Workshop about ChatGPT in the Work Environment

Group 3

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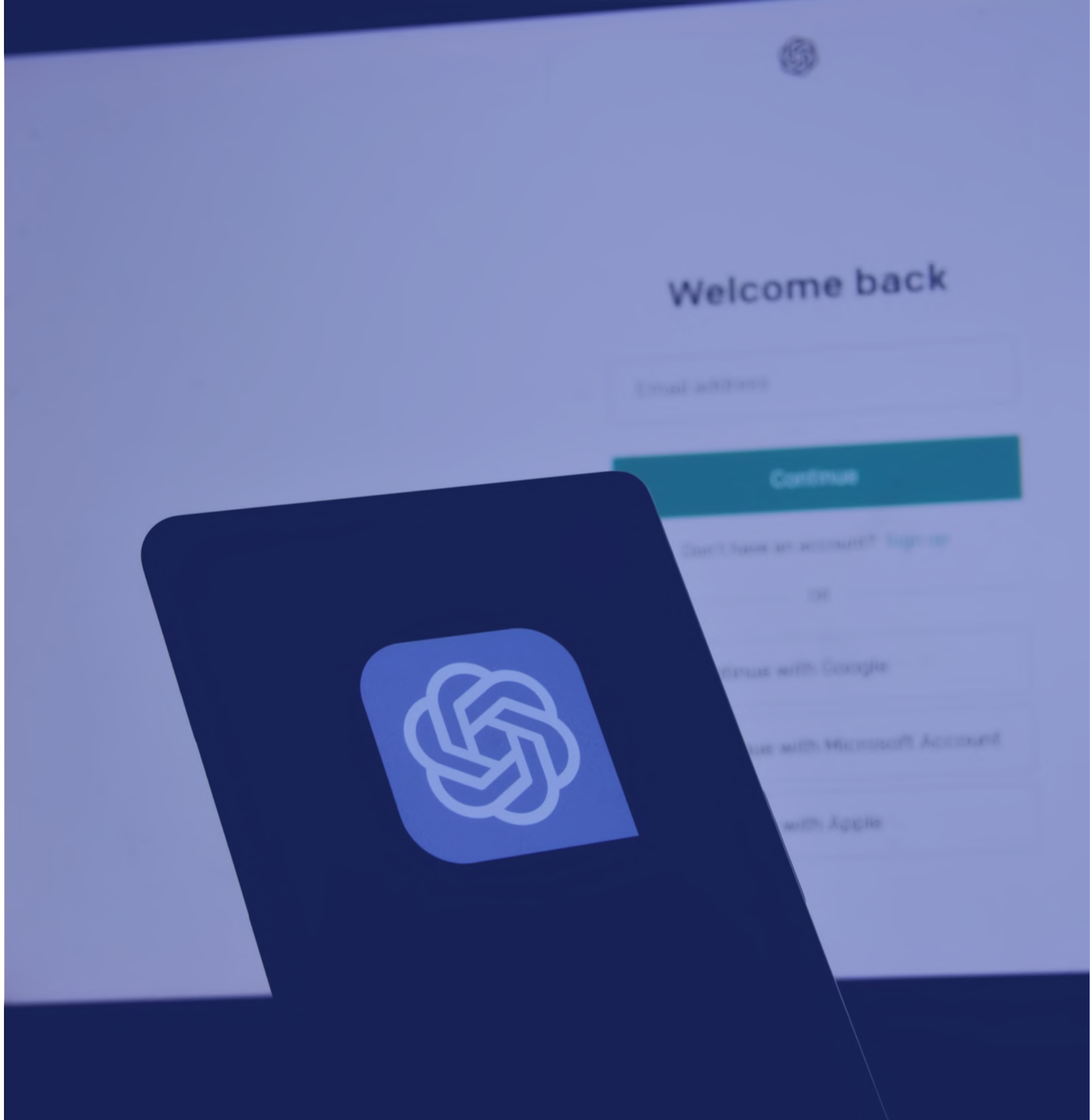
Agenda

1. Introduction and problem
2. Workshop
    a. Left or Right?
    b. Drawing on the back
    c. ChatGPT in work-environment
3. Feedback from participants
4. Findings
5. Main lessons learned



