BetterUp

Five insights from Jeff Hancock on *introducing AI in the workplace*

ICYMI: Takeaways from our live event, The Collaborative , including Stanford Professor and Founding Director of the Stanford Social Media Lab, Jeff Hancock.

AI success rests on the prioritization of people

"AI is going to succeed in the workplace when it is aligned with the human psychology, and it's going to fail when those expectations on our side of the human equation are not aligned with the AI."

— Jeff Hancock, Stanford professor and researcher

1 BetterUp Labs, Stanford Social Media Lab. 2023.

Crucial things to consider when introducing AI in the workplace

1. Managers trust AI more than their direct reports

Data from BetterUp Labs and the Stanford Social Media Lab[1] show that **managers have more knowledge of AI, trust in AI, and willingness to use AI.** This trust gap impacts experimentation, and managers need support to navigate this gap with their teams.

2. AI success in the workplace is a two-sided equation

One side represents the technology (AI), and the other represents **human psychology**, including goals, ideas, fears, and expectations. Finding the right balance increases the odds of success.

3. Understanding employees' folk theories about AI is crucial

Folk theories are the narratives we construct to make sense of complex phenomena. Understanding and acknowledging people's perceptions about AI **can help organizations make decisions and communicate changes.**

4. Mindsets play a vital role in AI adoption

Mindsets about AI have two main characteristics. **Agency** — do you feel like AI is under your control, or do you feel it's controlling you in that you are dependent on it? And **valence**: is AI good, or is it detrimental? Position AI as a tool that augments people's uniquely human skills to help people start off with a positive mindset.

5. How organizations frame AI influences impact

A recent experiment conducted by BetterUp Labs in collaboration with the Stanford Social Media Lab[1] demonstrated that **framing AI as non-judgmental and experienced** in role-playing significantly improved individuals' preparedness for difficult conversations.

Build the mindsets to make AI adoption a success.

Request a demo