



2025 Generative AI Report: Learning Fuels Human-AI Collaboration

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Career Optimism Index® 2025



AI Tools and Training: Accelerating Growth, Autonomy, and Resilience

AI could be a game changer for workers:

56%

say AI accelerates skill development.

79%

say it helps close knowledge gaps.

Employers recognize the value of AI to their workforce and businesses:

68%

of employers say knowledge of how to use AI is valuable for their employees' careers.

61%

say they would prioritize hiring job candidates with AI training or experience, even if the candidate doesn't have the traditional skills for a role.

- Workers who use AI see gains in autonomy (**+12pts**), resilience (**+5pts**), and adaptability (**+5pts**) compared to non-users
- AI is also improving work-life balance (**81%**) and productivity (**89%, +4pts YoY**)—which bolster mental health
- Those who feel they are progressing in their career at the right pace report lower levels of burnout (**44% vs. 67%**)



5 Key Findings

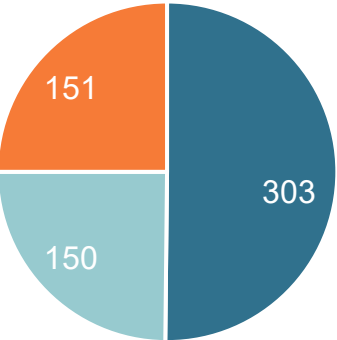
“Knowing how to work in partnership with AI will be a key competency for both leaders and workers as AI expands across enterprises.”

2025 University of Phoenix Generative AI Report:
Learning Fuels Human-AI Collaboration

Demographics of Research Study

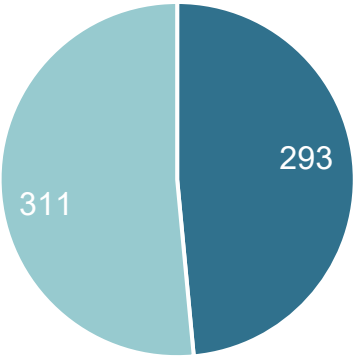
Total Sample Size: 604

Worker Type



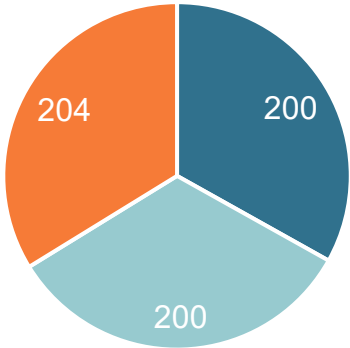
- Learning leaders
- Frontline/Customer Facing Workers
- Knowledge Workers

Gender



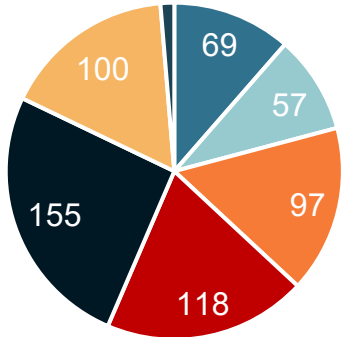
- Male
- Female

Industry Size



- Large (10,000 or More)
- Small (Under 1,000)
- Medium (1,000-9,999)

Range of Industries



- Education/Public Sector/Non-Profit
- Financial Service/Insurance
- Healthcare/Pharmaceuticals
- Manufacturing
- Retail/Hospitality
- Tech/Telecommunications/Professional Services/Business Services
- Other

Five Key Findings from 2025 GenAI Research



1

74% of HR and learning leaders are piloting or using GenAI in learning and development.

2

The top worker worry about GenAI is not knowing the AI policies for safe usage at work.

3

The GenAI gender gap is evident with women trailing men in usage and confidence.

