NOTE: There were 2 speakers identified in this transcript. Podium recommends using "Find and Replace" to change the speaker label to the appropriate name. Speaker separation errors can arise when multiple speakers speak simultaneously.

0:00:00 - Speaker 1

Hello and welcome to Conversations with me, Jacqueline de Rojas. I'm your host, and today I'm joined by Jess Northend, a generative AI expert, and our topic for today's discussion is intelligence rising, ai and the future of technology. Artificial intelligence has been around for decades, but recent advancements in machine learning and natural language processing have brought AI to the forefront of our technological advancements. The impact of AI on our society can't be overstated. We see it from self-driving cars to virtual assistants. Ai is certainly changing the way we live and the way that we work. But with these advancements do come some concerns about the ethical implications of AI, such as privacy concerns, job displacement, And today we will explore these issues and much more with Jess Northend, who has extensive experience in the field of AI. So, without further ado, let's dive into the world of AI and its impact on our future. Welcome, jess, and thank you for joining me today, jess, welcome.

0:01:16 - Speaker 2

Thanks so much, Jacqueline, great to be with you.

0:01:19 - Speaker 1

Let's start by introducing you, Jess. Tell us a little bit about yourself.

0:01:24 - Speaker 2

Yeah, so I have spent the past couple of years of my life focused on this question of how technology is reshaping how we live, how we work and, ultimately, how we create value together, and one of the things that strikes me as being so exciting about this moment is just how technology is creating so much opportunity but also making our operating environment vastly more complex, and for me, that poses a really interesting series of challenges for organizations, for government, in terms of how we make sense of this rapidly changing moment in time.

0:02:02 - Speaker 1

So you're perfectly placed, Jess, to talk to us about AI and the impact of AI on our future. Tell us a little bit about your background and also how you define AI.

0:02:18 - Speaker 2

Absolutely So.

I've been fortunate enough to have a range of different vantage points on this question, so I spent a portion of my life in the business world looking at how companies can use technology and new leadership practices to become more productive.

I've also had a stint in academia thinking about how these issues are going to impact the future of work, and then, laterally, thinking about these issues from a government perspective, and, of course, all of these angles are so deeply interesting and important, and for me I think this you know, we talked about a little bit about what is artificial intelligence before we jumped on, and for me it's really it's most simple the deployment of new collective intelligences that can perform tasks that would typically or previously require human intelligence. The other thing that I would say about it is just how quickly the pace of change is happening in terms of AI, and so big kind of shifts in our economy normally take decades to to have an impact, but with AI, what we're seeing is an equivalent change, but within weeks and months rather than years and decades, and that, for me, is putting an entirely new pressure on the way that our organizations function, as well as creating new opportunities.

0:03:39 - Speaker 1

Yes, that's interesting, isn't it? that it's not just something to be scared of. there is opportunity in there as well, and perhaps we'll come back to that. But my question around AI and how it is creating that pressure it's not just doing things we did before, but faster. It is also doing things differently, isn't it?

0:04:02 - Speaker 2

It is absolutely, and so I mean what I can ultimately do is take a vast, vast number of data sources and start to synthesize and find patterns, that is, you know, with realms of data that, frankly, would be almost impossible for humans to be able to process themselves. And we're seeing the application of this. I mean some incredibly exciting opportunities in terms of medical field diagnosis, disease, and for me, as you said, there are just so many instances in which this technology can be used for good, as well as, of course, areas to guard against, and I'm conscious we've seen an awful lot of conversation about that in the press in recent weeks.

0:04:42 - Speaker 1

Yes, i think that's right. I mean, we're seeing a lot of narrative around the possible harms. We're seeing a lot of narrative around AI being dependent on surveillance, dependent on data, exploiting the creative work of others, amplifying bias which I'm sure we'll talk about more of But, critically, that it's not sentient, and that's where perhaps the human plus machine equation really comes to life, doesn't it?

