

AI in the Workplace

An HR Primer

Presented by:
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AGENDA

- AI 101: A Primer
- Generative AI + HR – Use Cases
- Concerns & Considerations
- Live Look at AI

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SPHR
Practice Director, Net at Work

I am not an attorney.

Attendees should discuss formal AI policies internally and with their own legal team.

Slide title

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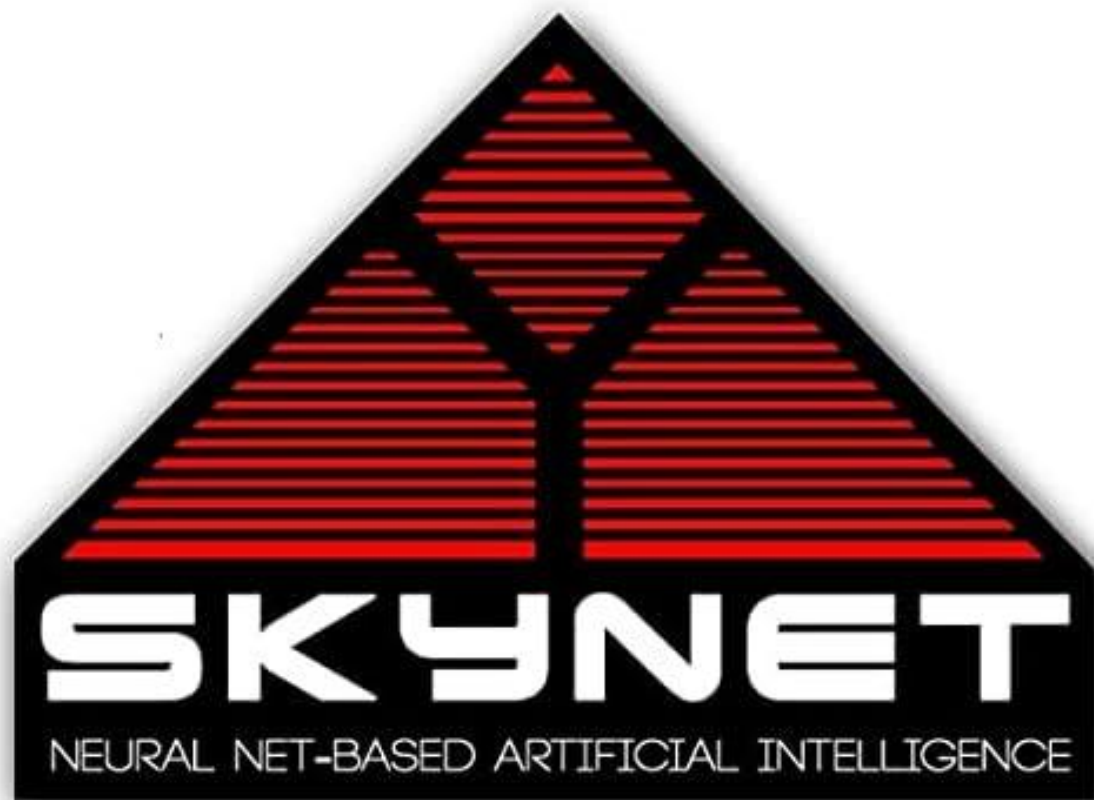
NOTE:

- Please minimize the number of slides in order to focus on the verbal delivery of content
- Avoid slides that use excessive wording (pictures and graphics are best)
- Ensure font size is at least 18 point or bigger