4

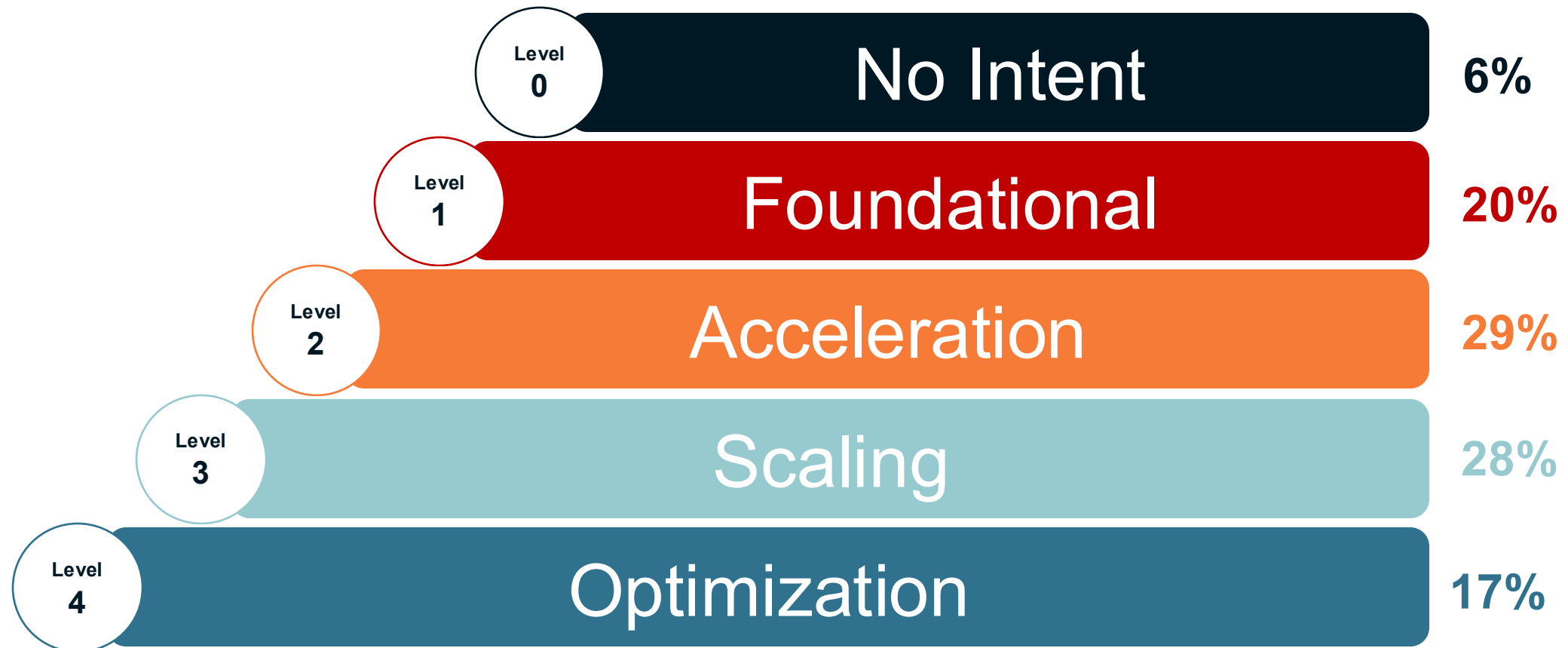
There is increasing demand from workers to develop skills to collaborate with GenAI.

5

Using GenAI at work improves employee productivity and enhances employee well-being.

Finding #1 – Three Out of Four Learning Leaders Surveyed *are* Piloting or Using GenAI to Reinvent Learning.

74% of learning leaders say they are piloting or using GenAI to reinvent learning.



Piloting GenAI Starts with Creating A Movement

Why

- Build GenAI literacy first as a movement then train for literacy

How

- **Ownerversity**, Kraft Heinz Corporate University created a 24-hour event designed to bring Kraft-Heinz family together to address:
 1. What is AI and what are its power and challenges?
 2. How is AI used at Kraft-Heinz and what are some internal projects underway at the company?
 3. What does AI mean personally and professionally for all of us?
 4. What problems/pain points might GenAI solve in HR and learning?

