

AI Revolution

Confronting
AI-Induced
Workplace
Burnout


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PRESENTERS



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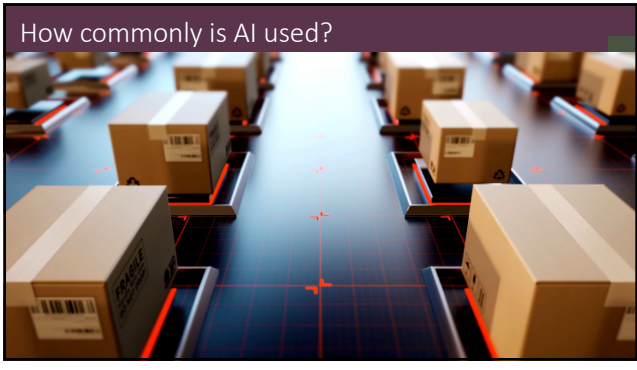
Learning Objectives

- ❑ Assess the evolving role & impact of AI in transforming the modern workplace, with a specific focus on its effects on workforce well-being
- ❑ Recognize the importance of fostering a supportive organizational culture that prioritizes employee well-being amidst AI integration
- ❑ Identify practical strategies & interventions to effectively address & mitigate AI-induced burnout, fostering resilience at both the individual & organizational levels



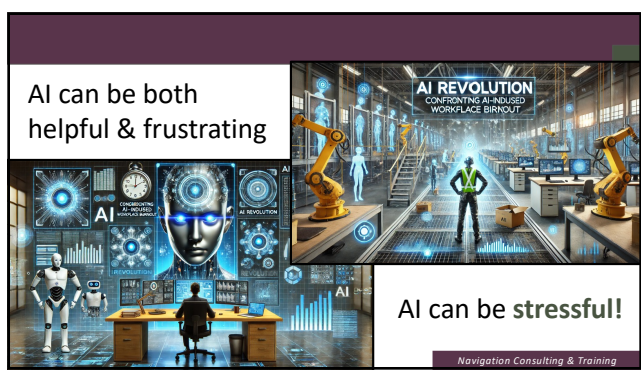
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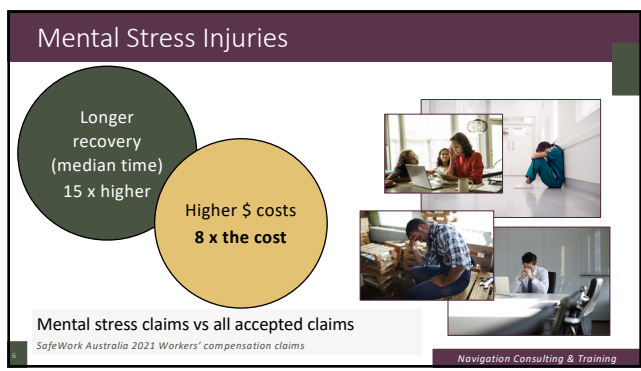


How commonly is AI used?

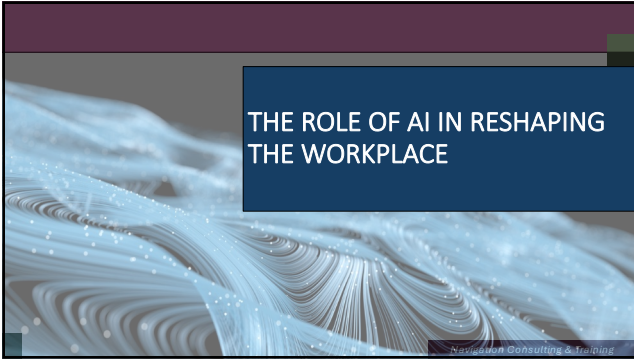
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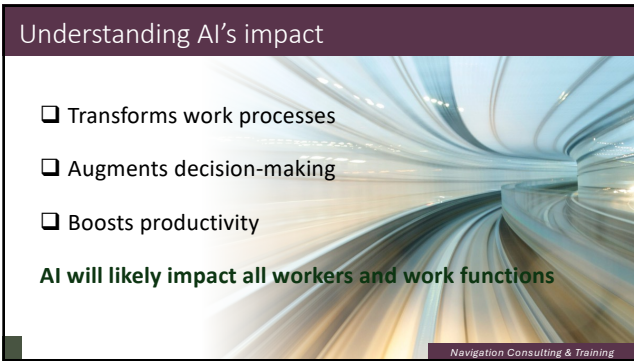
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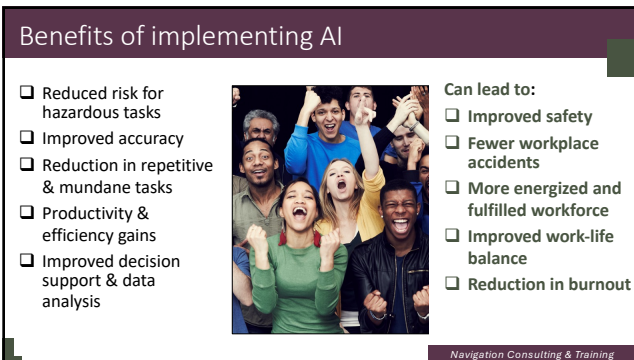
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Challenges of AI implementation

