



THE AI DIGITAL DIVIDE

How access to training
and tools “in the moment”
can help ensure everyone
wins in the AI race

4,543
workers
SURVEYED

Executive Summary

The emergence of artificial intelligence (AI) – and in particular, generative AI (GenAI) – has the potential to be as transformative as the internet. The World Economic Forum’s [Future of Jobs Report 2023](#), says **nearly a quarter of all jobs (23%) globally will change in the next five years**, with AI being a major driver behind this large-scale shift.



With so much disruption afoot, we at **CYPHER Learning** wanted to understand how workers

feel about this technological future; their hopes for how AI can shape their lives, and any concerns they may harbor.

The poll of **4,543 workers** aged 18 and above, from a cross-section of industries across the **US, UK and Mexico**, reveals guarded optimism around the promise of AI. Many workers are already feeling the benefit of using AI technology to help improve their quality of work life.

However, fears and uncertainty remain, with AI having the potential to amplify and create new digital divides if not applied thoughtfully, fairly and equitably.



"Artificial intelligence is not just about automation—it's about augmentation. Brandon Hall Group research underscores AI's ability to enhance the workforce by freeing employees from mundane tasks and empowering them to focus on more strategic, creative endeavors. The true value of AI lies in its ability to enrich the employee experience and provide actionable insights that elevate organizational performance. CYPHER Learning's report highlights a key issue that all employees should have the opportunity to benefit from training and support to maximize AI's value in the workforce."

Michael Rochelle, Chief Strategy Officer and Principal HCM Analyst, Brandon Hall Group

Key findings:

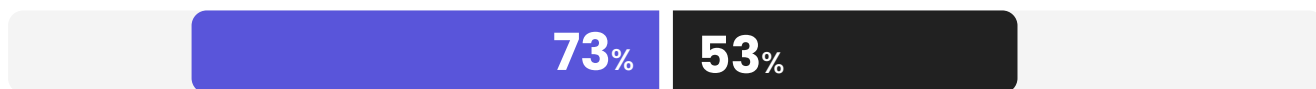
AI's impact on roles



78% of workers think **AI will have an impact on their role within the next two years** – with 38% thinking they will have to retrain as their jobs will be obsolete.

62% of workers say **new technologies are reshaping their role for the better** - with 46% saying AI specifically is making their job easier.

AI skill development



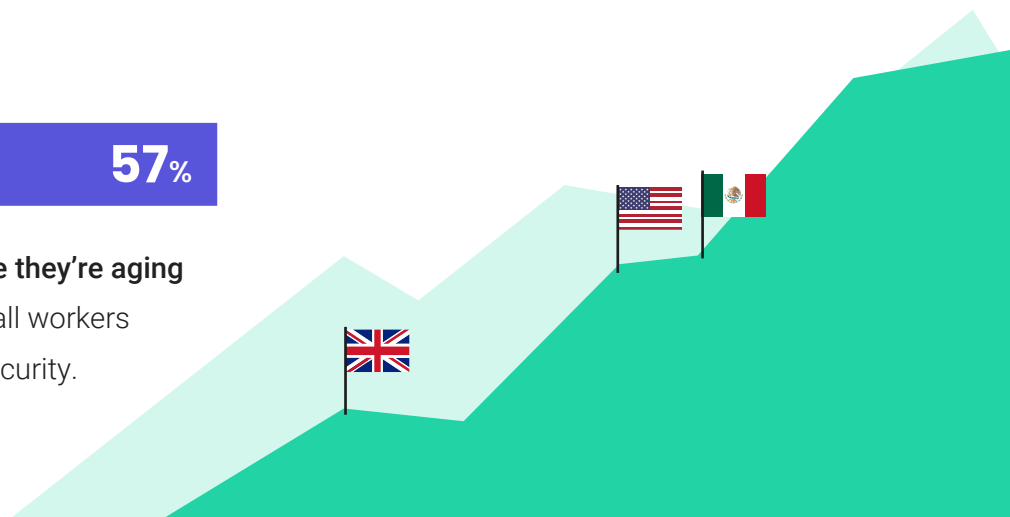
73% of workers say they believe **having AI skills will be important to their role over the next five years**, but only 25% have had training in this area.

