



Preparing Inclusion Specialists for an AI Workforce

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Digital Inclusion Week 2023

Introductions



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About Community Tech Network (CTN)

- Established as a nonprofit in 2008
- Work entirely in partnership with social service providers: nonprofits and government agencies
- Provide basic/intermediate digital literacy training & devices to low-income adults of all ages - Direct Services
- Create multilingual curriculum and offer training for trainers - Capacity Building
- Partnered with over 50 agencies in California, Texas, New Jersey, and New York

Our mission is to transform lives through digital equity.



Today We'll Discuss...

- ❑ **What is generative AI?**
- ❑ **Why is it so much in the news?**
- ❑ **How does AI fit into other historical trends?**
- ❑ **How will it impact workforce and training?**
- ❑ **How can we teach good digital citizenship around AI?**

Let's Get Started...

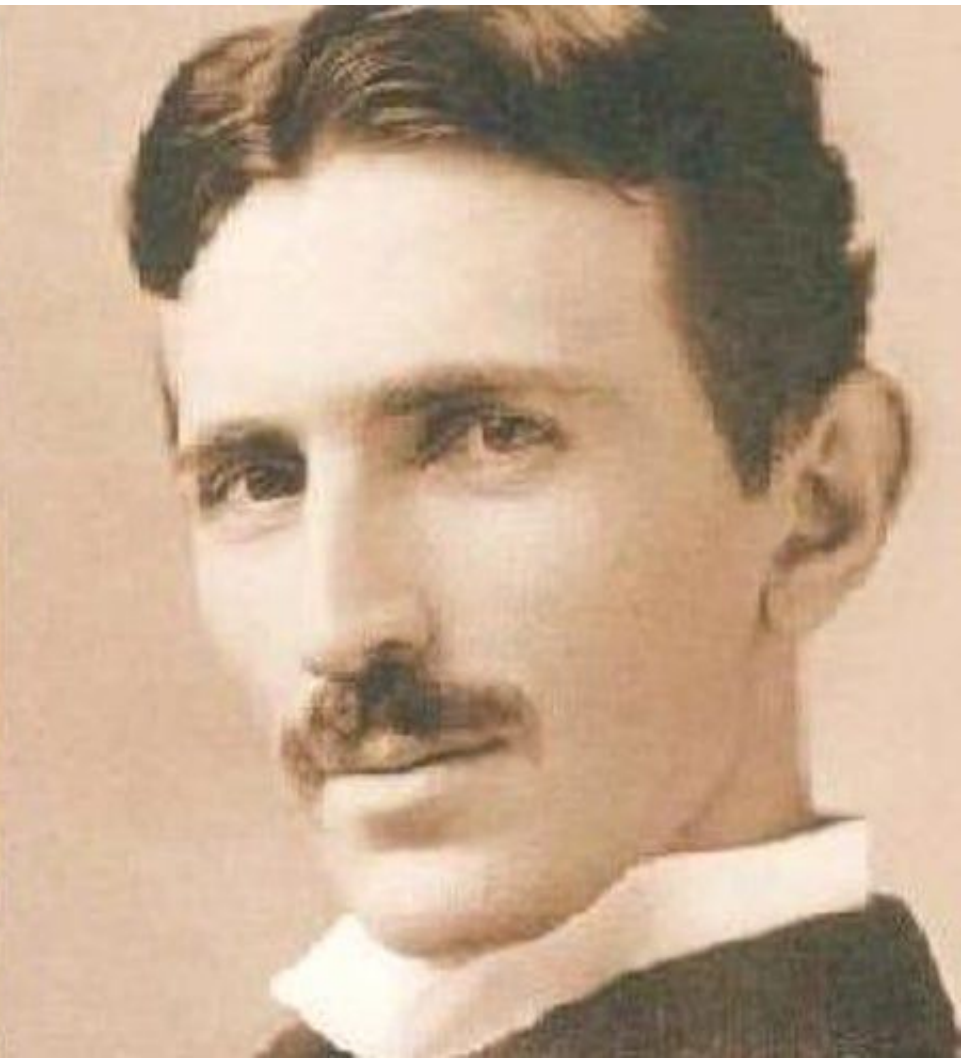


The
Economist

Generative ai: what's it good for?

