

Exploring AI in the modern workplace

AI is rapidly transforming the world. Day by day, we are creating new uses for the incredible technology, introducing a whole new world of work.

It's time to explore the implications – both negative and positive – of the introduction of this technology.

Creativity is at the core of human life, and it's vital to keep the spark alive, whether you work in a creative role or not. Data from a report by Censuswide¹ says that:

53% of employees in the UK feel overworked

30% say that their employer has increased their work responsibilities to activities outside of their specified responsibilities

By implementing a technology that will reignite the creative spark and take on simple tasks, these employees will see not only their workload decrease, but also their mental load.

In having more time to focus on tasks that encourage positive brain activity, we will see an increase in employee satisfaction and retention, as well as improved output from tasks.

The Global Creativity Survey by Canva, which determined its results by interviewing 400 leaders in the UK creative industry, found that:

98% of leaders said generative AI is enhancing their teams creativity

75% of leaders already consider AI as an essential part of the creative process

Whether you're aware of it or not, creativity is an essential asset in many roles. With this in mind, keeping your brain engaged will drive productivity, improve outcomes, and streamline operations.

Addressing AI apprehensions

Yes, AI has many benefits, but people still have doubts.

Will it take over the world?

What if it worsens the quality of work we produce?

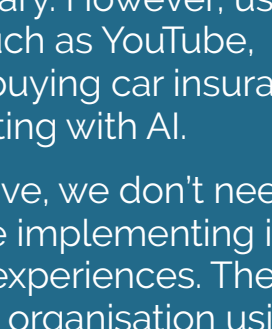
What about the impact on the job market?

Don't worry. Let's address these apprehensions.

Will AI achieve free will?

AI isn't a human being, it doesn't have its own thoughts, emotions, or compassion, and it is highly unlikely it will ever be capable of it.

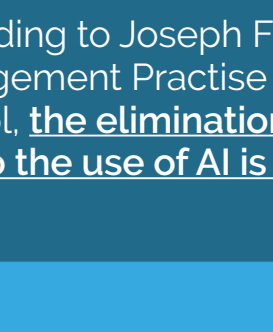
AI systems are just that: systems. It's simply an algorithm built with calculus, statistics, and algebra. This is mathematics, and all maths is limited and logical, but not self-aware.



Isn't AI completely and unchangeably unethical?

Many individuals and organisations hold the view that AI is the enemy, and that utilising it is 'cheating' and unnecessary. However, using solutions and platforms such as YouTube, Amazon, sat nav, or even buying car insurance means that we are interacting with AI.

From a business perspective, we don't need to use AI; organisations are implementing it to improve productivity and experiences. The use of AI is up to the person or organisation using it. It isn't an all-encompassing thing, you can use AI as little or as much as you like, and you can control policies and procedures to ensure it is used ethically. **That's the key: you are in control.**

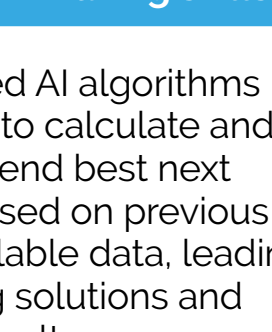


Will AI take over and cause mass job losses?

There is no getting away from the fact that AI will change the job market, but in the sense that it will help current roles while also creating new ones. AI has the potential to be used in almost every sector to streamline processes, complete admin tasks, and improve productivity for all.

According to a study by the World Economic Forum (WEF), AI is estimated to create up to 69 million new positions worldwide by 2027. This includes new trainers, programmers, enablers, and ethics specialists (to name a few).

According to Joseph Fuller, Professor of Management Practise at Harvard Business School, **the elimination of entire job categories due to the use of AI is not likely.**



Look on the positive side – the benefits of AI

1 Less room for mistakes

We're human. We all make mistakes, the longer we work, the more brain power we use, and the more tired we get – leading to errors. This is normal and unavoidable for us, but not so much for AI.

Being a string of code, AI is designed to produce near-perfect work based on the prompts that we give (if the prompt is wrong, the result is likely to not be what you're looking for).

2 Always ready to go

AI doesn't get tired, it doesn't need to sleep, eat, or relax. It's literally ready to go every second of the day.

