

How AI can help workers gain new skills

As adoption of #ArtificialIntelligence at work continues, leaders can help their teams adapt and grow while using AI tools. ADP Canada's Elvira Ciambella shares insights on how smart use of new technology can help workers evolve the skills needed to stay future-ready.

For more, visit adp.ca/en/canada-workplace-trends-2026

Transcript:

Elvira Ciambella:

You want to grow the mindset to become that strategic partner for your client.

Heather Haslam:

What are some processes and opportunities for businesses to take advantage of what AI offers, but keep the people part still human centric?

Elvira Ciambella:

Absolutely. Well, number one, we have to start by demystifying it, because you need that understanding in order to get the buy in and the inclusivity. So perhaps the repetitive, redundant, more transactional tasks, perhaps that's a great use case for AI.

But guess what's going to happen - as those tasks go away, you might have the opportunity to work on more value adds and have more time to speak to a client.

Let me let me give you a really easy example: call summarization. So when a client calls, rather than the worker logging, capturing the information, they are focused on what they're hearing. They're truly listening. They're not worried about a spelling mistake that they made in a case, they're totally focused on the request and they're able to start solutioning with the caller.

So the skill set required, you don't necessarily need to know how to summarize that call. You don't necessarily need to worry about all of the technicalities of your CRM system. You can focus on the client. So perhaps we will need some upskilling when it comes to truly understanding the right questions to get to the bottom of a customer request, or if you're taking away those transactional, repetitive tasks, you want to grow the mindset to become that strategic partner for your client.

So it really will require a, a reskill. But first and foremost, we have to demystify it. We have to make it real with some use cases. I've never met somebody who said "No. I actually love to transcribe client conversations." So that's a perfect example of when we use AI the right way.

And then could you imagine with all that information, all those calls, what we can do and how we can better suit our solutions to, to our clients?

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