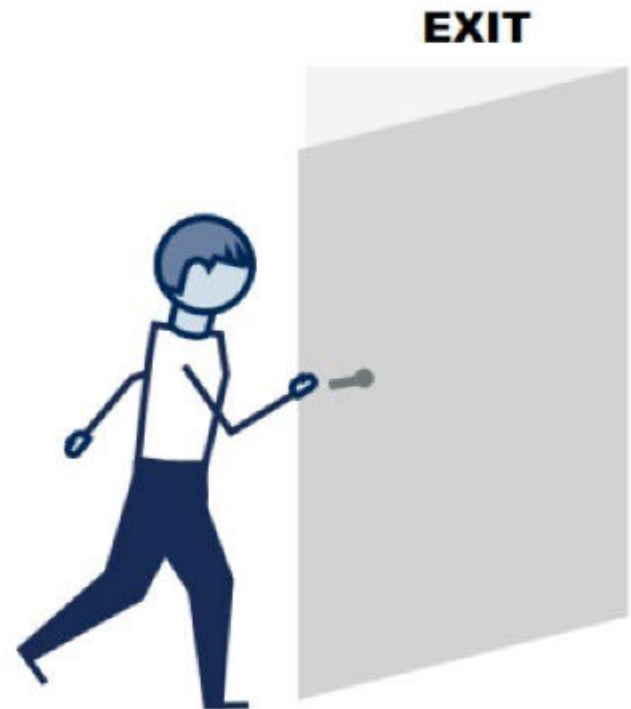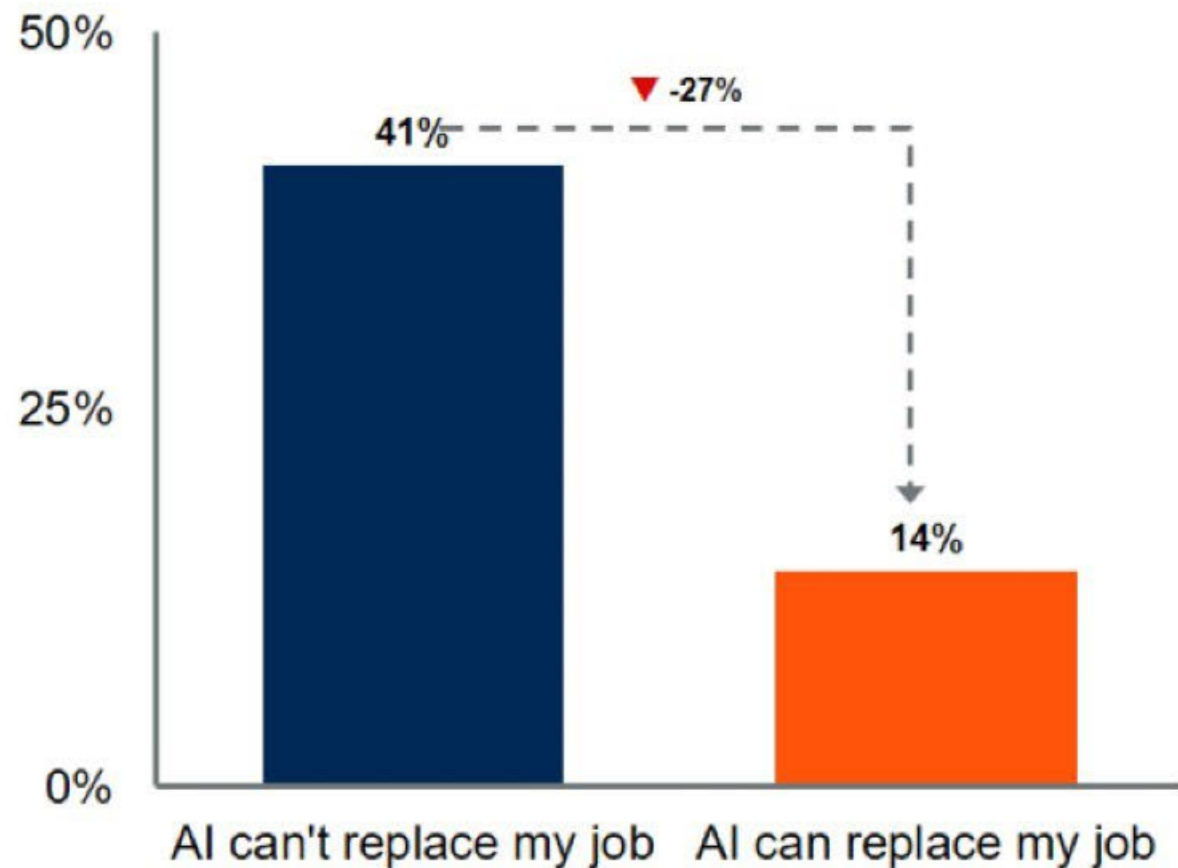
At an average organization of 10,000 employees, this **decrease in intent to stay costs $53 million per year** in total costs and lost productivity.

