

Social Dialogue and the Use of Artificial Intelligence in the Workplace

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NOTE

SOCIAL DIALOGUE AND THE USE
OF **ARTIFICIAL INTELLIGENCE** IN
THE WORKPLACE



GLOBAL DEAL

AI adoption in the workplace



Main **opportunities** and **risks** of AI adoption, according to the social partners



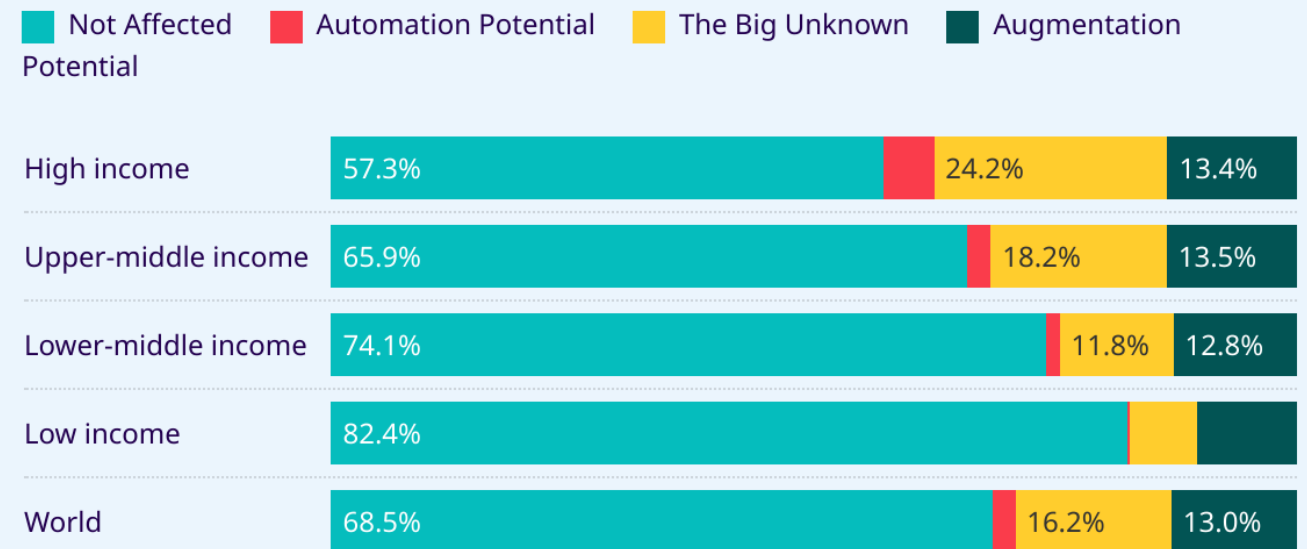
Source: OECD survey results to TUAC and Business@OECD affiliates

The AI divide

Deepening inequalities

- One significant threat is to deepen existing inequalities – among countries, companies, occupational groups, groups of workers as well as skill levels
- Unequal adoption of AI across countries, driven by differences in access to digital infrastructure, technology and training. High-income countries are already able to benefit from the augmentation potential of AI, while the Global South lags behind.
- Joint publication ILO-World Bank (2024): Buffer or Bottleneck? Employment Exposure to Generative AI and the Digital Divide in Latin America

► Percentage of jobs potentially affected by Generative AI, by country-income groups



