



International
Wellbeing Insights
People, Culture & Wellbeing



Stress Management Society
from distress to de-stress

PUBLIC WEBINAR

The Impact of Artificial Intelligence (AI) on the Workplace

21st June 2023

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WELCOME

In today's world, sometimes even unknowingly, we are regularly using AI. We are using it from the second we wake up and open our phone using face ID, travel to work using travel apps that use AI to monitor traffic and give us live updates, and relax at home after a long day of work receiving recommendations based on algorithms on what to watch on your streaming service of choice.

But if AI is so useful then we have nothing to worry about, right? For some of us, the development and implementation of AI in

work and homelife settings is natural; we may not even stop to think about it. For others, however, this can begin to cause concern due to fears of job displacement and work degradation.

AI's impact on the workplace is anticipated to grow as it becomes more advanced. Organisations have a responsibility to comprehend the connection between AI and employees' satisfaction. This handbook aims to examine and discuss how AI is changing businesses and influencing our wellbeing.



THE IMPACT OF AI ON THE WORKPLACE & COPING WITH CHANGE

AI has become an increasingly influential force in the workplace. In today's rapidly evolving world, the integration of AI in the workplace is reshaping industries and transforming the way we work. As AI becomes increasingly prevalent, it is essential for individuals and organisations to **develop the skills and strategies necessary to navigate these changes effectively.**

But how is it influencing us in the workplace?

What specifically is it changing?

AI is transforming the nature of work across industries. It **automates repetitive tasks, improves efficiency and enhances productivity.** However, it also raises concerns about **job displacement.** Some jobs may become obsolete as AI systems can perform tasks more efficiently and accurately than humans. **Job degradation** is possible and there are concerns about humans having an **increased reliance on technology.**

But through all of the concern, we are provided with an opportunity to adapt and cope with the change that AI brings, and that really is the key message of this handbook – **how do I adapt and cope with change with regard to AI in the workplace?**

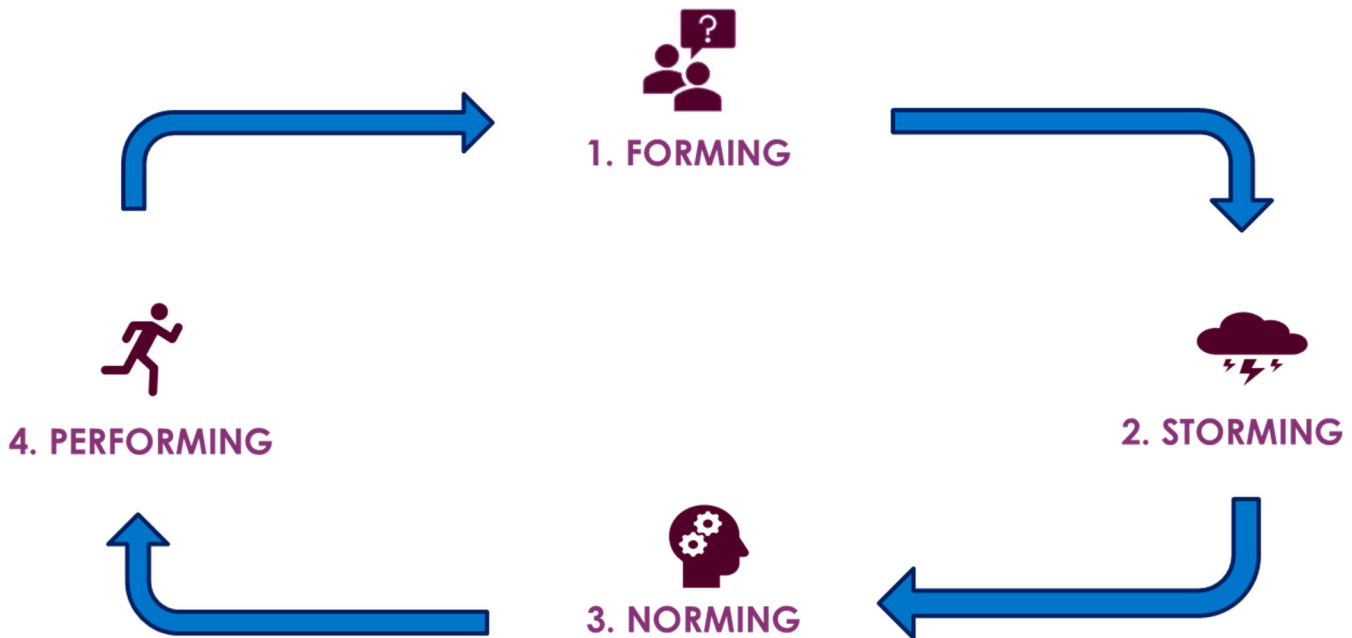
**CHANGE IS CONSTANT
CHANGE IS NECESSARY
CHANGE IS INEVITABLE
SUFFERING IS OPTIONAL
GROWTH IS POSSIBLE
(Neil Shah, 2022)**

Change is a fundamental aspect of life and is particularly prevalent in the context of technological advancements like AI. When confronted with change people often exhibit a whole array of reactions, some with resistance and fear, and others with a determination to beat the curve. **That is integral here.**

Technological advancements like AI disrupt traditional workflows and job roles, but with this disruption comes an opportunity not just to adapt but to **UPSKILL.**

TUCKMAN'S MODEL

Tuckman's model is a useful tool for understanding **stages of development and behaviour during periods of change**. It is a cyclic model that demonstrates how we never truly 'finish' a change process, but instead, we are **constantly learning and adapting**.



