

Training Older Adults in the Era of AI: What Works, What Doesn't

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Abstract

As artificial intelligence becomes more common in the workplace, older adults face new challenges in learning and adapting to these technologies. Many of them risk being excluded from digital changes if training is not designed with their needs in mind. This paper reviews international studies on how older generations experience AI-related training at work and reflects on what these findings mean for the Albanian context.

The literature shows that training is more effective when it is simple, practical, and linked to real job tasks. Programs work better when they offer a friendly learning environment, allow people to go at their own pace, and include support from peers or younger colleagues. On the other hand, many programs fail because they are too fast, too technical, or not designed for different levels of digital knowledge.

Although there is little research specifically on Albania, early examples suggest that older workers here face similar challenges, especially in sectors where digital tools are new. This paper highlights how Albania can learn from international experiences to design better training programs.

Keywords: Older adults; Artificial intelligence; Workplace training; Digital inclusion