53% of workers **enjoy experimenting with AI**, with 41% of workers having used GenAI at work - but 33% think AI in the workplace should be banned.

Concerns



However, 57% of **over 55s feel like they're aging out of the workplace** and 45% of all workers believe AI will impact future job security.



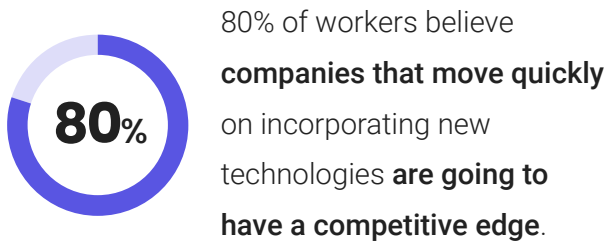
The data indicates **the UK lags behind the US and Mexico in terms of adoption of AI**, and UK respondents were also less likely to report having felt the benefits of the technology. The same is true of **women, older workers and those in manual or clerical positions who have also had fewer opportunities to benefit from**

and experiment with AI in the workplace. The findings underscore **the need for relevant, personalized and timely training to ensure everyone can adapt to and benefit from technology – especially AI**. Only by creating a culture of continuous learning can we ensure that digital divides do not further deepen.

How AI is changing the skills landscape

Technology has always been a disruptive force in the workplace and is essential to evolution.

Businesses that get ahead of change are often the ones that thrive. And employees recognize this:



Yet this influx of technology has a naturally unsettling effect across the workforce. Changing business models put the roles and skills required in a state of flux.

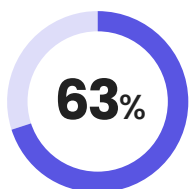
81% of workers say the introduction of new **technology has already impacted the skills required to perform their role today** with 46% saying that change has been “major” or “totally transformative.”



This is particularly true for those in **senior management and director roles** (93%) compared to those in **manual or clerical roles** (73%).



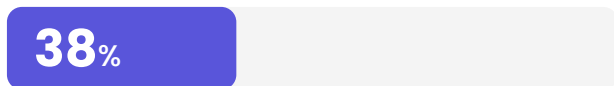
Looking ahead, it's clear that AI – particularly Generative AI (GenAI) – has the **potential to be even more disruptive than the prior three decades' worth of digital technology**. Despite its relative newness, AI is already making waves.



63% of workers say the **introduction of AI technologies** has already **impacted the skills required to perform their role**.

And they expect this impact to grow. **78% think AI will have an impact on their role within the next two years**, with over half (52%) saying it will either “totally transform” or have a “major impact” on their role.

As a result, **38% think they are going to have to retrain**, as they believe AI will make their job obsolete. Almost half (45%) of workers think AI is going to affect their future job security. However, most feel they are up to the challenge: 80% of workers say they love having the opportunity to learn new skills as new technologies are brought in.



38%
of workers think they are going to have to retrain



45%
of workers think AI is going to affect their future job security

“Each technological leap – such as we are currently experiencing with AI – does change the workplace. Trade-offs have had to be made throughout history, as jobs and roles shift. But these changes are generally for the better. It’s great to see so many respondents embracing technologies like AI and expressing a desire to continue to learn. With workers onside, businesses won’t feel like they must fight the tide to innovate.”

Graham Glass,
Founder and CEO, CYPHER Learning

The AI digital divide is widening

Overall, despite concerns around the impact of AI on job security, **workers are positive about the impact that AI can have**, with 67% of workers seeing AI as a “friend,” rather than a foe. **Younger workers are generally more enthusiastic than older workers**, however – as are people in Mexico compared to the US and UK.

