

The seven biggest work trends of 2023



AI, return-to-office, the summer of strikes and more: both labourers and employers found themselves working through a rollercoaster of changes this year.

The work world has been a moving target for a while now. In 2023, some of the unresolved issues of the past three years settled, especially around the return to office. Yet evolving technology and a surge in organised labour meant plenty of new themes cropped up. They combined for a year of work unlike any other.

AI began its inevitable rise

[The launch of ChatGPT on 30 November](#)

[2022](#) set the stage for a tidal wave of workplace changes in 2023. The impact of artificial intelligence on the labour force – and the future of work as we know it – was perhaps the most high profile topic of the year. And for good reason.

Generative AI quickly came to infiltrate nearly every element of work, both for employers and workers. Recruiters began to see [job applicants sending in materials written with ChatGPT](#); workers began to integrate the technology into their daily jobs – depending on it to the point that they found ways to [secretly access the tools if they were banned](#).

One of the most [ubiquitous worries](#) – even [existential concerns](#) – among workers was whether AI would come for their jobs, especially as [2023 data from firms including Goldman Sachs](#) and McKinsey and Company indicated replacement-by-robot may be imminent for many people.

The answer is still murky. Some experts say the first jobs on the generative AI chopping block may be entry-level roles, such as data entry or customer service. Yet emerging advances are also beginning to [threaten higher-skilled knowledge work jobs](#), such as graphic designers or music producers, that workers mostly believed were "safe" for now.

It's not quite time to panic, though. First, many experts say there are [jobs that will be difficult to automate outright](#) – especially roles that require a human touch, sophisticated interpersonal relationships or out-of-the-box thinking.