

Professors Emeriti Network. We walk, what we talk.

#### Seniors 55+ are Embracing the Use of Al Tools in the Silver Economy

<u>Dr. Jože Gričar, Professor Emeritus</u>, University of Maribor, Slovenia Secretary, <u>Professors Emeriti Network</u> & Secretary, <u>eSeniors 55+ Network</u> Joze.Gricar@UM.si

Discussion Contribution. Zoom Meeting on Wednesday, September 13, 2023. Artificial Intelligence (AI) Applied to Seniors 55+ in the Silver Economy: An Analytical Balance Between Ethics, Technology and Social Concerns.

## Why is it important for seniors 55+ to embrace Al tools?

The growing trend of seniors aged 55 and above embracing the use of Artificial Intelligence - Al tools in the Silver Economy is a positive development with significant potential benefits for both seniors and society. By embracing Al tools in the Silver Economy, seniors can lead more fulfilling and independent lives while contributing to economic growth and innovation. Policymakers, businesses, and organizations need to recognize the potential of the Silver Economy and invest in developing Al solutions that address the unique needs and preferences of seniors, ensuring that the benefits of Al technology are accessible to all seniors. Here are some reasons:

Al-powered healthcare applications and wearable devices are helping seniors monitor their health, receive personalized health insights, and manage chronic conditions more effectively. This proactive approach to healthcare can lead to better outcomes and reduce healthcare costs.

Al-driven smart home technologies enable seniors to age in place more comfortably and safely. These technologies include voice-activated assistants, fall detection systems, and home automation tools that assist with daily tasks and enhance home security.

Al-powered communication platforms and virtual reality applications allow seniors to connect with family and friends, participate in virtual social events, and combat social isolation, which is a common challenge for older adults.

Al-driven brain training apps and memory enhancement programs can help seniors maintain cognitive function and mental agility, promoting brain health as they age.

Al-powered financial planning tools assist seniors in managing their retirement savings, investments, and expenses, providing them with greater financial security and peace of mind.

Al-driven search engines and virtual assistants make it easier for seniors to find relevant information, access online services, and navigate the digital world effectively.

Al-powered navigation apps and ride-hailing services offer seniors more accessible and convenient transportation options, supporting their mobility and independence.

Al tools can facilitate job searches, skill development, and freelance opportunities for seniors who wish to continue working or re-enter the workforce in some capacity during their retirement years.

Al-driven recommendations and personalized shopping experiences cater to the preferences of seniors, making it easier for them to find products and services that suit their needs and interests.

Al-driven robotics and automation can assist caregivers in providing high-quality care to seniors in long-term care facilities, improving efficiency and patient outcomes.

## How best practices of Seniors 55+ embracing Al tools could be shared?

Sharing best practices for seniors aged 55+ embracing AI tools is essential to ensure that the benefits of these technologies are maximized while minimizing any potential challenges or barriers. Here are some effective ways to share best practices:

Organize workshops, webinars, and seminars specifically tailored to seniors, where they can learn about the various AI tools available, their benefits, and how to use them effectively. These programs can be conducted by experts, technology enthusiasts, or even other seniors who have successfully integrated AI tools into their daily lives.

Collaborate with senior community centers, retirement communities, and senior-focused organizations to create awareness about AI tools and conduct training sessions. These centers often serve as hubs for seniors to socialize and engage in various activities, making them ideal platforms for disseminating information.

Develop user-friendly online resources such as websites, blogs, and video tutorials that explain how seniors can use Al tools for different purposes. Providing step-by-step guides and troubleshooting tips can boost seniors' confidence in adopting these technologies.

Establish technology support groups where seniors can come together to share their experiences, exchange ideas, and seek help or advice from each other. These groups can be in-person or virtual, allowing seniors from different locations to participate.

Partner with AI technology companies to create age-friendly interfaces and applications. These companies can also provide support and guidance to seniors through their customer service channels.

Involve caregivers and family members in the process of educating seniors about AI tools. Caregivers can play a vital role in assisting seniors in adopting and using AI technologies effectively.

Launch public awareness campaigns targeting both seniors and the general public. These campaigns can highlight the benefits of AI tools for seniors and encourage a more inclusive approach to technology adoption.

Utilize social media platforms to reach a broader audience, including seniors, caregivers, and tech enthusiasts. Engaging content, success stories, and interactive discussions can generate interest and encourage adoption.

Governments can support the dissemination of best practices by funding educational programs, establishing grants for technology adoption among seniors, and collaborating with private and nonprofit sectors to create comprehensive initiatives.

Encourage seniors to be lifelong learners by providing ongoing opportunities to explore new AI tools, attend technology-related events, and participate in advanced training sessions.

## Suggested discussion questions:

What can the seniors related networks and associations practically do to accelerate the involvement of their members to embrace the use of AI tools?

How can the networks and associations get to know and share the experiences of others in their environment, in their country, in regions of the countries?

How can organizations that provide services to seniors collaborate in promoting the use of Al tools? For example, educational institutions, third age universities, libraries, health care. How much can the organizations' websites interlinking contribute to the effort?

#### Links to some related articles, papers, and reports.

<u>ChatGPT: A Promising Tool to Combat Social Isolation and Loneliness in Older Adults With Mild Cognitive Impairment</u>. Dr. Xiang Qi, Dr. Bei Wu, Rory Meyers College of Nursing, New York University, USA. NeurologyLive, Jul 2, 2023.