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Introduction and problem

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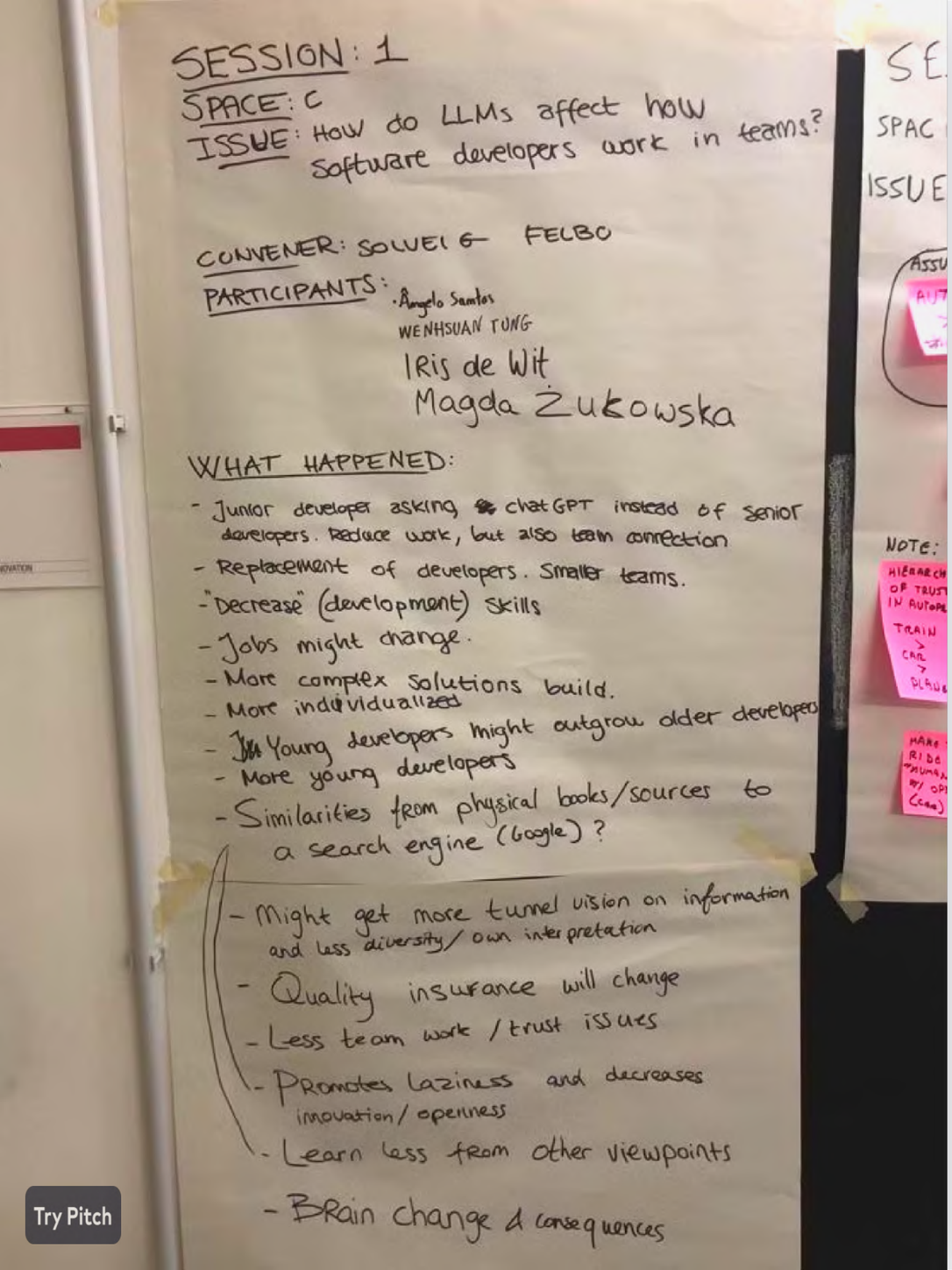

How do LLMs affect how software developer work in teams?

As the boundaries of technology continue to expand, the implications of integrating advanced language models into collaborative work environments pose both exciting opportunities and potential challenges.

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Summary participants

Invited: message to multiple groupchats students

Total: 11 participants

60% were experienced with comparable workshops

90% had experience in software development, of which **70%** was student, **20%** Junior development

100% uses ChatGPT. **30%** daily, **30%** multiple times a day

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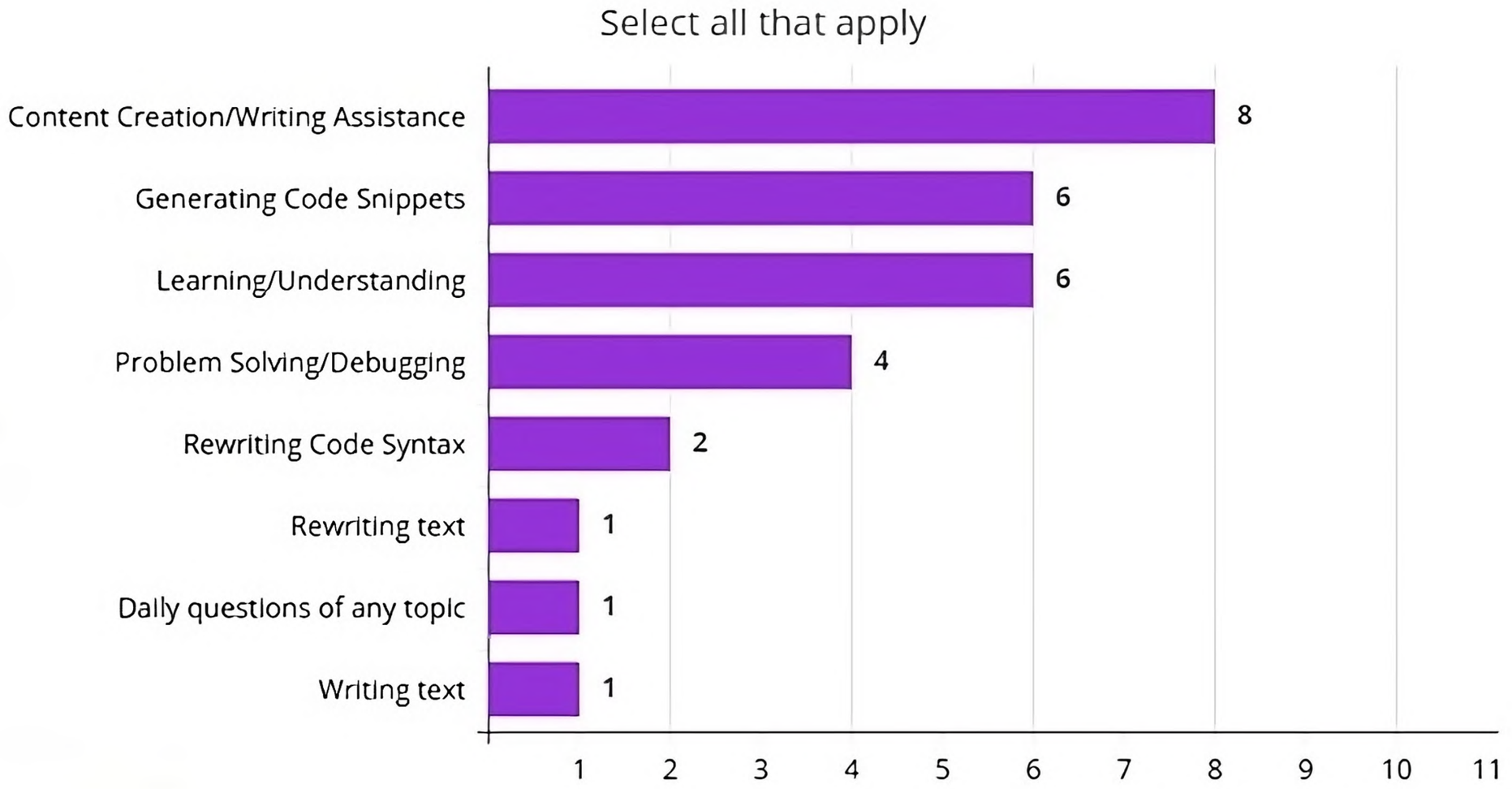
For what purpose do you use ChatGPT?



