A GenAI Compact

This is both a project framework and the site for one (or three!) draft articles.

If three, here are possible draft titles:

- GenAI Anxiety: A Poll
- Exploring Trust in GenAI Implementation
- Proposal: A GenAI Compact

Here are some starting points for each article:

GenAI Anxiety: A Poll

Here's our form editor's link
https://docs.google.com/forms/d/e/1FAIpQLScNGrQLBRuVqWNKyREhcj2Ma5iay-OYRBLybxOvq_1_kO9NSQ/viewform?usp=sharing

No mention of the Compact, just a poll that asks these Pain questions:

- How much Shadow AI use is going on?
- Are workers fearful of losing their jobs?
- How much are they hesitating to help?

We'll need some context, but not a ton. Just to motivate folks to do the poll and forward it afterward.

Here's a rough draft to get us started. I wonder if we need a personal "Do you use AI" so we're able to say of those X who responded Y…."

LinkedIn Poll: Shadow AI in the Workplace/ Are you a shadow AI worker?
Shadow AI, the use of unapproved or undisclosed AI tools like ChatGPT in the workplace, is on the rise. Workers who are early adopters use AI to streamline tasks enhancing their efficiency and quality of their work. It also raises concerns about job security, data privacy, and compliance. Take this quick poll to help shed light on these challenges.*

Poll Questions:

1. How much shadow AI usage do you think is happening in your workplace?
    - A lot
    - Some
    - Very little
    - None at all
2. Are you or your colleagues fearful that AI tools could lead to job loss?
    - Very fearful
    - Somewhat fearful
    - Not fearful
    - Uncertain
3. Are employees hesitant to help with AI integration due to concerns about unauthorized use or job security?
    - Yes, very hesitant
    - Somewhat hesitant
    - Not hesitant
    - I don't know

***Sources:**

- McKinsey: Gen AI's next inflection point
- Fast Company: Shadow AI is dangerously overlooked
- Grammarly Business: Growing problems of shadow AI

Exploring Trust in GenAI Implementation

Poll results and analysis.

The Pain:

- How much Shadow AI use is going on?
- Are workers fearful of losing their jobs?
- How much are they hesitating to help?

The Gain:

- Imagine everyone leaning in to GenAI productivity *and* work reconfiguration
- Publicity from leading on this

Hint of the Compact! Coming soon!

Proposal: A GenAI Compact

Now the full Compact description. And website :)

Inspired by:

- How Mondragon responds to economic contractions
- Longshoremen in the face of containerization in the Bay Area (this article sort of makes my point)
- Germany's Constitution requires labor representation
- NYT article: The Robots Are Coming, and Sweden Is Fine

Huge issues this touches:

- Labor trust
- Capitalist pressures

Implementation ideas:

- Tie into other usual constructs, like ESG, PR,
- What are the guardrails against abuse?
- Is there a personal Compact, too?
- Keep distance from Ethical AI initiatives
- Find a Board of Advisors amid the first very willing (and trustworthy) orgs

This is a Cyborgs with Heart project. Join us! (on LinkedIn). How else can everyone help? Is the Compact ready for signatories at this point?

Discussion/further research

- Raises questions for corporations - how are they going to respond to AI efficiency gains?

  1/ work employees harder (they can do more now right?),

  2/ Reduce staff numbers and operate to the same outputs

  3/ Retrain to maintain corporate knowledge and company loyalty (the Compact)

  4/ Use time gains to rethink time/value equation - an opportunity to provide longer holidays, 4 day week, long work periods of ideation, strategic and critical thinking, or even output/focused based work over hourly rates. (Compact could contain too, though this will only make it currently with the most progressive companies - it could have radical productivity and innovation gains - thinking 3M)

Poll

Here is Poll

https://forms.gle/BDvUuoc9rpHSTkpS8

Here are Results

Generative AI at work (Responses)

