Croeso - CDI Cymru Wales - Welcome

"The next normal: the role of AI in supporting career development - ethics, considerations and practice."

1st March 2023

Today's Agenda

- **Welcome, introductions, and apologies**

- **Artificial Intelligence in Careers Work**

  Marianne Wilson, PhD Student, Centre for Social Informatics, Edinburgh Napier University

- **Leveraging AI for entrepreneurship education**

  Paul Ranson, Champion of Entrepreneurial Learning, Module Leader and Lecturer, IICED, UWTSD

- *Short break*

- **CiCi – An Artificial Intelligence powered Chatbot to support Career Development**

  Graham Attwell, Director, Career Chat

- **Facilitated discussion:**

  "What steps should we all take to avoid the pitfalls and harness the benefits of using AI to support career development in Wales?"

  Carolyn Parry, Project Associate (Wales), the CDI

- **AOB (USW) and final thoughts, including meeting feedback**

- **Date of next meeting: Tuesday, 23rd May 2023 2 – 4.30pm (TBC)**

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Break

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Facilitated discussion

Go to www.menti.com and use the code 26 16 23 6

Mentimeter

"What steps should we all take to avoid the pitfalls and harness the benefits of using AI to support career development in Wales?"

Facilitated discussion

What pitfalls do you perceive in using AI?

it lies

devolution

reduce colloration

laziness

unemployment

needs to be up to date

inaccurate advice

bias

ethics

'unknown' jobs digital

too vague

garbage in garbage out

Facilitated discussion

How do we overcome them? **31** Answers

Mentimeter

Ensure we have a seat at the table

We need to get involved

involvement of career practitioners

Take control, use humans to supervise and ensure they are designed ethcally

Education into what AI is good at and what its not

Use AI for support, with other inputs, as opposed to relying on it solely.

Learn to work WITH AI

Broad engagement in development of such products

Clear ethical standards/quality standards applied.

Facilitated discussion

How do we overcome them? **31** Answers

Mentimeter

Research, research, research

Reliable data sources.

Work alongside AI - allow it to work well where it works

targeted, supported use

option to speak to a human if need additional help - use as a funnel.

Continual improvement

Use AI to free up time for careers practitioners to do value work, rather than reduce the people working in careers

Careers professions involved in design

Human in the loop

Facilitated discussion

How do we overcome them? 31 Answers

Mentimeter

It takes pressure off services	Free up time for careers professionals to work where they can have most impact	Raise the profile of the service
24/7 services	Instant access	24/7
Raise the profile of service	Finding information quickly	Marking assignments

Facilitated discussion

How do we overcome them? **31** Answers

Mentimeter

Answering routine questions

Analysis of large data sets to identify underlying pattersn (hidden)

Careers practitioners and experts on steering groups

Build AI skills into our strategic L&D plan

Facilitated discussion

What benefits do you perceive in using AI?

time saving

reducing barriers

better use of data

access to knowledge

acess info non linear way

speed

vast data sources

reach more people

support with admin

it takes pressure off

Facilitated discussion

How do we harness the benefits of AI? 11 Answers

It's difficult. How do we know if there has been an impact?

Clear ethical policies to steer them

With support from the IT

It can help increase engagement

Free up time - really shake up the future of work / leisure

New access routes to support

24/7 availability gives improved access to all - no longer 9-5, Monday to Friday

An opportunity to modernise the Service

have AI interfaces that have different personalities to suit the requirements of different people