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Workshop

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Introduction round

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Activity 1

Left-Right

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Workshop Presentation

Left or Right

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You are a …

Workshop Presentation

Night owl

Early bird

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Workshop Presentation

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Workshop Presentation

"Stag at Sharkey's" by George Bellows

"A Van Gogh style of an american footbal player" by DALL-E

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ChatGPT: Bad or Good for society

Workshop Presentation

Bad

Good

2

1

4

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Activity 2

Drawing on the Back

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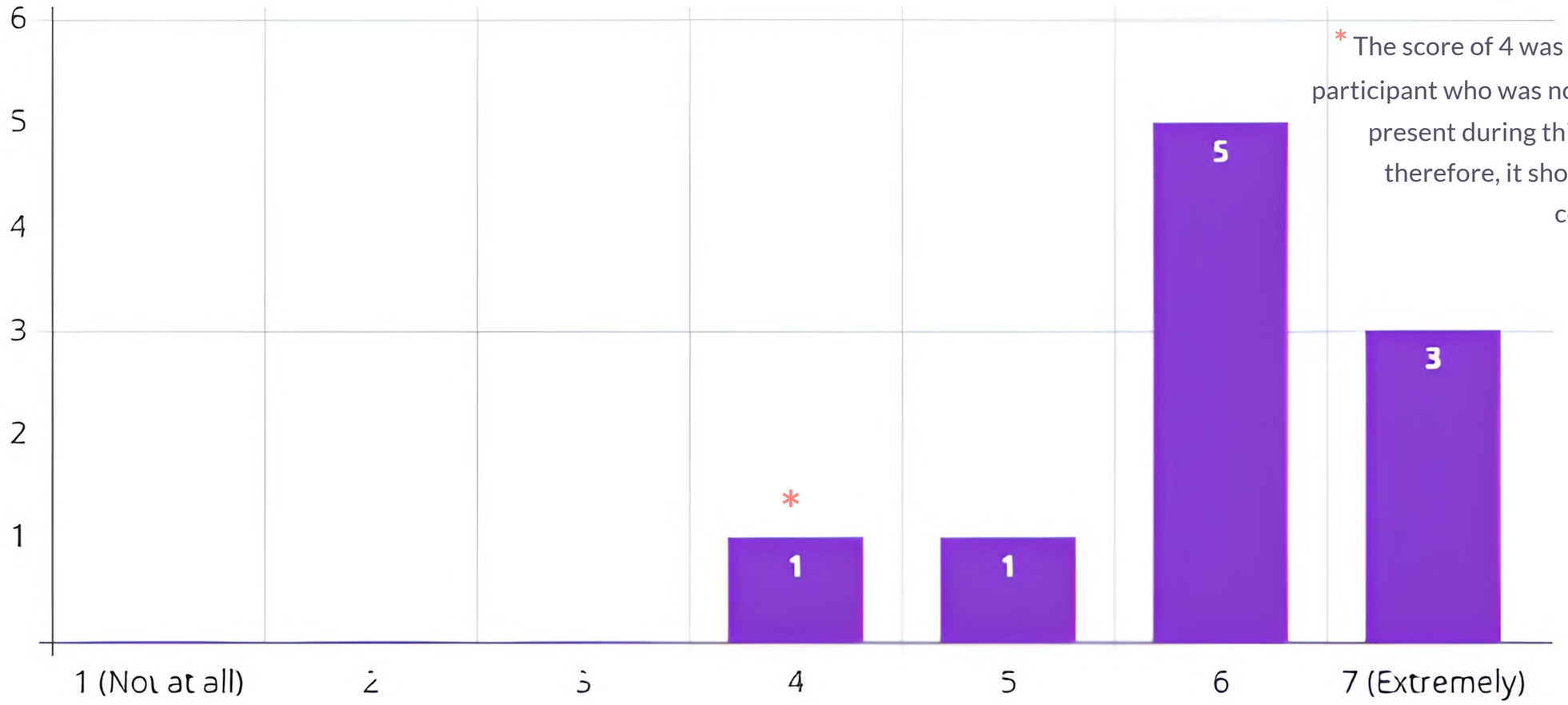
How much did you enjoy this activity?

Drawing on the back



* The score of 4 was given by a participant who was not actually present during this activity; therefore, it should not be considered.

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Reflection

Workshop Presentation

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Activity 3

ChatGPT in a Work Environment

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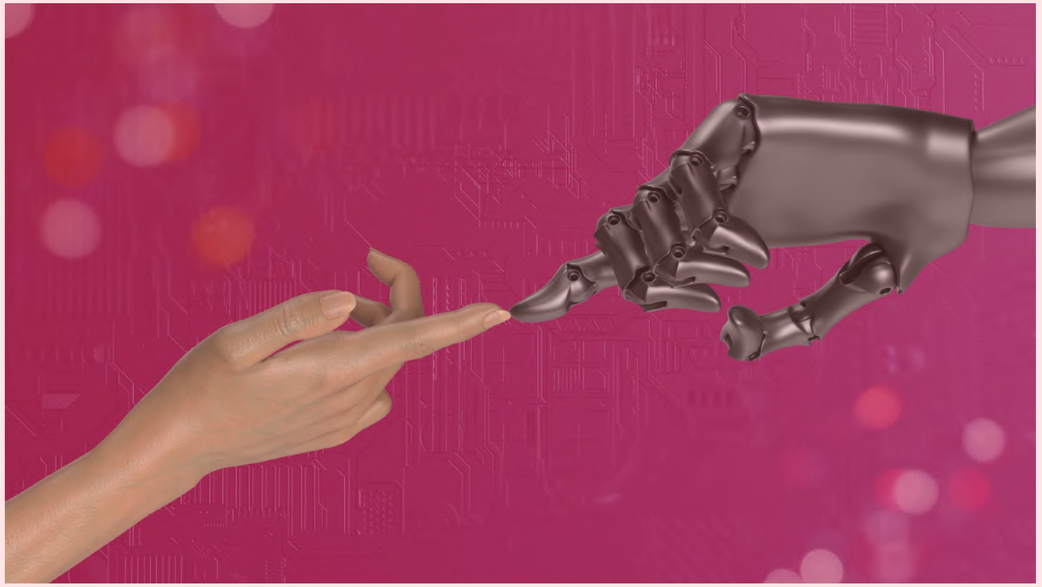
Workshop Presentation