0:05:12 - Speaker 2

It does. It does, and in a world where AI, you know, can, of course, help us with kind of routine tasks, with generative AI we're now in this realm of creativity as well. I think there's a really interesting question that's both philosophical, but also practical In terms of, well, what are the unique human capabilities that are going to help us to thrive? And for me, these are the things that have always been at the heart of organizations the ability to collaborate, to cooperate, to have empathy for others around us and to connect around shared goals. And AI is going to, you know, of course, change the operating landscape entirely, but some of those human fundamentals are going to stay and actually, of course, become more important in many respects.

0:06:02 - Speaker 1

That's right, And it's going to change how we live and work, isn't it? There is, I think there is a growing apprehension around the impact on civilization of AI, but it's also creeping up on us slowly already. Let's not pretend it hasn't existed for a long time already the 60s I think And I'm curious about instances of AI that we are already seeing in day-to-day life. Perhaps you can share with our listeners some of the instances of AI. I mean, I'm thinking about just myself. You know, facial recognition on phones is surely one of those.

0:06:43 - Speaker 2

It is, yeah, and of course you know being able to scan people's faces in public spaces as well.

This is a really hot topic And of course, matters, you know, in terms of the argument, is that, in terms of national security and policing and security more broadly, being able to have a view of, you know, people in the public realm is, of course, something that is valuable to security agencies, but of course, it starts to bring into question a lot of the principles that have guided the creation of democratic societies. And so for me, you know, ai is, of course, technical, but it's really a political issue. You know, it is, for me, the political issue of our time And I think we have to treat it as such and continue to have these debates as a society and, in fact, have more of them as more of these use cases come on board.

0:07:38 - Speaker 1

I think that's right. I mean, there's lots of political implications mainly centered around ethics, I suppose, because at the end of the day, you know what your personal data is anymore. Is your face your personal data, And do you have a say in how that's collected? So I think that's so fascinating and interesting And, as you mentioned initially, very complex in terms of how government should think about it. So what is the role of government in the world of AI in your opinion, Jess? That's a really big question, isn't it?

0:08:13 - Speaker 2

It is a really big question And I think there are a couple of different ways of framing this. So I think there's the question of how does government regulate AI and protect us against some of these more questionable use cases, or use cases that, frankly, we haven't come to a societal agreement about what's acceptable and what's not. So that's one bucket. I think there's the second bucket of how does government support the use of AI and start-ups that are creating AI applications that are actually going to make our lives better? And again, you know, I think there are a whole range of examples of this, But of course, you know the use of AI in mental health care, for example.

There is a huge, huge opportunity there and something that you know, given that depression is posed to be one of the biggest sources of illness around the globe by 2030, there is a huge opportunity there, and we would be remiss not to not to seize those areas of advantage. But then the third area which I also find really fascinating is you know, our institutions of government are largely built for the 19th and 20th centuries. They are not particularly built for the 21st century, And so there's a really interesting conversation about where is it appropriate to introduce AI into our way of governing and creating policy and laws and providing public services, And I think we're in the foothills of that conversation still, Yeah, i think, oh gosh, you've touched on so many things.

0:09:42 - Speaker 1

I'm going to touch on a few questions that I've that have spawned from that conversation. One of them is I was listening to Sam Altman, CEO of Open AI, talking to Congress the other day and he was saying that you know, he really welcomes regulation. That was in the middle of June, the third week of June, but a few days later he was threatening to pull out of the EU because of it, and so what it made me think was that regulation is much easier actually for larger companies to navigate because they've got great government contacts. And you know in your point around how government supports start-ups, don't? we have to make sure that regulation doesn't also act as a barrier to smaller firms for fear that it might work in favour of the tech giants. Actually And I'm this is not a poke in the eye to tech giants I'm just curious about how we navigate regulation for everybody versus just solve for the larger businesses.

0:10:45 - Speaker 2

Oh, i think this is fascinating, a really fascinating question, i mean. I think first of all, there's quite a kind of practical question of how does one you know if one is the Secretary of State or a minister or a civil servant, in whatever part of the country they're based, learn more about the use cases that are emerging from start-ups? And you know, when you speak to people who are building businesses who, frankly, you know, are trying to get their product market fit, trying to get funding right, trying to build teams, taking the time out to try and connect with policymakers. You know, i think many recognise it's an important thing to do, but it's one of a long list of things that you're trying to do when you're getting a start-up off the ground. So for me there are how do we create the spaces to make sure that those conversations are happening?

