



Session Outcome Document

Empowering Workers in the Age of AI

ILO

9 July 2025 – 14:00

<https://www.itu.int/net4/wsis/forum/2025/en/Agenda/Session/519>

Key Issues discussed: Looking Beyond 2025 (5–8 bullet points highlighting achievements, emerging trends, challenges in 20 years, figures, success stories and opportunities for WSIS beyond 2025)

- **Digital transformation is reshaping work:** Nearly 90% of jobs will require digital skills by 2030 (UNESCO), highlighting the urgency to equip all workers with digital competencies
- **Job transformation, not elimination:** While 25% of jobs are exposed to generative AI, only 3.3% face full automation. Most roles will evolve, not disappear – especially administrative and support roles, impacting women disproportionately
- **Occupational Safety and Health (OSH) in the digital supply chain:** From miners to data annotators and content moderators, digitalization creates new OSH risks. Informal and precarious workers are particularly vulnerable, lacking adequate protections
- **AI's impact on learning and upskilling:** Innovations like AI-powered learning platforms, personalized learning analytics, and automated assessments were highlighted as major opportunities for lifelong learning and workplace training
- **Challenges for institutions:** TVET and skills systems struggle to adapt quickly to technological change, while also undergoing their own digital transitions. SMEs lag in tech adoption, limiting apprenticeship and reskilling opportunities
- **Inequality and exclusion risks:** The digital divide persists with 2.6 billion people still offline (ITU nov 2024). Women, informal workers, and low-income populations face more barriers.
- **Regulatory responses emerging:** Examples from Argentina, Germany, France, and others show how governments are updating OSH, AI governance, and telework regulations to protect workers in the digital economy



Tangible Outcomes of the session

- key achievements
 - Elevated the multidimensional risks and opportunities of AI in work and learning.
 - Clarified policy priorities including gender-sensitive digital skilling and worker protections in the AI supply chain.
- announcements/launch during the session :
 - ILO joining the AI Skills Coalition
 - Introduction of the ILO Artificial Intelligence Masterclass
- agreements/commitments as an outcome of the session
 - None

Key Recommendations and Forward-Looking Action Plan for the WSIS+20 Review and Beyond (2–5 bullet points presenting concrete actions and guidance to inform the WSIS+20 Review by UNGA and build the multistakeholder vision of WSIS beyond 2025)

- ***Invest in foundational and advanced digital skills:*** Support large-scale, inclusive upskilling and reskilling initiatives targeting women, youth, and informal workers.
- ***Create rights-based digital learning ecosystems:*** Promote quality, accessibility, and data privacy in all digital learning platforms and tools.
- ***Strengthen OSH frameworks for digital work:*** Expand protections for new forms of digital labour including data annotation, AI moderation, and remote platform work.
- ***Encourage public-private partnerships:*** Facilitate collaboration between governments, industries, and training institutions to close digital skills gaps and co-develop agile curricula.
- ***Institutionalize AI observatories and foresight tools:*** Embed regular scenario planning and evidence-based monitoring in national and global policymaking on digital transformation.