Source: ILO Working Paper 96

The AI divide

AI value chains

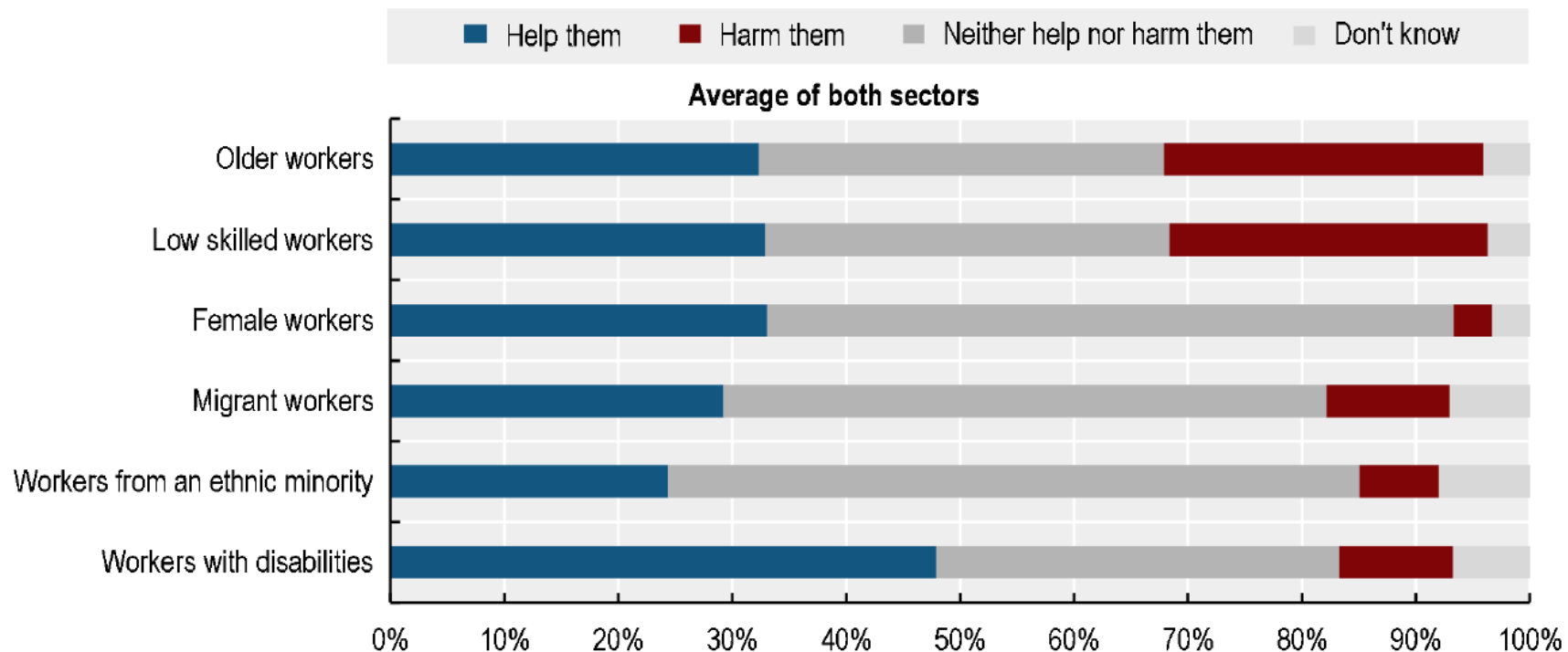
- New forms of inequalities also arise between workers and companies in advanced economies and developing countries because of limited resources and training to access AI systems.
- A growing pool of outsourced, precarious and invisible workers from developing countries and from more vulnerable groups of workers in developed countries (including migrants and refugees):
 - subject to algorithmic management practices while performing simple and repetitive tasks,
 - serious mental health implications for workers arising from excessive exposure to harmful content.
- Protecting labour rights along the AI value chain is therefore essential so that all workers, regardless of where and how they are employed, have access to decent working conditions.



The AI divide

Some groups risk being left behind

% of all employers saying AI will help/harm certain groups



Source: OECD AI surveys of employers and workers

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Emerging risks that can be addressed through social dialogue

Implications regarding occupations and skills

- Measuring impact and support labour market institutions to ensure effective labour market transitions: involve in SAA, training and adaptation of occupational profiles

Impact on agency, privacy and personal data

- Ensure human oversight / ensure workers the possibility to contest decisions.
- Protect data and ensure an ethical use of AI systems.

Impact on human and labour rights

- Address implications on occupational safety and health, equality and discrimination, or working time and wages.
- Ensure right to freedom of association and collective bargaining.



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Findings on the positive impact of social dialogue at workplace level

Positive impact of worker consultation observed in terms of:

- **AI improves performance and mental health:** better outcomes with respect to worker productivity, enjoyment at work, and mental health
- **More so when there is consultation and training:** consultation and training increase benefits of AI.

Scope of collective bargaining agreements:

- Safeguard workers' rights.
- Ensure transparency in AI deployment.
- Set standards on
 - data privacy,
 - algorithmic management,
 - and ethical use of AI in decision-making processes.



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Moving forward – How to strengthen social dialogue when adopting AI systems

01

Obstacles

- Ability of social partners to effectively engage in dialogue and cooperation.
- Lack of expertise on the potential impacts of AI.

02

On-going initiatives

- Design of operational tools at enterprise level to accompany the introduction of AI systems.
- Outreach and awareness campaigns / advisory activities.
- Calling for the introduction of new rights.
- Providing guidance through framework agreements and negotiating collective agreements.

03

What is needed (building on the recent G7 Action Plan on AI)

- Promoting the active involvement and consultation of workers and workers' organisations.
- Supporting the development of AI-related expertise and skills among social partners.
- Promoting social dialogue and collective bargaining at all levels, including on the development, deployment and monitoring of AI.



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