AI copilots at work: where they help and where they fail

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AI copilots write, summarise, suggest and search. They are strongest when a person is still doing the thinking and can check the output quickly.

TL;DR The short version

- AI copilots are strongest when a person still does the thinking and can check the output quickly.
- They help with first drafts and summaries, and fail with confident wrong specifics or missing context.
- Check every fact you rely on, and agree as a team what the tools may be used for and who is accountable.

Read online, listen to it, or change the text size: https://blogs.iictp.org/ai-copilots-at-work

Where they help

- First versions of text and code that a person will review.
- Summarising long material the person could read if needed.
- Boilerplate, translation and format changes.
- Searching and explaining unfamiliar material.

Where they fail

- Confident, wrong answers, especially on specifics.
- Work that needs context the tool cannot see.
- Anything where checking is as slow as doing.
- Subtle errors in code, numbers and citations.

Working with one

1. Ask for a first version, not a final.
2. Check every fact, figure and reference you will rely on.
3. Run and test generated code like any other code.
4. Keep sensitive data out unless your organisation has approved the tool.

For teams

Agree what the tools may be used for, what must be reviewed, and who is accountable. See applied AI: verify what the machine produces.

> Related credential: AI Practitioner. Explore the exam facts and syllabus.

Sources and further reading

1. IICTP. TPBOK, Applied AI & Emerging Tech Integration. iictp.org/standards/tpbok.

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