Generative AI in Context

- Technological and economic trends:
 - “Efficiency”
 - Automation
 - Digitization

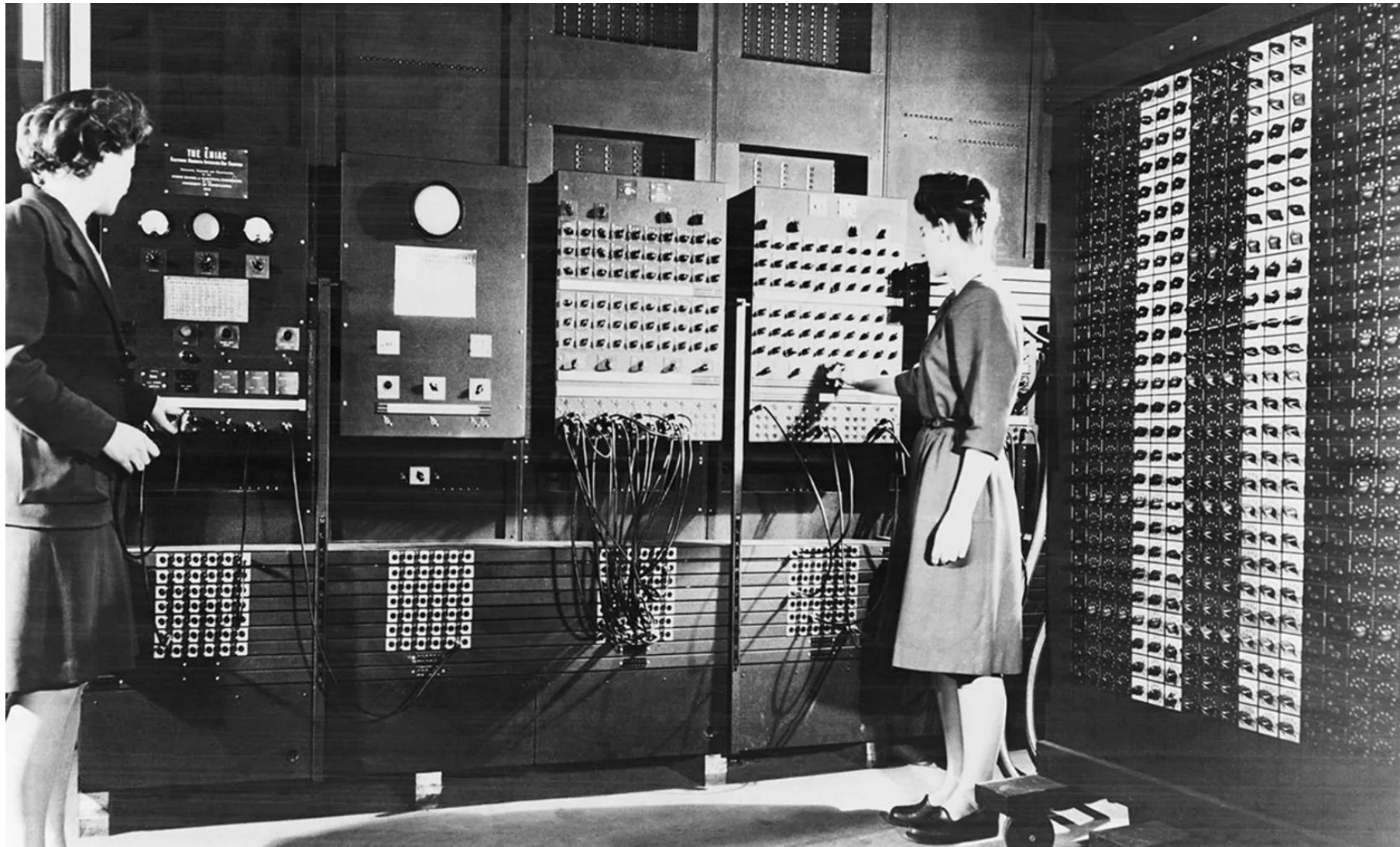


Model broda sa teleupravljanjem

1898: Nikola Tesla's remote-controlled boat

Photo credit: PBS





1940s: ENIAC
(Electronic Numerical
Integrator and Computer)

Photo credit: US Army / Getty Images



1960s:

