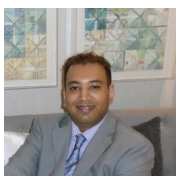
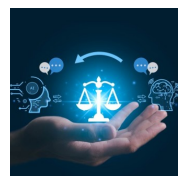
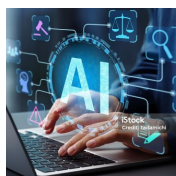




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## What is AI literacy, who needs it, and how to build it effectively and responsibly?

Recent developments on the technology frontier, including the emergence and broader adoption of AI in organisations, signal that advancing AI literacy is now a national and global priority. This raises a series of important initial questions: What exactly is AI literacy? Who needs it, and how can AI literacy be built effectively and responsibly?

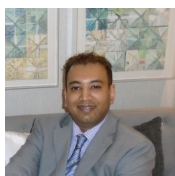
AI literacy, by definition, encompasses a combination of technical, social, and ethical knowledge, skills, and attitudes. According to one prominent definition, AI literacy refers to "a set of competencies that enables individuals to evaluate AI technologies critically; communicate and collaborate effectively with AI; and use AI as a tool online, at home, and in the workplace." (Schiff, et al., 2025).

Who needs AI literacy? The answer is everyone, from employees, researchers, students, and governments who are already using it, to ordinary people from all walks of life who are contending with its growing impact on society. Thus, every industry, sector and arena of society is now involved with and affected by AI, even if this is not always easy for ordinary people to grasp and foresee.

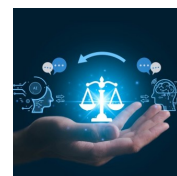
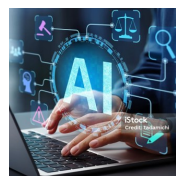
Exactly how much AI literacy everyone needs and how to administer that level of AI literacy across the population is a much more challenging question. Are quick HR training sessions enough, or do we need to embed AI literacy across K-12 curricula and then deliver university courses and hands-on workshops to undergraduate and postgraduate students? There is still much that researchers do not know and have no answers to regarding the effects of AI on society, which leads to the necessity to measure AI literacy and the effectiveness of different AI literacy training approaches. While a growing global and national consensus exists that AI literacy is crucial, there is a lack of consensus on how to accurately assess individuals' AI literacy levels and how to administer AI literacy programs to the population effectively.



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A recent review study identified more than a dozen questionnaires designed to measure AI literacy, the vast majority of which rely on self-reported responses to questions and statements such as "I feel confident about using AI." There is also a lack of testing to determine whether these questionnaires are effective for people from diverse cultural backgrounds (Schiff, et al., 2025).

Governments, universities and industry are trying to advance AI literacy. Despite these efforts, these initiatives face an unclear and evolving understanding of AI literacy. They also face challenges in measuring effectiveness and have limited knowledge of what AI literacy teaching approaches are practical. There are also long-standing issues regarding equity, such as access to schools, communities, and under-resourced segments of the population.

#### How to Deliver AI Literacy

The EU AI Act outlines several methodologies to promote AI literacy and adopts an intentionally flexible approach to methodology. There is no prescribed format, certification, or duration. Organisations can adopt the delivery mechanism best suited to their corporate culture and resources (Suarez, 2025).

Examples include:

- **In-person seminars** for teams using high-risk AI or handling sensitive applications.
- **E-learning modules** are integrated into the company's Learning Management System (LMS) for general awareness and role-specific training.
- **Blended learning** where foundational AI concepts are taught online, followed by targeted workshops for higher-risk cases.
- **Tool-specific onboarding** for employees with access to particular AI systems, covering both functionality and compliance boundaries.

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For many organisations, embedding AI literacy training into an existing LMS will be the most cost-efficient method. However, a blended approach offers the best balance between broad coverage and targeted depth (Suarez, 2025).

AI in the Workplace 2025 | Section 3. Bridging the AI Adoption and Productivity Divide

### Learning by Doing: Organisations Are Figuring AI Out As They Go



While AI adoption is growing, structured training remains inconsistent across organisations. 41% of employers say they do not currently offer any AI-related training, suggesting that many employees are using AI tools without formal guidance or support.

When asked about preferred training methods, employers favour informal, practical, and embedded approaches. The top choices include on-the-job learning with AI tools, peer-to-peer knowledge sharing, and in-house workshops or webinars. Many also value access to a repository of AI best practices and use cases that teams can draw from as needed.



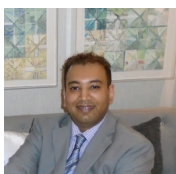
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In a recent report by the Digital Education Council, when asked about preferred training methods, employers favoured informal, practical, and embedded approaches to AI literacy. The top choices included on-the-job learning with AI tools, peer-to-peer knowledge sharing, and in-house workshops or webinars. Many also valued access to a repository of AI best practices, and they also used cases that teams could draw from as needed (Digital Education Council, 2025). Thus, informal, practical, and embedded approaches to AI literacy are the preferred choice among employers and companies.

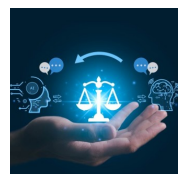
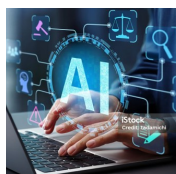
However, while AI literacy and adoption are growing, structured AI literacy training remains inconsistent across organisations. 41% of employers say they do not currently offer any AI-related training, suggesting that many employees are using AI tools without any formal guidance or support from their organisations, which is a dire cause for alarm and caution (Digital Education Council, 2025).



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