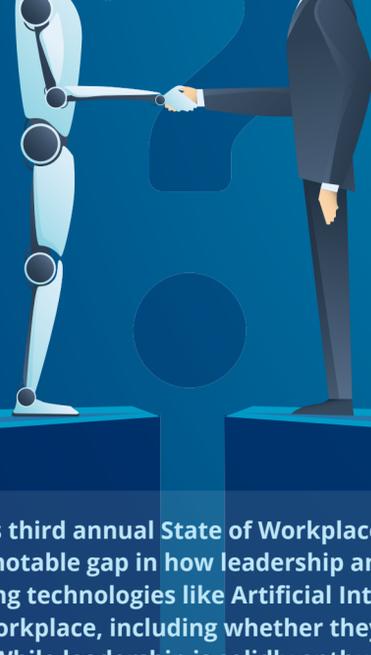


# Can AI and Empathy Co-Exist?

Leaders Believe AI Will Increase Empathy.



Employees Fear Lost Jobs.

Businessolver's third annual State of Workplace Empathy Study revealed a notable gap in how leadership and employees believe emerging technologies like Artificial Intelligence (AI) will affect the workplace, including whether they will increase empathy. While leadership is solidly enthusiastic, most employees are reluctant.

**91%**

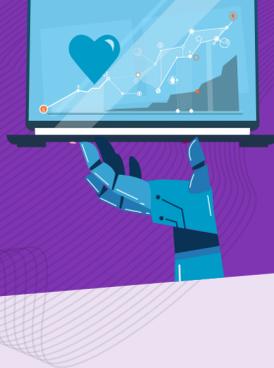
of CEOs believe AI will contribute to innovation and competitiveness as well as individual job performance.

**68%**

of employees say they are hesitant to even use or trust AI.

Take a closer look at the differences between how leaders and employees believe AI will impact empathy in the workplace.

## The AI-Empathy Equation



Leaders are looking for AI to drive an increase in workplace empathy, but employees are less likely to credit AI technology as an enabler.

AI can help my organization become more empathetic:

**82%** of CEOs

**67%** of HR pros

**56%** of employees

Personalized technology tools like AI and HR chatbots enable empathy:

**70%** of CEOs

**70%** of HR pros

**50%** of employees

## Impacts to the Workplace



Some are worried that AI and automation will mean less work to do, translating into workers becoming expendable. However, AI can help save time and alleviate the upcoming labor shortage.

HR managers say they **lose**

**14 hours**

a week on average due to **lack of automation.**<sup>1</sup>

We are at the beginning of a **labor shortage** predicted to last until

**2050**

AI technology will be **key to employers** combatting this shortage.<sup>2</sup>

I'm worried that AI will translate into job losses at my organization:

**70%** of employees

**58%** of CEOs

**57%** of HR pros

**81%** of men

**60%** of women

AI will take away the ability to interact with co-workers and/or customers:

**81%** of men

**62%** of women

**72%** of employees

**57%** of CEOs

**53%** of HR pros

**65%** of millennials

**70%** of gen-xers

**80%** of boomers

## Making AI Work for You, Literally

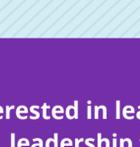


The key to integrating AI into your workforce is communication. Employees want to understand why CEOs are so optimistic about AI, beyond driving the bottom line.

To bridge the gap, consider the following:



Understand the anxieties employees have about AI, and address them via **open, honest conversation**. Determine the best way to communicate your vision to get employees bought in.



**Use examples from industries who have made it to the "other side"**. Look to industries who have already embarked on this transformation for ideas on how to initiate this move.



**Remember your empathy toolkit**. Ensure leaders at the organization are prepared for the conversation and have been trained to flex their empathy muscle.

Interested in learning more about how employees and company leadership feels about personalized tech tools at work?

Read the 2018 State of Workplace Empathy Executive Summary.

**CHECK IT OUT**

