

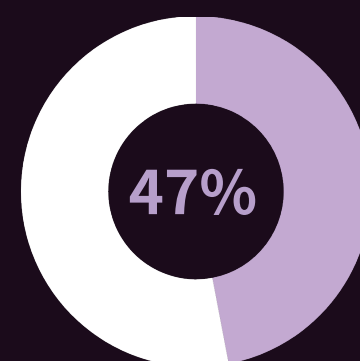
LHH

EMBRACING AI

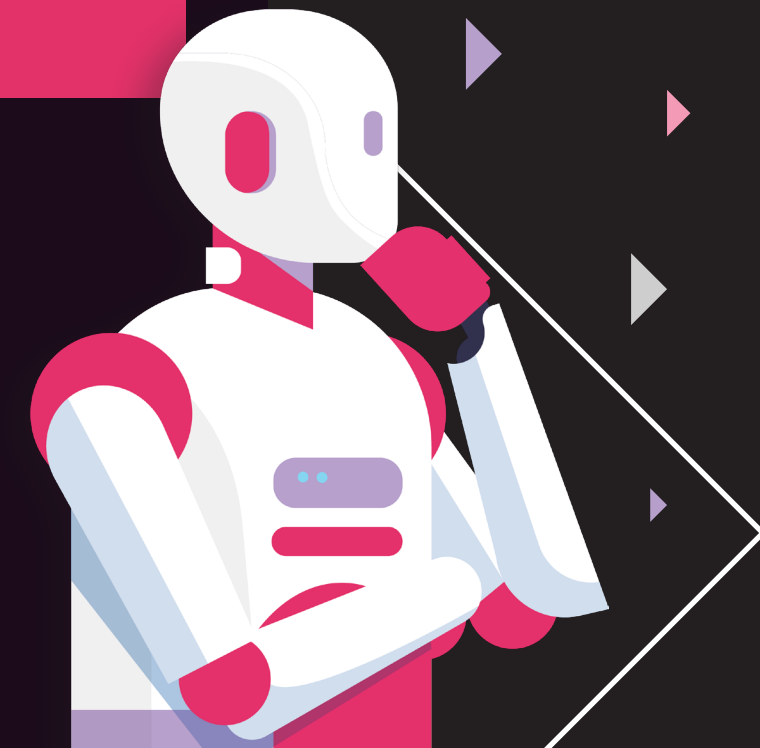
How To Use This Tech to Benefit Your Career

It seems clear by now that AI will be a big part of the future of work. In fact, it's already a big part of the present. In our recent **Workforce Trends Report**, 29% of employers said that they're already using AI to streamline repetitive tasks, reduce manual effort, and increase efficiency. An additional 29% said they use AI to automate complex/laborious tasks to reduce the risk of errors.

AI is transforming the way we live and work, and we may only be realising a small fraction of its potential. And, while there is a lot of conversation around what jobs AI will replace (and we'll talk about that, too), it's important to also focus on what kinds of new opportunities AI can create, which skills you'll need to collaborate with AI, and how you can actually use AI to your advantage whether you're on the job or looking for a new one.



of employers who have seen departments within their organisation reduce headcount (or are expected to reduce headcount in the next year) cited "AI/machine learning replacing jobs/creating efficiencies" as the top reason.



Which Jobs

are most likely to be impacted?

If it hasn't already, AI will soon automate many or all of the following roles, which means, if you're in one of these jobs, you should already be looking for reskilling or upskilling opportunities.

Administrative Assistants & Receptionists

Many routine and recurring administrative tasks are already being handled by AI—this includes answering calls and communicating with clients and customers.

Paralegals

AI can quickly process data, conduct research, identify important facts, and output legal reports much faster than human paralegals.

Coders, Programmers & Software Engineers

Since AI is already fairly adept at writing code, many entry-level tasks in these fields are being automated.

Warehouse Employees

In a warehouse setting, AI is used to locate packages quickly and now can automate manual tasks like package retrieval and loading.

Graphic Designers

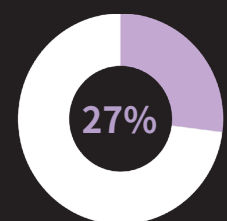
AI tools like DALL-E are easily accessible and can create professional-looking and eye-catching images in a matter of seconds.

