# Exploring the future of AI in the workplace



In a recent discussion regarding the transformative potential of artificial intelligence in the workplace, Rob Smithson, business applications lead at Microsoft UK, has outlined several innovative applications of generative AI that could enhance productivity and career development by 2025. Examining these advancements, Smithson emphasises the practical benefits of AI tools in everyday work tasks.

According to Smithson, generative AI tools can streamline various responsibilities, allowing employees more time to concentrate on significant aspects of their roles. He stated, “Increasingly, you can start to customise these tools to complete specific tasks or take certain actions – and this is a hugely exciting prospect for employees wanting to supercharge their career.”

One notable innovation mentioned is the emergence of “AI agents”, designed to work alongside teams to assist with a wide range of functions, such as project management and supply orders. Smithson indicated that the technology does not require users to be tech-savvy, as many pre-built agents are readily available, and there is even the option to create custom versions using natural language.

Smithson provided a series of recommendations on how professionals can harness AI agents in their work:

First, AI can eliminate the burden of administrative tasks in project management. By developing a tailored AI agent, employees can delegate tasks, monitor progress, and engage relevant individuals when issues arise, allowing them to focus on achieving project goals rather than merely tracking developments.

Next, Smithson highlighted the role of AI in transforming brainstorming sessions into tangible actions. Many ideas generated during these sessions often remain unpursued due to competing priorities. AI agents can bridge this gap by organising thoughts, identifying themes, and translating ideas into actionable steps, thus preventing valuable innovations from languishing unused.

Additionally, AI technology can assist in drafting meeting notes in real time, allowing for greater accuracy and efficiency during discussions. Smithson explained that numerous pre-built agents can integrate with existing software, enhancing the overall workflow.

Moreover, research and insight gathering can be significantly expedited through AI agents, which can compile pertinent information from various sources, summarising key points, and providing relevant updates without manual effort.

Finally, AI can enhance the onboarding and training processes within organisations. Agents can be programmed to guide employees through training materials, answer frequently asked questions, and offer step-by-step assistance during new processes—simplifying the transition for employees, whether they are new apprentices or seasoned workers learning new protocols.

As organisations look to the future, the integration of AI tools into the workplace appears increasingly promising. Smithson's insights reflect a growing trend towards utilising technology to increase workplace efficiency and support individual career development without requiring extensive technical expertise.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.microsoft.com/en-gb/dynamics365> - This URL supports the claim about Microsoft's role in business applications, including Dynamics 365, which Rob Smithson leads in the UK. It highlights the potential of these tools in enhancing workplace productivity.
* <https://www.gartner.com/en/newsroom/press-releases/2023-06-14-gartner-says-ai-will-enhance-productivity> - This URL corroborates the transformative potential of AI in the workplace, emphasizing its role in enhancing productivity and career development, as discussed by Rob Smithson.
* <https://www.forbes.com/sites/forbestechcouncil/2023/02/14/how-ai-agents-can-revolutionize-workplace-productivity/?sh=4e2f3e5d6c4f> - This URL supports the concept of AI agents assisting in various workplace functions, such as project management and supply orders, aligning with Smithson's insights on AI applications.
* <https://www.digitalrevolutionawards.com/2025-uk-event-old/> - This URL highlights the growing interest in AI and digital innovation, reflecting a broader trend towards integrating technology into business operations, as discussed in the context of AI agents and generative AI.
* <https://www.bbc.com/news/business-63414256> - This URL provides general information on AI adoption in businesses, supporting the idea that AI is increasingly being used to streamline tasks and enhance productivity, as outlined by Smithson.