

Artificial Intelligence in the Workplace

**ASEA / AFSCME Local 52
Lunch and Learn
July 15, 2026**



What is Artificial Intelligence (AI)?

- **Artificial Intelligence:** A machine-based system that can use a set of human-defined objectives to make predictions, recommendations or decisions influencing real or virtual environments.

AI models are trained on large amounts of data and recognize patterns in that data.

- **Predictive AI:** AI models that make “predictions” about future outcomes.
- **Generative AI:** AI models that “generate” content, such as writing, images and videos.
- **Agentic AI:** AI models that operate autonomously to accomplish specific tasks or goals.
- **Workplace AI systems:** Software used in the workplace that an employer buys or develops that use algorithms to generate decisions, make recommendations, or perform tasks.
- **Automated Decision-Making Systems:** Systems that use algorithms to make or significantly influence a decision.



What is data?

- Data is facts, statistics, and other pieces of information used to analyze something or to make decisions about something.
- In the workplace, our data is being collected and used by our employers – often without our permission, and even without our knowledge.

How are employers collecting and using data?



Examples of Data Collected and Used in the Workplace

<u>Workplace activities, interactions data</u>		<u>Job activity data</u>	
• Body movements • Co-worker interactions (<i>in person, by phone, text, email, collaboration tools</i>) • Location (<i>workstation, building, in the world</i>) • Peer reviews	• Performance reviews • Restroom access and use • Safety habits • Smart phone use, Wi-Fi access, instant messaging • Time clock • Video and audio recordings of work performed	• Calendar (<i>how much of your day is spent in meetings, who you are meeting with, how long</i>) • Computer (<i>system log ins, keystrokes, screenshots, application use, time spent working on a task</i>) • Customer service interactions (<i>calls, claims, customer ratings and reviews</i>) • Driving (<i>vehicle location - GPS, braking patterns, route, speed, accidents, behaviors while driving and in the vehicle, conversations, cell phone use</i>) • Internet (<i>email content and who was emailed, file downloads, web searches</i>) • Machine interactions (<i>handheld devices, industrial machines, robots, wearables, photocopiers</i>)	
<u>Health and wellness data</u>		<u>Biometric data</u>	
• Exercise activity • Heart rate and respiration • Menstruation and pregnancy tracking • Overall movement and activity levels • Sleep patterns		• Body language, walking gait • Eye movements • Facial geometry, facial expressions • Fingerprint, palmprint, ear print	• Hand geometry • Iris or retina scan • Tone of voice
<u>Cognitive and behavioral data</u>		<u>Historical data</u>	<u>Digital footprint</u>
• Cognitive function assessment results • Personality test results • Questionnaire and survey responses • Skills test performance • Virtual, augmented reality device use		• Credit report • Consumer activity • Driving record • Education • Employment, salary history	• Health screening, alcohol, drug test results • Professional licenses, certifications • Residences • Volunteer activities
			• Internet presence, blogs • Online forum activities • Social media activity



Source: Lisa Kresge, [Data and Algorithms in the Workplace: A Primer on New Technologies](#), UC Berkeley Labor Center, November 2020.

How is AI used in the workplace?

- Automation and robotization
- Automated employment decision-making systems (*hiring, promotion, discipline and firing systems*)
- Other automated decision-making systems (*eligibility for rights like public services, loans, education, detention*)
- Chatbots
- Customer service software
- Cybersecurity systems
- Data entry
- Facial recognition
- Keyboard tapping monitoring
- Office sensors
- PC use surveillance
- Scheduling and routing systems
- Wearable devices (*mobiles, scanners, tablets*)
- Workforce management systems

Discussion in breakout groups

- If you are using AI, what are you using it for and how? Does your employer require you to use it? And have you been trained to use it?
- How can AI be helpful to you in your work?
- Are there problems that you see from the use of AI in your job?

We will need a note taker for each group.