n = 3,500 employees

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Digital Technologies Go Through Phases of Responsible Use

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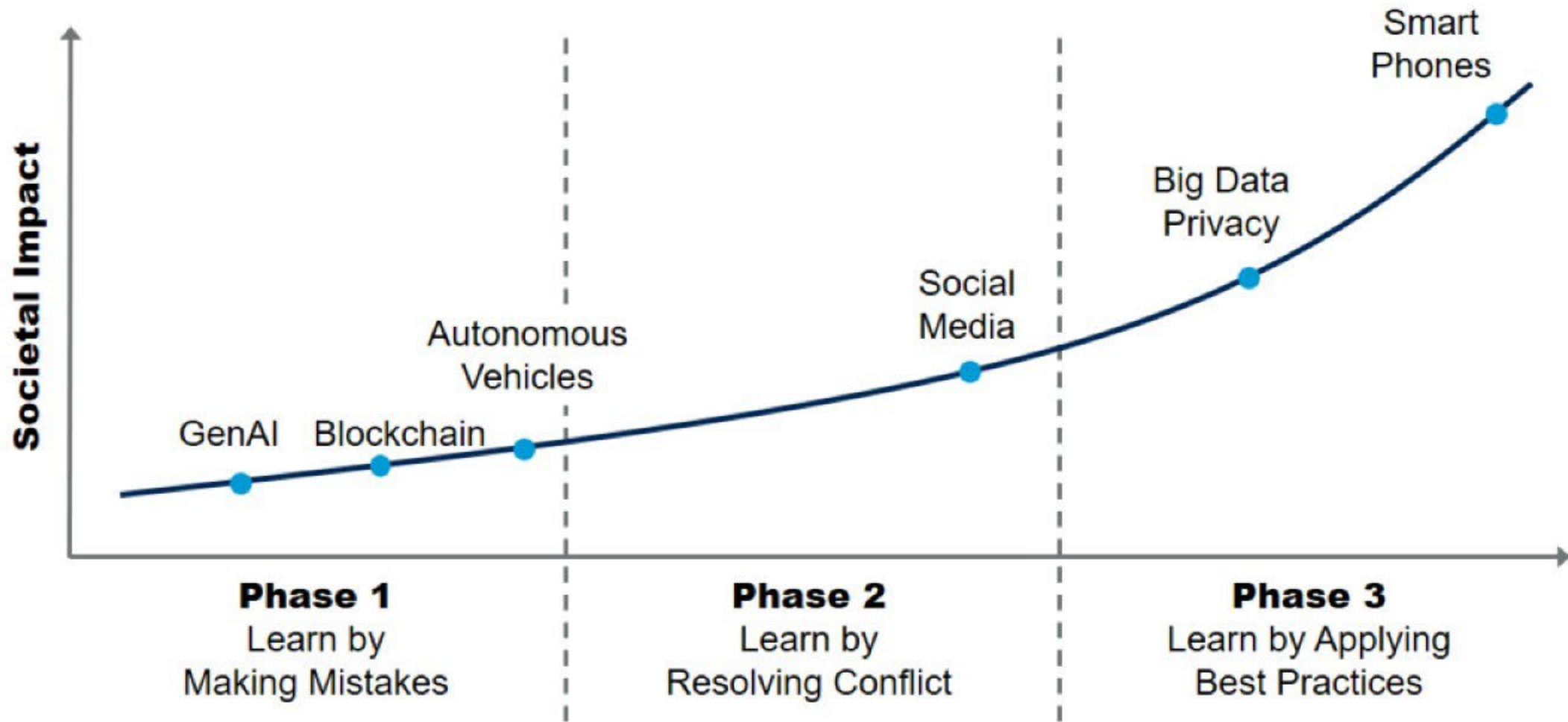
The Stated Promise of AI — Increased Productivity

"Generative AI could raise global GDP by 7%."

