

Curious but Not Confident

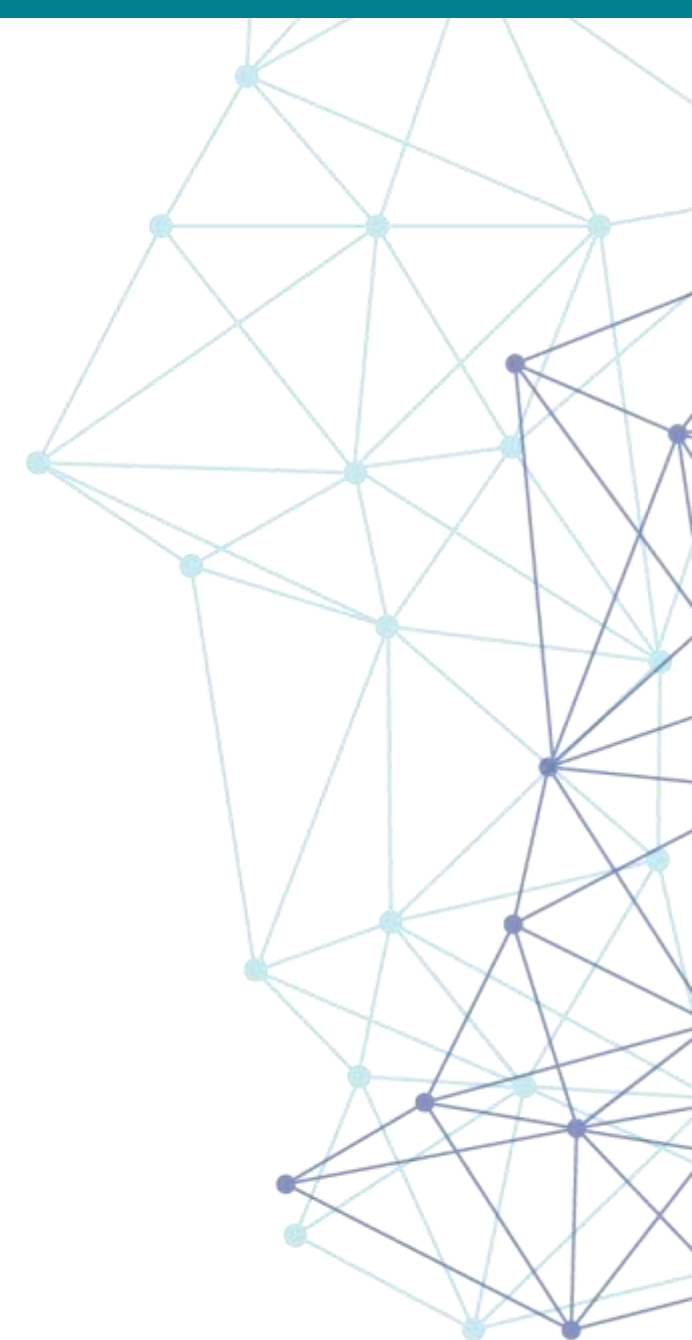
What 70 European Professionals
Revealed About Their AI Journey

User Survey Results | February 2026

70
professionals
surveyed

4
European
countries

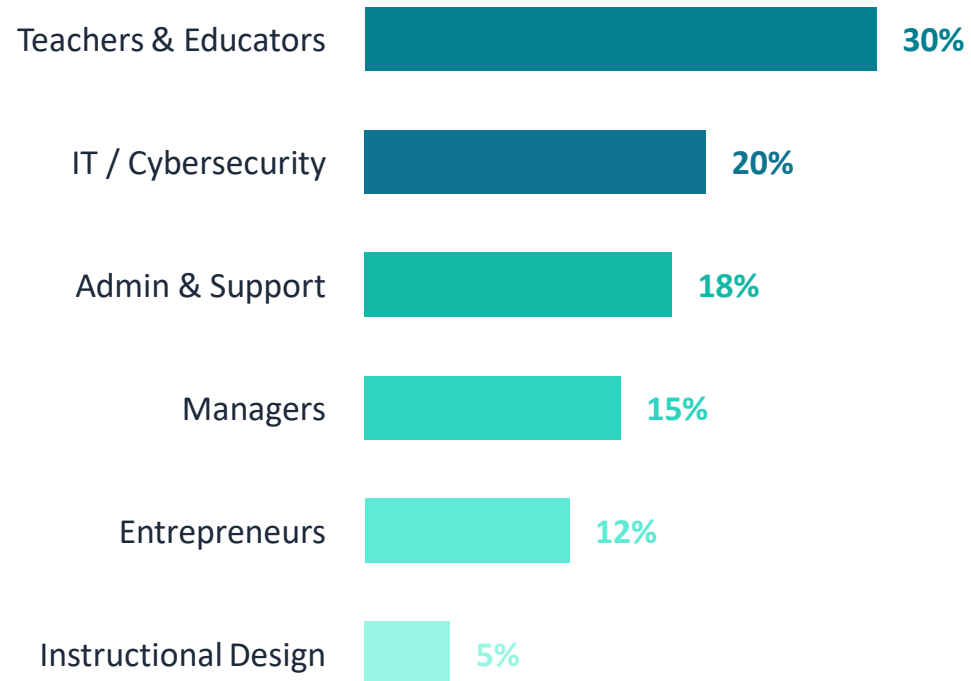
6
professional
roles



Who Responded?

