



50+ Job Seekers

Massachusetts Councils on Aging

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SUMMARY OF AI SERIES 1: THE AI MINDSET

Quick recap

Zara Massoud led a comprehensive AI education session for 50+ job seekers, covering the fundamentals of AI technology, including the difference between predictive and generative AI, and addressing common misconceptions about AI's capabilities and limitations. The session included interactive elements using Kahoot quizzes to gauge participants' knowledge and attitudes toward AI, with responses showing a mix of excitement, caution, and uncertainty about the technology. Participants shared personal experiences, including job losses due to AI automation and concerns about data privacy, while discussing specific applications in healthcare settings and the emerging concept of agentic AI. The discussion highlighted the importance of developing skills as an "AI orchestrator" rather than simply using AI tools, with participants expressing both anxiety about security and interest in learning practical applications.

Detailed Summary

AI Fundamentals and Best Practices

Zara led a meeting about AI fundamentals, explaining the difference between predictive and generative AI and emphasizing that while AI tools are powerful, they don't truly understand what they process and should be used to augment human decision-making rather than replace it. She discussed important considerations around AI usage, including the risk of hallucinations in AI responses, the importance of verifying information, and privacy concerns with both free and paid AI tools. The session included a planned interactive component using Kahoot for a short quiz, though the transcript ends before the quiz began or results were discussed.

AI Awareness Session with Kahoot

Zara led a session on AI awareness using Kahoot, a quiz platform, to engage 87 participants. The session included interactive questions about participants' feelings toward AI and its applications, with responses showing a mix of excitement, caution, and curiosity. After the quiz, Eric shared information about free AI training offered by Massachusetts and Google. The session concluded with plans for a breakout discussion where participants would share their personal experiences with AI technology.

AI Impact on Industries Discussion

The meeting focused on discussing AI's impact on various industries and careers. Zara recommended several resources for learning about AI updates, including the Futurism podcast and Peter Diamandis's work. The group participated in breakout room discussions to share experiences about AI's effects on different professions, with K--- sharing insights as a software QA engineer who has struggled to find re-employment despite obtaining AI and machine learning certifications. The discussion highlighted

how AI is disrupting software development and testing roles, with K---- noting that development time for smaller modules has been reduced from 2-3 days to seconds with AI assistance.

AI's Impact on Work Processes

The group discussed the impact of AI on jobs and work processes. Participants shared personal experiences of being affected by AI-related job losses, including cases where roles were eliminated due to automation or the need for AI skills. The discussion highlighted both the advantages of AI in terms of speed and efficiency, as well as its limitations, particularly in areas requiring human judgment, creativity, and domain expertise. Zara emphasized the importance of humans remaining in the loop, especially in regulated sectors, and encouraged participants to focus on unique human values and tasks that require intuition and complex stakeholder management. The conversation also touched on technical aspects of AI tools, including how to verify sources and address concerns about AI hallucinations.

AI Adoption in Healthcare

The meeting focused on AI adoption and its impact on various industries, particularly healthcare. Zara emphasized the importance of adapting to AI technology by becoming an orchestrator rather than performing routine tasks that can be automated. She noted that while AI can replace certain jobs, those who learn to work with AI will remain relevant in the job market. The discussion included examples of AI already being used in healthcare settings, such as automated patient registration and check-in processes. Participants, including E----- and C-----, shared concerns about AI's impact on specific roles within healthcare, particularly in clinical settings. The group agreed on the necessity of continuous learning and adaptation to remain competitive in the evolving job market.

AI in Healthcare Discussion

The group discussed the impact of AI on job markets, with Zara explaining the shift toward agentic AI in clinical settings and emphasizing the importance of upskilling rather than being replaced by technology. E expressed concerns about AI integration in healthcare settings like Epic, but the group reassured her that while AI adoption is growing, manual roles remain necessary and hospitals are gradually implementing new systems. S--- raised security concerns about using AI tools, which Zara acknowledged as valid and emphasized the need for users to understand and control privacy settings. The conversation ended with plans for a follow-up session on April 6th focused on AI prompts, and Eric committed to distributing handouts and resources to all attendees.