General Electric Unimate,
the first industrial robot

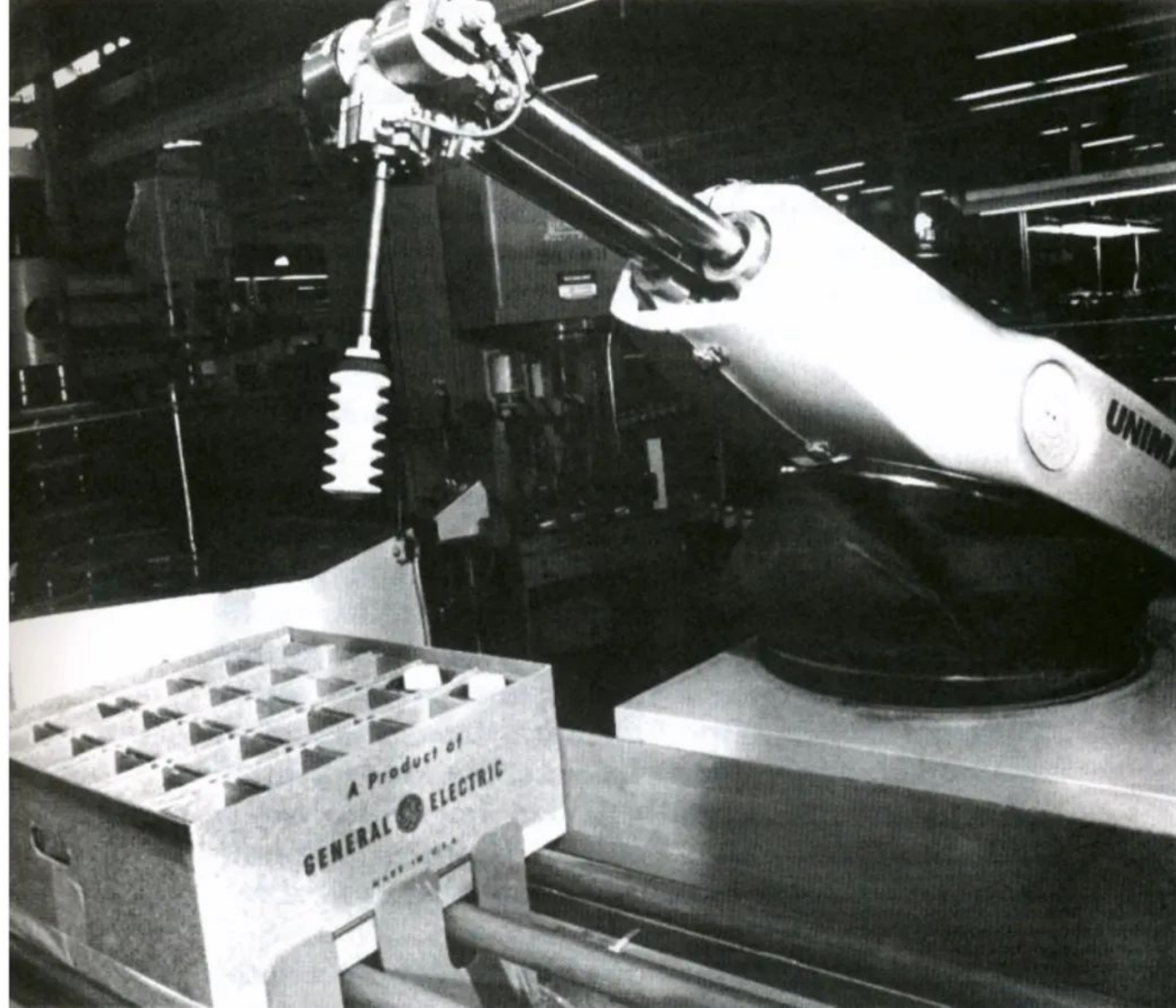


Photo credit: Computer History Museum

1990s: home computers,
pocket calculators,
personal digital assistants

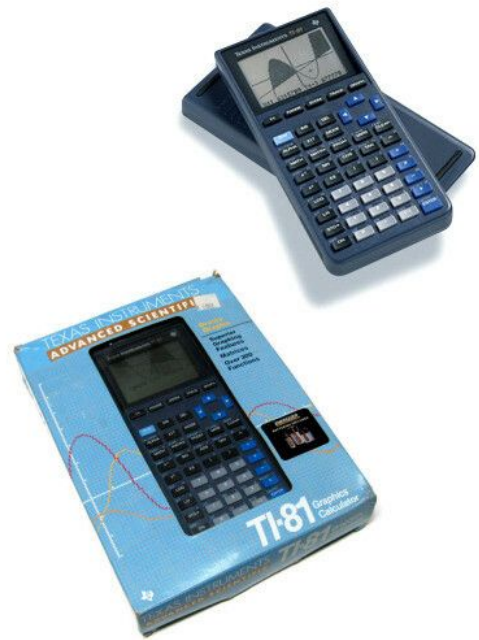
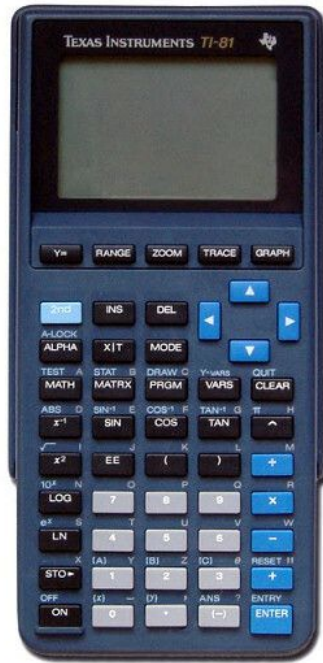


Photo credit: PCmag.com



“Thanks for the memory.”

INTRODUCING THE COMMODORE 128.™

It's here. And it's going to make a lot of Commodore 64™ owners very happy. A personal computer with a 128K memory and 80-column capability that's still compatible with all the peripherals and over 3,000 programs designed for the Commodore 64.

In fact, the new 128 is almost like getting three computers in one. That's because it can run as a 64, a 128 and in a CP/M® mode. Or it can even be expanded to a full 512K memory. And that's about as "personalized" as a personal computer can get. It's intelligence that can match your own versatility. And then, even take it to a higher level.

There's more than a bigger memory.

There are a lot of extra features we didn't forget. Like a handy numeric keypad for data-entry efficiency and accuracy.

An expanded keyboard that puts more commands at your fingertips for easier programming. So you can be a whiz at using more varied graphics and text. Or a musical genius playing full three-part melody in any tempo you set. And there's even a "help" key that comes to your rescue, listing programming errors on-screen with the error in reverse field.