67%

See AI as a friend vs foe

72%

of 18 - 44 year olds are enthusiastic

53%

of over 55 year olds are enthusiastic



 58%

of employees from the **UK** are enthusiastic

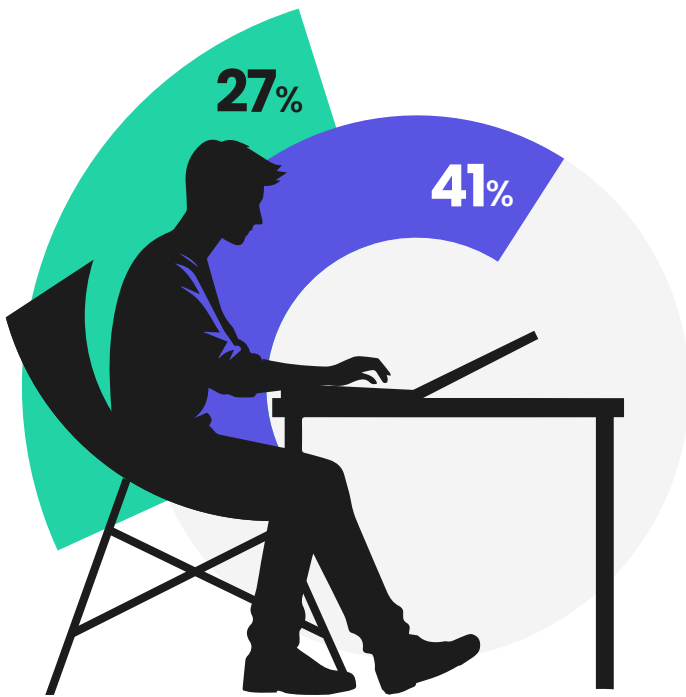
 70%

of employees from the **US** are enthusiastic

 88%

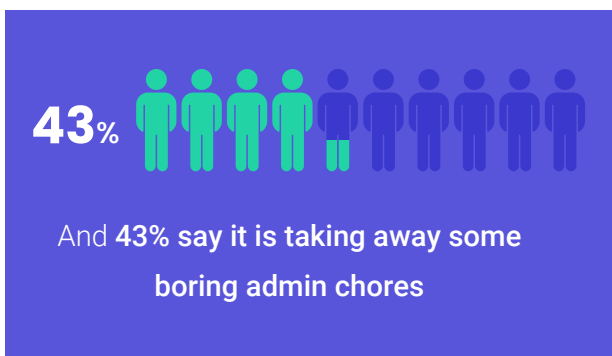
of employees from **Mexico** are enthusiastic

There is also **substantial doubt that AI will live up to its promise** – with 49% of workers saying they don't think AI is as good as the media makes it out to be.



● 41% used GenAI for work ● 27% used AI for work in the last month

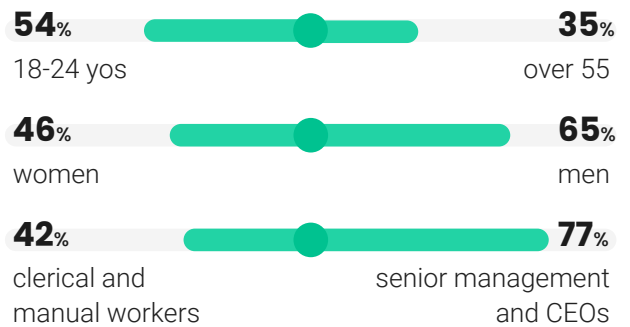
Regardless, **many workers are embracing the use of AI in their daily lives**, using it to enrich their working experience. Satisfied workers report AI gives them back time to focus on their core roles. 41% of workers report using GenAI for their work, 27% within the past month.



Moreover, 53% of **workers say they enjoy experimenting with AI** more broadly to see if it can help them further.



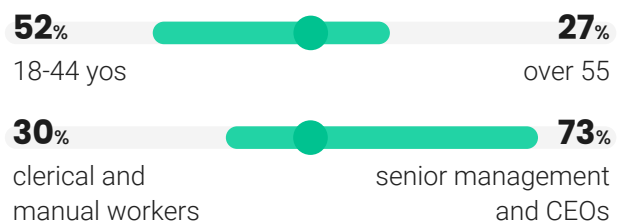
Enjoy experimenting with AI



Those who are embracing technology are reaping the rewards. **62% of workers say new technologies are transforming their role for the better** – they find they can now focus on more high-value work and devote less time to rote administrative tasks. Looking specifically at AI as a whole (not just GenAI): **46% say AI is making their job easier**.



Say AI makes their job easier



The CYPHER Learning survey reveals some worker categories are more favorably disposed toward AI than others. Younger workers, men, and senior management are more likely to enjoy experimenting with AI than women, over 55s, and manual or clerical workers. We see similar divisions internationally, with the UK lagging behind the US and Mexico in terms of reported AI experimentation.