Source: Goldman Sachs

"14% productivity increase with AI conversational assistant."

Source: Erik Brynjolfsson et al.

"Software engineers code up to twice as fast."

Source: GitHub

"Generative AI could enable labor productivity growth of 0.1 to 0.6 percent annually through 2040."

Source: McKinsey

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Friction Against Productivity

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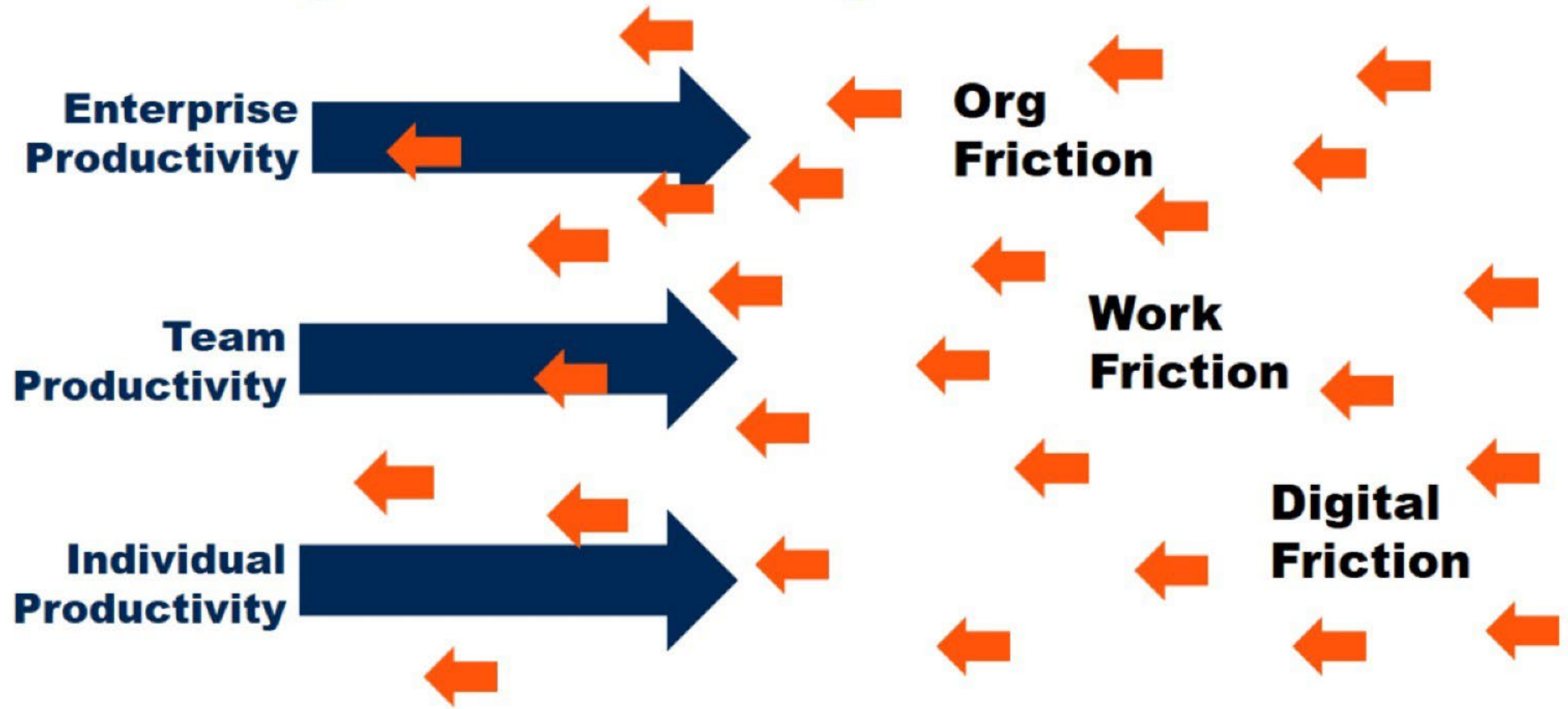
Scale Up