5. Tell us your thoughts about shadow AI. *(The unsanctioned use of generative AI.)*	**6. Has this survey sparked any other thoughts you'd like to share?**
I suspect there is a great deal of it. Hope this poll uncovers it.	Seems like some kind of alliance or agreement would be helpful...
It's inevitable and pervasive	
Bound to end up getting you into trouble! My organisation encourages us to use GenAI with non confidential info only for now while we set up a ring fenced version of Gemini to allow us to use it for confidential and proprietary info. I know some people are annoyed about having to wait and they are plugging confidential info into it now and I would not like to be in their shoes when the shit hits	I'd love more training on how to write good prompts

the fan.	
Dangerous re data loss and theft	No
Nefarious and not contributing to the greater good	I work in a tech organisation that uses open AI for its AI powered tools that it sells to customers. I am concerned that AI is often inaccurate and is experiencing a hype cycle that may not eventuate into anything more useful than a copilot that summarises your words and isn't all of that useful .
Fascinating field. Bells to the cyborg employees; brickbats to the employers.	Cyborgs with Hearts. Love this initiative. Go Sami & mates.
i think it needs to be transparent where used	never heard of of shadow ai
I can sense it around but few actually talk about it. I've heard one person only say they access it on their own computer, and then send to work. Sounds complicated!	I think naive use is also a problem. People without strong critical facilities will struggle seeing good and bad text outputs. This will seperate people.
For the time being we should rely in self-restraint	Yes. How come we have not conducted it before?
This is a challenging one. I can totally understand the concern in an enterprise environment regarding risk management and unintended consequences regarding the use of company data with genAI tools. If there is clear guidance and expectations about the use of genAI and adequate digital literacy provided then unsanctioned use of genAI is unethical and no appropriate. On the other hand, unsanctioned "experimentation" is what is needed to get employers to pay attention.	Providing the right kind of "guardrails" in an enterprise is extremely challenging.
I think that people should be allowed to use whatever tools are at their disposal AND I think they should disclose when AI-generated content, cut and pasted, appears in their material.	
Has opportunities to boost an individual or a team but should be kept at that level. We need to first ensure the reliability and consistency of the AI tools we use before they can become genuinely mainstream in business use.	It'd be great to get visibility to good guides on how to evaluate & select AI platforms and tune them into good use. It seems that right now this is still niche info, kept by a small circle. This wisdom needs to spread a lot wider.
It's inevitable. The technology does provide a productivity boost (or sometimes, a break from tedious tasks). Unless companies can lock it down it will always be there. And honestly, employees need to protect their own skills and marketability and not miss out on learning this new technology.	The American Marketing Association recently ran a similar survey to this one but more detailed and focused on marketers, who are one of the professions most frequently using gen AI at work. The results are coming out in the next month or so. The TLDR is that adoption is widespread (90% using, 71% weekly, 20% daily) and confidence in productivity and work gains (quality, quantity) is high. As a researcher, I suspect my profession is also in the "power user" category.
We need to know who contributed what to any decision that matters, for imputability and lessons learnt. AI is a black box, so we lose transparency and imputability. AI input can be useful and relevant but must be marked as such. That said, people will use AI, so there needs to be proper protocols to use it and flag it as such; otherwise it will be hidden.	
My work focuses on building tools which allow humans to improve their social skills. Shadow use of such tools would be counter to the goals for our platform. Use of AI in a non-shadow mode, where we are not inhibiting personal growth, is a goal.	I never used the term "shadow" before; I am aware of students using AI on homework, and others using it to hack code.
Several instances of shadow AI take place regularly in my surroundings and are extremely difficult to detect or control.	Fascinating research topic. My organization's leaders clearly understand that we would never be able to contain or limit the use of GenAI, so we are better off embracing the technology. Not everyone in the organization shares the sentiment though.