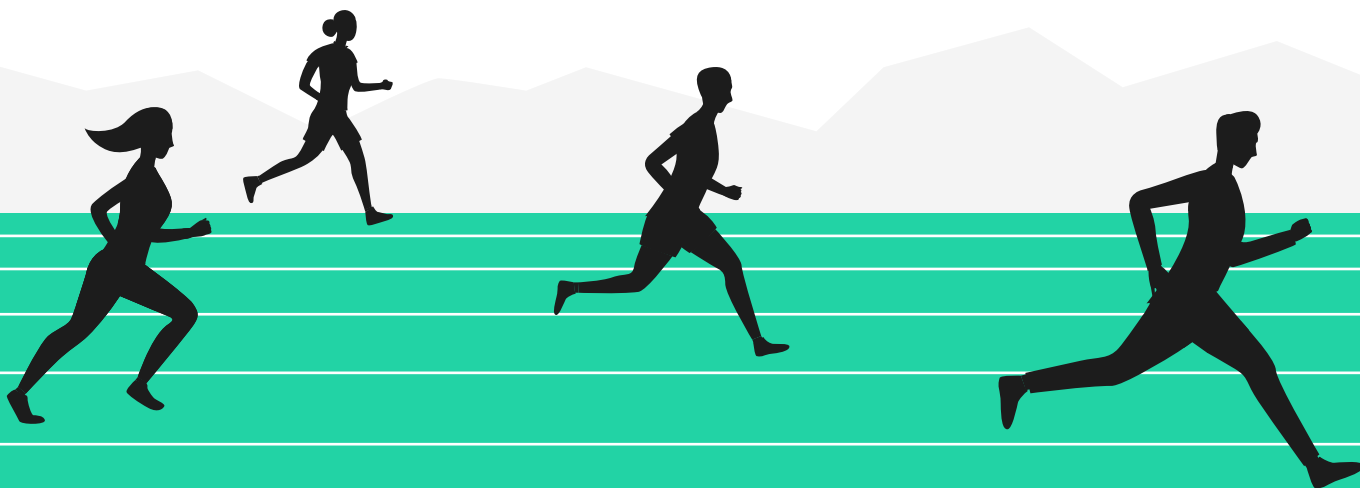
It's perhaps unsurprising to see trepidation accompanying the excitement around AI. **52% of respondents are worried about being left behind** by new technologies such as AI. This could also be a contributing factor to **57% of those over 55 feeling they're aging out of the workplace.**

52%

Are worried about being left behind

57%

Of those over 55 feel they are aging out the workplace



“Almost everyone has a role to play in the GenAI revolution, and the more participants we attract, the more effective the technology gets. We see many cases where today’s AI amplifies bias – because it’s developed in a culturally narrow echo chamber. When organizations broaden the design funnel. This starts with effective training, education and communication.”

Graham Glass, Founder and CEO, CYPHER Learning

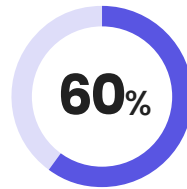
Responsible adoption of AI, so that everyone can benefit

As roles change, there's a **growing need for greater education, training and development** at scale to keep companies competitive.

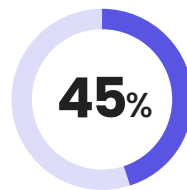
48%

Worry about the future of their company

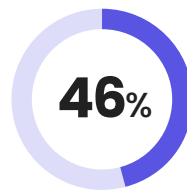
Yet almost half of workers surveyed (48%) say they worry about the future of their company, as the **leadership team isn't investing in building skills around new technologies.**



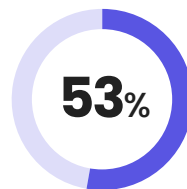
Most workers (60%) feel their employer has brought in new technologies responsibly.