And, of course, there are lots of great actors across and organisations across the country who are doing that. I think the second thing is really, what are our mechanisms for making policy? And, if you know, we have a traditional system where one will a government department will create a consultation, it will go out for comment, it will bring that back, it will generate policy recommendations that will then be introduced to Parliament, and, as you said, unless a start-up is connected at the right moment, there's a risk that that cycle moves on without them, and so there's something about how do we make sure that our policymaking process is really dynamic, and that's an area that I think we still have a lot of work to do.

0:12:17 - Speaker 1

I think you're right, and perhaps we need a bit of generative AI in there to help us.

0:12:22 - Speaker 2

Indeed, as long as we understand how the algorithms build.

0:12:25 - Speaker 1

There you are. You see. That's it's very interesting, isn't it? We handing it? there is, there is, a lot of accountability human accountability for what gets put out there. It's not just something that's created on its own. There is, there is the accountability for the algorithm, and perhaps diversity and inclusion around who's building the algorithm really matters, so that all of our voices are around the table when that tech is being created.

0:12:52 - Speaker 2

I think that's absolutely right And I've been such an admirer of your work in consistently raising this as an issue because, you know, as ever in society, our systems are mirrored And when we're building AI, you know there is a risk that without those range of voices around the table, we end up with a system that you know, perhaps not intentionally, but doesn't reflect the diversity that we have in society, that doesn't reflect the different opinions and the different life experiences that exist. And you know, I’m conscious there are a range of examples where AI has perhaps wrongly coded a job title or hasn't been able to account for differences around race and gender. And of course, you know, imagine those systems at scale and particularly in sensitive settings, and that is, of course, a massive cause for concern. But getting in early and making sure that we do have diversity at the table from the very outset, i think is essential.

0:13:51 - Speaker 1

I think I couldn't agree more, and also that the idea and the evidence that algorithms and AI generative AI amplifies bias. It's probably even more important now that we consider diversity and inclusion when we're building, testing, implementing the tech, and perhaps also to just remember that if it's not diverse, it's probably not ethical.

0:14:28 - Speaker 2

Absolutely Yeah.

0:14:30 - Speaker 1

So there's a lot of you mentioned mental illness being poised to be one of the big issues of our day already, arguably is. I'm curious about an example of how generative AI and future tech could be used in mental health scenarios.

0:14:52 - Speaker 2

Yeah, so I'll speak to some work that I did about six months ago with the Tony Blair Institute and Stanford Medical School, and we brought together a group of experts who are interested in this world of how might we use technology to improve mental health care.

One of the areas that I think is really interesting in mental health care is using AI with other interventions to try and help people earlier with their mental health.

So I was with the Tony Blair Institute for Global Change over in Stanford about six months ago, and the experts at the medical school there are doing really, really interesting work scanning our brain to give us a deeper understanding of what's happening And then being able to essentially assess when mental health symptoms are likely to become onset for individuals and develop treatments that are tailored to an individual's brain, as opposed to what we do now, which is really to try a range of different treatments and hope that one of them might work. So it's a really precise application of the technology, and, of course, this really requires AI, and you know it's the type of way that I think AI is impacting across sectors in a way that, frankly, you know three years ago wouldn't have been possible, and so, again, i think this speaks to the pace of change. In this instance, it's an incredibly positive example and, frankly, an example that speaks to one of these major problems across society that is just going to increase over the decades ahead.

0:16:29 - Speaker 1

Yeah, so interesting Is it? the pinpointing, the targeting, the ability to absolutely create the outcome that you need by analysing the problem, the specific problem that needs solving, i mean, and it was ever thus. But wow, what an amazing opportunity, though, to be able to solve, or help to solve, one of the world's biggest problems. So, jess, when I think about a future increasingly dependent on technology, specifically Generative AI tools and the technology that will come after that, i'm thinking about an example of, let's say, call centre workers, customer service workers, who were given access to Generative AI tools, and they became 14% more productive on average than those that were not. This is in a Fortune 500 software company, by the way And those that did not have the technology clearly were not as productive. And I'm wondering about how we skill ourselves up to be able to cope with the change that is likely to impact us and the way that we work going forward.