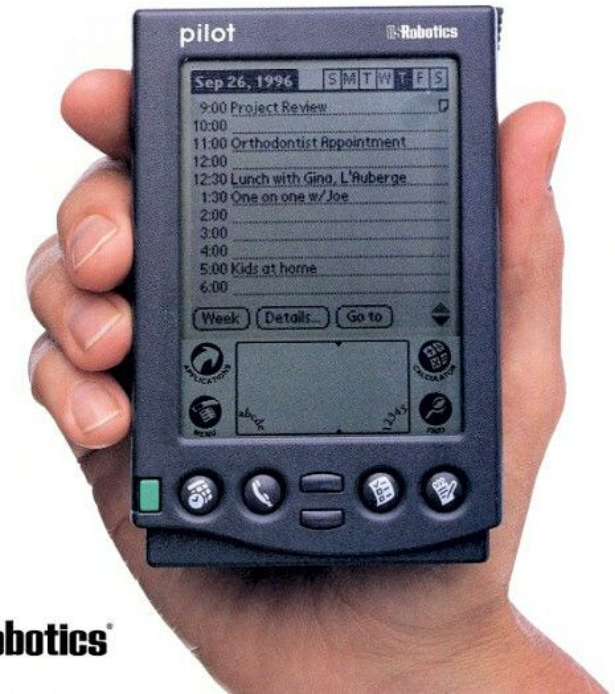
There's also a new faster disk drive. With a separate "burst" mode that can transfer up to 3,000 characters per second. Just in case you're a speed demon.

"Thanks for the memory!" You're welcome. And for the expandability. And compatibility. And versatility. And for making it all very affordable. After all, one of the other things that should go into a more intelligent computer is a price that makes sense.