The Scenario



ScienceSoft
Professional Software Development

Your company ScienceSoft has been using ChatGPT for two years now.
You notice the company work environment has been changing.

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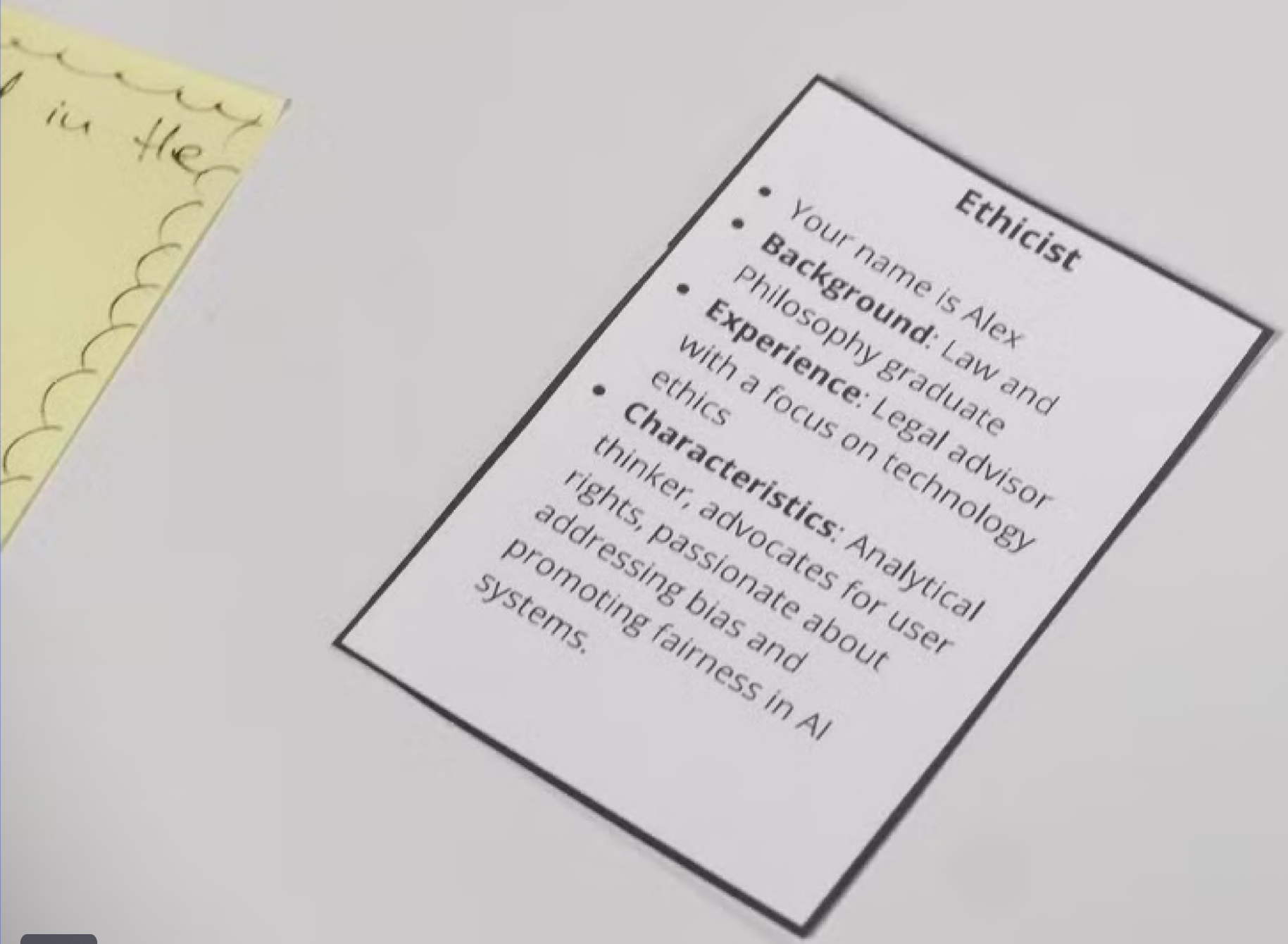
Ethicist
Your name is Alex
Background: Law and philosophy graduate
Experience: Legal advisor with a focus on technology ethics
Characteristics: Analytical thinker, advocates for user rights, passionate about addressing bias and promoting fairness in AI systems.

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Workshop Presentation

Reflect by yourself

Put each point on a separate post-it

With your job description, what is important for you in the work environment?

With your characteristics, what do you want to accomplish with ChatGPT?