Example: Generative AI for Software Development

Within Boundaries

Scale Up
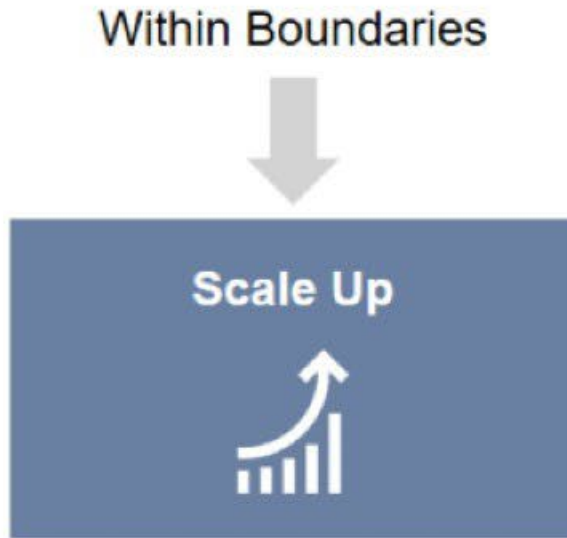
- 🟢 AI Helps Us Meet Demand
- 🟠 Sometimes Limited AI Capabilities
- 🟠 Productivity Expectations Unrealistic
- 🟠 Requirements and Testing Roadblocks
- 🔴 Burnout Risk Increases

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Key Challenge: Understanding Talent Impact of New Technology

- Can't generalize – dependent on specific tools deployed and how they are used

- Questions top HR teams ask business leaders:

  - What new technology are you investing in in the next 1-2 years?

  - How is this new technology going to help you reach your strategic goals?

  - How will workflows and roles need to change to get the most out of this investment?

  - How will our performance expectations and incentives need to adjust to support these new roles?

  - How do we prepare our workforce for these changes?

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Building Expertise in New and Redesigned Roles

- Developing Current or Existing Workforce without the Specific Expertise:

    – Apprenticeships

    – Job shadowing, mentoring

    – Rotational programs

- Hiring New Employees with the Specific Expertise

- Contracting with Contingent Labor with the Specific Expertise

- Talent Sharing with Other Employers

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Key Talent Considerations for Generative AI

- Opt-in or universal?
- **What does good performance look like if only some people have augmentation?**

- What impact will this have on timespend?
- **Do expectations change?**

- Who is held responsible for invalid or problematic content?
- **How do we incent the right behavior to enable employees to succeed?**

- Augment tasks in existing processes or adapt operations?
- **What will the impact be on our long-term talent (and business) strategy be?**

- How will know if we need to adjust our approach?
- **What does success look like?**

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Microsoft

Tyler Clark

U.S. Government Affairs Industry Director, Microsoft

Governor's Task Force on
Workforce and Artificial Intelligence

Microsoft

Microsoft's Approach to Responsible AI

Prepared for the Governor's Task Force on Workforce and Artificial Intelligence

Tyler Clark, U.S. Government Affairs Industry Director

October 30, 2023

> We have made huge investments in AI because we're **optimistic about what it can do to help people, industry and society**, and because we're committed to **bringing technology and people together to realize the promises of AI responsibly**.

