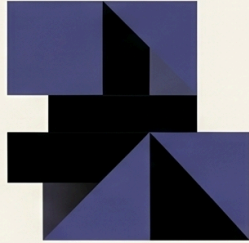


# THE GEN Z AI PARADOX: BRIDGING THE CONFIDENCE GAP

Despite being digital natives with increasing access to AI tools, Generation Z is experiencing a "confidence gap" characterized by plateauing usage and rising skepticism. This disconnect creates strategic risks for organizations.

## THE PARADOX OF ADOPTION VS. SENTIMENT

### DECLINING EMOTIONAL ENGAGEMENT



EXCITEMENT

**-14**  
PERCENTAGE POINTS (YOY)

ANGER

**+9**  
PERCENTAGE POINTS (YOY)



## INFRASTRUCTURE INCREASE VS. ENGAGEMENT STAGNATION

WORKER ACCESS TO AI (2025-2026)

**+50%**  
INCREASE

GEN Z WEEKLY USAGE (2025-2026)

**51%** (STABLE)  
PLATEAUED

RISK VS. BENEFIT PERCEPTION (2025-2026)

**NEGATIVE 48%**  
SEE MORE RISKS

## THE HUMAN TRUST PREMIUM

**69%**

TRUST HUMAN-ONLY OUTPUT

**28%**

TRUST AI-ASSISTED WORK

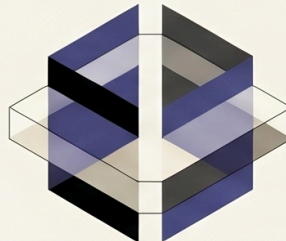
## FEARS OF COGNITIVE EROSION



**OVER 40%**  
FEAR AI WILL DAMAGE  
CRITICAL THINKING &  
CREATIVE CAPABILITIES

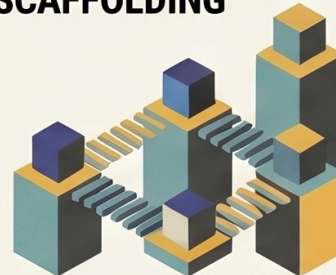
## EVIDENCE-BASED ORGANIZATIONAL RESPONSES

**PRIORITIZE RADICAL TRANSPARENCY**



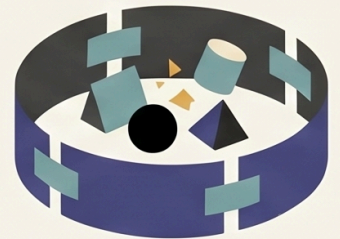
EXPLICITLY COMMUNICATE AI BOUNDARIES, LIMITATIONS, AND THE ESSENTIAL ROLE OF HUMAN JUDGMENT.

**IMPLEMENT "DEVELOPMENTAL SCAFFOLDING"**



POSITION AI AS A TOOL THAT SUPPORTS LEARNING RATHER THAN A REPLACEMENT FOR FOUNDATIONAL SKILLS.

**CULTIVATE PSYCHOLOGICAL SAFETY**



CREATE LOW-STAKES "SANDBOX" ENVIRONMENTS WHERE WORKERS CAN EXPERIMENT AND LEARN FROM AI ERRORS WITHOUT PENALTY.