First up we have the **FORMING** stage. Here, individuals are **introduced to change**, such as AI technologies or job shifts. They experience **curiosity, anticipation and uncertainty**. This stage focuses on **gathering information, seeking clarity and understanding the change's implications**.

Next up we have the **STORMING** phase. This stage is met with **resistance, conflicts and emotional reactions**. This is exactly the same with change. Individuals affected may express their concerns, skepticism or fear about the change that is taking place. They may question the impact of AI on their roles, value or job security. **This stage requires open communication, empathy and the ability to address concerns effectively**.

The penultimate stage is the **NORMING** stage. We're over halfway through the loop and we're used to it by now, in fact, we may even be starting to adapt. The norming stage focuses on **establishing new norms, roles and expectations** in the context of the change. It involves **creating a shared understanding, building trust and fostering collaboration**. Individuals begin to adapt and find their place within the new AI-driven environment.

The final stage is **PERFORMING**. We've done it, we've gone through the full cycle – we've conquered the change... for now. In this stage, **individuals effectively work within the new system**, leveraging AI technologies to enhance productivity and outcomes. They have **developed the necessary skills, embraced the change, and work collaboratively** with AI systems to achieve optimal results.

STRATEGIES FOR COPING WITH CHANGE & FOSTERING WELLBEING

ADOPT A GROWTH MINDSET

Practice gratitude

By focusing on the things you're grateful for, you have less time to be concerned about what you lack

See opportunities, not problems

Your mindset in the face of adversity

Harness the power of 'not yet'

Psychologist Carol Dweck, a pioneer in the research field of motivation, speaks about harnessing the power of 'not yet', instead of the word 'no'. If you did not achieve something you wanted to, instead of saying 'I failed', say to yourself 'I haven't passed YET'.

FOCUS ON WHAT YOU CAN CONTROL

What can produce the best results for me?

Change doesn't have to mean sinking not the feeling of a loss of control, control your situation!

Is there a new skill I can learn?

Seek those continuous learning opportunities. Stay ahead of the curve, do not let it overpower you!

Is there a different role that is linked to my current skillset?

If you find yourself wondering what the next step is for someone in your line of work, do some research or visit a career coach. What else could you do that links directly to your skillset?

UNDERSTAND THE LAW OF RESPONSE AND OUTCOME

Outcome = Event x Response

This is an empowering equation for work and life. If you dislike the results you currently get in life, implement this equation.

Our choices, attitudes & actions shape our results.

In life you fall over, it is up to you to stand up and encourage others to do the same. Be the master of your destiny.

The stronger our response, the better the outcome!

What you give is what you get. Be generous to yourself, give a lot.

WORKPLACE AI ACTION PLAN

MY PERSONAL ACTION PLAN

Based on your reflections and brainstorming, outline **five actionable strategies** or initiatives that can be implemented in your workplace to **foster a positive environment in the context of AI**. These strategies should prioritise **your wellbeing**, and the wellbeing of employees around you, and address any challenges identified earlier.

1. _____
2. _____
3. _____
4. _____
5. _____

Enter your commitments to log your actions and progress



SUPPORT RESOURCES

MIND

Supported online community where you can safely share and be heard, as well as listen to others: <http://www.mind.org.uk/information-support/support-community-elefriends/>

- <https://www.mind.org.uk/>
- MIND INFO-LINE: 0300 123 3393
- TEXT: 86463
- INFO@MIND.ORG.UK

BEYOND SHAME/BEYOND STIGMA

A platform to support young people with poor mental health

- <https://beyondshamebeyondstigma.co.uk>

HUB OF HOPE

A National hub of support resources to help locate appropriate support local to you

- <https://hubofhope.co.uk>

SHOUT

Free mental health support at anytime

- <https://www.giveusashout.org>
- Get 24/7 help from their team of Crisis Volunteers
- TEXT SHOUT TO 85258

SAMARITANS

Providers of emotional support and advice to those in distress

- <http://www.samaritans.org/>
- 08457 90 90 90* (UK) *Calls will cost 2p per minute plus your telephone company's access charge
- 116 123 (FREE TO CALL) (ROI)
- TEXT: 07725 909090

ABOUT INTERNATIONAL WELLBEING INSIGHTS

Feeling 'stressed' is something the vast majority of us can relate to. We live in challenging and uncertain times, with so many factors that can cause us to feel overwhelmed and stressed. Yet even though the experience of stress is such a big part of the modern human experience, many of us are still confused about what stress actually is and how best to tackle it. This is where we can help. We are a leading authority on stress management and wellbeing issues, which is why you will regularly hear us talking about this topic in the media, and running awareness campaigns.