0:17:53 - Speaker 2

I think this is a fascinating question because this debate around productivity has been one of the big questions in our economy over the past 15 years. You know, we have had sluggish productivity growth compared to our peers in Europe, our other kind of European nations who we tend to compare ourselves with. And this is some data from McKinsey suggested down to two things One, the way in which we adopt technology, but secondly, how we change the way that we work and give people the skills to be able to maximize the use of that technology. And with the example of customer service workers in call centres, ai has, of course, not yet, and perhaps never will, entirely replace their jobs. And of course, that's because most of us, when we pick up the phone, we like having a conversation with people who can help us, as opposed to, you know, an AI system that might give us the right answer but without any of that human touch.

Now, this question of how we risk it, how we change our skill mix. In response to that, i think there are two parts to it. I think the first is for individuals. Of course, we can't completely predict the future, but we are entering into this space where our skills are going to require us to be increasingly adaptable, where we're going to have to be able to adopt new skill sets and be able to use different types of technology more quickly, and so there is something about how do we, as individuals, continue to be adaptable, but I think for organizations, there's a broader question around.

What is it that the people need in order to be able to thrive, with more technology in the mix with their job? And, of course, if we assume that AI will make us more productive, what do we do with all of that extra time, and how can we help people to use that time for the kind of broader work that they might want to do, whether that's deepening the relationships that they have with customers or whether it's thinking about new products on new way of serving their client markets? You know, as ever, just like with Keynes all those years ago, this question of what do we do when we become more productive still matters, and how can we use that time to create better outcomes for our customers and, of course, for society at large?

0:20:15 - Speaker 1

It's fascinating, isn't it, that the human is a very busy being, so when we become more productive, what does that actually mean? it's fascinating, but in terms of the existential question around how do we all, as individuals, continue to become more adaptable? I think at the Institute of coding, one of the big, one of the big pillars of our existence is that we believe in lifelong learning, and it seems to me that that isn't going away. The ability to stay current, whatever that might mean, seems to matter increasingly matter more.

0:21:01 - Speaker 2

I think that's right And I think the idea that we spend you know that we used to have that we would spend the first 18 to 21 years of our life in education and then we would go off and get a job and, you know, maybe do that job or change a couple of times for the rest of our lifetime You know that idea, I think, has completely gone away now.

But I think also, this idea that we will do a job, have a couple of years out to retrain and then do another job, while some people may still be in that mix, i actually think this point that you mentioned around lifelong learning and continuous learning is probably going to become the new norm for pretty much everybody. And you know, whether that's taking a micro course on the side or just starting to explore new industries because of your curiosity And for me this, it is this question of curiosity that's the thing that I think will help us become as resilient as we possibly can as the labour market continues to change. And I think in organizations and as individuals, the more that we can encourage that and give people the space to explore that. That's really where we're going to get the human, the human advantage.

0:22:13 - Speaker 1

And I love that, that learning and staying curious matters, because those micro injections, those little nudges, the smallest pieces of information can actually exponentially increase your ability to navigate an uncertain future, which, arguably, is perhaps the thing that we all need to have top of mind. I think that's really about Jess, though, that the dislocation in society caused by job changes I'm not going to say job losses I think there's going to be a switch in types of jobs and the way jobs are going to manifest. What do you think about AI and how it's going to impact white collar workers versus blue collar workers? I know, in the last 40 years, blue collar workers lost out to automation, arguably, and white collar workers benefit from technology progress, but is this a reversal where white collar workers are now the ones that are easier to automate? Where are you on that?

0:23:19 - Speaker 2

I think there's a really interesting mix of questions within this. First of all, when we think about the way that technology has impacted the workplace over the past 40 or 50 years, i often think of the typist pool that existed when my parents were working and how gradually that has shifted to us standing at our computer, perhaps within AI assistant helping us, as opposed to rooms of people responsible for typing up whatever happened in an organisation. And, of course, with manual labour. We've seen this with the automation of a lot of processes in big warehouses. Again, the roles still exist of somebody helping fulfil parcels and deliveries, but the skills within that job have changed entirely, often becoming more technical and less about the human labour.

