

6 Predictions for how AI will impact technical communication by 2035.

1 The Chatbot Divide

Within the last year, more organizations have created chatbots

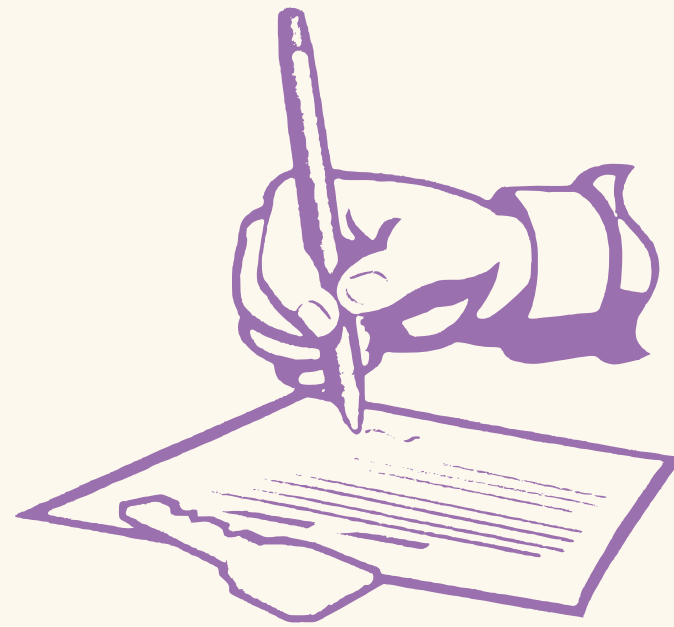
In one study, however, 28% of organizations don't plan to create a chatbot as of 2025, signaling that there is still a long way to go to fully adopt the technology.



4 More Formal Training and Development

While 23% of tech communicators had high familiarity with AI, most had only a moderate familiarity.

Additionally, more tech communicators are using AI in their jobs than ever before, which demands the need for organizations to train professionals how to prompt and evaluate AI output.



2 First (but not Second) Drafts

Many tech writers use AI to generate first drafts and outlines. Often, they do so to avoid starting from scratch.

However, many tech writers are still wary of hallucinations, ethical concerns, and low-quality writing, suggesting that AI may be ideal for first drafts only.

5 Persisting AI Lag

The rise of autonomous AI poses new questions and challenges.

As AI grows more complex over the next ten years, we will see a greater gap between AI knowledge and use and less agreement among tech communicators about how to productively incorporate AI.

3 Increased Organizational Policies

As AI has been implemented into more workflows, the lack of AI policies has become a glaring issue.

Over the next ten years, tech communication will try to blend universal and industry-specific policies that respect current content creation ethics and human contributions.



6 Humans Reign Supreme

A vast number of questions and debates about AI loom with no immediate answers.

Consequently, human oversight will still be crucial to produce effective and efficient technical communication, especially for more complex tasks.