Results

- Workers report greater curiosity of how GenAI will impact their role and then pursue GenAI literacy training.

The Kraft Heinz logo is displayed, with "Kraft" in a bold, dark blue sans-serif font and "Heinz" in a red, italicized script font.

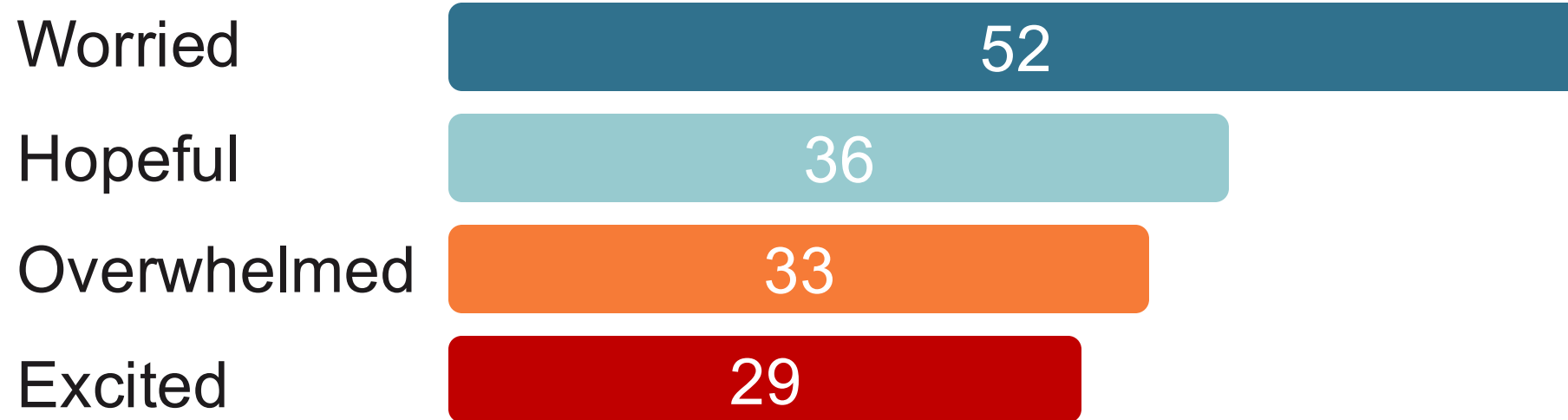


Finding #2 – Top Worker Worry Using GenAI is a lack of clarity in safe usage. But emotional worries loom centered on Fear of Job Loss and Impact on Productivity.

	29%	25%	16%	11%	8%
	I don't know the AI policies my organization has created for safe use of GenAI	I will lose my job, or my job will be eliminated	I will not know how to safely use GenAI in the workplace	I will fall behind in my organization's productivity measures if I do not use GenAI	I will lose out on promotions because I am not skilled with GenAI
Gen Y/ Gen Z	29%	27%	11%	15%	11%
Gen X	26%	26%	18%	7%	7%
Boomers	35%	14%	27%	6%	4%

Workers are More Worried Than Hopeful About Future AI Usage in the Workplace

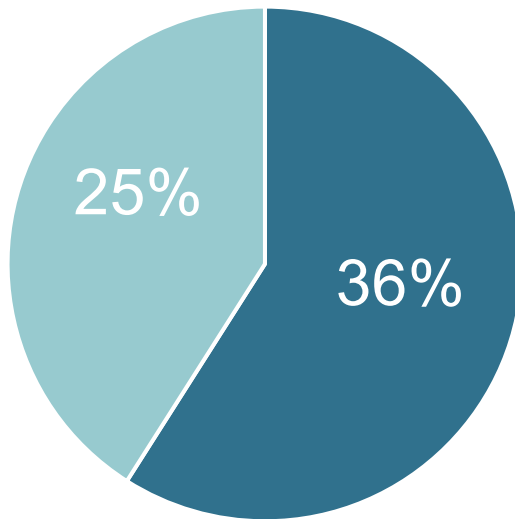
% of employed adults that say they generally feel _____ about how AI may be used in the workplace in the future:



Pew Research Center Survey of **5,273** US Working Adults

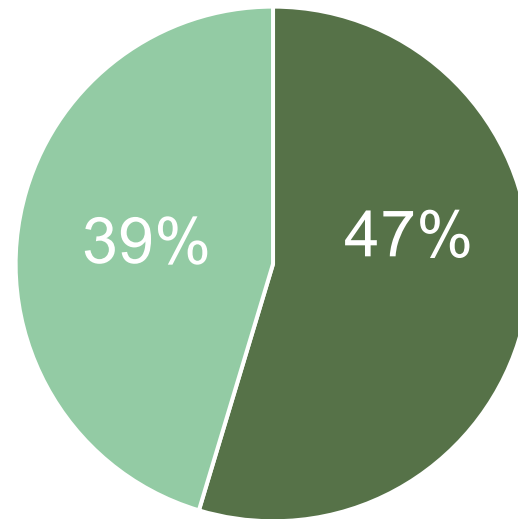
Finding #3 – The AI Gender Gap is Evident in the Workplace. Women Trail Men in Usage & Confidence

Using GenAI Daily in Their Job



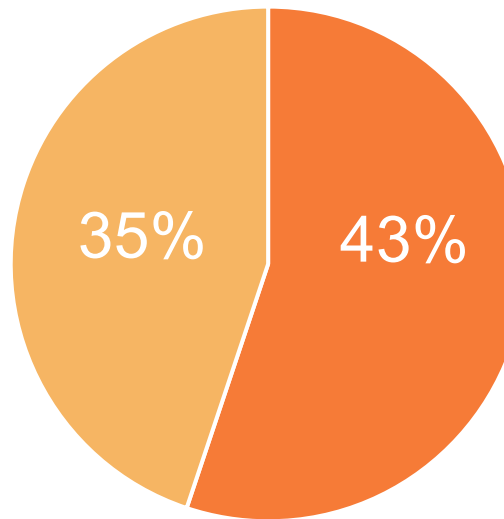
■ Men ■ Women

Confident About Using GenAI at Work



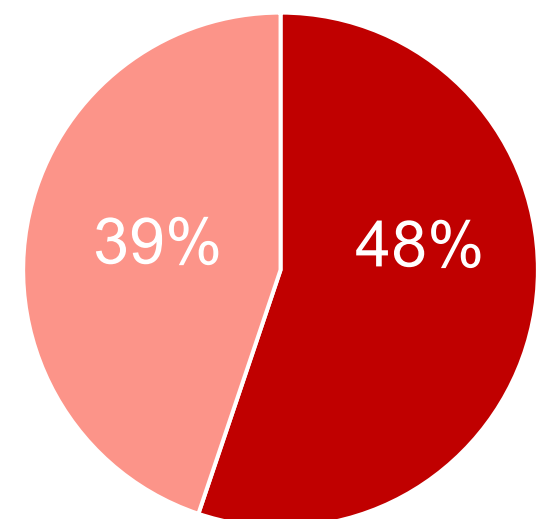
■ Men ■ Women

Optimistic About GenAI



■ Men ■ Women

Willing to Learn New Skills to Work in Partnership With AI

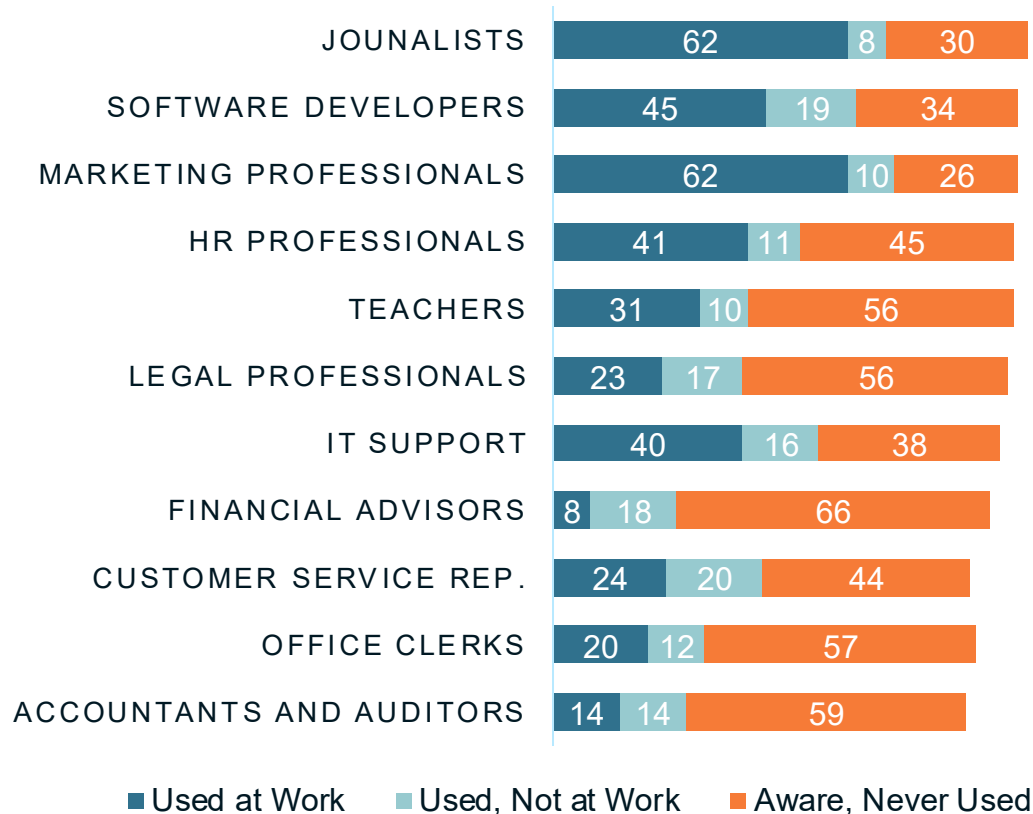


■ Men ■ Women

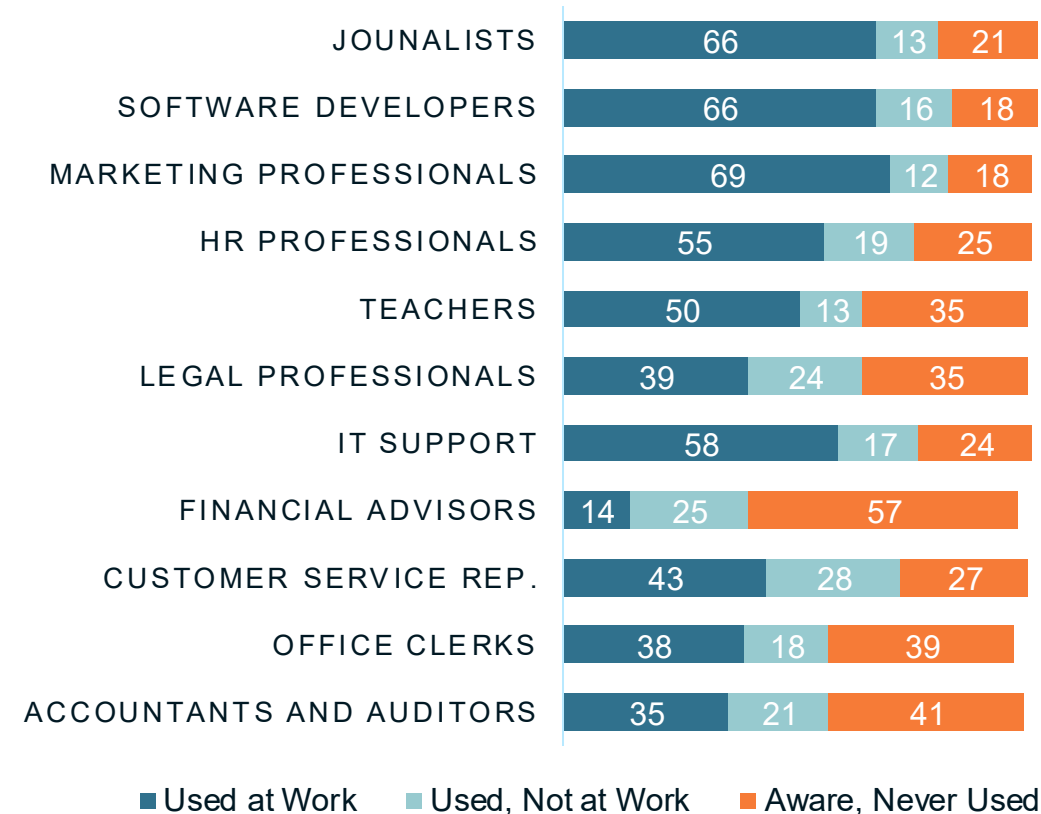
The AI Gender Gap Is Real

Adoption of Chat GPT Across Occupations by Gender

WOMEN



MEN





Finding #4 – Workers Want to Develop Skills in How to Collaborate with GenAI at Work.



1	Skills to be more productive to do their jobs faster – 42%
2	Skills to work in partnership with GenAI – 39%
3	Skills to do their jobs with greater accuracy and quality – 39%
4	Skills to be more creative/innovative in my current job – 31%
5	Human skills such as creativity and problem-solving – 29%
6	Skills to prepare me for a new job – 27%