International Wellbeing Insights is an organisation dedicated to leading effective universal change by maximising your resilience, happiness, productivity and success with our passionate approach to reducing stress and promoting wellbeing. Our extensive knowledge and our cutting edge interventions have made us the primary organisation dealing with work-related stress reduction and wellbeing promotion since 2003. Being the research and consultancy arm of The Stress Management Society (a non-profit organisation) that was established to raise awareness and tackle the impact that stress and poor mental health has on society.

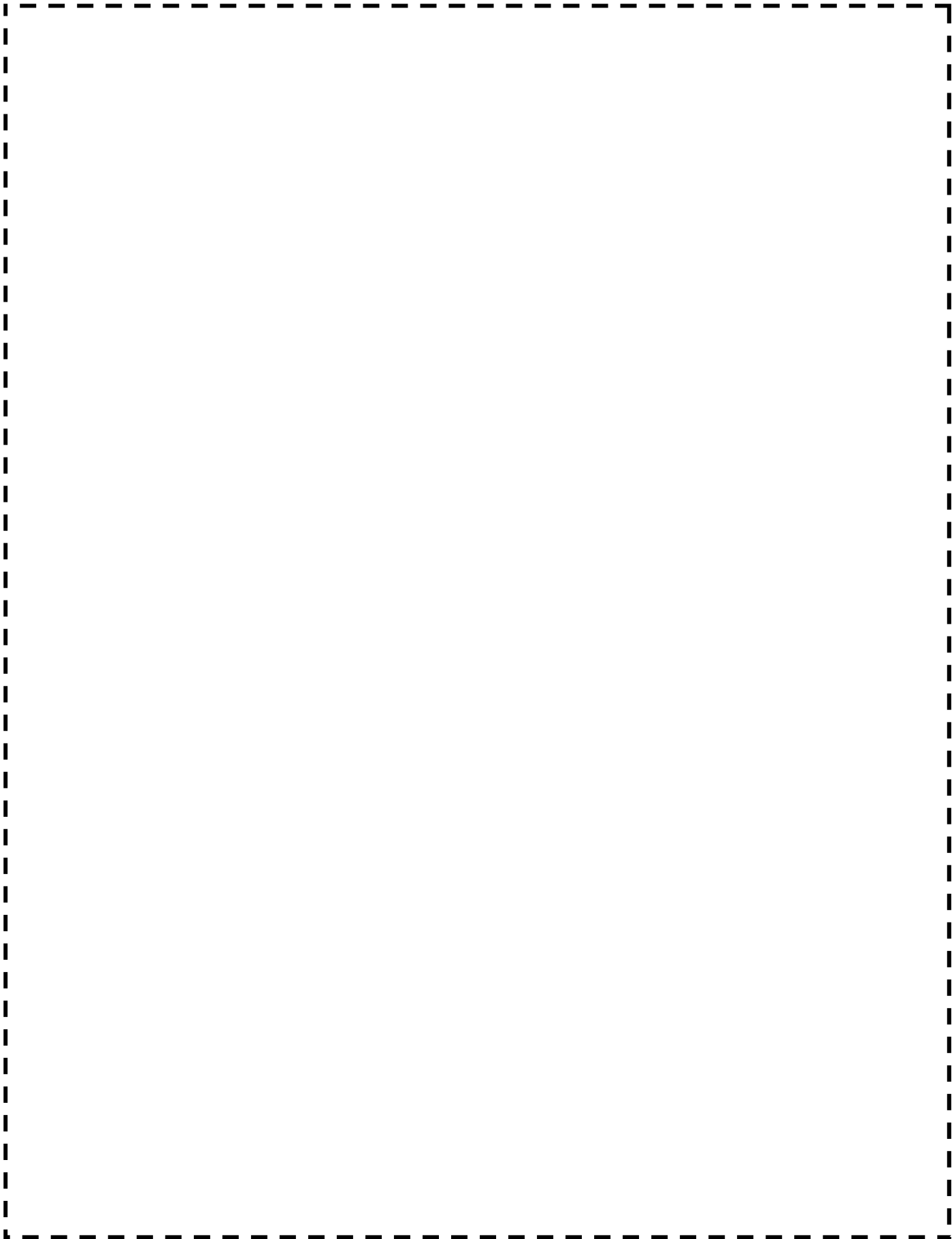
For two decades, we've been empowering individuals and organisations to take charge of their wellbeing through our programmes, consultancy workshops, guides and campaigns. We also act as a trusted advisor for many organisations such as Philips, Mars, DHL, Hilton and the Santander—guiding them through the People, Culture and Wellbeing maze.

For more information or to book a free consultation see www.wellbeing.work or call 0203 142 8659 or email info@stress.org.uk

If you want to promote wellbeing in your company using branded stress management products, go to www.stress.org.uk.



NOTES





We provide a range of services across the UK and internationally. We are always happy to discuss how we can support you.

We look forward to supporting your wellbeing journey.

Find Us Here:

The Lighthouse
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Email Us On:

info@stress.org.uk

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www.stress.org.uk
www.wellbeing.work

We have supported many organisations, including:

