

The Role of Artificial Intelligence in Workplace Well-Being

THE HEALTH PROJECT RESEARCH CORNER

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Artificial intelligence (AI) has quickly become embedded in our lives, with AI-powered products increasingly able to help professionals with creativity and productivity.

As well-being practitioners ourselves, we have observed how many platforms and tools are using AI to curate resources and suggest risk-lowering initiatives based on answers in health assessments. In these settings, AI functions as that long-desired personalization and insight engine to surface timely, relevant recommendations that meet individuals where they are, rather than relying on one-size-fits-all programming. AI is also being used to improve navigation and decision support, helping people understand benefits, care options, and next steps while intentionally keeping humans in the loop so that coaching, clinical judgment, and accountability remain central.

Administratively, we use AI to quickly run reports and make suggestions to improve communication or engagement. AI can create a flyer in 30 seconds based on prompts, a process that might take an individual 30 minutes. AI can also be used to more effectively analyze data trends and improve outcomes, critical differentiators for demonstrating business value.

In an article published in 2024, [Garcia-Madurga et al](#) present a systematic review of research from cross-industry studies published between 2018 and 2023 that examined how AI is influencing workplace well-being.

Here are 7 key takeaways from the article that complement our own experience and provide new opportunities to enhance the practice of well-being:

1) AI is emerging as a powerful tool for continuous mental health monitoring—not a substitute for human support. AI systems can unobtrusively track stress, mood, fatigue, and behavioral patterns using multimodal data such as pulse, speech, motion, and electrodermal activity.

Practical application: Practitioners can integrate AI-enabled sensing or sentiment tools to complement—not replace—manager check-ins and EAP pathways, enabling earlier identification of strain while maintaining human oversight and trust.

2) Early detection of psychosocial risk is one of AI’s validated contributions. Machine learning models can predict stress, burnout risk, and even occupational accident likelihood by analyzing patterns in physiological, behavioral, and environmental data.

Practical application: Use AI-based dashboards to flag emerging risks (e.g., workload spikes, ergonomic strain, safety anomalies) so practitioners can intervene proactively rather than relying on lagging indicators like claims or absenteeism.

3) AI-enabled emotional support tools can expand access—but trust and psychological safety determine effectiveness. Chatbots and virtual agents can provide real-time emotional support, but employee perceptions of surveillance, job insecurity, and algorithmic control can undermine well-being.

Practical application: Deploy AI mental health tools only with transparent communication, clear data boundaries, and voluntary

participation. Emphasize confidentiality and pair digital tools with human-led psychological support.

- 4) Personalized wellness programs are strengthened—not replaced—by AI.** Wearables, mobile apps, and predictive models can tailor recommendations for physical activity, ergonomics, musculoskeletal health, and preventive behaviors.

Practical application: Use AI to personalize nudges, ergonomic guidance, and preventive care pathways while keeping program design anchored in evidence-based health promotion and human coaching.

- 5) AI enhances administrative efficiency and learning.** AI can streamline reporting, automate routine tasks, and support adaptive learning and skill development.

Practical application: Apply AI to automate data synthesis, generate insights, and support personalized learning journeys. For wellness practitioners, this frees up time to focus on strategy and relationship-building.

- 6) Ethical governance is non-negotiable as AI becomes more embedded in workplace systems.** Risks include privacy violations, algorithmic bias, reduced autonomy, and psychological strain from perceived surveillance.

Practical application: Establish governance frameworks that include transparency, opt-in consent, bias audits, data minimization, and human-in-the-loop decision-making. Position AI as supportive—not supervisory.

7) AI adoption requires upskilling leaders and employees—not just deploying technology. Successful integration depends on digital literacy, informal learning, and structured management practices that help employees adapt.

Practical application: Invest in leader capability building around AI literacy, change management, and ethical use. Provide employees with training that builds confidence and reduces fear of displacement.

The Bottom Line: AI is a useful tool for personalization, prevention, and efficiency, but its success in well-being programs depends heavily on trust, transparency, and responsible implementation. We encourage you to read the [original article](#).¹

¹ García-Madurga, M.-Á., Gil-Lacruz, A.-I., Saz-Gil, I., & Gil-Lacruz, M. (2024). The Role of Artificial Intelligence in Improving Workplace Well-Being: A Systematic Review. *Businesses*, 4(3), 389-410.

While this review provides valuable global insights, U.S. employers should interpret the findings within the context of a more complex employer-sponsored benefits landscape, an evolving regulatory environment, and heightened expectations around data privacy and employer responsibility.

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This post was refined with AI-assisted editing for clarity and brevity.