Accountants & Bookkeepers

AI has a natural ability to crunch numbers and it is getting better and better at doing so more efficiently, accurately, and securely.

Customer Service

Inherent in the idea of "frequently asked questions" is the fact they are repetitive. AI tech like increasingly advanced chatbots can already provide customers with accurate automated responses.



of employees

are already using AI for faster customer & client response times, improving satisfaction levels.

Some Jobs

May work better with AI.

While AI may replace many tasks, its real potential lies in augmenting employee skills and talents. Clearly, the tech industry is one in which organisations will benefit from AI, but here are a few more examples of roles in which there are great opportunities to maximize human-AI connections.

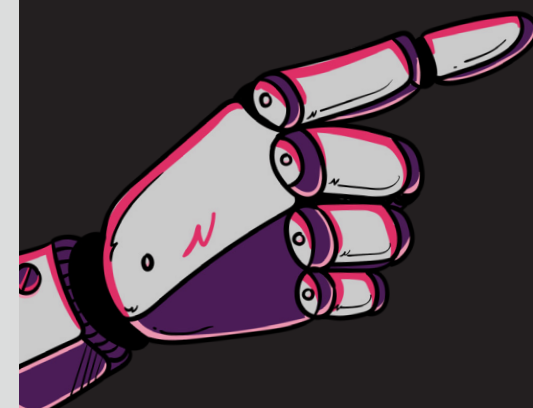
26% of employees

say AI has already enabled more personalised marketing efforts, leading to higher engagement and conversion rates.

Data Science, Analytics, & Security	Although AI is automating repetitive coding and programming tasks, it's also creating more opportunities for those with creative, analytical, and critical thinking skills. Additionally, as data continues to multiply exponentially, it's increasing the need for security professionals.
Educators	Teachers may be able to benefit from AI's ability to help create lesson plans and handle grading, while they focus more time on motivating and inspiring their students through human connections.
Executives	Business leaders who can develop and clearly communicate an organisational vision that articulates why employees should embrace AI, and can implement an effective and ethical strategy for doing so will certainly be in high demand for the foreseeable future.
Lawyers	While paralegal tasks are more easily automated, legal talent with analytical, strategic, and negotiation skills are less likely to be replaced by AI. Additionally, there will be increasing demand for legal experts on data privacy, cybersecurity, and intellectual property.
HR Specialists	In the HR field, partnering with AI to quickly identify quality candidates and streamline hiring and onboarding processes will be a huge time saver, freeing up time for more human-centric responsibilities like employee motivation and sensitive conversations.
Social Workers	People in at-risk populations are perhaps more in need of human interaction than anyone. AI may be able to help social workers handle repetitive tasks and spend more time helping people deal with challenging circumstances and events.
Writers	Writers, marketing departments, and agencies are already using AI to quickly develop copy for emails and social posts, and generate new ideas for content, however, there's a still need for smart, creative, human writers and editors to ensure branded content is accurate and engaging.

Which Skills

Are Necessary?



Of course, there is a high demand for tech talent that can develop, implement, and optimise AI—people with the skills to train, maintain, and keep checks on this rapidly evolving technology. However, even if that isn't your area of expertise, the impact of AI will mean almost everyone will need to learn to work differently.

It's important to keep an open mind, and be willing to constantly learn, adapt to new ways of working, and take on new responsibilities. It is also critical to develop certain soft skills to help you work alongside AI and excel in a constantly evolving work environment.

Hard Skills

Computer Science Skills

Essential for designing algorithms, creating robust software systems, and managing the complex processes necessary to power AI advancements.

Data Analysis Skills

To collect, clean, analyse, and derive actionable insights from large datasets, driving the training and improvement of AI systems.

Project Management

AI can make a mean chart or table, but it will not understand which departments need buffer time, how long it takes leaders to review projects, or which stakeholders usually have lots of edits.

Advanced Problem-Solving

Tackling complex, multi-dimensional problems that have no formulaic solutions and require expert-level critical thinking and custom strategies.

