Title and Acronym: AI in the Workplace (AI@Work)

Organizers:

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Abstract and Format

This workshop will address three critical challenges in integrating AI into the workplace. The format will be three panel sessions with a paper presentation in the set. The first panel explores the issue of declining productivity in Canada and the potential for AI to enhance it. The second panel focuses on how AI can support white-collar and service workers. We will present a paper on the impact of AI-enhanced social media on human behaviour, with a specific emphasis on adolescents and educators. The session will conclude with a panel discussion on the necessity of governance and the responsible use of AI as its presence in the workplace grows. To cultivate a comprehensive Canadian response, we aim to raise awareness of these issues within the broader community, encompassing business, academia, and government.

Theme, Goals and Relevance

AI will impact almost every job in the Canadian economy. At the same time, Canada has a productivity problem, with productivity being outpaced by the US and nearly every other G-7 country. Canadians are also more reticent to accept Artificial Intelligence and fear automation. As a country, we are at a crossroads at a time when AI will provide a step in productivity. This workshop is a call to action.

The workshop will outline the well-documented productivity problem that the aggressive adoption of AI can help address. It will discuss leading work and use cases that can transform how white-collar work is done in every field. Finally, we need to ensure we have safe and trustworthy implementations and discuss the regulatory and governance issues.

The panellists will come from a range of academic and business positions, as this is a Canadian problem that requires unique Canadian solutions. We hope that this can be the start of an ongoing discussion and movement to work across academia, business,

and government to address the opportunities provided. As such, this is a topic relevant to every attendee.

Workshop Structure

The agenda is shown below. It will consist of 3-panel sessions exploring the issues of Productivity and AI in the workplace, with a paper presentation on a case study of integrating AI into the workplace in the agenda.

This workshop provides an agenda that explores Canada's productivity issues, shows how AI can augment Canada's workforce and discusses the guardrails for ethical and responsible use.

A full description of the agenda is below. All of the participants have been confirmed.

Agenda:

Canadian Productivity and AI Acceptance (60 minutes w/questions)

Canada has experienced a notable decline in productivity growth over the past decade, raising concerns about its long-term economic competitiveness. This panel session explores how Artificial Intelligence (AI) can be leveraged to reverse this trend and create significant productivity gains across various sectors.

Moderator: Salah Sharieh (RBC, Toronto Metropolitan University)
Panellists: Alex Ferworn (Toronto Metropolitan University), Connie Bonello (Cap Gemini), Greg Coughlin (RBC)

AI Augmenting White Collar Work (60 minutes w/questions)

The rapid advancement of Artificial Intelligence (AI) technologies has sparked a dynamic debate on the future of white-collar work. This panel session aims to explore the nuanced impacts of AI on professional and administrative occupations. The discussion will pivot around two central themes: augmentation, where AI enhances human capabilities, and automation, where AI replaces human roles.

Moderator: Sal Vella (Toronto Metropolitan University)
Panelists: Salah Sharieh (Toronto Metropolitan University), Malak Krayem (Lebanese University), Colin Toal (AWS)

Break (15 mins)

Mind and Machine: The Psychological Effects of Generative AI on Adolescents and Teachers' Daily Life - Malak Krayem (30 minutes)

This paper explores the psychological effects of generative AI on daily life, specifically focusing on a comparative study between teachers and students in grades 9 to 12 in Lebanon. The study employs a survey methodology to assess the impact of AI-driven tools on cognitive, social, and emotional dimensions. The findings highlight both positive and negative aspects of AI technology, offering insights into its role in enhancing educational experiences and its potential drawbacks. By examining these dimensions, the study provides an understanding of the evolving relationship between AI technology and human psychology, contributing valuable knowledge to the discourse on technology in the educational setting.

Responsible AI in the Workplace (60 minutes w/questions)

The introduction of AI augmentation agents necessitates the responsible use of the technology in the workplace. There are Issues of Privacy and Security of Data, Fairness of decisions, Accountability with legal and regulatory guidelines and Responsible Disclosure to explain the reasons for decisions. What responsibility does the employee using the technology have versus the creator of the model or agent? What are the legal and ethical issues in AI replacing tasks that humans do today? What are the notification issues to users of the service? How do we organize for a workplace where some the workers are AIs?

Moderator: Mark Hines (Interac)
Panellists: Patricia Arocena (RBC), Fatima Hussain (RBC), Larry Keating (Keating Technologies)