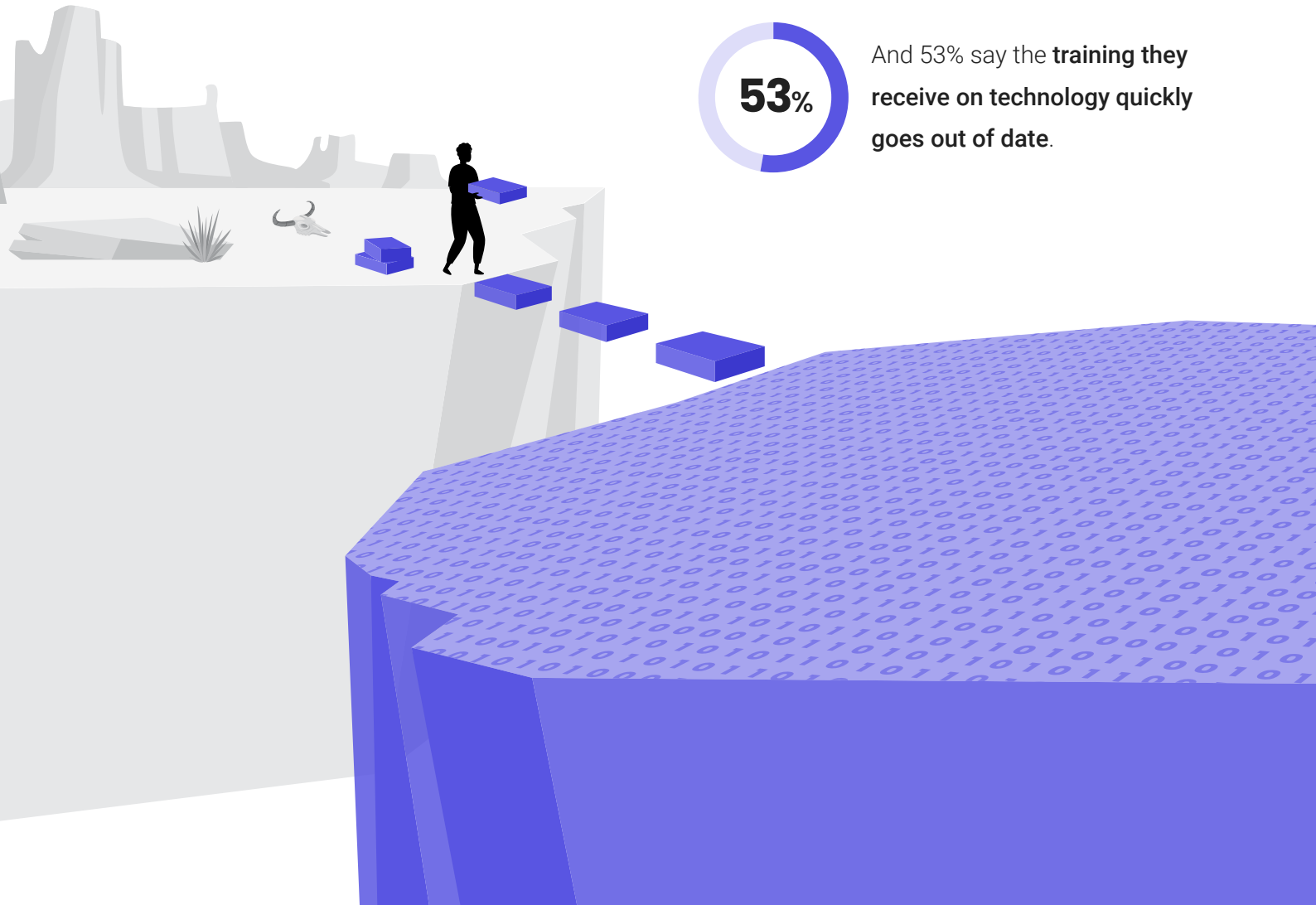
However, almost half (45%) feel overwhelmed by the number of platforms, apps and technologies their job requires.



Furthermore, 46% say it is impossible to keep up with new tech and digital skills needed to do their job.