Harms from the use of AI in the workplace without guardrails

- Automation – replacement of workers
- Bias and discrimination
- Deskilling and de-professionalization
- Harms to worker safety and health
- Work-flows intensified or sped up to unsafe levels
- Loss of privacy
- Loss of worker autonomy
- Harms to worker morale



Harms to the public and to public services from the use of AI without guardrails

- Deference to the AI
- Biased data leads to biased outcomes
- Loss of transparency and accountability
- Data privacy and security
- Liability for technology failures
- Cost of AI computing and future impact on state and local budgets
- Cybersecurity vulnerabilities
- AND other overall AI safety concerns, including...



Overall AI Safety Concerns

- "Hallucinations"
- Lying, cheating, manipulating – including disobeying explicit instructions
- Developers don't fully understand how AI models work
- AI models know when they are being tested
- AI models will avoid being shut down if necessary to accomplish their goal

A.I. Is Getting More Powerful, but Its Hallucinations Are Getting Worse

A new wave of “reasoning” systems from companies like OpenAI is producing incorrect information more often. Even the

AI system resorts to blackmail if told it will be removed

23 May 2025

Liv McMahon

We Don't Really Know How A.I. Works. That's a Problem.

For us to trust it on certain subjects, researchers in the growing field of interpretability might need to learn how to open the

‘I think you’re testing me’: Anthropic’s newest Claude model knows when it’s being evaluated

By Beatrice Nolan
Tech Reporter

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OpenAI's 'smartest' AI model was explicitly told to shut down — and it refused

AI Guardrails – Collective Bargaining and Legislation

Require ongoing engagement with workers in AI system development, deployment, and monitoring

Establish protections around the use of automated decision-making systems in workplaces, including

- Prohibit AI from making employment or rights-determining decisions
- Meaningful human oversight



Establish protections around workplace surveillance



Require training and upskilling opportunities



Establish worker data privacy and security requirements



Provide for strong enforcement

AI Guardrails – Collective Bargaining and Legislation

Responsible AI procurement requirements

- 
- Products are safe, do what they say they will;
 - Do not discriminate, cause harm;
 - Meaningful human oversight
 - Transparency and disclosure – AI systems and how they work
 - Impact assessments done by third party experts
 - Augment the work of public employees – not replace them

What to look out for:

- Employer brings in new consultants
- Management is reviewing work processes in detail
- Vacancies left unfilled
- Any new tools made available at work including:
 - Focus groups or piloting of new software
 - New tools, like a chatbot, in existing software



Questions?

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Artificial Intelligence – Key Terms

Algorithm: An algorithm is a set of rules to solve a problem or perform a task.

Artificial Intelligence (AI): A machine-based system that can use a set of human-defined objectives to make predictions, recommendations or decisions influencing real or virtual environments. AI models are trained on large amounts of data and recognize patterns in that data.

- **Predictive AI:** AI models that make “predictions” about future outcomes.
- **Generative AI:** AI models that “generate” content, such as writing, images and videos.
- **Agentic AI:** AI models that operate autonomously to accomplish specific tasks or goals.

Automated Decision-Making Systems: Systems that use algorithms to make or significantly influence a decision. For example, software that makes recommendations for candidates to interview, hire, promote, discipline or terminate.

Chatbot: A computer program or software that users interact with in a conversational way by voice or text. Chatbots increasingly use different forms of AI.

Hallucinations: Sometimes generative AI will fabricate inaccurate statistics, examples and other information when it produces a response to a prompt. These fabrications are known as “hallucinations” and occur in part because the models are designed to make predictions, not to generate accurate content. The models generate content based on patterns found in the massive amounts of data, data that can be inaccurate or biased.

Prompt: Instructions that are provided to an AI system to produce an output or perform a task.

Training: AI systems are taught to recognize patterns and make predictions by analyzing data. These systems are trained on massive amounts of data, such as writing, images, videos and audio. A lot of the material that is used to train AI systems comes from the internet.

Workplace AI Systems: Software packages used in the workplace that an employer buys or develops that use algorithms to generate decisions, make recommendations or perform tasks.

Sources

Carnegie Mellon University Heinz College, [*Artificial Intelligence, Explained*](#)

MIT Sloan School of Management, [*Agentic AI, Explained*](#)

MIT Sloan Teaching & Learning Technologies, [*When AI Gets It Wrong: Addressing AI Hallucinations and Bias*](#)

NIST, Computer Security Resource Center, [*Glossary*](#)