

Differential Older Workers' Experience with Technology-
related Changes during the COVID-19 Pandemic: A
Response

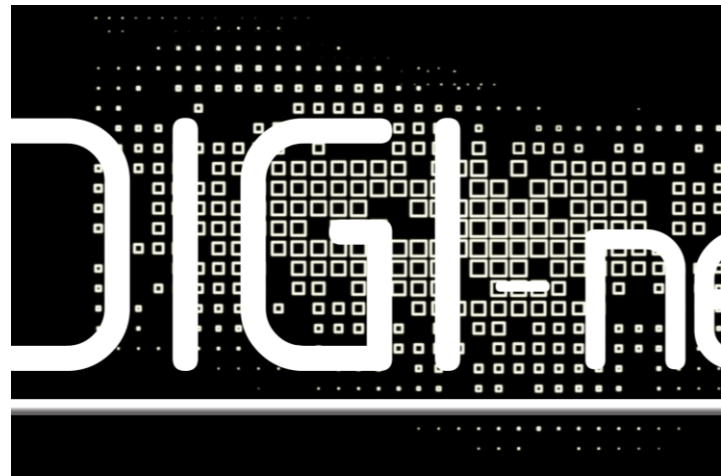
Professor Matthew Flynn, University of
Leicester



About Me

- Professor of Work and Employment, University of Leicester
- Research on age management, social dialogue, career change
- Working Group Lead at Dignet: Employer practices on digitalization & age inequalities

(www.digneteu.eu)



My Remit: Policy Implications for HRM

What should interventions be about?

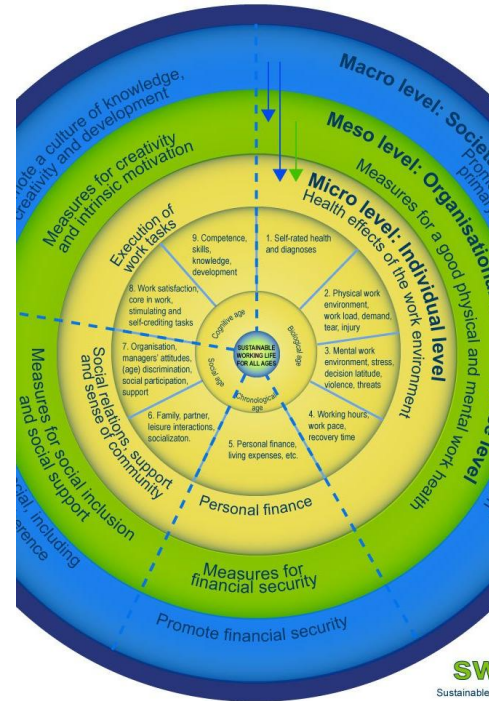
1) Ensure all older workers have foundational digital skills

2) Provide access to training, skills, and resources for latest tech

3) Help workers struggling with tech transition to sustainable jobs

Raising Foundational Digital Skills

- Government's role due to wider social benefits
- Examples:
- Sweden – SWAGE Programme: swage.org/en/
- Portugal – Embrego Plus: iefp.pt/en/formacao-emprego-digital
- UK – Essential Digital Skills Framework: gov.uk/government/publication/s/essential-digital-skills-framework



SW Sustainable v

NEWS
in VET
Portugal



Empowering Older Workers with New Tech

- VUCA world: Skills constantly evolving
- Challenge ageist assumptions (digital natives vs immigrants)
- Encourage adaptive skills and AI use
- Promote intergenerational collaboration
- Example: Chatbots facilitating collaboration
- Meta: These slides created with the help of ChatGPT





Supporting Displaced Workers

- UK: 44% of jobs could be disrupted by AI (IPPR)
- Mid-life Career Review (UK): Not funded beyond pilot
- Veteran support model: secondmission.org.uk
- Singapore: SkillsFuture Mid-career Support



Trade Union Involvement

- Germany: Collective agreements for adaptive support
- UK: Learning Reps identify workforce skills needs
- UK: Health & Safety Reps ensured safe remote work during COVID

Conclusion

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- AI and tech affect all workers
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- Major challenge: Encourage older workers to adapt
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- Not just tech skills—adaptability is key
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- Opportunity to overcome age-based barriers
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