# Millennials take the lead in AI-driven workplace transformation



Millennials are emerging as the quiet but powerful leaders of the artificial intelligence revolution in the workplace, according to a new survey by Slack, a Salesforce company. One in three millennial workers, aged 28 to 43, now use generative AI tools daily, with a further 25% engaging with them several times a week.

This cohort not only adopts AI more readily than others but also shows greater understanding and trust in its capabilities—using it to boost productivity, automate routine tasks and focus on high-value work.

The surge in millennial-led AI adoption reflects broader industry trends. A recent Salesforce report found a 233% increase in daily AI use among desk workers over the past six months, with 60% now using such tools regularly. Millennials are leading this growth, slightly ahead of Generation Z, with 33% using AI daily compared to 28% of Gen Z. These users also report improved productivity, focus and job satisfaction, highlighting the tangible benefits AI brings to modern workplaces.

Generation Z, while close behind in adoption, mainly engages with AI in educational and personal settings. Surveys show that 93% of Gen Z knowledge workers use at least two AI tools weekly, including platforms like ChatGPT and DALL-E. However, this familiarity has yet to fully translate into workplace confidence, with many younger employees still adapting to AI in formal environments.

Lucas Puente, Vice President of Research at Slack, said Gen Z is “very comfortable with AI tools but hasn’t yet translated that familiarity into workplace confidence.” This opens the door for millennials, who bring deeper professional experience, to serve as mentors.

Jenny Simmons, Vice President and Global Head of Enterprise Learning at Salesforce, underlined the need for sound judgement in AI use: “Team members need to understand which tools they should be using, where they’re allowed to put sensitive data into the system and where they shouldn’t. The cohort that’s been in the office for a while will know the types of outputs the company is looking for and how to check that against what things like AI agents are doing.”

As AI reshapes work, human skills remain essential. Gemma Quinn, Salesforce’s Vice President of Global University Recruiting, highlighted networking as one such skill: “When you come out of university and into a large company, one of the first things you need to learn is why networking is so important,” she said, noting that collaboration across departments complements AI-driven efficiencies.

Fears that AI will displace entry-level jobs have been tempered by industry leaders. Quinn said AI will not eliminate these roles but will evolve them: “Newly hired employees will be able to do a lot more than they could even a few years ago because of this technology.” Nearly all surveyed users—96%—reported using AI to complete tasks beyond their existing skillsets, confirming its role as a productivity multiplier.

Still, perceptions of AI remain mixed. While 42% of workers express excitement about offloading parts of their current job to AI, 31% remain neutral and 27% are concerned. Half of executives surveyed feel a high urgency to implement AI, indicating rapid organisational uptake that must be carefully managed.

Millennials are setting the pace in workplace AI adoption—not just increasing output, but transforming how work is done. As mentors to Gen Z and champions of responsible AI use, they are positioned to lead the UK into a new era of innovation.

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## Bibliography

1. <https://www.thearabianstories.com/2025/08/28/millennials-lead-ai-revolution-at-workplace-survey/> - Please view link - unable to able to access data
2. <https://www.salesforce.com/news/stories/how-millenials-can-boost-ai-adoption/> - A Salesforce article highlights that millennials are leading the AI revolution in the workplace. The piece discusses a survey revealing that one in three workers aged 28–43 use generative AI tools daily, with another 25% using them multiple times per week. Millennials are also more likely to understand and trust AI agents, leveraging the technology to boost productivity, automate repetitive tasks, and focus on strategic work. The article also notes that while Gen Z is not far behind, their AI usage is primarily for educational and personal projects, and they haven't established the same level of comfort in the workforce.
3. <https://www.salesforce.com/in/news/stories/daily-ai-workforce-use-growth/> - This Salesforce article reports a significant increase in AI adoption among desk workers, with daily AI usage rising by 233% over six months. The survey of 5,000 global desk workers found that 60% now use AI, and 40% engage with AI agents. Workers using AI daily report higher productivity, focus, and job satisfaction. The article also highlights that millennials are emerging as the most active adopters of AI in the workplace, with 33% using AI daily, narrowly ahead of Gen Z at 28%. Notably, 96% of AI users say they've used the technology to complete tasks beyond their existing skillsets.
4. <https://www.salesforceben.com/ai-in-the-workplace-slack-study-points-at-rapid-growth-and-mixed-emotions/> - An article on Salesforce Ben discusses a Slack study revealing a 24% acceleration in AI use in the workplace over the past quarter. The survey indicates that 80% of those using AI say the technology is already improving their productivity. However, desk worker perceptions remain mixed, with 42% excited about AI handling tasks from their current job, 31% neutral, and 27% concerned. The study also highlights that nearly all executives feel pressure to integrate AI tools into their organization, with half feeling a high degree of urgency.
5. <https://www.itweb.co.za/article/ai-adoption-among-desk-workers-surges-233-in-six-months-salesforce-reports/kLgB17ezAdWM59N4> - This ITWeb article reports on a Salesforce study showing a 233% surge in daily AI usage among desk workers over six months. The survey found that 60% of desk workers use AI, with 40% engaging with AI agents. Workers using AI daily report higher productivity, focus, and job satisfaction. The article also notes that millennials are leading AI adoption in the workplace, with 33% using AI daily, narrowly ahead of Gen Z at 28%. Additionally, 96% of AI users have used the technology to complete tasks beyond their existing skillsets.
6. <https://www.axios.com/2024/11/25/gen-z-ai-work-survey> - An Axios article reports on a Google Workspace survey indicating that nearly all Gen Z knowledge workers, aged 22 to 27, are utilizing generative AI tools regularly. The survey reveals that 93% of Gen Z respondents use at least two AI tools weekly, including ChatGPT, DALL-E, and Otter.ai. These younger workers employ AI for various tasks such as revising emails, taking meeting notes, and brainstorming ideas. The article highlights that while Gen Z is leading AI adoption, companies have yet to fully benefit from their new hires' AI experience.
7. <https://www.zawya.com/en/business/technology-and-telecom/millennials-quietly-leading-the-ai-revolution-says-report-vrkefhkv> - A Zawya article discusses a Slack survey revealing that millennials have embraced artificial intelligence more fully than any other generation. The survey found that one in three workers aged 28–43 use generative AI tools daily, and another 25% use them multiple times per week. Millennials are also more likely to understand and trust AI agents, leveraging the technology to boost productivity, automate repetitive tasks, and focus on strategic work. The article also notes that while Gen Z is not far behind, their AI usage is primarily for educational and personal projects, and they haven't established the same level of comfort in the workforce.