Are You Ready for a World Driven by Artificial Intelligence?

Artificial intelligence (AI) impacts almost every area of society. And as groundbreaking technologies like generative AI emerge, this impact will increase in the coming years.

In this article, we'll discuss how AI is being used to advance various industries and what you can do to adapt.

What is AI?

Before we dive into AI's potential applications, let's start with a simple definition: AI is any technology that thinks, analyzes and reacts as a human would. When systems use AI to analyze input like a human, the output they provide is much more intuitive.

Generative AI is a good example. Tools like ChatGPT draw from a wide database of information and language to create humanlike text in response to various prompts.

ChatGPT has helped companies create marketing content such as blog posts and social media updates, draft employee policies and write simple contracts. ChatGPT can even integrate with existing customer service platforms to provide responses in interactive chats.

Because ChatGPT draws from human-generated content and reacts to human-generated prompts, its outputs are surprisingly humanlike.

How AI is advancing various industries

Health care

ChatGPT is just one example of how AI is transforming the world. In health care, you can probably think of several ways AI affects the patient experience. But there are likely some AI applications in this field you have not heard of, including using AI to:

- Diagnose medical conditions more quickly and accurately
- Discover and test new drugs
- Increase pharmacy effectiveness
- Optimize staffing at hospitals
- Predict adverse health events and outcomes
- Review medical records

Transportation

When you think about self-driving cars, do you picture yourself flying around like the Jetsons? In fact, the future is here. The technology for self-driving vehicles already exists, though roads and freeways built for this technology are a few decades into the future.

When successfully implemented, self-driving vehicles such as public buses and delivery trucks can be more efficient and environmentally friendly than their human-driven counterparts. Countries including Finland, Singapore and China have already successfully implemented self-driving buses on a small scale.

Manufacturing

From its infancy, the manufacturing industry has been committed to making processes more streamlined and efficient. So it's no surprise that manufacturing uses AI-powered robots to perform certain tasks. An AI

robot can easily perform jobs on an assembly line and simple tasks such as stacking boxes.

Education

Today's students are digital natives. AI has always been a regular part of learning, but the latest AI can:

- Digitize textbooks and other classroom materials
- Personalize the learning experience
- Provide immersive learning environments through virtual reality
- Optimize the classroom environment
- Use facial analysis to gauge student engagement and emotion

Mass media

Whether or not it's apparent to the general population, journalism is using AI to sift through data and generate news stories. For example, Bloomberg uses cyborg technology to quickly identify key details from financial reports. And the Associated Press uses AI to generate stories on financial earning reports.

Customer service

If you've ever called an 800 number, you know the customer service industry is working to harness the power of AI for its own purposes. Time will tell how much technology will take over the role of the human customer service representative, but technology is advancing rapidly. According to HubSpot, companies are already using:

- Chatbots to deliver 24/7 customer care (Chatbots can prioritize issues and delegate more complex matters to human agents.)
- Tone detection to interpret customers' emotions and respond accordingly
- Generative AI to produce FAQs and helpful blog posts
- Voice analysis to route phone calls
- Customer relationship management software paired with AI to manage and retrieve customer data

How to make AI work for you

According to an April 2023 report by Goldman Sachs, AI could replace up to 300 million jobs. For many, especially those in fields like customer service, manufacturing and agriculture, that's a daunting prediction.

But there is an upside: The report also projects AI will increase global GDP by 7%, or $7 trillion. The economic growth generated by the rise in AI will likely far outweigh the jobs lost.

To get the most out of this new AI-driven world, LinkedIn advises:

- Tuning in to advancements in your industry and pursuing professional education

- Developing skills in other fields that interest you

- Being flexible and open to change

- Working on soft skills, such as emotional intelligence, critical thinking and communication

- Finding a mentor

- Forging a professional network

An AI-driven world does not mean losing what makes human beings unique. In fact, it can make the human touch even more valuable. By embracing innovation and being willing to pivot, you can make AI work for you.

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