

## **Role 1: You are an Employee who was just made redundant**

**You have received a new email:**

**Subject:** Notice of Position Redundancy

Dear Employee,

We regret to inform you that, following a comprehensive strategic review of our operations, your role as Export Operations Specialist will be made redundant effective from today.

Over the past year, our organization has significantly invested in advanced AI-driven automation systems, including agentic AI capable of independently managing export documentation, compliance validation, and logistics coordination. These systems have demonstrated the ability to perform tasks previously handled by human employees with increased speed, accuracy, and scalability.

This transformation is part of a broader shift toward digitalization, allowing us to remain competitive in a rapidly evolving global market. Unfortunately, as a result, several roles—including yours—have become redundant.

We understand that this decision deeply impacts you. Please know that this is not a reflection of your performance or dedication, which we sincerely value and appreciate. To support your transition, we are offering references appreciating your work.

We thank you for your contributions and commitment to the company and wish you success in your future endeavors.

Sincerely,

Export Manager

Multinational firm

### **Reflection Questions:**

- What do you do next—emotionally, practically, and strategically?
- How do you continue building your career in a world increasingly shaped by AI?
- What skills might you need to remain relevant?
- Who (organizations, governments, employers) could support your transition?

## **Role 2: You are an Executive of a multinational corporation**

Confidential Executive Reflection Note

**Subject:** Strategic Automation of Export Operations

As a senior manager, I am currently evaluating the implementation of agentic AI systems to fully automate our export operations processes. These systems have the potential to replace a significant portion of human labor currently required for tasks such as documentation, compliance monitoring, and shipment coordination.

### **Strategic Advantages:**

- Increased efficiency and cost reductions
- 24/7 operational capability
- Reduced human error and compliance risk
- Scalability across global markets

### **The transition requires careful planning, including:**

- Phased implementation and testing
- Change management strategies
- Communication with employees and stakeholders
- Investment in retraining programs
- Evaluation of legal and regulatory implications

This decision sits at the intersection of economic performance, ethics, and social responsibility. While automation is inevitable, how we implement it defines our organizational values.

### **Reflection Questions:**

- What do you do—implement automation fully, partially, or delay it?
- What factors (ethical, financial, social, strategic) and risks must be considered before making these decisions?
- Does your company need to balance profitability with responsibility toward employees? Why yes, and why no?
- What obligations does leadership have in managing workforce transitions? How can the change be managed in socially and economically sustainable way?

## **Role 3: You are a Policymaker who has mandated agentic AI development in your region and attracted FDI for this purpose**

### **Policy Reflection Brief**

**Subject:** Economic Transformation and Emerging Social Risks

Several years ago, we strongly supported the adoption of agentic AI technologies and digitalization, encouraging foreign direct investment (FDI) in high-tech industries. These efforts successfully generated economic growth, increased productivity, and positioned our region as a hub for innovation.

However, recent developments reveal a more complex reality.

The rapid deployment of AI systems has led to large-scale job displacement, particularly in administrative and operational roles. Entire segments of the workforce are becoming redundant at a pace that exceeds our ability to reskill and redeploy them.

Emerging Concerns:

- Rising unemployment and income inequality
- Social unrest and declining trust in institutions
- Regional economic imbalances
- Skills mismatch between labor supply and demand
- Pressure on social welfare systems

While initial economic indicators were positive, the long-term consequences now pose a risk of social crisis if not addressed urgently.

The core challenge is aligning technological advancement with social stability and inclusive growth. This requires a redesign of policy frameworks to better anticipate and mitigate disruption.

### **Reflection Questions:**

- What do you do in this situation as a policymaker?
- What must be done to prevent the spreading of social unrest and economic inequality?
- How should governments balance innovation with social protection?
- What policies (education, taxation, labor laws, welfare systems) need to change to ensure this situation does not escalate even further?

## **Role 4: You are an IT Developer who has just received a task from a new client**

### **Project Task Description**

**Title:** Development of Agentic AI for Export Operations Automation

You are part of a team of highly skilled IT developers tasked with designing and deploying an agentic AI system capable of fully automating export handling operations for a multinational corporation.

### **Project Objective:**

Develop an AI-driven system that can independently:

- Process export documentation
- Ensure regulatory compliance across jurisdictions
- Coordinate logistics and shipment scheduling
- Detect and resolve operational anomalies
- Adapt to changing regulations and business contexts

### **Key Requirements:**

- High accuracy and reliability
- Explainability and transparency in decision-making
- Scalability across global markets
- Integration with existing enterprise systems
- Robust cybersecurity and data protection

### **Reflection Questions:**

- What must be considered to ensure your AI solution is successful (including and beyond technical performance)?
- How do you define “success” for this project—and why?
- What responsibilities do you have as developers in shaping societal outcomes?
- Should you design systems that remain aligned with human values? Why yes? and why no?