



Question of the Week

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Question

How can we ensure our employees are using AI responsibly?

ANSWER

In general, we recommend setting clear expectations for employee use of AI, training employees to use it safely, and holding employees accountable for the decisions they make with the aid of AI.

Your expectations for AI use are best captured in a policy or documented guidelines. Think of your AI policy as a roadmap for responsible and ethical use, tailored to your company's specific needs and goals. AI policies typically include approved tools and use cases, boundaries for use, prohibited uses, the process for getting uses approved, notable risks of using AI, and points of contact for questions.

Effective training teaches employees how to use approved AI tools, as well as how and when *not* to use them. While AI is a useful tool for many tasks, it is not yet reliable enough to be trusted for high-stakes work without human verification. Employers face real liability when AI-generated guidance is wrong, and the consequences can be significant. Careless use of AI can end up disclosing sensitive and confidential data. If your employees are using AI, they should know the risks and how to avoid them.

Ultimately, to ensure responsible use of AI, you have to enforce your rules and hold employees accountable for the results of their AI use. Recognize and reward employees who follow the rules and use AI to gain efficiencies or create value. Respond quickly if an employee fails to follow your policy, correcting the behavior as appropriate. And remind all employees that their

use of AI doesn't get them off the hook for work that doesn't meet your expectations.

You can learn more about AI in the workplace in our [guide](#). We also have a [policy template](#) to get you started.

This Q&A does not constitute legal advice and does not address state or local law.