70 completed surveys from professionals across Europe

Roles



Countries

Germany 30 | **Denmark** 22 | **France** 14

+ UK, Spain, Tunisia, US

24 based in Berlin | 13 in Halmstad | 8 in Paris

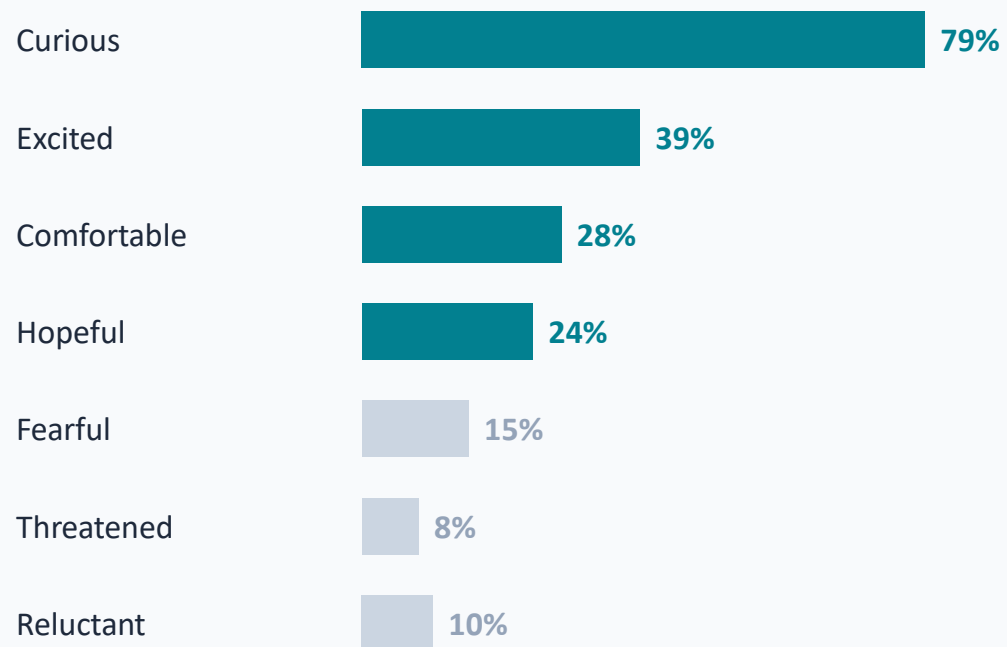
Work Experience

< 5 years	38%
5–10 years	21%
10–20 years	27%
20+ years	14%

Curious but Not Confident

High interest, moderate confidence, daily usage

How do you feel about AI?



