

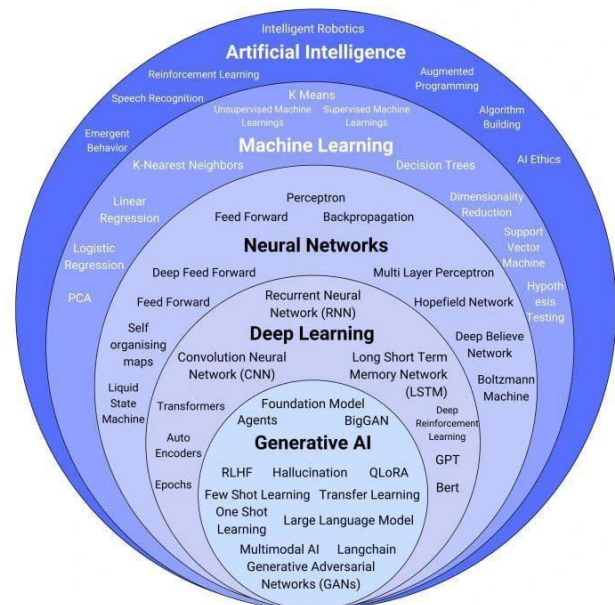
Abstract

AI has become an integral part of everyday living and working. Parallel to this technological transformation, the US workforce is declining and knowledge loss is at an all-time high.

- 🚚 What essential knowledge is at risk in your agency?
- 🚚 Are there ways AI could help people make better, faster decisions?
- 🚚 What new roles, skills, or responsibilities will be needed?

Now is the time for critical conversations about artificial intelligence, knowledge management, and the workforce of the future. Connecting the DOTs can help agencies identify how to thoughtfully integrate AI into knowledge and workforce programs and activities. DOTs are at a convergence point of People, Knowledge, and AI. Opportunities abound that can support workforce development or cause significant disruption. By analyzing workforce trends, current AI practices and uses, potential risks, and human vs. machine work possibilities, transportation agencies can maximize benefits and reduce threats when introducing AI into work processes and tools.

The World of Artificial Intelligence



Key Considerations

KNOWLEDGE

- 🚚 Transition away from document-centric KM
- 🚚 Move to people-centric KM where tacit knowledge is transformed into accessible explicit knowledge the workforce can apply to their jobs

AI TOOLS

- 🚚 Gen AI: Gemini, Copilot, Perplexity, Chat GPT, etc.
- 🚚 Chatbots answering workforce questions
- 🚚 AI assist vs. AI replace vs. Human-Centric work
- 🚚 Risks: Accuracy, Ethics, Data privacy

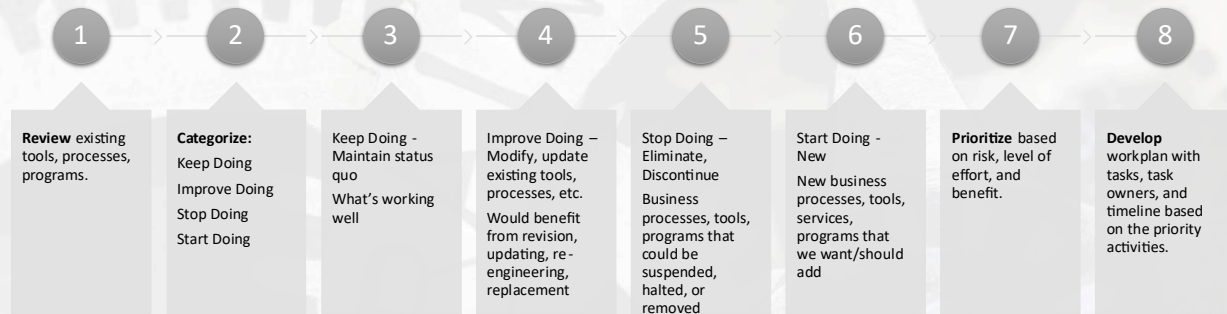
WORKFORCE EVOLUTION

- 🚚 US workforce is declining, current retirement wave is increasing knowledge loss, worker expectations are changing the work landscape.
- 🚚 Workers are less interested in full-time jobs, men are leaving the workforce faster than women, Gen Z & Millennials prioritize social issues, organizational culture and work environment are more important than ever in connection to worker recruitment and retention.

“AI is not going to take your job, but the person who knows how to use AI is going to take your job.” – KM Institute
<https://www.kminstitute.org/km-ai---the-series-by-kmi>

Quick Guide: Process Review

Keep, Improve, Start, Stop (KISS)



Job Aid: AI Prompt Engineering

- Keep it simple and direct— be specific
- Provide adequate context— establish parameters
- Start with a single task— add prompts in follow-up conversation
- Understand the system's capabilities & limitations
- Doublecheck for accuracy

Resources:

- [Effective Prompts for AI: The Essentials](#) - MIT Sloan Teaching & Learning Technologies
- [How to Write Good AI Prompts: A Beginner's Guide \(+12 Ready -Made Templates\)](#) (getmagical.com)



ChatGPT-4o prompts for HR Brainstorming for Innovation

I am [add your role and brief details of your organization].

I need to suggest innovative solutions for [details of the problem / challenge / opportunity you are addressing].

Can you generate 5 high-impact solutions, each in this format?

1. Solution Name: A concise and engaging name.

2. Brief Description: Explain how the solution works in 2-3 sentences.

3. Pros & Cons: Identify strengths and weaknesses of the solution.

4. Implementation Steps: A step-by-step guide to executing the solution.

5. Estimated Impact: How it will improve [productivity / efficiency / results / outcomes].

Make sure the solutions are creative, actionable, and backed by logical reasoning.

I want you to [mention how you want the output in detail with examples].



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