7	Skills to prepare me for a new career – 25%



How Are Workers Using GenAI as a Co-Worker?

	Receiving an automated message to complete a course	Role playing for skills practice using GenAI as a teammate	Receiving AI performance generated review
 Frontline Workers	60%	55%	35%
 Knowledge Worker	50%	49%	28%

Finding #5 – GenAI Usage Improves Employee Productivity

Our research shows productivity Improvements Using GenAI

6 in 10 workers (61%) save 1-2 hours a day by using GenAI.

- **1 Hours/Day – 33%**
- **2 Hours/Day – 28%**
- **3 Hours/Day – 12%**

Over 50% of learning leaders (58%) save 2-3 hours a day using GenAI in their role.

- **1 Hours/Day – 12%**
- **2 Hours/Day – 28%**
- **3 Hours/Day – 30%**

5% of workers are “power users” saving 5 or more hours/day

GenAI Can Also Enhance Employee Well-being

What is the cost of poor employee well-being?

The impact of well-being extend far beyond how people *feel* — it effects the number of sick days taken, their job performance, burnout, and likelihood of leaving your organization.

75%

of medical costs accrued due to mostly preventable conditions.

\$20 million

of additional lost opportunity for every 10k workers due to struggling or suffering employees.

\$322 billion

of turnover and lost productivity cost globally due to employment burnout.

15-20%

of total payroll in voluntary turnover costs, on average, due to burnout.

GenAI is creating time for activities that enhance employee well-being

These Include:

- Freeing up time for strategic work (18%)
- Connecting with co-workers (20%)
- Spending more time with family (21%)

Questions For Leaders

1

How can leaders start to pilot AI?

2

How can leaders listen to fears, worries & concerns of using GenAI at work?

3

How can companies close the AI gender gap?

4

How can leaders see GenAI as more than a technology tool?

5

How will leadership evolve as the composition of the workforce changes?

Q & A

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- Read: [The Rise of the Hybrid Workforce: Humans and AI Work Together](#)
- Watch: [Humans and Bots Work Together created by Pictory](#)

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- Read: [Can AI Close the Skills Gap?](#)
- Read: [2025 University of Phoenix Generative AI Report](#)