

# Survey: How global knowledge workers really feel about AI

AI can unleash human potential, enabling organizations to innovate better, smarter, and faster. But what do today's workers think about AI – and what are their anxieties, challenges, and goals for these evolving technologies? Miro's new survey finds that global knowledge workers' views are more complex than meets the eye, and often defy common assumptions. Let's take a look at how workers really feel about AI at work.

## For many, AI hype doesn't reflect workplace reality

Beneath the media hype and corporate buzz, knowledge workers are struggling to find their footing. They feel pressure to keep up with the speed of change, yet lack the time to do so effectively. AI imposter syndrome is widespread, workers worry about falling behind, and many don't know when to admit (or hide) their AI usage.

### How workers rate their AI skills



■ Nonexistent 35%
 ■ Good 20%
 ■ Average 21%
 ■ Expert 10%
 ■ Weak 14%

# 54%

of workers lack the time and resources needed to learn how to use AI effectively

# 37%

of workers don't use AI at all

### AI etiquette is a moving target

- 30% downplay their AI usage
- 1 in 4 exaggerate their AI skills
- 1 in 5 say using AI feels like "cheating"

## Leaders need to show the way

As the terrain continues to shift, workers are hungry for guidance from their leaders – and the clock is ticking. They are eager to implement AI quickly and harness its potential, but they cannot do it alone.

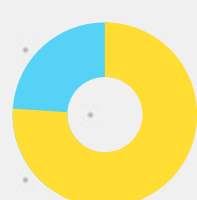
# 46%

of workers say there's lots of talk about AI at their company but no action

# 39%

say their company often abandons AI efforts

### Workers are optimistic about AI's potential, but unsure about usage



**76%** believe AI could benefit their role



**54%** struggle to know when to use AI at work

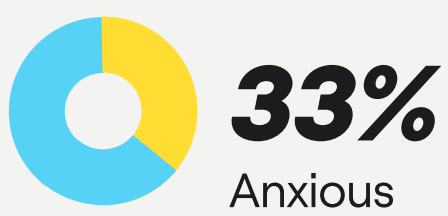
### What support do workers want from their companies?

- Formal training on AI (45%)
- Clarity on AI strategy (35%)
- Communicate potential benefits of AI (35%)

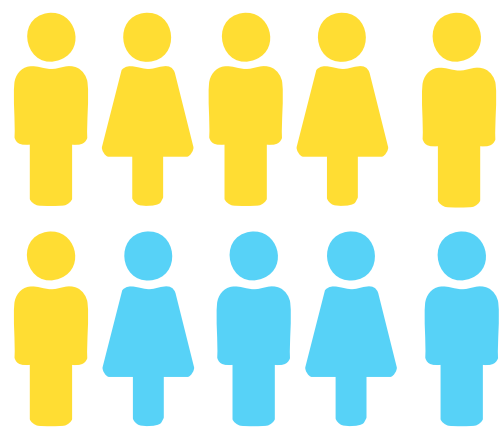
## Workers are excited about AI's impact on wellbeing

There's lots of buzz about AI's impact on productivity, but its personal benefits are just as important. Workers are enthusiastic about AI's ability to boost wellbeing, reduce burnout, and improve creativity — and they are excited to harness this momentum.

### How AI makes workers feel



### 6 in 10 workers agree that AI can improve wellbeing and job satisfaction

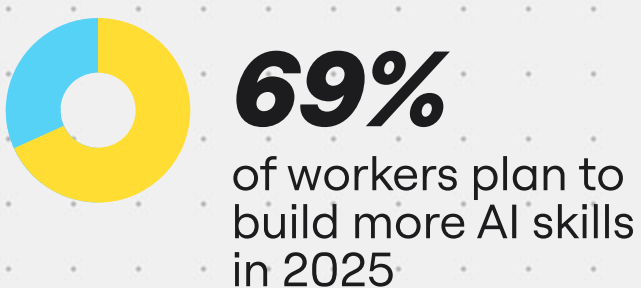
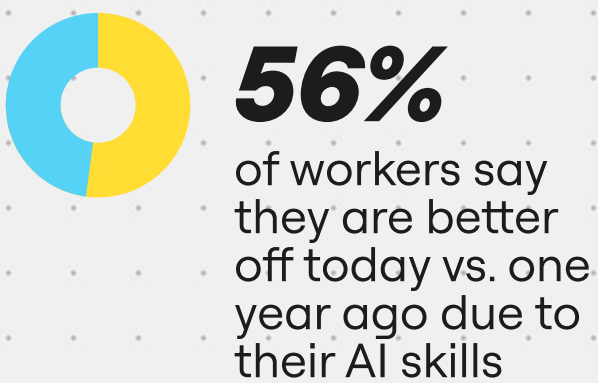


### Top 3 benefits of AI experienced by workers:

- Improved productivity (44%)
- Enhanced creativity (34%)
- Better communication (29%)

## AI is widely viewed as a career catapult, not a career killer

Forget the idea that everyone's worried AI is coming for their jobs. Today's workers are eager to leverage AI to reach their full potential and see their AI skills as a clear professional advantage — and many are planning to make moves.



### Nearly 7 in 10 agree their AI skills make them more competitive on the job market



**44%**

of workers plan to use their AI skills to find a new job in 2025



## Supporting AI in an intergenerational workforce

Just because they're digital natives doesn't mean that Gen Z is embracing AI. Indeed, our survey uncovers consistent differences in AI sentiment and experience across generations. For leaders, this highlights the importance of a human-centric approach to AI training and adoption.

**43%**

of Gen Z rate their AI skills as "nonexistent," compared to

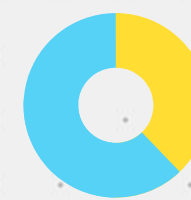
**33%**

of Millennials



**46%**

of Gen Z workers say they don't use AI at all



**31%**

of Millennials exaggerate their AI skills, more than any other generation