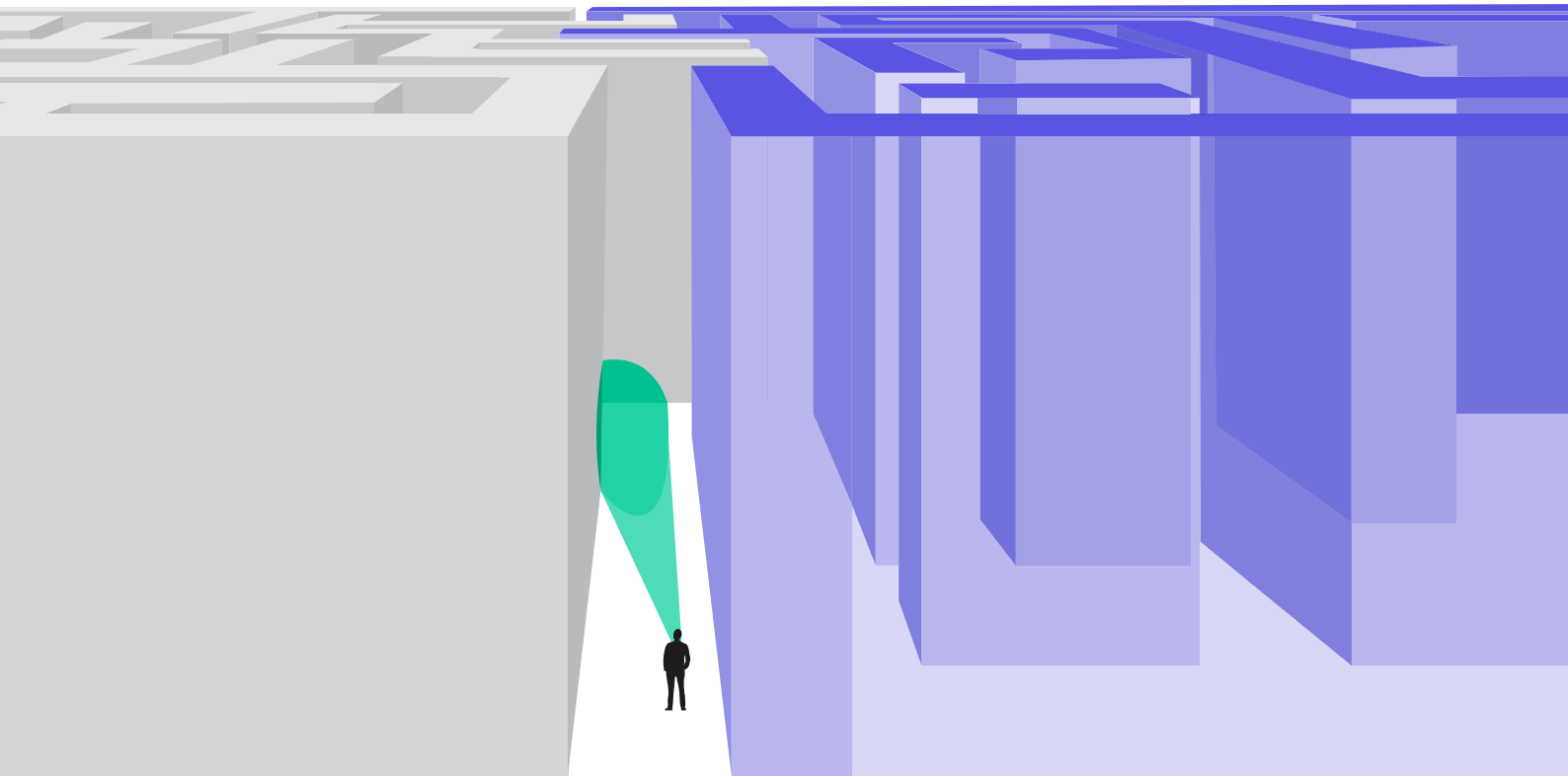
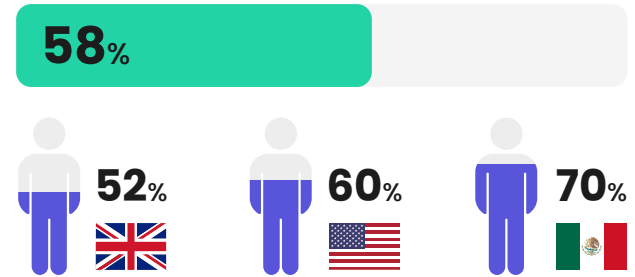


And 53% say the training they receive on technology quickly goes out of date.

