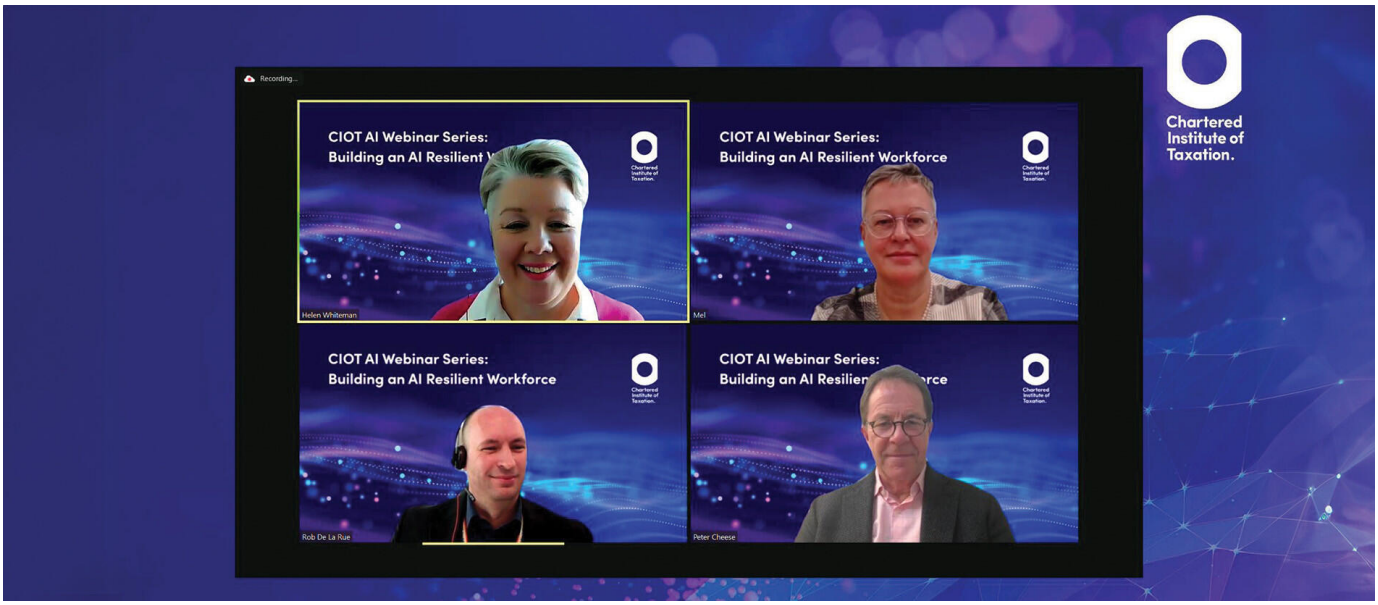
CIOT AI webinar series: Building an AI resilient workforce

Briefings



24 January 2025

CIOT Chief Executive Helen Whiteman chaired the webinar, exploring the knowledge and skills that we will need to leverage AI and build an AI resilient workforce.

As artificial intelligence continues to shape the future of work, professionals across industries must develop skills and strategies to thrive with evolving technology. Tax technology is advancing rapidly, requiring professionals to adapt swiftly.

Helen set the scene, discussing how AI challenges our traditional understanding of expertise. It can automate tasks, analyse complex data sets and generate insights that previously took hours. As these tools grow more powerful, they demand a shift in approach.

AI is no longer just another tool; we need to see it as a partner. This requires proactive learning and a willingness to rethink how we deliver value. We are living in an era where AI has transitioned from a distant concept to an integral part of daily

life. From apps that understand preferences to AI tools streamlining workflows, this technology isn't just coming – it's already here. Tax advisers and professionals in service industries are witnessing this first hand, impacting how we work and what clients expect.

The webinar featured a distinguished panel, including Peter Cheese, Chief Executive, CIPD; Mel Newton, Partner, Financial Services People Consulting, KPMG; and Robert De La Rue, Partner, RSM. Each provided valuable insights and practical strategies for adapting to AI's growing influence.

Peter Cheese opened the discussion, highlighting the vital role of HR in shaping a skilled, capable and culturally aligned workforce with strong leadership and management. He emphasised HR's responsibility in navigating the impact of AI on jobs and skills, and for the use of training and awareness programs to ensure that AI is implemented effectively and responsibly.

Mel Newton highlighted the report co-authored and published by KPMG and the City of London Corporation, 'The future of AI and the workforce', shedding light on AI's role in the workplace and its impact on job roles and hierarchies. Key findings focused on adoption, risk, opportunities, skills, talent and policy.

Rob De La Rue discussed AI's effects on tax professionals and its expected impacts. He highlighted that this will be significant in the short term, with AI propelling us into a new age of business.

In closing, Helen reminded delegates that adapting to AI doesn't require overhauling your entire business or spending hours on new software. It's about gradually leveraging AI to make working life easier, allowing more focus on delivering value to clients.

You can access a recording of this and other webinars in the CIOT AI Webinar Series at www.tax.org.uk/ciot-ai-webinar-series. You can also register your interest for our Tax Technology conference on 4 June at www.tax.org.uk/tax-technology-conference-2025