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Workshop Presentation

Reflect within Job functions

1

Each person presents post-its

2

Gather post-its in topics

3

Agree on most important points
for your role and the effect ChatGPT can have on it

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Gather in group A & B

Workshop Presentation

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Workshop Presentation

Draw your world

1. Each role presents their main points that for them is important

2. Visualize your group's ideas on paper

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ACTIVATION
INNOVATION
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World reflection

Workshop Presentation

1. Each group presents their world

2. Which parts from these worlds, do you think will happen?

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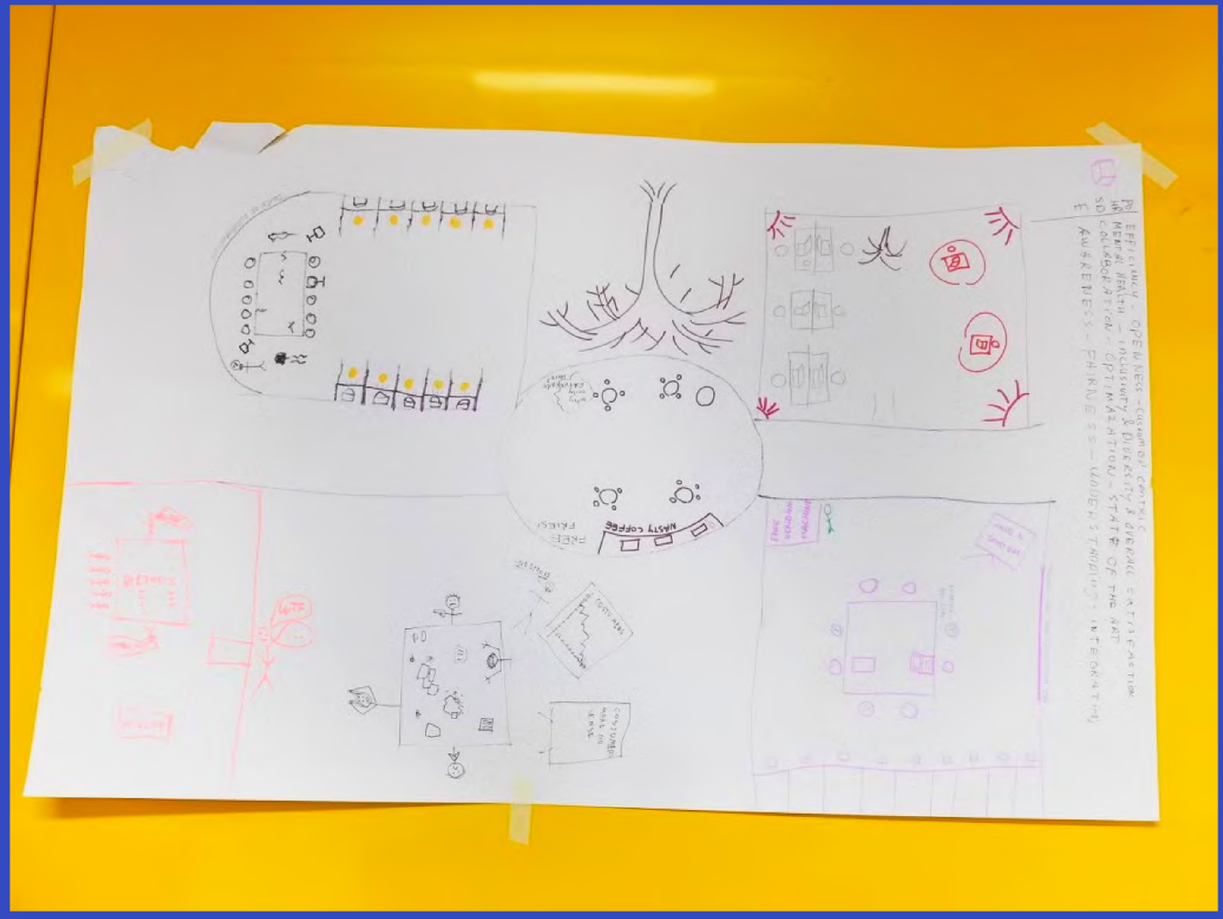
GROUP A - Utopian



GROUP B - Dystopian

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Workshop Presentation

General reflection

What are your personal working experiences with the upcome of ChatGPT?

How will your life be changed by ChatGPT?

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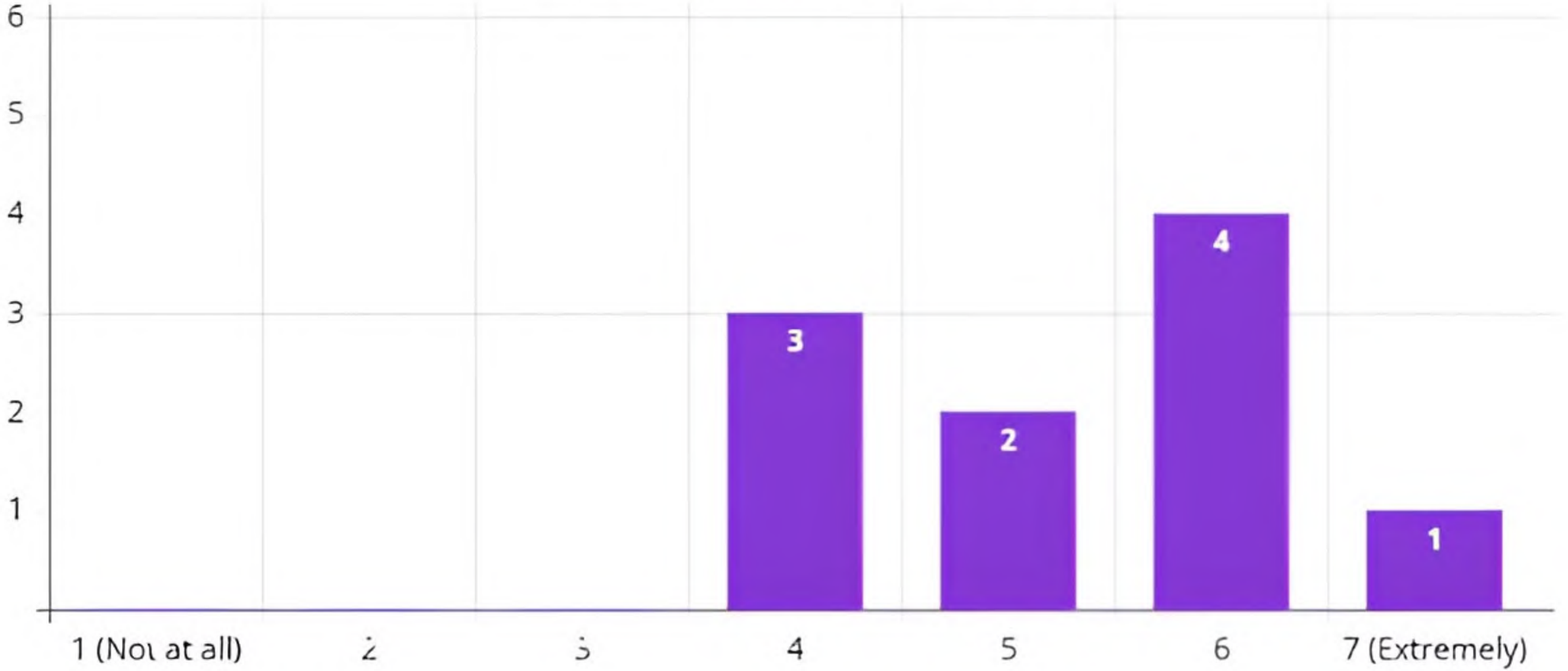
Do you feel you were able to embody your character, Was it easy?

