

# How to human:

What AI can teach us about the very human dynamics of career work and the implications for the training and development of career practitioners

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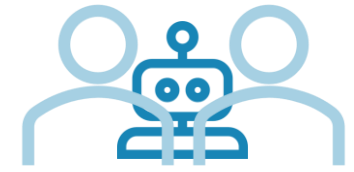
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**The moment of decision on whether to embrace or reject AI has passed**

We stand in a moment where we can consider how we can shape technology and how we allow technology to shape our practice, in ways that make our interactions more human, not less.

# Aims for this session



This workshop will focus on current and future applications of AI in career work.

We will reflect on how generative AI (chatbots) can work alongside human practitioners to create interactions which bring together the best of what AI and humans can do.

By the end of the workshop, you will:

- Have a better developed understanding of applications and limitations of generative AI (chatbots) in career work.
- Consider attitudes and behaviours in relation to this technology.
- Have an awareness of actions you might take to enhance human aspects of interactions with clients.
- Consider training implications of an evolving technological landscape.

# Initial research



- Reviewed 50 AI-assisted career platforms  
<https://theresanaiforthat.com/s/career/>
- Coded the ways that AI was being used
- Noticed some established patterns (Law & Watts, 1977)

Self  
awareness

### Can

- analyse many data points
- apply logical and positivist reasoning
- appear neutral
- identify and compare patterns of behaviour

### Can't

- work without a prompt
- work with the client to articulate a goal
- use empathy as a basis for trust and challenge
- detect incongruence
- challenge assumptions
- challenge bias

### Could

- identify and replicate powerful coaching questions
- use data mining to create profiles



Opportunity  
awareness

Can

- access LMI quickly
- refine results based on additional criteria
- identify occupations using tests and quizzes
- identify employers and industries
- find correlations between client and world of work
- identify trends in data and growth areas

Can't

- gauge client responses to options presented (unless the client can articulate these)

Could

- model conditions for a successful transition
- create FOMO



## Decision skills



### Can

- support rational decision making based on self and occupational awareness
- identify the alternative with the highest utility

### Can't

- investigate pressures on the client to make a decision
- identify assumptions or truncated processes
- support with feelings of loss for the alternative not pursued

### Could

- create indecision through exposure to too many possibilities
- use game-based learning and biometric data
- use decision trees to consider many variables
- use machine learning to predict job performance
- make autonomous decisions
- identify cognitive processing issues

## Transition skills

### Can

- track progress of applications
- create CVs/resumes
- create personal profiles
- free guidance practitioners from routine CV checking
- identify likely interview questions
- act as an interviewer and offer feedback

### Can't

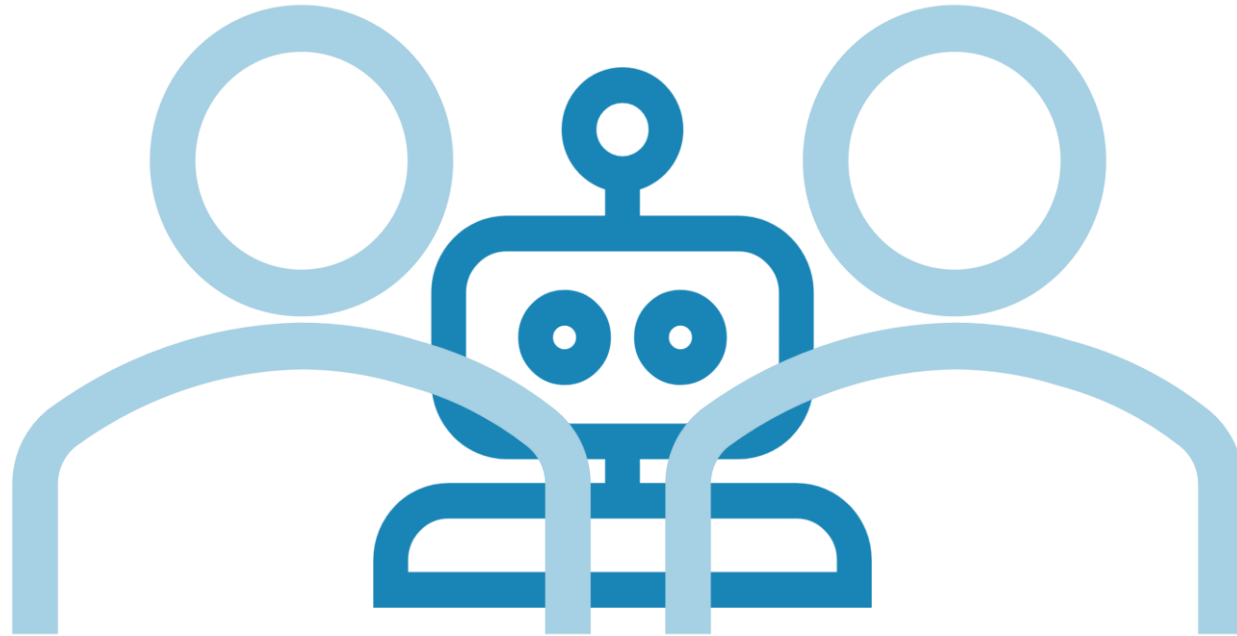
- help clients cope with transitions
- help with transfer of learning to the workplace
- identify the transition learning needs of the client