Average Confidence

3.26 / 5

23%

slightly or not confident at all

Professional AI Interest

81%

already using AI or eager to learn deeply

51% use AI daily 23% weekly

The Self-Taught Generation

How professionals learned (or are learning) to use AI

91%

learned by experimenting
on their own

*Only 20% received any
training from their employer*

Other Learning Paths

31% Online courses & tutorials

20% Employer-provided training

14% Learned from colleagues

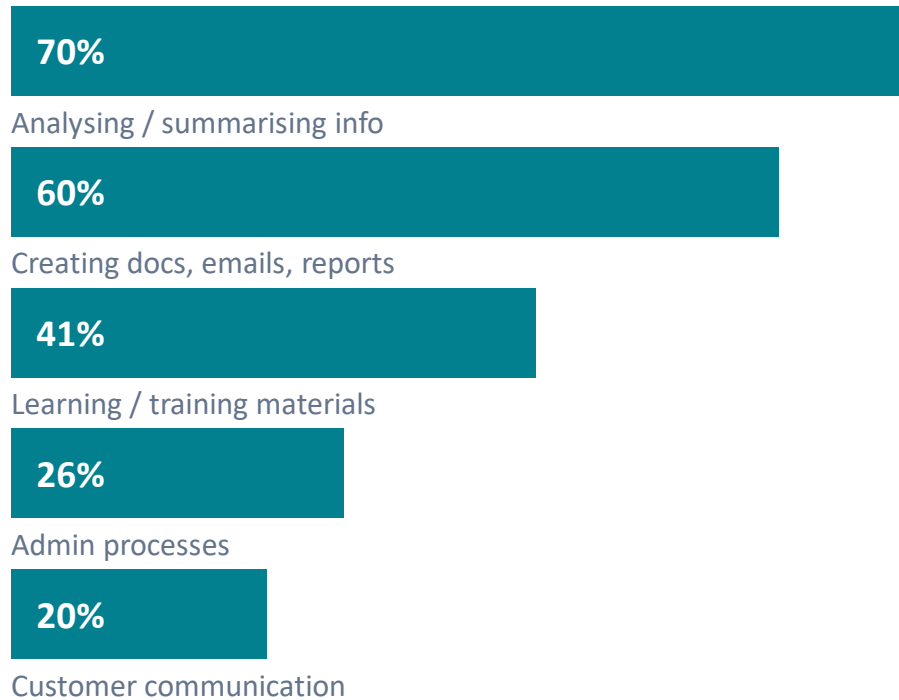
4% No training / rarely use

Organisations are leaving professionals to figure AI out on their own.

What People Use AI For & Want to Learn

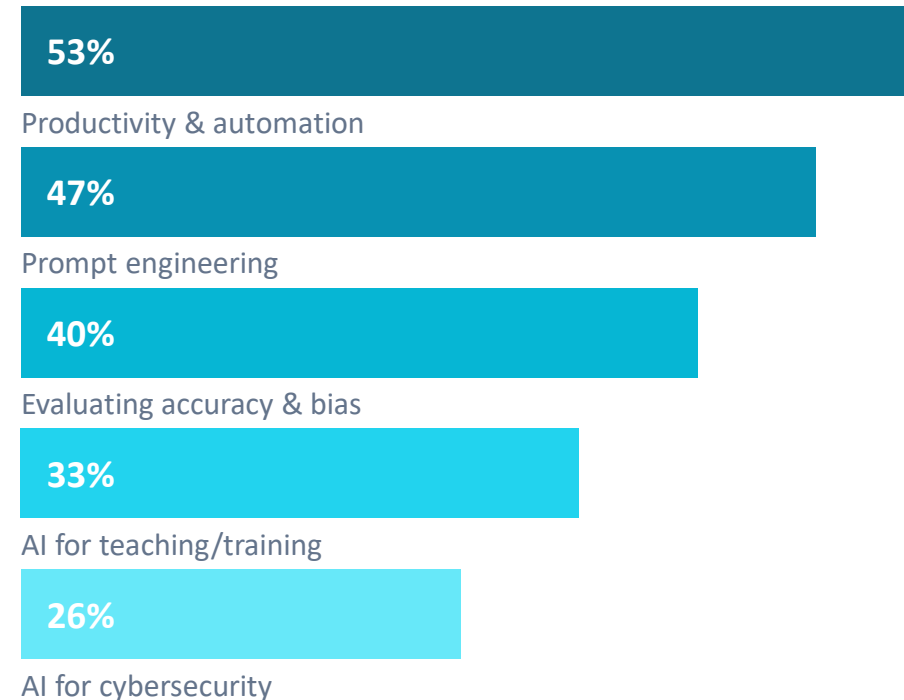
Top tasks for AI support

(select up to 3)



Skills people want to develop

(select up to 3)



Professionals want practical, immediately applicable skills, not abstract theory.

Where the Knowledge Gaps Are

Self-assessed awareness across AI topics (1–5 scale)



⚠️ Biggest gap: Legal / regulatory knowledge (EU AI Act) — avg. 2.86/5

What People Need to Feel Confident

Five themes from open-ended responses + top organisational barriers

1

Trust & Reliability

Verify outputs,
detect hallucinations

2

Privacy & Security

Data control,
transparent storage

3

Policies & Guidance

Workplace rules,
legal framework

4

Skills & Enablement

Prompt design,
automation tools

5

Practical Use Cases

Real examples,
daily application

Top barriers for managers & entrepreneurs:

60% lack of skills **30%** resistance to change **30%** legal uncertainty

Preferred learning format: **Interactive online course (50%)** | Practice time (30%) | Face-to-face (29%) | Certificates: mostly not important

- 01** Professionals are curious and actively using AI, but confidence lags behind enthusiasm — average 3.26/5.
- 02** 91% are self-taught. Organisations are not providing the structured training people need and want.
- 03** The biggest knowledge gap is around AI regulation (EU AI Act) — just as new laws take effect across Europe.
- 04** Trust, privacy, and practical use cases are what professionals need. They want hands-on, interactive learning.

LEAD-AI is building a blended, modular AI training programme for adult learners across Europe, informed directly by these findings.