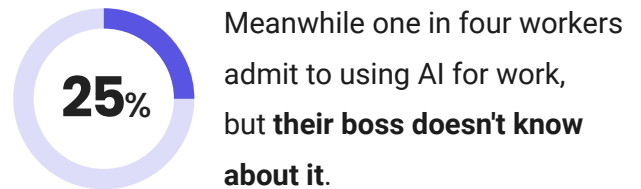
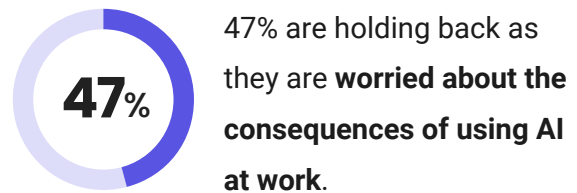
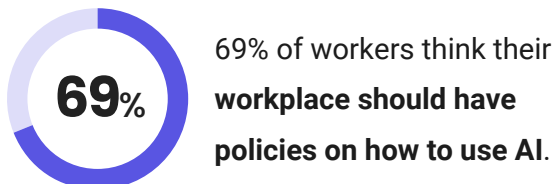


And while most employees (58%) trust their employer to deploy AI wisely, **there are widespread misgivings about the use of AI at work.** One in three surveyed advocate banning AI in the workplace altogether.

Trust their employer to deploy AI wisely

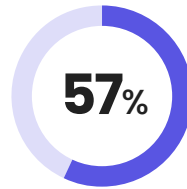


The survey shows **greater clarity and transparency is needed around how AI is being used in the workplace.**

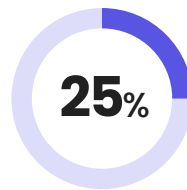


As AI continues to permeate the workplace, **it will be essential to create a culture of continuous learning** through training, guidelines and employee education to help workers feel confident.

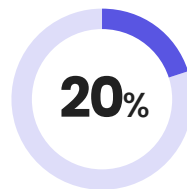
73% of workers believe **having skills in AI will be important to their role over the next five years** – 45% think it will be “essential” or “very important.”



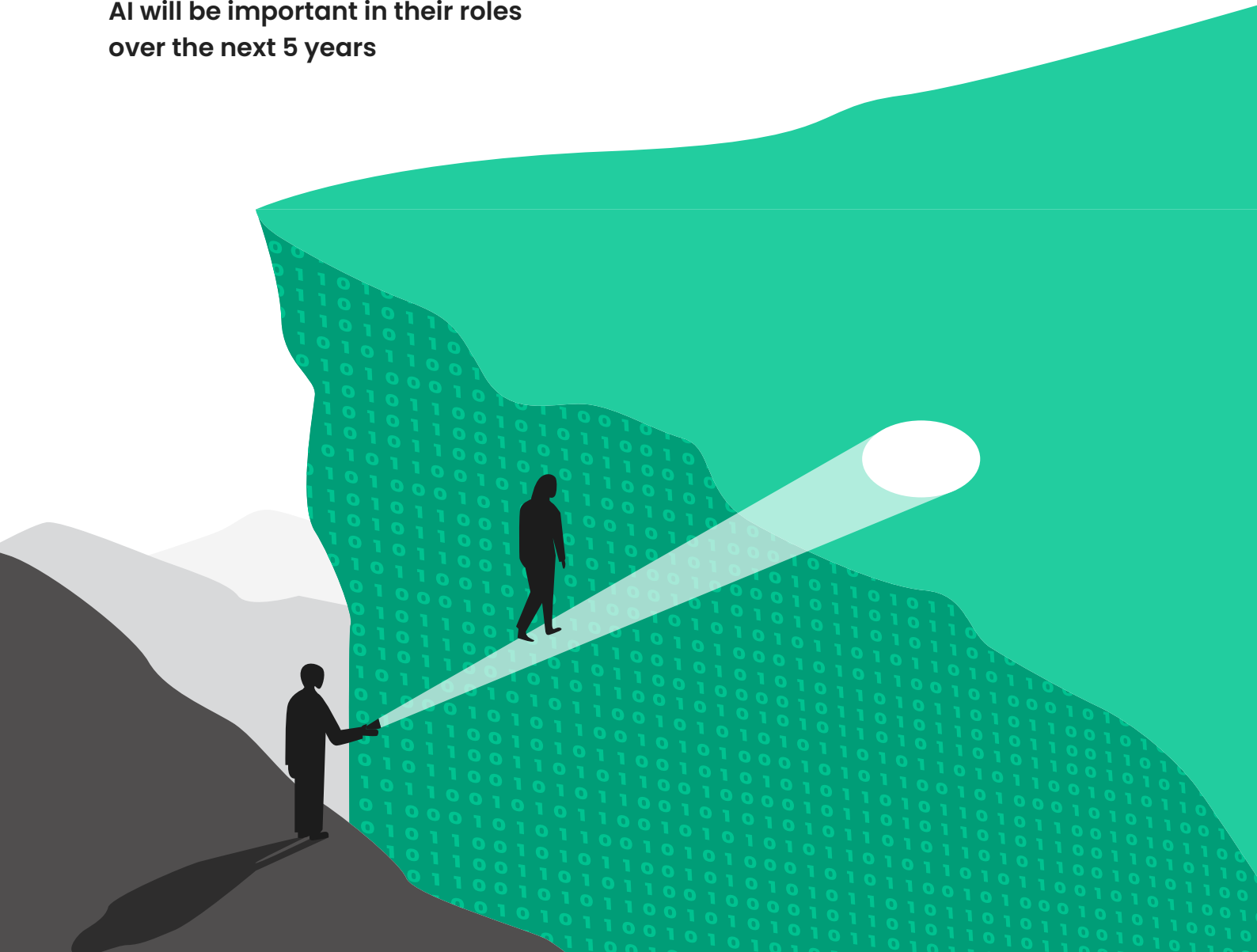
57% **would like to use AI more**, but say they **need training** to create effective prompts.