Not only can the algorithms run 24/7/365 without any breaks, but they also run consistently – as long as they have power, a connection to relevant data sources and access to the internet (where needed).

3 Read and analyse at speed

It takes AI a matter of seconds to review documents or data, enabling employees to derive valuable results from data without the hassle, improving efficiency.

4 Decision-making skills

Advanced AI algorithms are able to calculate and recommend best next steps based on previous and available data, leading to strong solutions and better results.

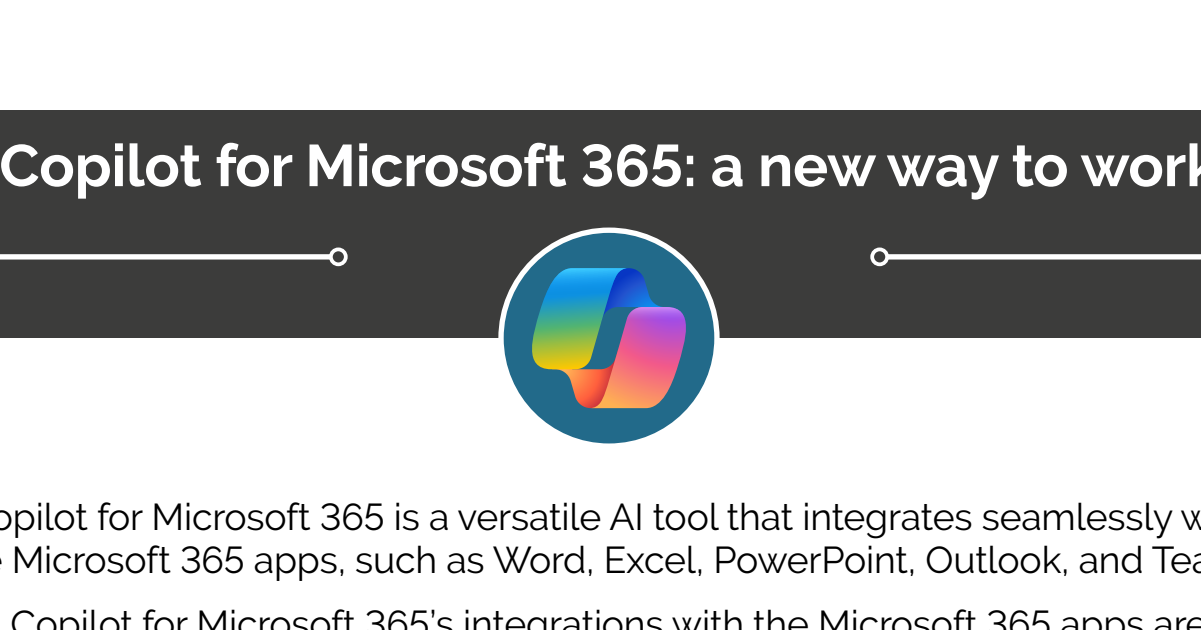
5 Summarise and simplify

Due to its availability to intake mass amounts of information, AI can compile conversations, documents, and data into short, digestible formats to drive time savings.

The implications of ethical AI

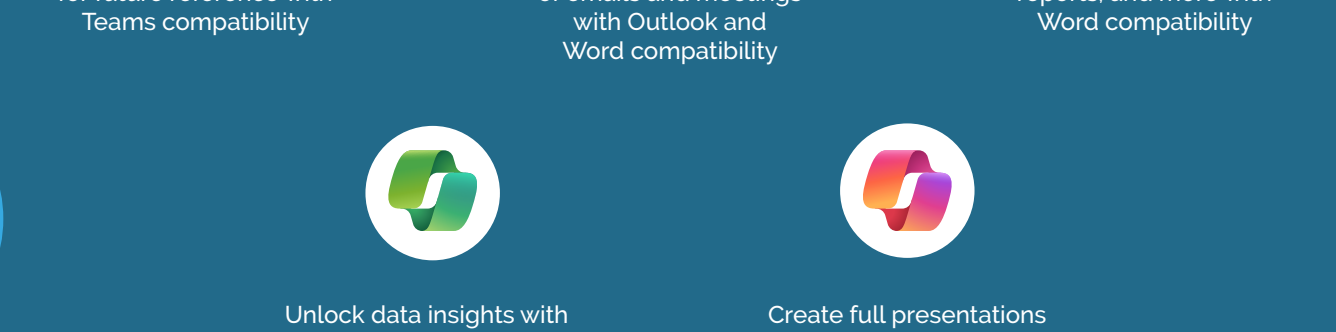
Arguably the biggest concern around the use of AI is the ethical implications.