Technology drives GDP growth, and the pace of change is accelerating

Global GDP and technological revolutions
Real GDP in trillions of 2011 GK$, logarithmic scale
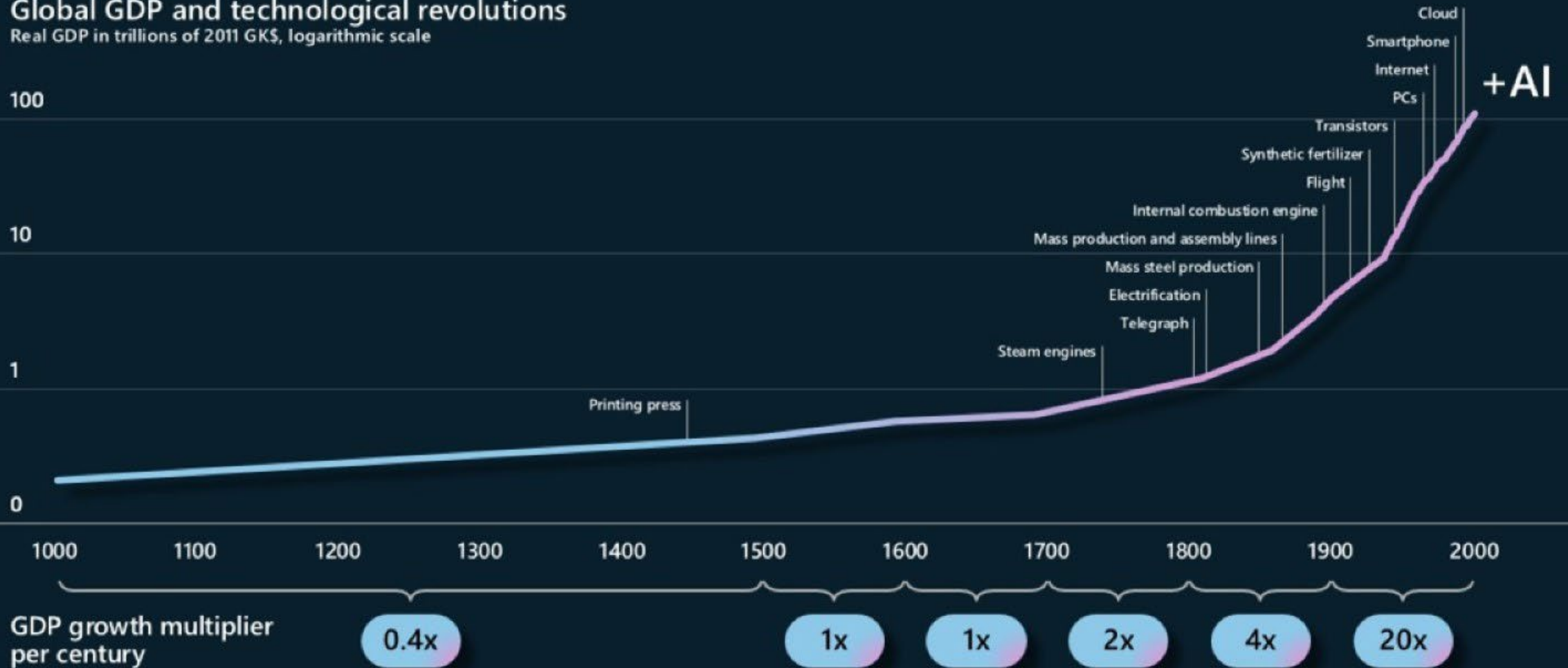
Source: Maddison Project, Our world in data

Meeting the AI moment

 AI is built and used responsibly and ethically

 AI advances international competitiveness and national security

 AI serves society broadly, not narrowly

Meeting the AI moment: advancing the future through responsible AI

Feb 2, 2023 | Brad Smith - Vice Chair & President

Early last summer, a small group of senior leaders and responsible AI experts at Microsoft started using technology from OpenAI similar to what the world now knows as ChatGPT. Even for those who had worked closely with the developers of this technology at OpenAI since 2019, the most recent progress seemed remarkable. AI developments we had expected around 2033 would arrive in 2023 instead.

Looking back at the history of our industry, certain watershed years stand out. For example, internet usage exploded with the popularity of the browser in 1995, and smartphone growth accelerated in 2007 with the launch of the iPhone. It's now likely that 2023 will mark a critical inflection point for artificial intelligence. The opportunities for people are huge. And the responsibilities for those of us who develop this technology are bigger still. We need to use this watershed year not just to launch new AI advances, but to responsibly and effectively address both the promises and perils that lie ahead.

The stakes are high. AI may well represent the most consequential technology advance of our lifetime. And while that's saying a lot, there's good reason to say it. Today's cutting-edge AI is a powerful tool for advancing critical thinking and stimulating creative expression. It makes it possible not only to search for information but to seek answers to questions. It can help people uncover insights amid complex data and processes. It speeds up our ability to express what we learn more quickly.

Microsoft's AI principles

Fairness

Reliability & Safety

Privacy & Security

Inclusiveness

Transparency

Accountability

2023 Work Trend Index Annual Report

Will AI Fix Work?

The intensity of work and always-on communications are outpacing our ability to keep up. AI is poised to create a whole new way of working.

64%
Share of people who would delegate as much work as possible to AI to lessen their workloads.

3x
Amount by which time spent in Microsoft Teams meetings and calls has increased per week since February 2020.

70%
Share of people who would delegate as much as possible to AI to lessen their workloads.

2x
Likelihood of a leader to say AI will provide value by boosting productivity vs. cutting headcount.

Key findings: The data points to three urgent insights business leaders must know now as they look to quickly and responsibly adopt AI.

