AI and the Future of Work
Implications and Strategies for Supporting Older Workers

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Obstacles & Opportunities

▲ Negative stereotypes about older workers' ability to learn new skills and comfort with technology

▲ Limited access to employer-provided, industry-specific, role-relevant training

▲ Barriers to digital access and accessibility of AI tools themselves

✚ Potential to assist older workers in overcoming mobility and health barriers to support workforce persistence

✚ Leveraging critical thinking and leadership skills that many older workers possess to supervise, interpret or evaluate AI outputs

Survey Data Insights

- 92% of companies plan to invest more in generative AI by 2027.[1]

- 48% of U.S. employees believe formal generative AI training from their companies would increase day-to-day adoption of generative AI tools.[2]

- 19% of US employees use AI at work frequently - a few times a week or more - which has nearly doubled in two years -11% reported frequent AI use in 2023.[3]

- 92% of workers over 50 described an interest in learning new professional skills, including digital tools in a 2024 Age Inclusion in the Workplace survey.[4]

- 10% of older workers age 50-plus reported taking any AI training or education classes in their line of work in a recent AARP survey. [5]
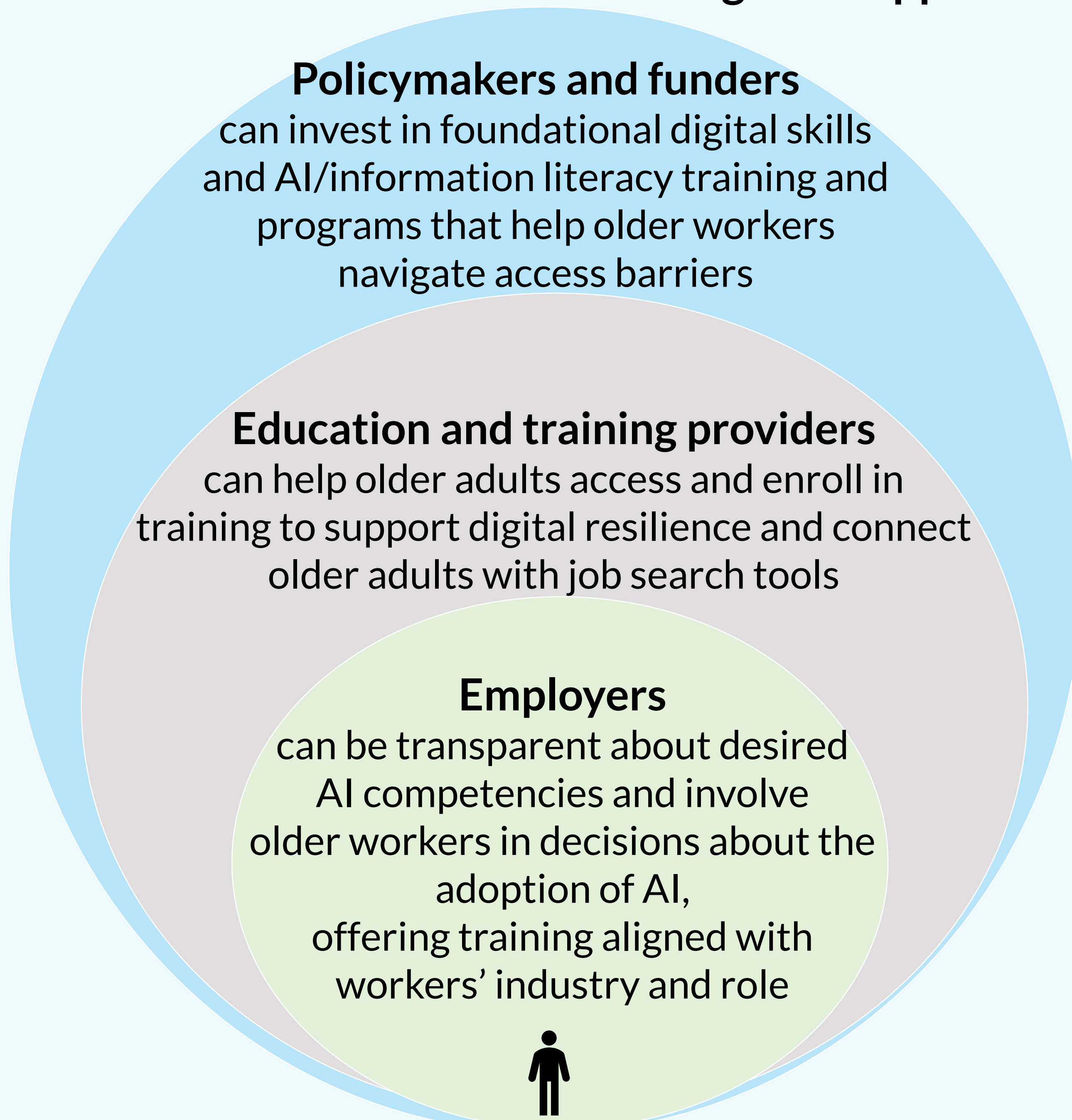
[1,2]Mayer et al. 2025; [3]Pendell 2025, [4]Business Wire 2024, [5]Perron 2025

> *"Helping people develop a sense of agency and self-efficacy, it's important at any age, but it's particularly important in a society that is saturated with messages about how older workers are bad with technology."*

Strategies to Support Readiness for Workplace Transformation

1 Continued investment in and focus on the development of digital and information literacy skills

2 Expand employer-provided training to improve access to and application of artificial intelligence in real-world settings

3 Provide time for older workers to experiment and play with AI tools, regardless of training provider

4 Increase transparency by communicating skill expectations to jobseekers

5 Leverage AI tools to streamline job search and provide career navigation support

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Supported by funding from AARP Public Policy Institute

Needed Investments in Training and Support

Policymakers and funders
can invest in foundational digital skills and AI/information literacy training and programs that help older workers navigate access barriers

Education and training providers
can help older adults access and enroll in training to support digital resilience and connect older adults with job search tools

Employers
can be transparent about desired AI competencies and involve older workers in decisions about the adoption of AI, offering training aligned with workers' industry and role

Research Questions, Methods, and Products

- How is AI changing the workplace?
- What does it mean to be "Job Ready" in the age of AI, and what skills, training, and tools will older workers need to be successful on the job? Which barriers exist?
- What Opportunities or Challenges Does AI Create for Older Workers?
- Lit review, interviews and focus groups with 20 individuals across 19 organizations that support, hire, and train older workers. Brief & fact sheet → fall 2025.