AI 101

A Primer





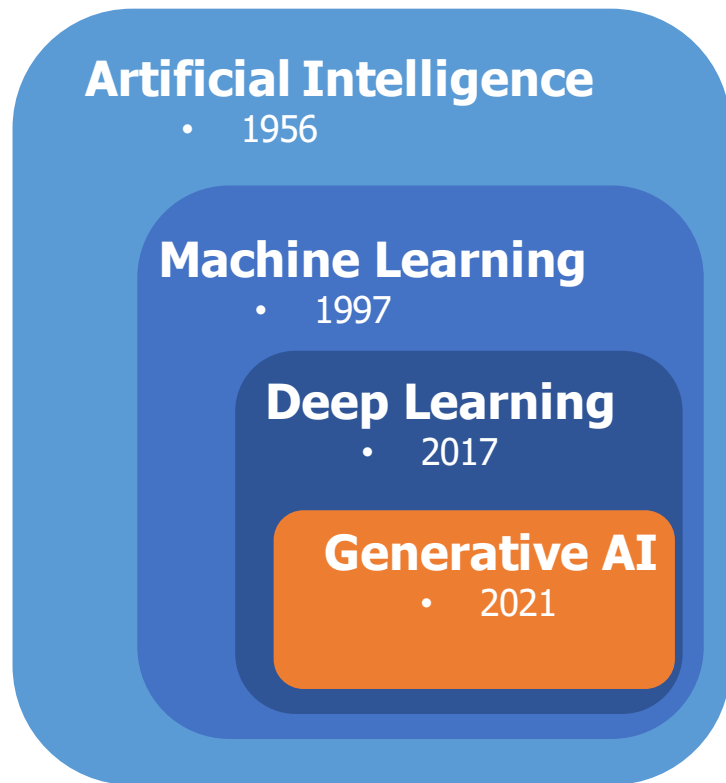
AI

*Artificial Intelligence is the development of computer systems to perform tasks **like** humans, think **like** humans, and learn **like** humans, and create **like** humans.*





Myth #1 - AI is new and not ready for prime time.



Social Media in HR

Harold Ford

HRMG Solutions

Objectives

- A (quick) Intro to Social Media
- How HR can Leverage the Social Universe
- Building a Social Media Strategy
- Web 2.0 Tools to Use
- World Class Examples

Social Media Business Uses

Business

- Branding
- Marketing
- Public Relations
- Customer Service
- Loyalty Building
- Customer Acquisition
- Networking

Human Resources

- Sourcing & Recruiting
- Onboarding
- Learning
- Scheduling
- Thought Leadership
- Engagement
- Communications



Myth #2 - AI will replace humans in the workforce

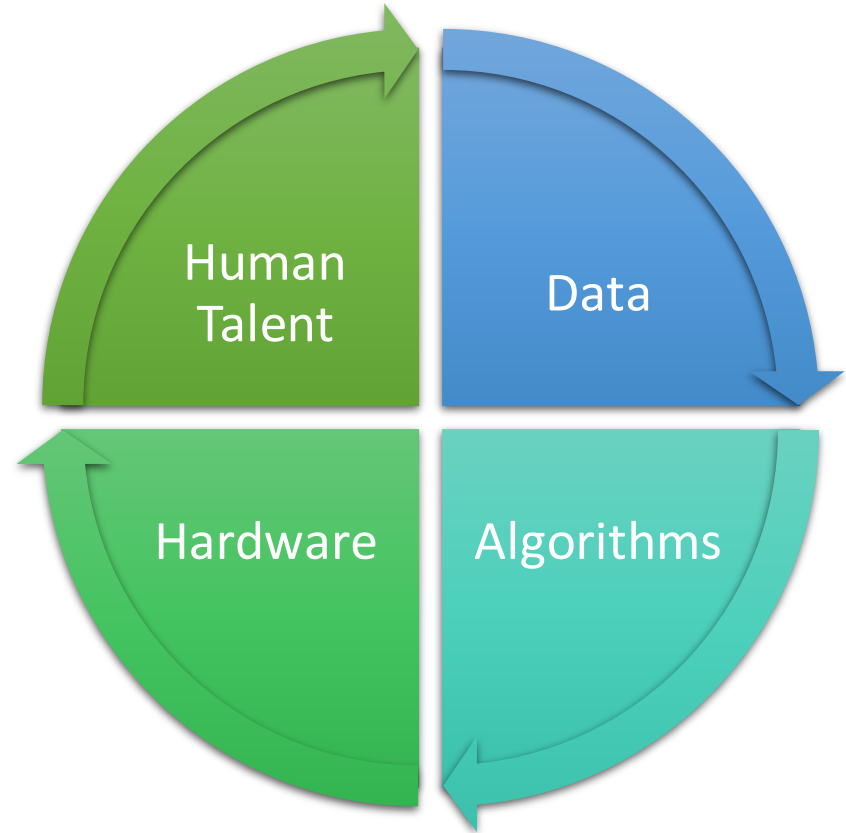
Automation & AI will displace 85 million jobs in the next 5 years

AI will create 97 million new jobs

Future of Jobs report, World Economic Forum



Myth #3 - AI is only as good as the data it can learn from



An orange square icon with the white letters "HF" inside.

HF

it takes 5 hours for 5 articles of clothing to dry on a clothesline. How long will it take for 30 articles of clothing.



If it takes 5 hours for 5 articles of clothing to dry on a clothesline, you can determine the time it takes for 30 articles of clothing by setting up a proportion:



$$5 \text{ hours} / 5 \text{ articles} = x \text{ hours} / 30 \text{ articles}$$

Now, solve for x:

$$x = (5 \text{ hours} * 30 \text{ articles}) / 5 \text{ articles}$$

$$x = 150 \text{ hours} / 5 \text{ articles}$$

$$x = 30 \text{ hours}$$

So, it would take 30 hours for 30 articles of clothing to dry on the same clothesline under the same conditions.