So far, 25% of workers **report having had training on AI**.



A further 20% saying they **expect to receive training in the next six months**.



Age and gender divides are once again apparent, with younger male cohorts apparently further ahead

Age division

30% 11%

30% of workers aged 18 to 44 have had AI training - compared to only 11% of those over 55.

Gender division

18% 36%

Just 18% of women report receiving AI training - compared to 36% of men.

Role division

11% 58%

11% of clerical or manual workers have had training - compared to 58% of senior management.

“Some may feel overwhelmed by technology because training is not delivered effectively. Helping people understand the purpose of AI, and how to assess and validate outputs, will be more useful than, for example, extensive training in prompt engineering. When training is delivered in ways relevant to each individual and their role, at the right time in the right context, it’s more likely to help them progress.”

Graham Glass, CEO and Founder, CYPHER Learning

Final thoughts

Training, communication, and development are key to helping workers and businesses ride the wave of the AI revolution. By creating a culture of continuous learning, workers are more apt to feel confident that they can adapt to changes in the skills landscape and evolve to continue contributing value.

The same AI capable of widening digital divides can bridge them. Harnessed in the right way, AI empowers learning and development (L&D) teams with the capability and capacity to deliver timely, relevant and personalized training at scale - which will be essential for meeting the upskilling and reskilling challenges ahead.

AI is advancing a new era of "learning in the moment." With personalized, bite-sized training that can be consumed as the need arises, learning is built into the flow of work, not necessarily reserved for isolated, structured training classes. Workers may feel less daunted

when tackling new tasks or technologies when AI can make it easier for them to gain support as they need it.

By encouraging such independent information-seeking behavior, organizations also reduce the burden on Learning and Development (L&D) departments to provide comprehensive training sessions. Learning in the moment can propel more rapid upskilling and absorption of new information in fast-paced environments.

This learning mode can scale easily across the entire organization, helping workers at every level, of all backgrounds and ages, to access the materials they need to succeed. Supporting continuous, on-demand learning fosters a culture of lifelong learning and curiosity within an organization, enhancing employee performance, adaptability and continuous development in a rapidly



About CYPHER Learning®

CYPHER Learning exists to give learners the power to succeed in a rapidly changing world. Trainers, learning and development (L&D) pros, HR pros, and educators get everything they need in one platform to deliver faster, more personalized, and better learning outcomes. We provide the only all-in-one AI-powered

learning platform that is easy-to-use, beautifully designed, and built to power hundreds of millions of learning moments every day. Create courses faster. Train and teach better. Learn even quicker. Experience our "just in time, just for you, just the way you want to learn" approach that puts people first.

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