I think it should always be specifically stated the ai has been used.	I recently had my Dr ask if I was happy for ai to listen to our conversation & use it to make his notes. I was okay with it only after he explained it was very safe & behind security.
Like anything new I guess	
I would love to use it for summaries and reviews but I'm scared of any outcomes impacting my reputation and career.	I'm also a student and concerned that AI suggestions in Word could accidentally get flagged.
I believe there needs to some sort of guardrails to control the ethical behaviors of AI	
Not happy, I m a teacher as well as writer amd feel that business/organisations have to model appropriate conduct.	I can see already that people I know are losing work as a result of this tech and it is hard for them to keep up/catch up. AI enthusiasts are in a type-of denial. No one wants to be an asshole but many people are so dazzled by the potential they don't accept that this is something to be reckoned with. Many sectors have experienced this - not once but often - and I'm not saying it should or could be avoided but, at least acknowledged.
While on one hand it is a response to organisations not providing good alternatives, some organisations simply cannot use the world leading models (would be a breach of regulations). Employees putting confidential information into ChatGPT is a real risk, as we have seen in the past that this information has leaked out. People need to be trained to understand this risk, and organisations need to offer good alternatives (to shadow AI) as much as possible.	The copyright licenses and history of ethical behaviour at organisations hosting AI models also factors in to which ones I use.

General

- Responsible AI (RAI) Elizabeth M. Renieris, David Kiron, and Steven Mills, "To Be a Responsible AI Leader, Focus on Being Responsible," *MIT Sloan Management Review* and Boston Consulting Group, September 2022. Wraps "trustworthy" into "ethics" - mostly focuses on broader harm to individuals and community.
- Responsible AI - Microsoft report May, 2024 - Focuses on employee training in RAI.
- Trustworthy AI - IBM employee experience

Global Trends in Shadow AI Use

Shadow AI, defined as the unsanctioned use of AI tools in the workplace, is becoming increasingly prevalent:

- 63% of employees in Australia and New Zealand are actively using AI at work, despite only 36% of organizations expressly permitting it[1]. (Aus+NZ)
- Only 11% of organizations have a formal comprehensive policy on AI use[1]. (Aus+NZ)
- 73.8% of ChatGPT usage at work occurs through non-corporate accounts, with even higher percentages for Google's Bard (95.9%) and Gemini (94.4%)[3][4]. (Global)
- A study of over 11,500 employees globally found that 57% used public generative AI tools[5].

Global Research Findings

1. Rapid adoption: ChatGPT reached 100 million users in just two months, highlighting the unprecedented growth of AI platforms[5].
2. Sensitive data exposure: The amount of sensitive data submitted to chatbots by employees increased by 156% from March 2023 to March 2024[4].
3. Industry-specific usage: Technology companies were found to be the heaviest users of AI tools in the workplace[4].
4. AI-generated content: 3.4% of R&D materials and 3.2% of new source code insertions were AI-generated in March 2024[4].
5. Lack of governance: Only 11% of organizations have a formal comprehensive policy on AI use[2].
6. Limited training: Only 4% of organizations are providing AI training to all staff[2].

Threats to Employment

While there are concerns about job displacement due to AI, the overall outlook appears mixed:

- 40% of employees believe that a significant number of jobs will be eliminated due to AI[1].(Aus+NZ)
- However, 76% of respondents believe AI will have a positive or neutral impact on their industry, 79% on their organizations, and 85% on their careers[1]. (Aus+NZ)

Risks to Company Trust and Security

Shadow AI poses several risks that could undermine company trust:

- Data privacy concerns: Unauthorized AI tools may handle sensitive personal or organizational information, risking privacy violations[2].(UK, global aspect)
- Regulatory compliance challenges: Use of unvetted AI tools can lead to non-compliance with industry-specific regulations[2].(UK, global aspect)
- Security vulnerabilities: Shadow AI can introduce weaknesses into an organization's IT infrastructure[2].(UK, global aspect)
- Intellectual property problems: There's a risk of exposing proprietary information or inadvertently incorporating patented material into AI-generated content[3]. (source for this report - based on actual AI usage patterns of 3 million workers)
- World Economic Forum - The future of work starts with Trust (A must read if you haven't already)

Developing a Company Compact (From Perplexity - not our preferred model compact)

Critique - this is a fairly standard "Top down" framework approach. Does not engender trust, or empowerment. Likely to undermine employer-employee relationships and lead to layoffs. One benefit to company is showing a firm hand in AI management.