- Increased burnout (due to increased work demands, pace of change & uncertainty)
- Privacy invasion & ethical considerations
- Inadequate supports
- AI responses may lead to negative outcome (rigidity, errors, or freezes, user frustration & hostility)

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Challenges of AI implementation



Psychological impact on employees:

- Job insecurity
- Fear of change
- Decreased accountability
- Decreased self-efficacy

Technostress & AI-Induced Burnout

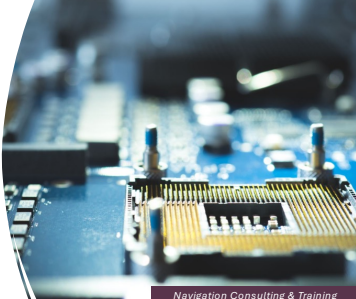
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Technostress

A modern disease of adaptation caused by an inability to cope with the new computer technologies in a healthy manner

- Craig Brod, 1984



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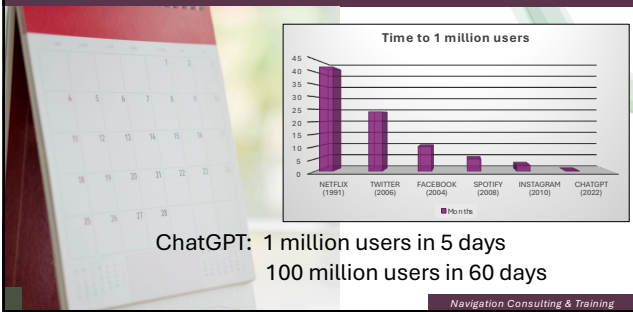
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Current AI evolution - Déjà vu?



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Accelerated Adaptation



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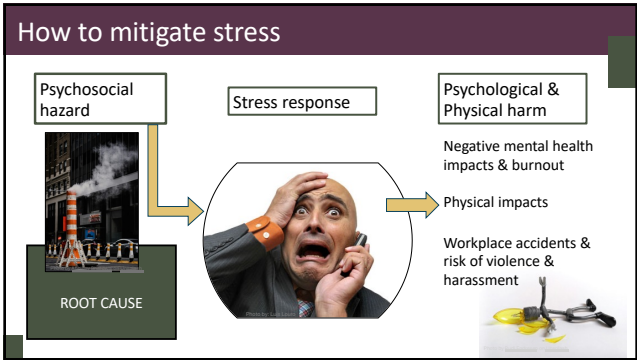
An Occupational Phenomenon

BURN-OUT - A syndrome resulting from chronic workplace stress that has not been successfully managed

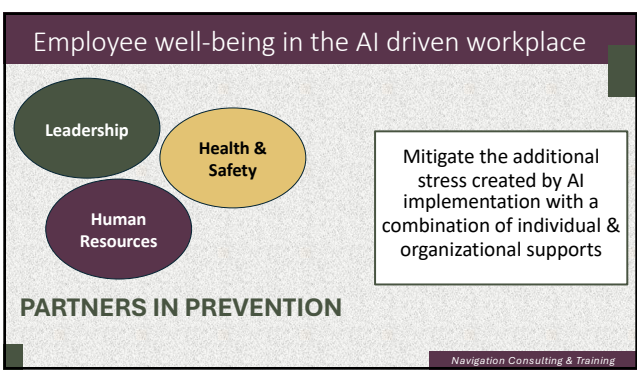
How can stress be managed?

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Be vigilant looking for signs of burnout



Signs & symptoms of workplace stress & burnout

- Fatigue / exhaustion
- Irritability
- Trouble focusing/ concentrating
- Lack of morale & motivation
- Reduced engagement & productivity
- Absenteeism & presenteeism
- Loss of trust & camaraderie
- Increased cynicism and apathy
- Depression