ChatGPT in the work environment



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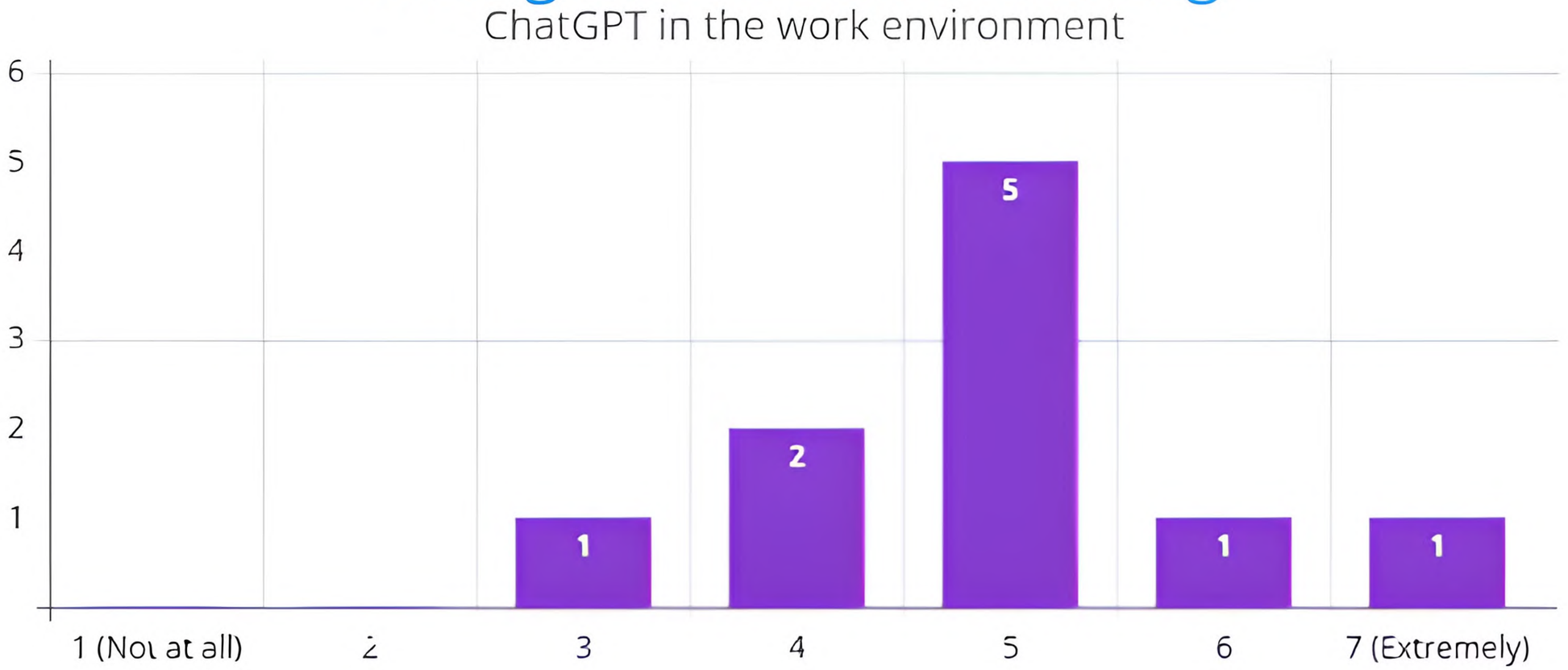
How much do you think you were able to make your needs and points stand during the scenario drawing?