But to this question of white collar jobs as well, i think this is where generative AI is making a real difference, and so, most recently, all of these shifts that we've seen in the creative industries, the types of roles that people previously thought AI wouldn't be able to replicate with the same sophistication as humans. It's perhaps not entirely there, but we are now seeing deep fakes that replicate actors that are, for many people, not that easy to differentiate. And, of course, the use of AI in creating new music and all of these different applications that I think are just completely reshaping what it is to be human and the kind of skills that we have. So there's a lot here where I think the white collar industries that we've previously thought were safe in inverted commas are being shifted, and law is another example, medicine is another. So I think what we're seeing is the fact that AI will reshape roles and skills across the economy, and there are very few areas that will see little impact.

0:25:29 - Speaker 1

That's fascinating. If generative AI continues to become more and more capable, what's left for us? How will you and I be able to develop skills that are unique in the future?

0:25:46 - Speaker 2

I think there are two things to this.

So the first is that when, given that AI is now better at lots of the tasks that we previously would have seen as being kind of human tasks whether that's logical reasoning or even creativity the space that I think is left for us is in two areas.

So the first is around coordination.

So, if we think about what makes organizations work, it is the ability to bring together lots of different people with lots of different skillsets around a common problem or a series of problems, and so the ability to understand the technology and have a grasp of what it's doing and how it can reshape our business models but also help people with that work of coordinating around a problem is where I think there's a real opportunity, and that really is about how we manage people, how we lead our organizations, how we create collaborative environments where people can thrive and work together and make the most of their skills.

So I think that's one area where the human capabilities will continue to be more and more important. But the second thing that I would say is that there is a big part of our economy that it's incredibly hard for AI to touch, and that's what is often described as the care economy And of course we are still kind of questioning how we manage our aging population, how we make childcare work, and so I would expect a lot of the kind of displacement and the shifts in the labor market to actually make those care roles more and more important, and hopefully they'll be rewarded appropriately.

0:27:26 - Speaker 1

It's so interesting to hear that And the shifts probably not going to be overnight shifts, but are going to move us more and more, increasingly dependent on technology, and every day will be a school day, i suppose, when it comes to generative AI. I'm so grateful, jess, for the conversation. I hear you in loud and clearly on the logical reasoning, the collaboration, the empathy, the, just the ability to gather people together. But one of the things that's come out of this conversation for me is that we have to have absolute clarity around the problem we're solving before we point generative AI at it, because otherwise we could end up with some unintended consequences, and that also is an area where humans and humanity will need to step in is to arrest it when, when it goes off doing its thing at pace. I suppose We haven't talked about that, but I'm wondering whether you have a view on AI galloping away with itself and what happens when there are unintended consequences. What? what do we do then? And is humanity needed at that point?

0:28:47 - Speaker 2

This is, i think, such a deep, deep question, and of course, it's dominated the headlines over the past couple of weeks, i mean, you know, from various AI experts calling for a six month moratorium or a ban on AI development, through to these questions that have emerged more recently of you know, is AI going to pose an existential threat to us?

For me, this is where government, of course, has an absolutely critical role.

I mean, ai is already integrated into so much of the world around us, often in hidden ways, and so making sure that we can regulate against those really kind of contentious use cases is, of course, in my view, the first priority.

But of course, given the speed in which this, this sector, is developing, i don't think it's realistic for us now to be able to kind of shut it down and say, ok, no more development. You know the incentives in the market are just too significant for that to happen. But I think this then speaks to the importance of the responsibility of business, and business as a force for good, and making sure that we do understand what is embedded in our systems, making sure that when we, as you said, build these systems, that we understand what the problem is that they are solving for and so that we could frankly explain to somebody what exactly is happening within our organizations. And so it doesn't quite speak to the existential risk, but I think if enough organizations do that at scale, combined with active government policy, we still have an opportunity to make sure that we are on the right side of this development, as opposed to some of the more dystopian suggestions.