The main concerns include:



As said previously, the most important consideration you need to take when you start utilising AI programmes is that it is all your responsibility. If AI generates something that is ethically wrong or biased, it's your responsibility to find those instances and remove them.

The 'SUM values' outlined by the UK government provides some guidance:



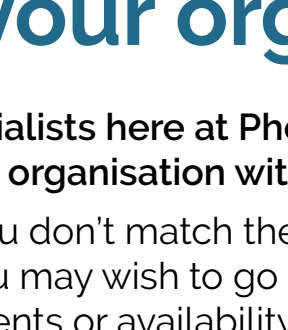
As long as you stick to these guidelines and ensure that the work produced by AI is reviewed and edited as necessary, you will be practising the use of AI fully ethically.

AI for all

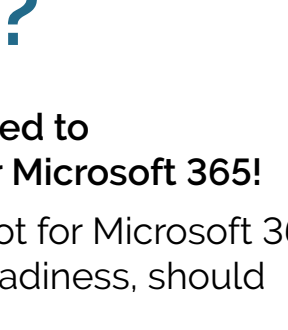
AI has no limits (within reason). Organisations across all sectors and industries have use for it, and as AI continues to expand its capabilities, people are utilising it for a wide breadth of purposes.

It can be used in almost every sector to boost operational efficiency, organise processes, transform administrative tasks, and input data to generate recommended actions.

Here are just a few examples of use cases of AI:



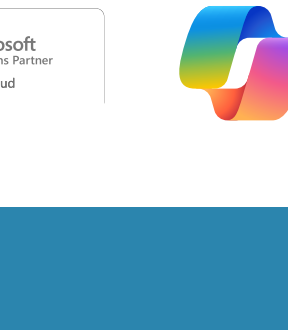
Healthcare organisations can use AI to streamline diagnoses, improve medical research, and predict possible future illnesses



Bluelight organisations can utilise AI to improve resource allocation, lower emergency response times, and review surveillance footage

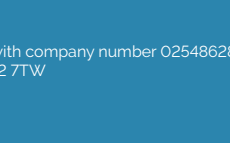


Housing associations can use AI to simplify property search, automate administrative tasks, and streamline mortgage approval



Retail companies can use AI to optimise inventory levels, adjust pricing to be competitive, and analyse customers to improve marketing responses

Copilot for Microsoft 365: a new way to work



Copilot for Microsoft 365 is a versatile AI tool that integrates seamlessly with the Microsoft 365 apps, such as Word, Excel, PowerPoint, Outlook, and Teams.

Copilot for Microsoft 365's integrations with the Microsoft 365 apps are designed to improve productivity, speed up processes, and boost creativity.

With Copilot for Microsoft 365, you can:

Record meeting notes for future reference with Teams compatibility

Create summaries of emails and meetings with Outlook and Word compatibility

Draft content for emails, reports, and more with Word compatibility

Unlock data insights with Excel compatibility

Create full presentations from scratch with PowerPoint compatibility

These are just a few general uses of Copilot for Microsoft 365, but you can dive much deeper into its capabilities when you begin looking at sectorised uses, as per the above.

To find out more about Copilot for Microsoft 365, check out our [whitepaper here](#).

Contact us

hello@phoenixs.co.uk
01904 562200

The specialists here at Phoenix are perfectly placed to help your organisation with everything Copilot for Microsoft 365!

Even if you don't match the requirements for Copilot for Microsoft 365 today, you may wish to go through the technical readiness, should requirements or availability change in the future.

With our Copilot for Microsoft 365 readiness assessment, we will discuss, discover, and review your requirements to ensure you fit within the necessary guidelines for Copilot for Microsoft 365.

[Book your readiness assessment](#)

[Discover more about Copilot](#)

©2023 Phoenix Software All Rights Reserved. Phoenix Software Limited is a company registered in England and Wales, with company number 02548628 and VAT number GB 755 3490 15. Registered Office Address: Byres House, Ipswich, Suffolk, IP1 2JW.