To address these challenges and develop a company compact, consider the following strategies:

1. Establish clear policies: Only 11% of organizations have comprehensive AI policies in place[1]. Developing clear guidelines is crucial.
2. Provide training: Only 4% of organizations are providing AI training to all staff[1]. Increasing education can help mitigate risks.

3. Implement monitoring solutions: Deploy technology to monitor, manage, and report on AI use within the organization[2].
4. Create approved tool lists: Maintain lists of authorized AI tools to guide employees[2].
5. Involve senior management: Ensure leadership is engaged in AI governance[2].
6. Regular risk assessments: Continuously evaluate the potential risks associated with AI use[2].
7. Balance innovation and security: Recognize the innovative potential of AI while addressing governance challenges[2].
8. Address specific data concerns: Pay special attention to sensitive areas like legal documents, source code, and R&D materials, which are often shared on personal AI accounts[3].

- By implementing these strategies, organizations can work towards harnessing the benefits of AI while maintaining security, compliance, and trust. The goal should be to create a framework that encourages innovation while providing necessary safeguards against potential risks.

Benefits of a trust based approach

1. Enhanced Employee Engagement and Trust

Building trust through transparent AI governance creates a work environment where employees feel valued and secure. Research shows that when employees trust their organisation's AI systems, they are more likely to engage fully and contribute positively. For example, a **Workday study** (cited above) highlights how a trust gap between leaders and employees can hinder AI adoption. By fostering transparency and involving employees in AI decisions, companies can close this gap, resulting in greater employee engagement and confidence in AI tools .

2. Improved Innovation and Collaboration

A trust-based AI compact encourages collaboration, allowing employees to explore AI solutions without the fear of job displacement. Companies like **IBM** (cited above) have demonstrated that when AI is used to augment rather than replace human decision-making, it leads to higher quality outcomes. IBM's AI-driven hiring tools, for instance, have resulted in a **10% increase in hiring quality** while promoting diversity, without diminishing the role of human judgment .

3. Sustained Ethical AI Practices

By promoting transparency, fairness, and explainability in AI systems, companies are better able to manage risks and build trust with both employees and customers. **Deloitte's Trustworthy AI Framework** illustrates how effective governance across AI's life cycle helps organisations not only reduce risks but also enhance operational efficiency and equity . This kind of trust-based governance strengthens the company's ethical standing and boosts long-term value.

4. Higher Employee Retention

Trust-based AI governance has been linked to higher employee retention. For instance, at **IBM** (cited above) managers using AI-powered tools for salary decisions and performance reviews saw a

one-third reduction in attrition. These tools fostered greater transparency and fairness, building trust between employees and management .

5. Resilience in the Face of Change

A trust-first AI strategy can also make organisations more resilient during technological disruptions. When employees trust that AI will be implemented with their interests in mind, they are more likely to embrace change and contribute to AI-driven transformations. According to a **World Economic Forum report**,(cited above) building trust in AI can help close the trust gap and ensure that AI adoption is both responsible and inclusive, ultimately supporting long-term organisational success .

In summary, trust-based AI governance not only mitigates risks but also fosters innovation, strengthens employee relationships, and builds a resilient, future-ready organisation. Implementing a compact centred around trust can help organisations unlock the full potential of AI while maintaining ethical integrity and empowering their workforce.

Draft AI Compact Based on Trust

Preamble

This AI compact is built on the foundation of **trust, transparency, and shared responsibility**. Our goal is to ensure that the implementation of AI across the organisation enhances innovation and employee empowerment while protecting job security and fostering an ethical, collaborative work environment. Trust, rather than control, guides our commitments, ensuring AI benefits everyone.

