

AI in the Workplace: What it Means for You

Artificial Intelligence (AI) is becoming part of everyday work across many industries, including ours. From automating routine tasks to assisting with customer interactions and data analysis, AI is changing how work gets done. While these tools can improve efficiency, it's important to understand what they mean for employees and what to watch for as they are introduced.

At its best, AI can reduce repetitive work, streamline processes, and support decision-making. This can free up time for more meaningful, skilled work. But alongside these benefits come important questions about job security, workload, and fairness. Any implementation must be transparent and include proper consultation with workers.

One of the key concerns is how AI may impact roles and responsibilities. Tasks that were once performed by employees may shift to automated systems, potentially changing job expectations without proper review. This can lead to increased workloads, unclear accountability, or pressure to adapt quickly without support.

Monitoring and data use is another area to watch. Many AI tools rely on tracking performance metrics, which can feel like increased surveillance. It's important to understand what data is being collected, how it's used, and whether it plays a role in performance evaluations or workplace decisions.

Bias is also a real risk. AI systems rely on data, and if that data is flawed or incomplete, the outcomes can be unfair. This is especially concerning in areas like hiring, scheduling, and performance assessments, where decisions can directly impact employees' opportunities.

Training and support will be critical. Employees should not be expected to take on new technologies without proper training, time, and resources. A responsible rollout means making sure workers are set up to succeed.

CUPE will be engaging with members in the near future to discuss AI in the workplace and what protections are needed to safeguard our jobs. Your input will be important as we work together to ensure that new technologies are introduced in a way that respects workers, protects our roles, and maintains fair working conditions.