<u>Absolutely Interdisciplinary 2023 ignites new conversations and insights on AI research.</u> Schwartz Reisman Institute for Technology and Society, University of Toronto, Jun 29, 2023.

<u>A Professor Encouraged Students to Use ChatGPT. OpenAl Asked Her What She Learned</u>. Erik Ofgang. June 28, 2023.

<u>Are Older Workers Ready for an Al Takeover at Work?</u> Dr. Sajia Ferdous, Visiting Academic, Institute on Ageing Population. Oxford Institute Of Population Ageing, 14 Jun 2023.

<u>Pickled eggs: Generative AI as research assistant or co-author?</u> Robert M. Davison, Sven Laumer, Monideepa Tarafdar, Louie H. M. Wong. Information Systems Journal, Wiley Online Library, June 13, 2023.

<u>The Turing Transformation: Artificial intelligence, intelligence augmentation, and skill premiums</u>. Ajay Agrawal, Joshua S. Gans, Avi Goldfarb, University of Toronto. Brookings Institution, June 12, 2023.

How these Utah professors are addressing ChatGPT in the classroom. Amid growing concerns about students using Al to cheat, some Utah professors see generative Al as an opportunity to enhance college education. Hannah McKinlay. DeseretNews, Jun 5, 2023.

Artificial Intelligence and the Future of Teaching and Learning. Miguel A. Cardona, Ed.D., Secretary, U.S. Department of Education; Roberto J. Rodríguez, Assistant Secretary, Office of Planning, Evaluation, and Policy Development; Kristina Ishmael, Deputy Director, Office of Educational Technology. U.S. Department of Education, May 2023: 71. The Future of AI and Older Adults. Conversations Built on Data. Laurie M. Orlov, Principal Analyst. Aging and Health Technology Watch, May 2023: 23.

Al Can Help You Ask Better Questions — and Solve Bigger Problems. Hal Gregersen, Senior Lecturer in Leadership and Innovation, MIT Sloan School of Management and Nicola Morini Bianzino, Global Chief Technology Officer, Ernst and Young. Harvard Business Review, Technology and Analytics, May 26, 2023. National Artificial Intelligence Research and Development Strategic Plan. 2023 Update. A Report by the Select Committee on Artificial Intelligence of The National Science and Technology Council. Executive Office of the President of USA, 4 May 2023: 56. How Australians are using ChatGPT and other generative Al in their everyday lives. James Purtill, Technology Reporter. Australian Broadcasting Corporation – ABC, Science

<u>ChatGPT and Artificial Intelligence in higher education. Quick start guide</u>. Emma Sabzalieva and Arianna Valentini. United Nations Educational, Scientific and Cultural Organization – UNESCO, 14 Apr 2023: 15.

Online, Sydney, 14 Apr 2023.

<u>Generative AI Will Change Your Business. Here's How to Adapt.</u> David C. Edelman, Executive adviser and a senior lecturer, Harvard Business School, and Mark Abraham, Managing

director and a senior partner, Boston Consulting Group. Harvard Business Review, Technology And Analytics, April 12, 2023.

<u>A new era of generative AI for everyone</u>. The technology underpinning ChatGPT will transform work and reinvent business. Paul Daugherty, Bhaskar Ghosh, Karthik Narain, Lan Guan, Jim Wilson. Accenture, 11 Apr 2023: 23.

<u>ChatGPT is going to change education, not destroy it</u>. The narrative around cheating students doesn't tell the whole story. Meet the teachers who think generative AI could actually make learning better. Will Douglas Heaven. MIT Technology Review, April 6, 2023.

<u>The Age of AI has begun</u>. Artificial intelligence is as revolutionary as mobile phones and the Internet. Bill Gates. The Blog of Bill Gates, March 21, 2023.

<u>Learning Together for Responsible Artificial Intelligence. Report of the Public Awareness</u>

<u>Working Group 2021-2022</u>. Government of Canada, Innovation, Science and Economic

Development, 3 Mar 2023: 79.

<u>Artificial Intelligence and Ten Societal Megatrends: An Exploratory Study Using GPT-3.</u>
Daniela Haluza and David Jungwirth, Medical University of Vienna. MDPI, 24 February 2023.

What if the devil is my guardian angel: ChatGPT as a case study of using chatbots in education. Ahmed Tlili, Boulus Shehata, Michael Agyemang Adarkwah, Aras Bozkurt, Daniel T. Hickey, Ronghuai Huang & Brighter Agyemang. Smart Learning Environments, SpringerOpen, 22 February 2023.

<u>Open Al in Education, the Responsible and Ethical Use of ChatGPT Towards Lifelong Learning</u>. Dr. David Mhlanga, Senior Researcher. University of Johannesburg. SSRN, Elsevier, 13 Feb 2023: 19.

<u>ChatGPT for Seniors: The Basics Plus 30 Ways to Use it</u>. David Goldstein.

BoomerBuyerGuides, Henderson, Nevada. February 12, 2023.

<u>ChatGPT and Al Text Generators: Should Academia Adapt or Resist?</u> Yvette Mucharraz y Cano, Francesco Venuti, and Ricardo Herrera Martinez. Harvard Business Publications, Education, February 1, 2023.

<u>ChatGPT is changing education, Al experts say — but how?</u> Lukas Stock. Deutsche Welle (DW), Science, January 24, 2023.

# Additional links are published at

Global Network of Associations & Networks: Retirees Developing Silver Economy