



Learning Lab Series

The PROSPECTS for workers powering AI

PROSPECTS Opportunity Fund project - ILO & International Training Centre



The PROSPECTS for workers powering AI

Learning Lab #5

Date: 27 November 2023

Time: 13:00 – 14:00 (CET)

Co-hosted: ILO and International Training Centre (ITC-ILO)

Background

Digital technologies are transforming the way we access services, learning, and job opportunities. But these technologies are also outpacing regulations and deepening inequalities, especially between those who have access to digital tools and those who do not. According to [ITU](#), one-third of the global population, 2.6 billion people, remain offline in 2023. This divide encompasses various facets, including disparities in hardware and software access, internet connectivity, and digital literacy. With the rapid adoption of AI into daily life and the workplace, concerns are growing that the digital divide may widen. Adding to this complexity is the growing demand for a high level of digital literacy to effectively engage with AI at work, posing a specific challenge for low-skilled workers.

AI technology also holds great potential for sustainable development that benefits all, thereby bridging the digital gap. For example, AI could facilitate increased access to information and educational resources, making upskilling more affordable in remote communities affected by forced displacement. AI technology is also helping remove some of the barriers to employment faced by people with disabilities, older workers, women and girls across different industries, economic sectors and geographical locations. However, what remains uncertain is the long-term impact of AI.

How can we harness AI as a catalyst for innovative policy interventions, mitigating the widening digital divide and fostering a more inclusive economy?

To address this question, it is imperative to ensure the responsible, ethical, and inclusive development and deployment of AI. This Learning Lab aims to explore interventions building the foundations for a more open and inclusive access to AI technology, especially for those currently affected by the digital divide, including refugees.

Learning Lab Objectives

1. **Learn about the potential of AI to reduce the digital divide**, in particular, accessibility and usability barriers for learning and working.
2. **Explore innovative ways of using AI to expand work opportunities** for young people in refugee settings, especially women, and investigate methods for implementing scalable practices.
3. **Discuss new approaches to support a more inclusive AI adoption** and transition into jobs that benefit all, especially young refugees and host communities.

Outcomes

By the end of this Learning Lab, participants will have:

1. **Insights into potential strategies and approaches on how AI can alleviate the digital divide**, ensuring that the benefits of technological advancements are accessible to a broader and more diverse population.
2. **A nuanced understanding of how AI technologies can be leveraged** to address the distinctive challenges faced by young people when expanding their job prospects, with a gender-sensitive lens. Engaging in discussions and practical insights, participants will also explore scalable practices applicable to refugee settings, aiming to expand work opportunities.
3. **Strategies that various stakeholders can adopt** to contribute to the ongoing transformation of AI as a positive force for job creation that benefits individuals across diverse demographics and communities.

Agenda

Scene-setting

- **Zulum Avila**, Specialist on Employment Strategies in the Digital Economy - ILO
- **Bernd Mueller**, Manager of the Employment Policy and Analysis Programme - ITC-ILO

Harnessing potential of AI for young people in refugee settings

- **Jessica Mony**, Head of Social Impact & Partnerships - Appen
 - **Hester Gartrell**, Chief Impact Officer - Humans in the Loop
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