0:30:30 - Speaker 1

Yes, and you know I'm a technology optimist, so I'm very excited about how we can create a future that works for everybody. One thing I'm certain about, though, is that AI and generative AI cannot be un-invented, so a six month moratorium to me sounds like it's not going to work. I do feel very strongly that diversity needs to be at the heart of policy, regulation and ethics that drive our future. As we walk forward, it builds for the future. Then, when it comes to generative AI, i'm thinking data analysts, data scientists, given that it is so dependent on data in order to create algorithms the critical thinking capabilities, so courses that are focused on those areas. Just what other areas do you think would be specifically useful for people who want to learn about this area of technology?

0:31:41 - Speaker 2

So I think there are some areas where we're starting to see a real increase in demand. So if you think about areas like data operations, where there's been a huge increase in demand over the past couple of years and people with that kind of specialist skillset can command really great salaries in the market. So I think areas like that, as you said, there's a real opportunity and potential. But I also think there is something about how we can build a baseline of skills that can then be applied irrespective of the technology or almost as the technology continues to move. So critical thinking, being able to understand systems dynamics and what's at play in our systems and the feedback loops there as well All of these are really interesting foundational skills that will then help people adapt, whether it's data operations or the next wave of technology that emerges as well.

0:32:36 - Speaker 1

Brilliant Thanks, Jess. How do we help our learners to understand the opportunities available to them?

0:32:47 - Speaker 2

This, for me, is where there's a really important role for government and for organizations that span industry, education and policy.

So the work that you do at the Institute of Coding speaks to this exact need, because, of course, the market will give signals and it will show demand and high wages for roles where they're really trying to get the right skills and the right fit. But, of course, if you have just been through a major dislocation in your job, if you don't know other people who are working in some of these industries, of course big questions about what's the right step to take, what is the right course, what is the right skillset And how to build on all of an individual's existing experience. So I just want to underline how important I think the work of the Institute of Coding and other organizations is in helping people navigate this moment of change, because that, for me, is where, ultimately, this is a human question. This is a question where people are trying to kind of more themselves in this big moment of change, and making sure that we have the infrastructure to help people across the country do that is really really critical.

0:33:57 - Speaker 1

That's brilliant because we specifically target a diverse range of learners, so those people who are feeling that moment of dislocation, so they may have lost their job, they may be pivoting or want to pivot into a technology career. You know, we are the place where we specifically give you a leg up in that direction. And also it's really important to remember that we work very, very closely with industry. They're part of our governance structure And we work with them in order to make sure that we create the talent pool in response to the demand of industry and cross industry sectors. So very exciting to be able to have this opportunity to talk about how we can help people to understand the opportunities available to them through not only just the Institute of Coding but other educational establishments that offer lifelong learning opportunities and nudge people forward into the future of technology. Jess, are there any examples in the past that we can look to that can help us understand how big the impact of AI might be?

0:35:17 - Speaker 2

There are, and maybe I'll start this response by setting out. You know, economists think of AI as what they describe as a general purpose technology. So, without all of the jargon, it basically means that it's going to have an impact not in one sector but across multiple, that it'll create new industries, it'll improve productivity and it'll, frankly lead to a restructuring of the way that we work and we live. So really, you know a really big deal. The reason I mention that is because there aren't actually that many of those general purpose technologies. You know, the general consensus seems to be that the internet though it's been, you know, a massive shift is not a general purpose technology. So we almost need to go further back in history to think about the shift, and an equivalent shift to what we're living through now.

So, if I think back, you know, donning our caps from history lesson, you know, the introduction of steam power that was, over time, responsible for taking us from, you know, living in a largely kind of rural society into the newly evolving cities of the industrial revolution. It meant that we could then have new forms of transportation, new forms of production and really, frankly, reshaped all of society. So much so that, you know, as a result of this massive shift, we ended up with working men and women being given the vote many decades later, and so I say that just to kind of give a sense of the comparable shift. I mean, the printing press is one of the other ones you know completely shifted the way that society was able to disseminate knowledge, enabling people to learn new ideas read, write this democratization of knowledge.