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Feedback from participants

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Feedback time

Workshop Presentation

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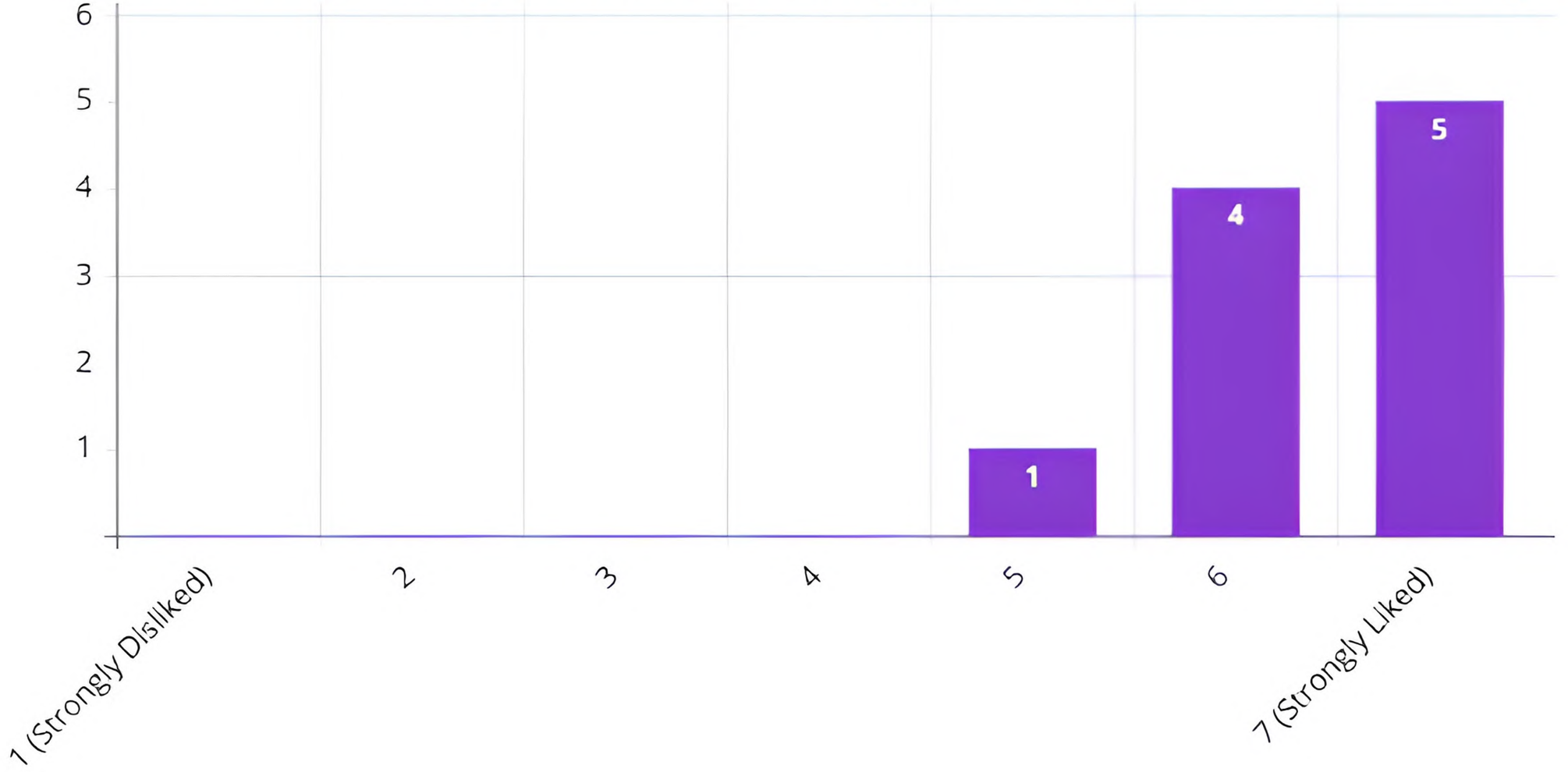
What is your general feeling about this workshop?



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Findings

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Findings Utopian group

Expectation

Company-private LLM that is trained to
only answer questions on company projects

How to adapt

- Educate employees on how LLMs work
- Invest money, time and jobs

What does it change?

Initially, a developer will ask the LLM,
but if you don't understand it, you can ask a senior

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Findings Dystopian group

Expectation

- Relying too much on LLM, while answers are not 100% accurate
- Technology will be so fast that legislation will be difficult to maintain
- Afraid that ethicists will not have enough knowledge on technology as it grows and changes

Losing jobs?

First, they though these programs will take over, but it's similar to automation of for example Microsoft Excel, it just changes.

You have to learn how to master it

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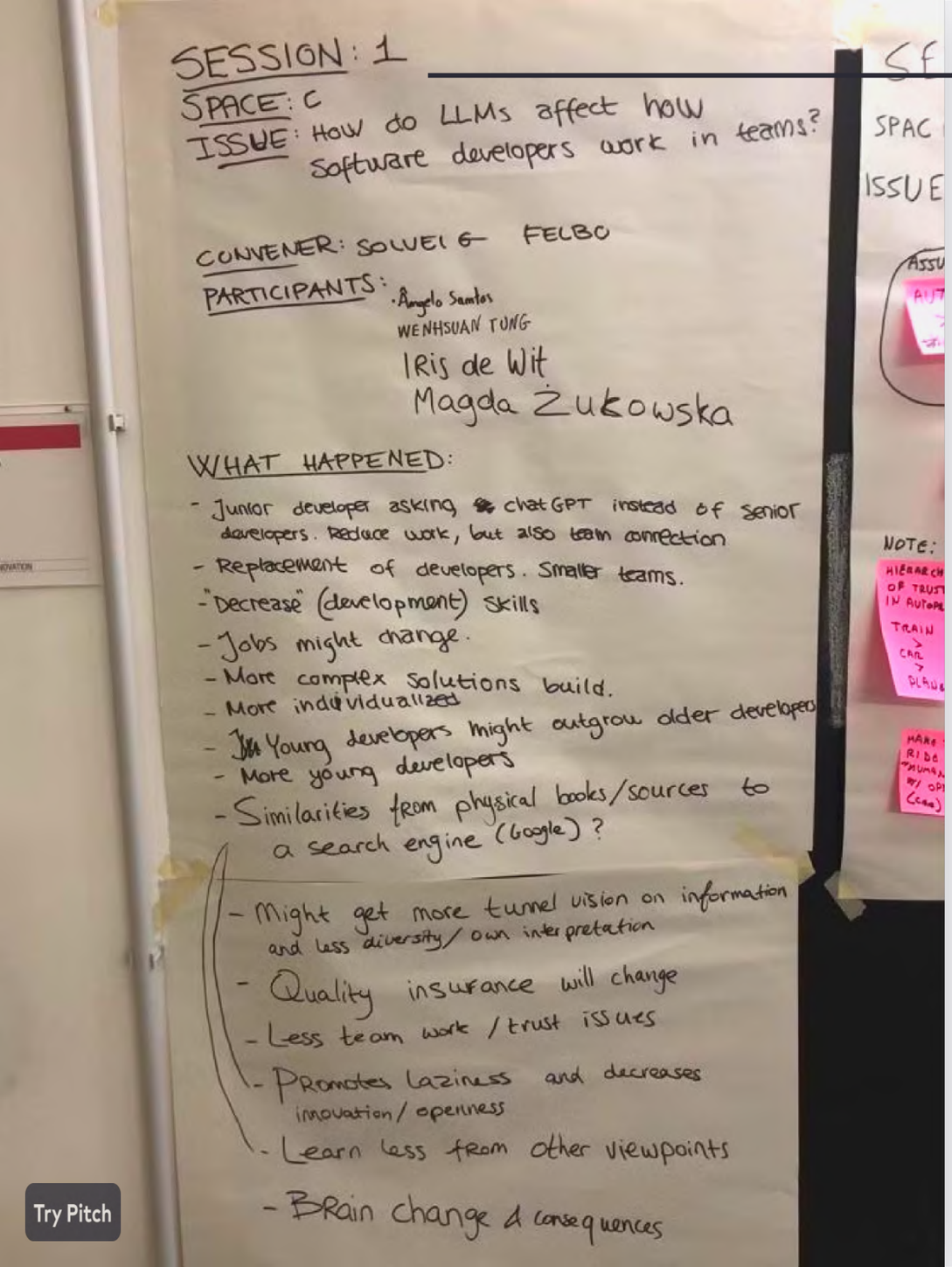