Facilitated discussion

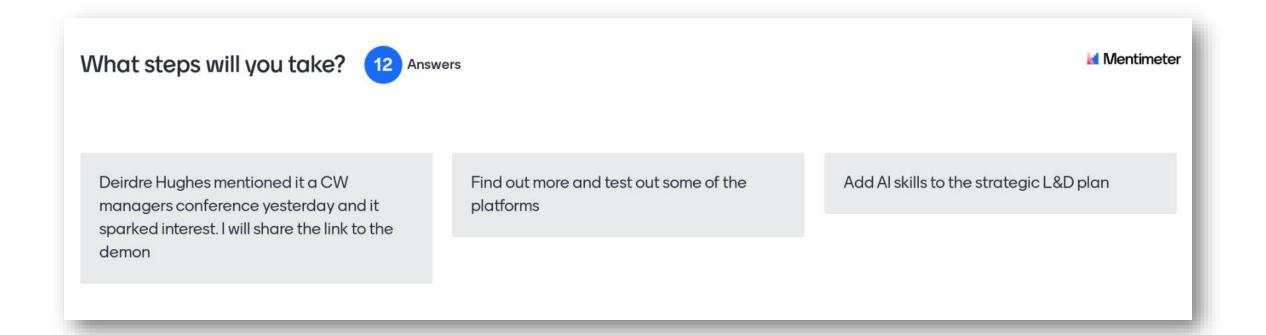How do we harness the benefits of AI? **11** Answers

Mentimeter

Make people aware of what is available.

Subscribe to write sonic

Facilitated discussion

What steps will you take? **12** Answers

Mentimeter

Talk about it!

Research what is available.

Look at CiCi.

Subscribe to writesonic

CDI Ethics and Professional Standards Committee working on ethical guidelines working with AI

Consider how AI can support the world of volunteering

Talk to Graham

bring this into wider discussions on AI in the organisation

Talk with colleagues about it

Facilitated discussion

What steps will you take? 12 Answers

Mentimeter

Deirdre Hughes mentioned it a CW managers conference yesterday and it sparked interest. I will share the link to the demon

Find out more and test out some of the platforms

Add AI skills to the strategic L&D plan

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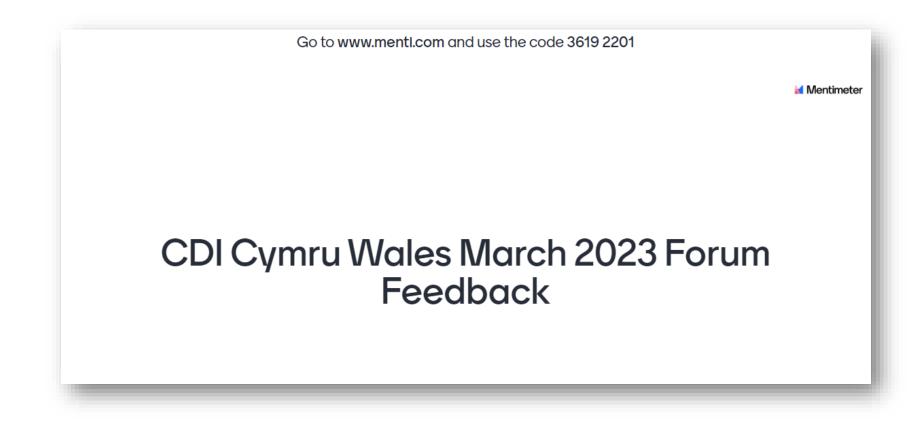 *Paul Ranson, Champion of Entrepreneurial Learning, Module Leader and Lecturer, IICED, UWTSD*

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Meeting feedback

Go to **www.menti.com** and use the code **3619 2201**

Mentimeter

CDI Cymru Wales March 2023 Forum Feedback

Meeting feedback

What did you like/find useful?

it was interesting

interesting information

helped me to understand

all useful

a bit quick at times

gave me ideas

hugely relevant

and relevant

food for thought

good range of speakers

hearing about chatbots

future proofing

good

thank you

the cake

informative

issues

speakers

thought provoking

really interesting

excellent host

good context setting

excellent speakers

excellent chairing

many

marianne's presentation

all the presentations wer

having a chance to think

Meeting feedback

What didn't you like/find useful?

cyber security was short

it was all useful

look into impact

nothing

range of applications

focus too much on chatbot

would prefer mix of topic

more info on cyber sec

Meeting feedback

What was missing?

ai skills on the ld plan

topic it went far enough

chatting as a group

a customer view   real welsh cakes

i found it useful   reflection

discussion   nothing

i can't think of anything

as an introduction to the

its a huge topic

Meeting feedback

What will you do differently as a result of this meeting?

look into ai for our org
i will do my own research
conversations
talking about ai
ai on ld plan
talk to my colleagues
explore ai opportunities

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Keep in touch!

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