COMMODORE 128 PERSONAL COMPUTER
A Higher Intelligence

©Commodore 1988
www.commodore.ca

Photo credit: freecodecamp.org



Robotics

Photo credit: PCmag.com



Workforce Impacts

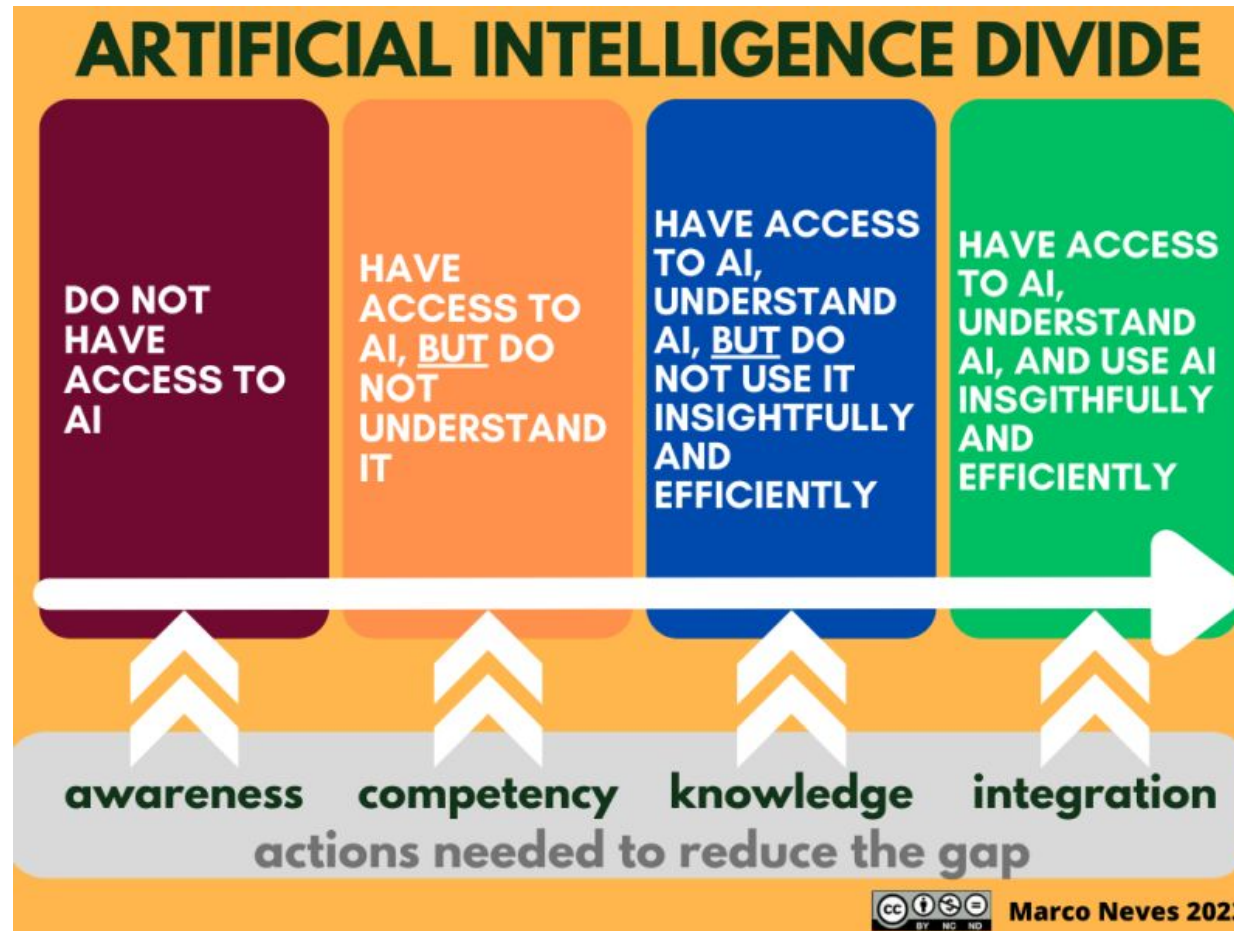
Workforce Impacts

- Artificial intelligence tools now widely available
- No programming or computer background required

But also...

- Previously specialized human tasks replicated in seconds
- “Efficiency” might also look like human job loss
- Humans still needed to guide/oversee AI work

Workforce Impacts



Source: [Marco Neves, LinkedIn](#)

Workforce Impacts

Skills most susceptible to automation and/or AI replacement:

- Repetitive tasks
- Compiling or cross-referencing data sets
- Pattern recognition and replication
- “Reading,” summarizing, and generating texts
- Remote work (!)

Workforce Impacts

Skills *least* susceptible to AI replacement:

- **Creativity, judgment, and decision-making**
- High level of **personal interaction** and **emotional intelligence**
- High level of **physical dexterity** and **manual skill**
- Deep understanding of **context** and **cultural knowledge**
- Working in **complex, unstructured environments**

Source: <https://willrobotstakemyjob.com/about-our-calculations>



Digital Citizenship Impacts

Digital Citizenship Impacts



Digital Citizenship Impacts

The same skills, but more so:

- Fact-checking and critical media consumption
- Informed consent when using digital tools
- Awareness of personal risk tolerance
- Consideration of human impact

Further Resources

- Free webinar: [The A.I. Divide: What is the Impact of Artificial Intelligence on Digital Equity?](#)
- Article: [The Artificial Intelligence Divide](#)
- Report: [Impact of Generative AI on American Jobs](#)
- Report: [Indeed's AI at Work Report](#)
- Database: [Will Robots Take My Job?](#)
- Website: [GenerativeAI.net](#)

INTERESTED IN ADDITIONAL CTN SUPPORT?

Closing the digital divide is a group effort. We believe that we are stronger together, and we're eager to support your agency by providing the training, resources, and guidance needed to empower sustainable service delivery

The CTN team can..

- ❑ educate your staff and volunteers on low-cost internet and device options, as well as the benefits provided by the ACP, and other resources.
- ❑ conduct wifi-internet and tech support pop-up events to ensure your community members have access to essential online resources **(currently available in the SF Bay Area)**.
- ❑ provide basic digital skills curriculum, customized to meet your device and language needs
- ❑ train your team on how to deliver inclusive virtual programming via our [Train-the-Trainer Capacity Building](#) programs.





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