So what did we discuss?

Asking chatGPT instead of senior

- yes, participants expect this

Jobs might change

- Maybe they change, but the developer should master the LLM skills to stay important for the job

Similarities from books to search engine

- Just like automated spreadsheets this is another tool where the user needs to adapt to but it will be helpful in the end

Quality insurance will change

- There is a fear there will be too much reliance on ChatGPT while it's not 100% accurate

Tunnelvision and one type of information

- Getting answers without alternatives

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Main lessons learned

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Lessons from organizing workshop

Attention on words

The **use of words** “utopian/dystopian *workspace*” and “utopian/dystopian *work environment*” gave vastly different results.

Using *ChatGPT instead of LLMs* or Generative AI narrowed the scope

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Lessons from organizing workshop

Analysis of design artefacts

Difficult analysis of design artefacts of the utopian/dystopian exercise.

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Lessons from organizing workshop

Goal workshop

The workshop was a ***one-time*** *project* and not part of a longer process with the same participants.

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Lessons from organizing workshop

Use of personas

Some **roles** were less intuitive/easy to embody than others (i.e.: ethicist)

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Lessons from organizing workshop

Use of scenario

Hypotetical *scenario* and not of a real company situation. People felt no real decision power and no stakes

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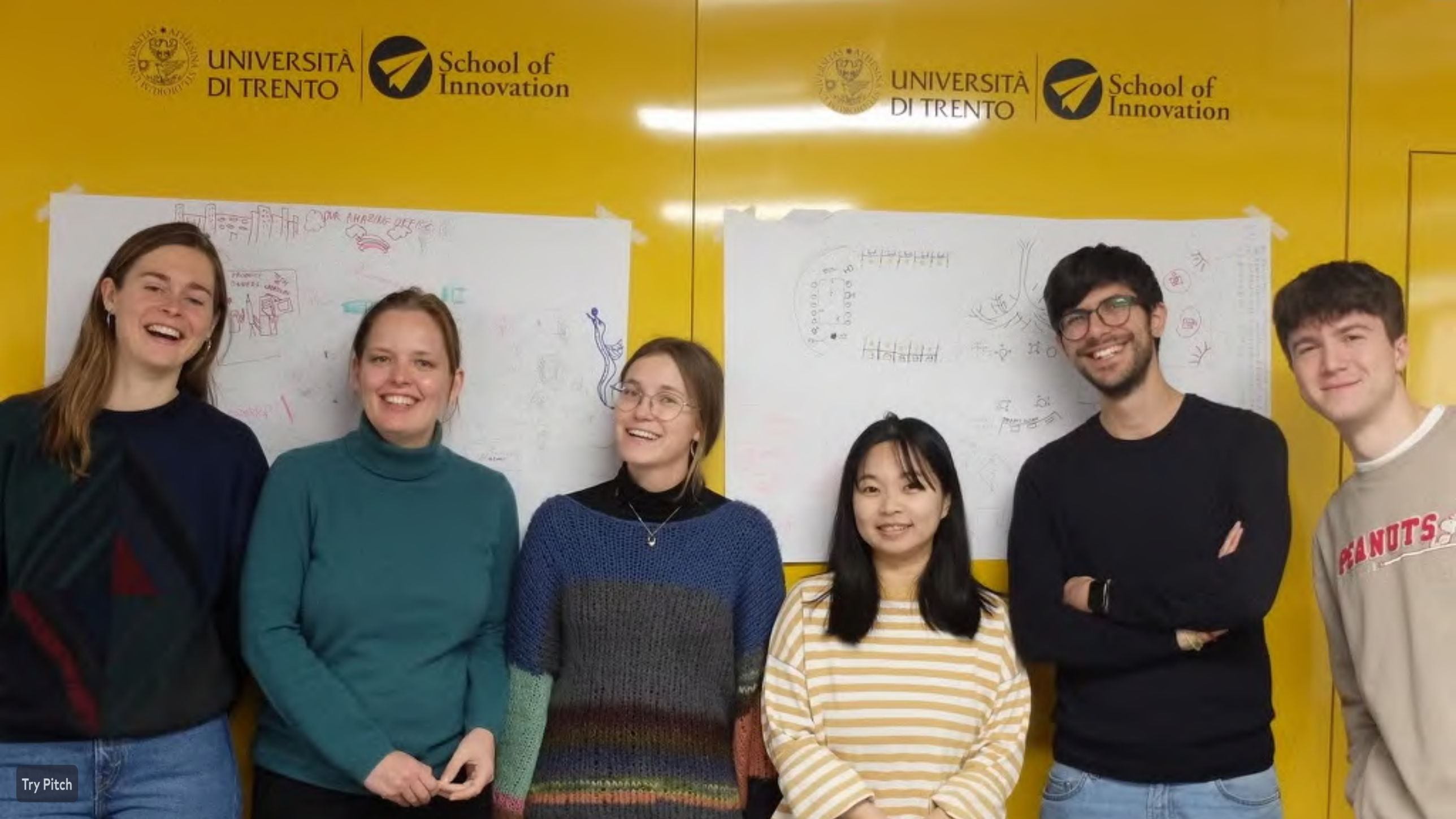
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