

## Is Human Connection The New Job Security?

SOURCE: <https://www.youtube.com/watch?v=zwY34Xm3py8>

Feb 2026, BBC Global, 10.41 min by **Katty Kay**

Over the last few years, **advances in AI have sparked growing fears** that we're all **at risk of losing our jobs to chatbots**. But what if the jobs that become most valuable in an AI era are the ones where **human interaction** matters most? Katty Kay talks with business leader Jane Wurwand about her "**high touch**" **theory of AI** – and why she believes the roles that will **thrive** in the coming decades are those built around person-to-person connection. You're watching **New Normal with Katty Kay** – each week, we bring you conversations with expert guests about how our world is changing and what that means for our lives. Explore past episodes and get early access to new ones on BBC.com.



**NB!** These **TAKEAWAYS** come from the comments section of the video site 😊.

- 1) **@Fevebblefester (Feb 2026):** So in general the lowest paid and least valued jobs are safe?
- 1) **@Marina-st (Feb 2026):** Caring and compassion is what people do best? Have you ever met people? They are awful at it.
- 2) **@nikaa4237 (Feb 2026):** I did social work which is touted as an irreplaceable job and it's not for the faint hearted. It really is a calling and not everyone is cut out to be in therapeutic work.
- 3) **@balancemuse (Feb 2026):** She is so right about keeping reception and client support fully in the human job realm. Companies will regret it after going all in on customer service chat bots.
- 4) **@harvarkarbodie (Feb 2026):** I just had two human plumbers come to my house today, one in his twenties, the other probably in his sixties. They didn't touch me. They didn't say much. But they sure as hell fixed the leak in my water pipe that I have had.
- 5) **@PdogB (Feb 2026):** I believe the younger generations are being groomed to not need that human touch as described. It seems humans are going to have to evolve much faster than ever before or be left behind.
- 6) **@Omarabashe (Feb 2026):** Interesting take that soft skills are now the hard skills.
- 7) **@Mel-Obrien (Feb 2026):** So the "soft skills will become the hard skills" but on a soft skill salary. Because as much as it should be the case, I can't see companies paying people £60k because they're kind and empathetic.
- 8) **@xaviernursing6499 (Feb 2026):** The issue is that often humans in high touch jobs are losing this empathy and human touch because of work pressure, repetition, burn out .... I'm a Registered Nurse in the US and often I am surprised how much medical staff can become distant, cold and almost indifferent to human suffering or vulnerable patients (old, neurologically compromised, physically incapacitated, socially marginalized patients) Humanity is often overestimated, we can suck at being decent Men and Women even we are paid to do it...
- 9) **@SkAkbar (Feb 2026):** I have already seen tons of robots cooking, doing house work and even companies are focusing on empathy oriented robots with the help of AI
- 10) **@Ojaiandrew (Feb 2026):** These two women are correct for their generation and dead wrong for younger generations. Younger generations are less and less comfortable with personal connection and more and more prefer online, virtual services.