1. Digital debt is costing us innovation: 64% of people have struggled with finding time and energy to get their work done, and those workers are 3.5x more likely to say they struggle with innovation.
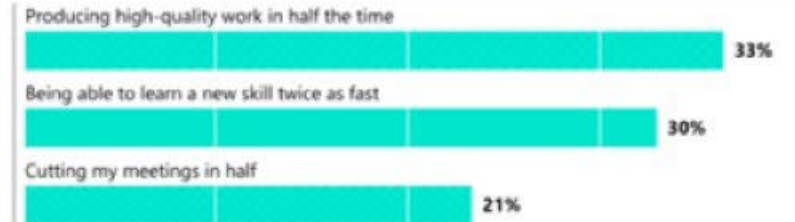
2. There's a new AI-employee alliance: While 49% of people say they're worried AI will replace their jobs, even more—70%—would delegate as much work as possible to AI to lessen their workloads.

3. Every employee needs AI aptitude: As of March 2023, the share of US job postings on LinkedIn mentioning GPT are already up 79% year-over-year.

Work in 2030: What People Want—That AI Can Deliver

Asked to imagine work in 2030, people we surveyed say they'd most value changes that saved them time—like producing high-quality work and learning new skills faster.

Save time
- Producing high-quality work in half the time — 33%
- Being able to learn a new skill twice as fast — 30%
- Cutting my meetings in half — 21%

Work smarter
- Being able to understand the most valuable ways I should spend my time — 26%
- Being able to understand the most valuable ways to use my energy — 25%
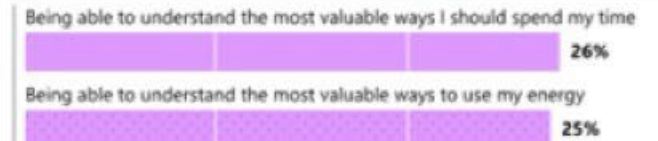
End information overload
- Never having to mentally absorb unecessary / irrelevant information again — 23%
- Cutting the time I spend answering emails / chat in half — 23%
- Being able to recall any data or content from any previous meeting / email / chat / file — 21%
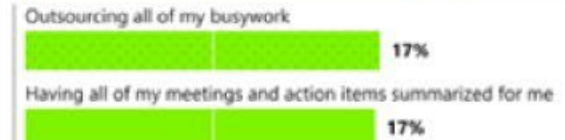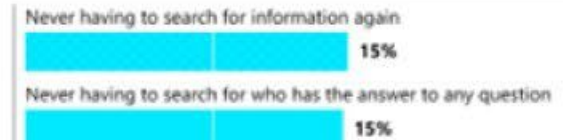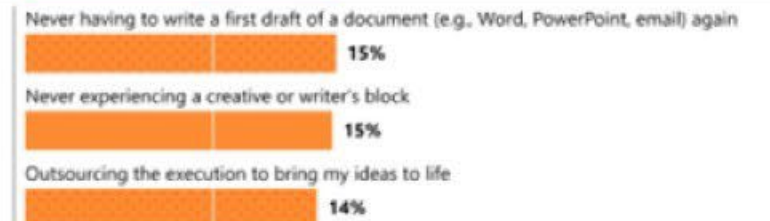
Banish busywork
- Outsourcing all of my busywork — 17%
- Having all of my meetings and action items summarized for me — 17%

Solve search
- Never having to search for information again — 15%
- Never having to search for who has the answer to any question — 15%