1. Job Security and Employee Empowerment

We commit to the principle that AI will be used to augment human capabilities, not replace them. The integration of AI into our workflows will lead to **reskilling and upskilling**, ensuring employees remain vital to the organization's future.

- **No AI-driven layoffs**
  - AI adoption in our company will not result in job losses. Instead, we will invest in training and redeploying staff to new roles as technology evolves.
- **Reskilling programs**
  - Employees impacted by AI implementation will be provided with reskilling or upskilling opportunities to continue their career growth within the company.

2. Collective Ownership of AI Development

We trust our employees to participate in the development and governance of AI. All AI-related projects will be **transparent and collaborative**, involving employees at all levels.

- **AI governance committees**

    - These will include diverse employee representation, ensuring that ethical and practical concerns are addressed collectively.
- **Open communication**
    - Regular updates and forums for discussing AI projects will be provided to encourage an open dialogue between leadership and employees.

3. Transparency in AI Use

We pledge to maintain full **transparency** regarding AI deployment across the organization. Employees will be informed of how AI is being used, the data being processed, and the impact on workflows.

- **Accessible AI documentation**
    - Clear, accessible information on AI tools, their purpose, and their intended outcomes will be shared with all employees.
- **Regular AI reviews**
    - Periodic reviews of AI applications will be conducted with employee input, ensuring the technology aligns with our collective values and ethical standards.

4. Ethical AI Development

AI will be developed and deployed in alignment with **ethical principles** that promote fairness, privacy, and accountability. Our trust-based approach prioritizes responsible innovation, ensuring that AI is used to benefit both the company and society at large.

- **Ethical training**
    - All employees will receive training in AI ethics, enabling them to identify and address ethical dilemmas.
- **Open reporting channels**
    - Employees are encouraged to report any ethical concerns related to AI use. These concerns will be addressed promptly and transparently.

5. No Shadow AI

To prevent the risks of shadow AI projects, we will ensure that all AI initiatives are openly discussed and reviewed by a **cross-functional team**.

- **Collaborative tool selection**
    - Rather than limiting tools, employees can propose new AI tools, provided they adhere to our shared ethical guidelines and are transparent about their use.
- **Trust-based approval process**

    - AI tools must be approved through a process of mutual trust, where employees justify the tools' ethical and practical implications.

6. Accountability Through Trust, Not Surveillance

Monitoring AI use is based on **mutual accountability** rather than top-down surveillance. Employees will take an active role in ensuring that AI is used ethically and transparently.

- **Team-based audits**
    - AI projects will be reviewed collectively by the teams involved, promoting shared responsibility for ethical AI use.
- **Peer assessments**
    - Regular peer reviews of AI applications will ensure that tools are developed and used according to shared values.

7. Trust in Leadership

Leadership is committed to **empowering employees** by fostering a culture of innovation and trust. Senior management will not only oversee AI governance but also empower employees to take ownership of AI decisions.

- **Empowerment, not control**
    - Leadership will facilitate, rather than dictate, AI policies, ensuring employees feel empowered to innovate responsibly.
- **Support for calculated risks**
    - Employees are encouraged to take responsible risks with AI, knowing that the company trusts them to innovate while upholding ethical standards.

8. Open Dialogue and Continuous Improvement

The compact will be a **living document**, evolving as AI technology and the workforce change. Ongoing dialogue between employees and management will ensure that trust remains central to AI governance.

- **Regular feedback loops**
    - Employees will have the opportunity to provide ongoing feedback on AI use and governance, fostering an environment of continuous improvement.
- **Public AI statements**
    - The company will release regular public updates on AI use, ensuring transparency with stakeholders beyond the organisation.

9. Building a Future of Trust-Based Innovation

Our AI compact is more than a set of rules; it is a commitment to a **future where trust fuels innovation**. We believe that by trusting our employees and involving them in AI governance, we can create a stronger, more resilient, and ethical company.