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Should Leaders Encourage Teams to Learn and Use AI?

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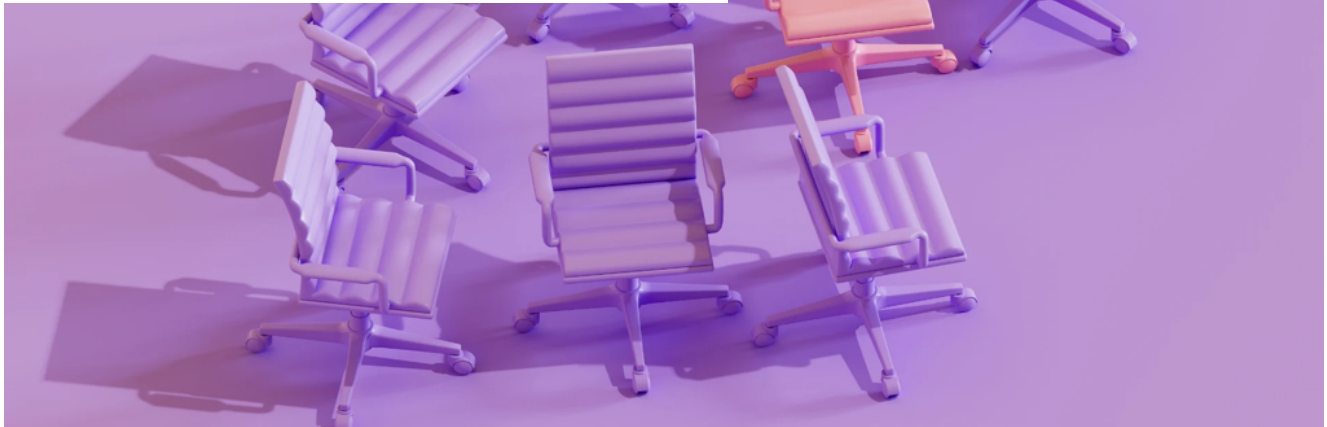
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A long ago, we set up a “duel” between ChatGPT and human support consultants. We gathered the 50 most popular, challenging questions our support consultants get from the customers, and had both AI and humans answer them.

This experiment wasn't just to satisfy curiosity. Its results explained why we feel like AI is superb at crunching numbers at speed, but having no soul, ultimately losing to humans. Knowing that, should business leaders encourage the use of AI in the workplace?

My short and very firm answer is: yes. I like the quote that with a knife you can cut butter or you can kill a person. Same with AI solutions: You can use them to boost efficiency, or cause damage to business and yourself.

Why we provided AI tools for our teams

At SupportYourApp, we use AI tools and solutions that have been vetted and approved by our security department, as well as conduct ongoing research for new ones that could make our teams more efficient. We also use our in-house AI chatbot, Quidget. Originally, we developed it for high-quality support services we are offering to our clients. But we utilize it for internal needs as well.

The latter use case helps specialists and managers navigate our internal landing page, saving them time and effort. For example, if you have a question and don't know whom to address it to, Quidget can suggest the appropriate departments and provide guidance on how to contact the right person.

Our experience with integrating AI into daily operations shows a significant boost in productivity. In essence, by automating routine tasks, you speed up the work of one individual by 1.5 times. In an era

when businesses are desperately looking for ways to optimize resources, this proves to be a lifesaver.

How we mitigate risks of excessive reliance on AI

We don't encourage people to delegate every single task to AI. We stand by the approach of incorporating this technology mindfully, applying it only in situations where the benefits outweigh the risks.

Overusing AI instruments instead of relying on unique professional judgement may hinder critical thinking, creativity, problem solving, and learning from experience. It can also reduce accountability of specialists, depriving them of that valuable hands-on experience.

Another potential issue is neglecting data security, which can easily lead to exposing confidential information to third party AI tools, undermining the company's reputation and our clients' security.

To mitigate such risks, we promote purposeful and responsible use of AI instruments. On a daily basis, it's about employing technology as a handy tool and not as a substitute for the human brain.

In more complex cases, we've developed checks and compliance processes. When our research and development specialists discover a

new AI tool, they examine its potential pitfalls. For instance, if a solution collects its users' personal data, we wouldn't give a green light to use it within our company.

Attitudes are key to successful AI adoption

The discussion over whether executives should encourage teams to use AI at work doesn't stop at a pragmatic overview of risks and benefits of AI in the workplace. It also comes down to beliefs and preconceptions inside the team, and recent AI in the workplace statistics demonstrates why that's important.

A 2025 McKinsey report about artificial intelligence in the workplace concluded that employees are ready to use AI at work and leadership is the biggest barrier to success. Two numbers stand out.

First, only 1 percent of leaders said their companies were "mature" in using AI, meaning it was fully part of their business processes and had a big impact on business results. Second, business leaders were underestimating how much their employees were already using generative AI. While C-suite leaders believed just 4 percent of employees relied on AI for 30 percent or more of their daily work, about 12 percent of employees confessed to using it.

Another survey, conducted by Pew Research Center at about the same time, added predictable details to the broad picture. Younger people with at least a bachelor's degree reported using AI the most or believed some of their work tasks could be done with it. However, a notable share—about a half of workers of all ages—felt worried about how AI could be used in the workplace in the future.

These numbers paint a picture of a stereotypical team where leaders feel it's a bit too early to rely on AI at work, younger specialists incorporated it regardless, and half of the company just feels anxious about the whole thing. Attitudes amongst leaders and their teams are decisive factors for implementing any sort of change—including integrating something as disruptive as AI into daily operations.

AI use optimizes efforts, when applied wisely

The reason we're having this conversation is the huge temptation that AI in the workplace brings along: optimization. Just like any other tool, it can speed up the work or offer the same outcome, with less resources spent.

But understanding how it works is the key to operating virtually any instrument out there. If you're smart about using it, you'll get

remarkable results. If you don't know how to use it, you might waste time and effort and even cause damage.

Our experience proves that AI lives up to its true current potential only when paired with a human, who applies mindfulness and common sense when relying on this technology.

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