So I'm conscious this is really big picture, but what both of these examples speak to are these major shifts in society, and I think we're living through another one of those, and so for me, you know, what is also fascinating is that those shifts took decades and decades to play out in terms of how we restructured the way that we live. If they took a hundred years, i would say that generative AI, and AI more broadly, is taking us, you know, maybe two or three years. So we're having to adapt to this massive scale of change, and do it at a pace that we've never had to do before. So I don't know whether that is useful as an analogy, but to me it just kind of speaks to how significant this moment really is.

0:37:54 - Speaker 1

It is so interesting. I think just the context of the scale and pace of change is writ large in the example that you've just given us, Jess. I'm conscious, though, that we all in there are a few assumptions around the fact that everybody has access to technology, And that's not necessarily true. I'm concerned about people on the fringes, including our aging population. You know, there's an example of where we no longer have as many pensioners and the aged in our villages because they are unable to use the parking app in the car parks One of those things where actually, it's interesting.

I asked a group from Estonia at London Tech Week last year how they handled the problem of getting old people to use parking apps in their car parks, And they used a very simple challenge which said just because you can doesn't mean you should, meaning that they simply don't charge the aging population for car parks. And so you know, I'm wondering how we solve the issue of inclusion and we take everybody with us as we move into the future. It's such an important point, And I would you know, in our race to be future facing, we have to remember to take everybody with us, don't we?

0:39:36 - Speaker 2

We really do. And I love that example because it speaks to the fact that actually, you know, the job of our public services is really to try and make sure that everyone across society is able to access opportunities and live a good life. You know, ultimately that's what we're trying to achieve. And so in this example, if that's done by, you know, letting the pensioners or the older people park without charge, i think great. You know, and I think we need more examples like that, where what we're trying to do is make sure that everybody is included. And I mean, you know, that's a great example of public policy.

But I think we also see this in organizations. You know, if somebody joins an organization aged 17, straight out of school on an apprenticeship and is working really closely with somebody who is very close to retirement, and those are two different, completely different world views that those people will probably hold and very different rates of familiarity and literacy with different forms of technology. So of course, this is a challenge for organizations as well. How on earth do you bridge that divide and make sure that you are inclusive within your organizations as well as in society? And I think that's a real kind of real leadership challenge as well for many organizations.

0:40:54 - Speaker 1

I think it is, and what I would encourage our leaders, business leaders, to do is to make sure they've got diverse teams when they're when they're designing and building this technology, or even just thinking about how they retrofit it, because if we have, you know, someone who's on the older end of the spectrum in the, you know, parking application design room, we probably wouldn't have had that problem, would we?

0:41:19 - Speaker 2

Indeed, and I think also this idea that technology is wonderful in many respects, but it doesn't solve all of our problems. You know, it's not a panacea, and what it is is another tool for us to draw on as we think about addressing some of the big challenges that we're facing. But sometimes it is as simple as saying Well, actually, let's not develop a tech solution for this, let's just develop a solution that makes that, make sure that people are included. And so, as much as I am a pro technology, a tech optimist, i think sometimes there is something to be said for for going back to basics and problem solving as well.

0:41:54 - Speaker 1

Yeah, and that's why we need the human, and, on that note, i think we'll end it there. Yes, thank you for bringing your expertise and sharing your thoughts about the past and the future. We look forward to a world where AI can be something that we depend on for good And we can help our learners prepare for what comes next.

0:42:21 - Speaker 2

Thanks so much, Jacqueline.

0:42:23 - Speaker 1

Thank you. Thank you for joining us for this episode of conversations with me, jacqueline De rojas. It has been a fascinating discussion on the future of artificial intelligence and its impact on our society. I hope you found this conversation insightful and perhaps a little thought provoking. If you've got any questions or comments about today's topic, please post them in the comments section of the social media post. We'd love to hear from you and love to continue the conversation. I hope you all to stay tuned for future episodes of conversations with me, jacqueline Dorocas, where we will be joined by other technological experts, industry leaders and policymakers to discuss the latest trends and developments in the world of technology. Thanks again for listening and we look forward to having you join us for our next episode.