### Could

- identify expected conversion rates
- use game-based learning and immersive role-play simulations
- use gamification to reward for job search activity
- use positive reinforcement to motivate engagement with careers activities



# Tripartite practice



AI will not replace human to human coaching,  
but that it will be used to augment coaching practice.

(Passmore et al., 2024)

# Tripartite practice examples



<https://www.values.guide>

Uses AI to identify values in responses to story prompts.

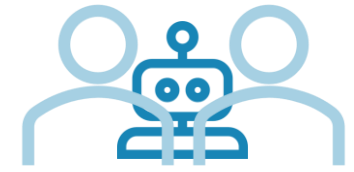
Trained to spot 47 values in natural language responses (text or speech). It then lists these by frequency to identify the most salient values.

Based on the Acceptance and Commitment Therapy model (Harris, 2008)



This link will take you to a Chat GPT thread I created using stories based on values identified

# Chat GPT story prompts

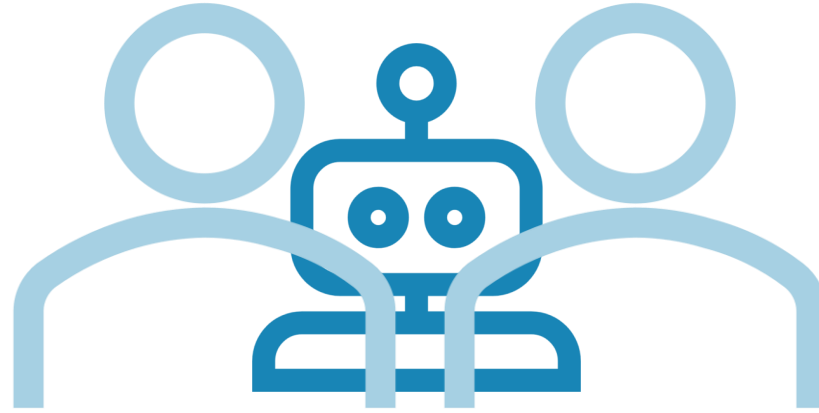


## Emma

- Write a story about how someone who is **reliable** and **compassionate** finds their perfect job.
- What **other jobs** might Emma do?
- Which of these jobs include **international travel**?
- Write the next part of the story when Emma becomes a **disaster relief worker**
- What happens when Emma **comes home**? What job does she do then?

## Alex

- Write a story about someone who is **creative** and **entrepreneurial** who finds their perfect job.
- Alex wants to add **international travel** to her work.



Let's keep sharing:

Link to  
discussion  
topics Padlet



[https://warwick.padlet.org/wendypearson1/  
ai-in-career-guidance-28kn6tn4ovwm3kgu](https://warwick.padlet.org/wendypearson1/ai-in-career-guidance-28kn6tn4ovwm3kgu)

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