NATIONAL ACADEMIES *Sciences Engineering Medicine*   **AMERICAN PSYCHOLOGICAL ASSOCIATION**

HUMAN FACTORS and ERGONOMICS SOCIETY   SHRM

AI-enabled technology is reshaping the workplace, but the impact of technology is often discussed for those in the office, and not as often for those on the front-line (e.g., retail, healthcare, construction, food services). This webinar will discuss how front-line worker's jobs will be reshaped, and the research needed to enhance frontline worker's understanding of AI as a workplace partner.

This event is sponsored by the National Academies' Board on Human-Systems Integration (BOHSI), in conjunction with the American Psychological Association (APA), the Human Factors and Ergonomics Society (HFES), and the Society for Human Resource Management (SHRM).

Beth M. Schwartz, PhD, is the Associate Director in the Office of Applied Psychology at the American Psychological Association (APA) where her work focuses on applying psychological and behavioral science to promote human performance and well-being. Initiatives include workplace psychology, human-technology interaction, legal psychology, and climate change psychology. Working alongside experts across the field of psychology, Dr. Schwartz's focus is to connect psychological science to real-world issues. She started her career in higher education, first as a faculty member at Randolph College (founded as Randolph-Macon Woman's College) in the department of psychology where she was the Thoresen '23 Professor of Psychology, and the Assistant Dean of the College. She then served as Provost at Heidelberg University, and finally as Provost at Endicott College overseeing the division as Chief Academic Officer. Beth received her BA from Colby College, and her PhD in cognitive psychology from SUNY at Buffalo. She is a long-standing member of APA and a Fellow of APA's Division 2, the Society for the Teaching of Psychology. Her publications include articles in the *Journal of Higher Education*, and in *Ethics & Behavior,* and numerous books including *Evidenced-Based Tools and Techniques for University Teaching*, *Optimizing Teaching and Learning: Practicing Pedagogical Research*, and a series of books published by Sage that serve as resources for students learning the intricacies of APA style, research design, statistics, and presentations. Beth has been recognized for her excellence in teaching and in scholarship with the Gillie A. Larew Excellence in Teaching Award from Randolph, the American Psychology-Law Society Outstanding Teaching and Mentoring Award, the Katherine Graves Davidson Excellence in Scholarship Award at Randolph, and the Distinguished Faculty Achievement Certificate from the State Council of Higher Education for Virginia. Outside of work, Dr. Schwartz lives on the coast of Massachusetts in Manchester-by-the-Sea and loves heading out with her husband Doc and Springer Spaniel Riley on their boat, appropriately named "Life of Riley."

Mindy Shoss, PhD, is a Professor in the Department of Psychology at the University of Central Florida. Her research focuses on the intersection of occupational health psychology and the future of work, including such topics as job insecurity and precarious work, the integration of artificial intelligence and robotics in the workplace, worker well-being, and adaptation to change.

Dr. Shoss has authored more than 100 research articles and book chapters, and was co-editor of *The Cambridge Handbook of the Changing Nature of Work*. Her work has appeared in top outlets and has attracted more than $2.5 million in external funding from the Army Research Institute, National Institute for Occupational Safety and Health, National Science Foundation, Army Research Office, and Society for Human Resource Management Foundation. Dr. Shoss has been recognized as a Fellow of the Society for Industrial and Organizational Psychology, a Fellow of the Global Labour Organization, and an Honorary Professor at Australian Catholic University. She was the 2021 recipient of the Gwendolyn Puryear Keita Award for Social Justice and the Welfare of Working People, an award given jointly by the National Institute for Occupational Safety and Health and the American Psychological Association. Dr. Shoss serves as Associate Editor of the *Journal of Occupational Health Psychology.* Additionally, she is a member of the American Psychological Association's Future of Work Advisory Committee and a member of the National Institute for Occupational Safety and Health's Healthy Work Design and Well-Being Cross-Sector Council. Through these roles, she has advised the U.S. Congress Future of Work Caucus, the U.S. Office of the Surgeon General, the American Psychological Association, the National Institute for Occupational Safety and Health, and various media outlets on the future of work and worker well-being. Dr. Shoss earned Ph.D. and M.A. degrees in Industrial/Organizational Psychology from the University of Houston, and a B.A. from Washington University in St. Louis with majors in Psychology and Economics and a minor in Applied Statistics and Computation.

John D. Lee, PhD, is the Emerson Electric Professor at the University of Wisconsin-Madison. He investigates the issues of human-automation interaction, particularly trust in automation. John has investigated trust in domains that include UAVs, maritime operations, highly automated vehicles, and deep space exploration. His work also involves assessing interface and interaction methods to enhance trust calibration, as well as statistical approaches to assess trust and user state estimation. He helped to edit the Handbook of Cognitive Engineering, the APA Handbook of Human Systems Integration, Handbook of Human Factors for Automated, Connected, and Intelligent Vehicles, and is also a co-author of a popular textbook: Designing for People: An introduction to human factors engineering. Dr. Lee graduated with a PhD in Mechanical Engineering (1992) and MS in Industrial Engineering (1989) from the University of Illinois, and a BS in Mechanical Engineering (1988) and BA in Psychology (1987) from Lehigh University.