Scientific Discovery & Research

Conducting lab experiments, probing scientific unknowns, and advancing state-of-the-art R&D through intuitive inquiry in chem, bio, physics, etc.

Soft Skills

Creativity & Strategy Skills

To envision and design new applications and innovative solutions, and push the boundaries of AI.

Critical Thinking & Problem Solving

To collect, clean, analyse, and derive actionable insights from large datasets, driving the training and improvement of AI systems. Critical thinking is a necessity in all aspects of working with AI.

Emotional Intelligence

To facilitate understanding, navigation, and effective collaboration between human workers and AI systems, and enable ethical implementation of AI technology. Much of communication is non-verbal & AI is not going to replace the ability to read cues.

Relationship-Building Skills

To foster collaboration, trust, and effective personal communication when managing others and collaborating with clients and customers.

Verbal & Written Communication Skills

To facilitate collaboration between technical and non-technical stakeholders, and to interface with AI solutions to ensure clear and accurate outputs. It's crucial to have strong written and verbal skills to engage AI properly and ensure it's used effectively without error.

Using AI

In Your Job Search

By now, you've probably heard of—maybe even tried—Open AI's ChatGPT. If you're not familiar with it, it is a remarkable tool that is able to quickly converse with humans in a more natural way than previous versions of text-based chats. It also possesses vast knowledge on a wide range of topics and can provide quick answers to very specific prompts. In that sense, it is well suited to help you write your CV and cover letter and prepare you for your interviews.

CV Writing

with the help of AI

Consider trying AI tools like Rezi and ChatGPT to write a CV for the specific job you want. These tools can identify the correct keywords that a company's CV-screening bots are looking for.

Sample ChatGPT CV-Writing Prompt:
Rewrite my CV to highlight the most relevant skills to be considered for [JOB TITLE] at [COMPANY] based on the job description below.
My CV: [Copy/paste your current CV]
Job description: [Copy/paste job description]

Writing a Cover Letter With AI

Check out tools like Jasper and CoverDoc that allow you to input the job posting for the position you're applying for, your CV, and any other relevant information. They can help you get at least a solid first draft of the all-important cover letter.

Using AI to Role Play for Your Interviews

ChatGPT's ability to converse in a more natural way, makes it an ideal partner for mock interviews—and helps you avoid constantly having to ask a friend or family member.

Sample ChatGPT Mock Interview Prompt:
I am interviewing for [JOB TITLE] at [COMPANY]. Please provide me with ten interview questions that I may be asked based on the experience highlighted in my CV and the job description below. After I answer the questions, I will ask you to evaluate my answers.
My CV: [Copy/paste your current CV]
Job description: [Copy/paste job description]

IMPORTANT: Don't Forget to Add Some Human Touch

While these AI tools may be advanced and extremely helpful in your job search, they are not perfect and may be prone to mistakes.

- Proofread and fact check anything you get before sending it.
- Do not share confidential information with AI tools.
- Do your own research and networking—you can use AI to supplement your research but visit the company website and reach out to any LinkedIn connections yourself.

AI IS HERE TO STAY

AI is here for better or worse. But, we think, mostly for better. As with any new, highly disruptive technology (think of the early days of the internet), there will be risks and opportunities inherent in the implementation of AI solutions.

Yes, AI will eliminate tasks and entire jobs—maybe even millions of jobs—that are manually repetitive, however, other roles will gradually adapt to using AI for enhanced productivity, while many new roles will be created.

"A recent study by the World Economic Forum found that AI's overall impact on jobs is expected to be a net positive over the next five years. With more than 75% of companies looking to adopt AI in the next five years, it's clear that the skills employees need to help lead their employers through digital transformation will continue to evolve in parallel."
- John Morgan
President, LHH

We're still seeing just the tip of the iceberg when it comes to AI's transformative potential to simplify the way we live and work, and uncover new opportunities in education, healthcare, manufacturing, and more. Additionally, organisations and governments are still determining the risks and regulations for widespread adoption.

With this in mind, it may be comforting to know that you still have some time to steadily and strategically adapt and sharpen your skills to position yourself as an early adopter of AI in the workplace.

To learn more about how you can upskill or reskill to better prepare for using AI in your career, visit lhh.com or contact us today.