Increased risk of burnout, safety incidents and workplace accidents

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STRATEGIES TO MITIGATE AI-INDUCED BURNOUT

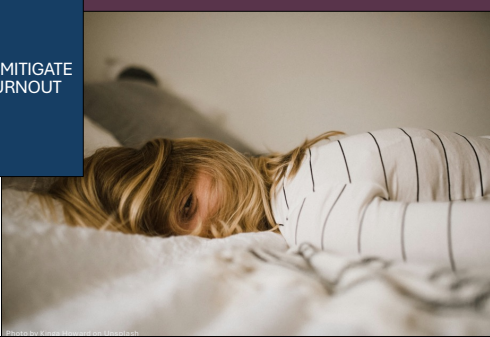
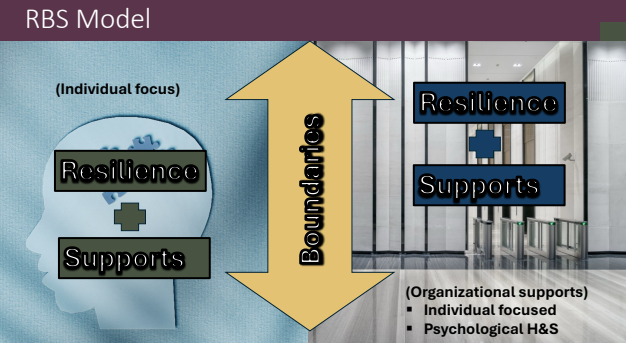


Photo by Kimm Howard on Unsplash

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RBS Model



(Individual focus)

Resilience

Supports

Boundaries

Resilience

Supports

(Organizational supports)

- Individual focused
- Psychological H&S

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Fostering individual resilience / Individual support

Resilience




- ❑ Training & role modeling
- ❑ Focus on coping mechanisms
- ❑ Mindfulness practices & self-care
- ❑ Foster adaptability & a growth mindset
- ❑ Provide individual-focused supports to reduce stigma & promote mental health

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Boundaries

- ❑ Watch/listen for signs of fatigue and burnout
- ❑ Empower people to know when to say "no" (conscious choices & limit setting)
- ❑ Avoid "Busy syndrome"
- ❑ Reinforce 3 R's: Relax, Reflect & Recharge
- ❑ Leverage supports when needed



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Organizational Resilience / Supports

Implement & integrate psychological health & safety into the workplace



- ❑ PH&S Standard (CSA Z1003 or ISO 45003)

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The Psychological Health & Safety Standard

How the work is organized:

- Roles & expectations
- Job control or autonomy
- Job demands
- Organizational change management
- Remote & isolated work
- Workload & work pace
- Working hours & schedule
- Job security & precarious work

Work environment, equipment & hazardous tasks

Social factors at work:

- Interpersonal relationships
- Leadership
- Organizational / workgroup culture
- Reward & recognition
- Career development
- Support
- Supervision
- Civility & respect
- Work/Life balance
- Violence at work
- Harassment
- Bullying & victimization

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Why Organizational change management fails

- Lack of practical support provided to assist worker during transition periods
- Prolonged or recurring restructuring
- Lack of consultation & communication about workplace changes, or consultation & communication which is poor quality, untimely, or not meaningful

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Organizational supports for a healthier AI adoption

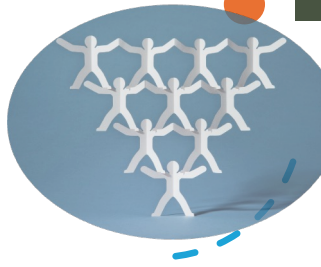
- Make sure your people understand the "WHY"
- Have a clear vision to reduce uncertainty
- Listen to your people before, during & after
- Adopt AI as a coworker vs competitor – enhancement vs replacement when possible

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Organizational supports for a healthier AI adoption

- Create a culture of adaptation and foster an innovative culture willing to tolerate failure
- Training & upskilling programs
- Go at a reasonable pace for your people & set boundaries
- Allow efficiency gains to benefit employees not deepen strain



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Organizational supports for a healthier AI adoption

- Increase transparency of AI use & data collection
- Prioritize the design & use of explainable AI
- Redesign accountability for the uniqueness of AI systems
- Build adaptive systems to handle AI changes as needed



**Communicate, Communicate
Communicate!**

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The role of H&S professionals to confront AI-induced burnout

- Health & Safety professionals need to be a key Partner in Prevention
- Understand & advocate for psychological health & safety in all that you do
- Prioritize psychological health & safety/mental health to have parity with physical health & safety in the workplace



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Recap



- ❑ AI is an unavoidable paradigm shift
- ❑ Employee health & well-being is critical through this evolution
- ❑ Best practice, focus on:
 - Resilience - Both personal and organizational
 - Boundaries to enable people to adapt & recharge
 - Supports
 - Organization focused - incorporating psychological health & safety & addressing systemic issues
 - Augmented by individual-focused solutions

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CALL TO ACTION

“You can use AI to ease burnout, or you can use it to make it much, much worse”

- Danielle Li, Associate Professor MIT Sloan School of Management

- ❑ Proactively address AI-induced stress & burnout
- ❑ Prioritize prevention by addressing root causes of AI-induced workplace stress







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