Unleash creativity
- Never having to write a first draft of a document (e.g., Word, PowerPoint, email) again — 15%
- Never experiencing a creative or writer's block — 15%
- Outsourcing the execution to bring my ideas to life — 14%
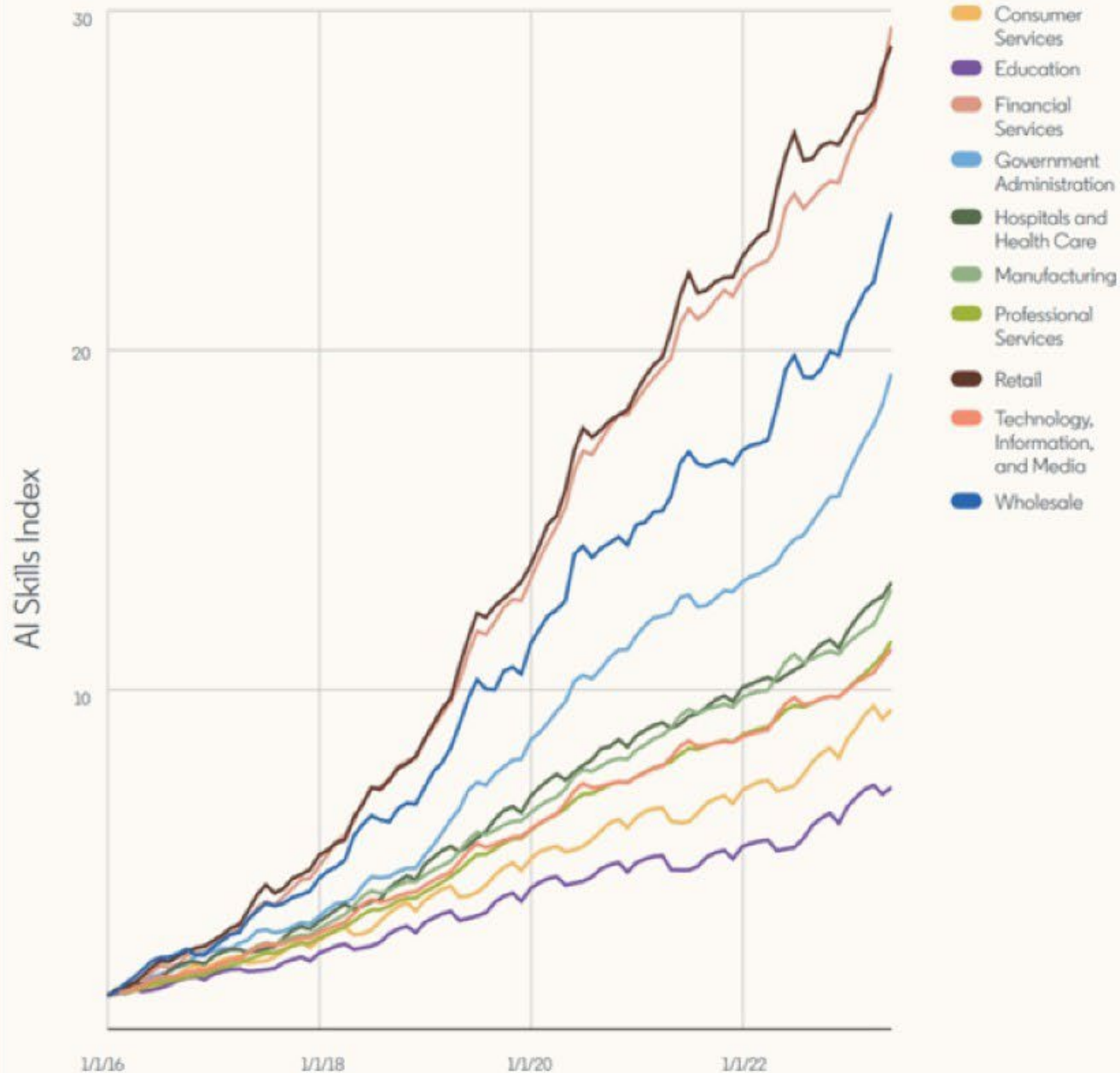
AI skills initiative

AI offers tremendous potential to empower workers around the world – But only if everyone, everywhere has the skills to use it.

To help address this challenge, Microsoft launched a new AI skills initiative to help people and communities around the world learn how to harness the power of AI. The AI skills initiative aims to help workers of today and tomorrow stay ahead of emerging skills gaps and succeed in an ever-changing digital economy.

Our approach

As part of our Microsoft Skills for Jobs program, the initiative includes

New, free Generative AI coursework and Career Certificate developed with LinkedIn;

A new open global grant challenge in coordination with data.org to uncover new ways of training workers of today and tomorrow using generative AI;

Greater access to free virtual learning events and resources for everyone to improve their AI fluency.

'Technology is not something we can hide from students': How NYC Public Schools invited AI into its classrooms

Accessibility innovation toolkit

This toolkit aims to help organizations, like yours, start thinking about accessibility and create a framework for accessibility innovation. It includes practical tips, along with examples, case studies, and some of the datasets and research currently available. We want to share what we have learned so everyone can join us on the journey to build a more equitable and accessible future.

Accessibility innovation is a fuel towards inclusion

One billion people
around the world live
with a disability.[1]

1.3 billion people
will need assistive
technology by 2050.[2]

78%
executives that believe they'll be able address
barriers to inclusion using AI solutions.[3]

Preparing for AI

Improve Labor Market Data to Track AI Impact and Opportunities

Support Education Providers Such as Community Colleges

Vastly Expand Skilling Opportunities and Awareness

The opportunity is yours to lead the AI transformation

Governor's Task Force on Workforce and Artificial Intelligence

Action Plan & Subcommittees

Governor's Task Force on Workforce and Artificial Intelligence

Industries, Occupations & Skills

This subcommittee will delve into the industries, occupations, and functional skillsets most likely to benefit or experience disruption from AI. Both employee and employer needs will be addressed.

Equity & Economic Opportunity

The rise of generative AI offers the potential to advance equity and economic opportunity. This committee will explore existing programs designed to connect underutilized talent pools with in-demand skills, identify gaps, and propose solutions that lead to career advancement in these new fields.

Workforce Development & Educational Solutions

Based on the work of the previous two groups, this subcommittee will identify policy, educational, and budget solutions to prepare Wisconsin's workforce, drive economic development, and sustain thriving communities.

Timeline

October 2023	December 2023	January 2024	March 2024	May 2024	July 2024
CONVENE	**FIRST REPORT**	**SECOND REPORT**	**TOPIC REPORT**	**INITIAL SUMMARY**	**ACTION PLAN**
Identify priorities, working groups, processes, timelines, and expected outcomes/ deliverables.	Report out from Industries, Occupations, and Skills, and Equity and Opportunity Subcommittees on priority opportunities and challenges related to workforce and AI.	Report out from the Industries, Occupations, and Skills, and Equity and Opportunity Subcommittees on potential initiatives to advance workers, employers, job seekers, and a thriving economy.	Report out from the Workforce Development and Educational Solutions Subcommittee on proposed policy concepts, workforce and economic development initiatives, budget investments, and educational system recommendations. The proposals will incorporate the priorities and initial findings of the two other subcommittees as well as labor market data and other research findings.	Provide initial summary of findings and proposals as well as draft final report content.	Provide final presentation and approve action plan.

Governor's Task Force on Workforce and Artificial Intelligence

Working Together

Governor's Task Force on Workforce and Artificial Intelligence

Governor's Task Force on Workforce and Artificial Intelligence

Industries, Occupations, and Skills
Governor's Task Force on Workforce and Artificial Intelligence

Top 5 Ideas for Preparing the Workforce

1. Change management; Integrate the change

2. Know which population are disadvantaged

3. Educate the employers and workforce

4. Maximize GDP growth

Top 5 AI Challenges for Task Force Focus

1. Security

2. Trust / Fear / Social Responsibility

3. Equity/ Digital Access

4. Cost – Investment

5. Need for critical thinking

Governor's Task Force on Workforce and Artificial Intelligence

Headline of the Future

A modernizing workforce that supports the growth and development of workers and drives a growing economy that provides life-sustaining wages and societal benefits

Wisconsin GDP growth is within top 10 due to investment on AI education and innovation

Equity & Economic Opportunity
Governor's Task Force on Workforce and Artificial Intelligence

Top 5 Ideas for Preparing the Workforce

How should Wisconsin prepare the workforce to advance equity, economic opportunity, and a thriving economy?

1. Prepare students for the future of AI

2. Investing in community-based tech hubs

Top 5 Ideas for Preparing the Workforce

3. Establish expectations around economic security for the workforce

4. Identify opportunities for small businesses to implement AI

5. Use data analysis to prepare the workforce

Top 5 AI Challenges for Task Force Focus

1. Investment in training, tech hubs, public outreach

2. Slow adoption

3. Overcoming mental barriers (fears), i.e., AI will take jobs

4. Organizational change management

5. Ensuring equity of AI

Headline of the Future

Wisconsin leverages AI to create an economy that works for everyone and provides AI opportunities to marginalized communities.

Workforce Development & Educational Solutions
Governor's Task Force on Workforce and Artificial Intelligence

Top 5 Ideas for Preparing the Workforce

1. Rethinking general education (high school, college).

2. Easy access to skill attainment.

3. Affordability

4. Effective communication of the value proposition.

5. Make certain policy makers and executives (leadership) understand AI.

Governor's Task Force on Workforce and Artificial Intelligence

Headline of the Future

- Wisconsin leads the nation in AI early adoption and policy

- AI is old hat in WI

- WI leads the nation in AI job placement

- In WI, AI is your best friend... at work, at home, at school.

- AI drives WI

- From dairy land to AI land

- AI drives WI forward

Thank You

Governor's Task Force on Workforce and Artificial Intelligence