HF

thank you but I don't think that is correct



I apologize for the incorrect response earlier. You are right; my previous answer was incorrect.



If it takes 5 hours for 5 articles of clothing to dry, you can't assume a linear relationship for drying time when the number of articles of clothing increases. Drying time is not directly proportional to the number of clothing articles in this case.

Drying time depends on various factors such as the size of the clothing, weather conditions, and the capacity of the clothesline. So, you cannot simply multiply the drying time for 5 articles by the number of articles (30) to get the drying time for 30 articles.

To determine the actual drying time for 30 articles of clothing, you would need to consider these factors and conduct experiments or refer to the manufacturer's recommendations for the clothesline. I apologize for any confusion, and thank you for pointing out the error.

AI + HR

Practical Use Cases





TALENT
ACQUISITION



LEARNING &
DEVELOPMENT



COMMUNICATION
COLLABORATION



ONBOARDING



HEALTH,
WELLNESS, SAFETY



PERFORMANCE

- Hire more efficiently
- Shortlist with better accuracy
- Automate manual tasks
- Streamline workflows



- Resume Screening
- Job Descriptions
- Chatbots / Email
- Offer Letters
- Interview Scheduling



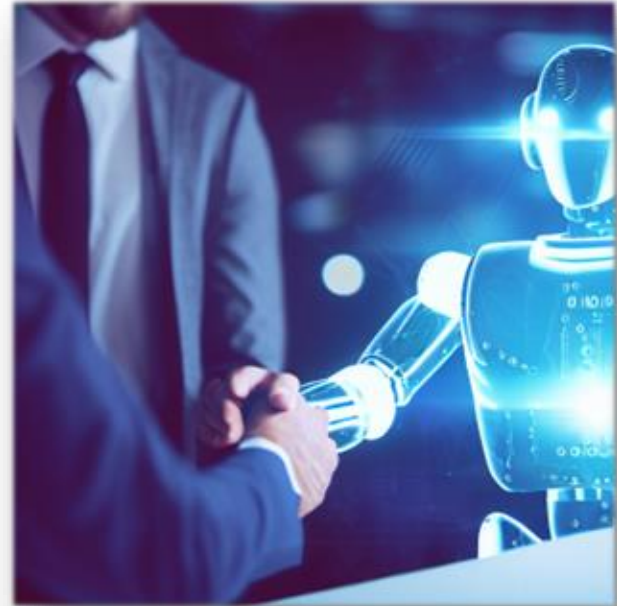
- Reduce Time-to-Hire
- Better Quality Hires
- Decreased Turnover
- Increased Performance
- Talent Attraction



- Personalized Experience
- Faster Access to Knowledge
- Real-Time Assistance
- Document Management
- Increased Collaboration



- Improved Efficiency
- Faster Process
- Enhanced Engagement
- Higher Retention
- Scalability



- Skill Gap Identification
- Effective Skill Development
- Personalized Learning Paths
- Real-time Feedback
- Progress Tracking



- Competitive Advantage
- Skilled Workforce
- New Job Creation
- Succession Planning
- Higher Engagement



- Areas of Improvement
- Goal Setting
- Progress Tracking
- Feedback / Coaching
- Well-being Monitoring



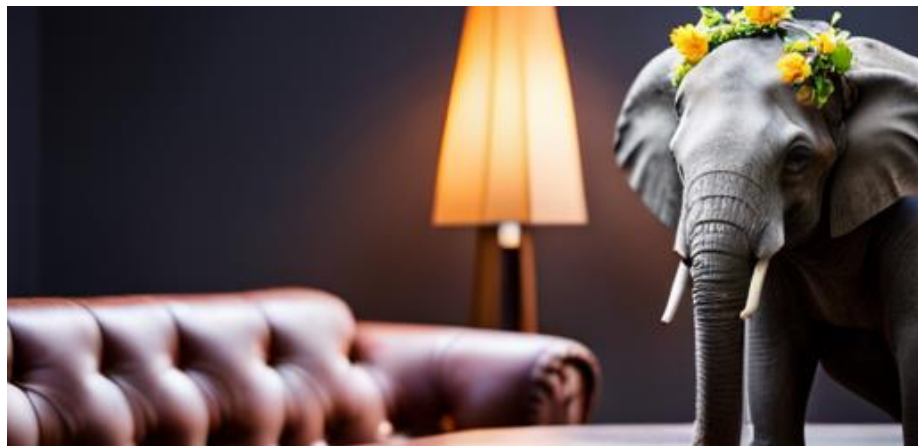
Concerns & Considerations



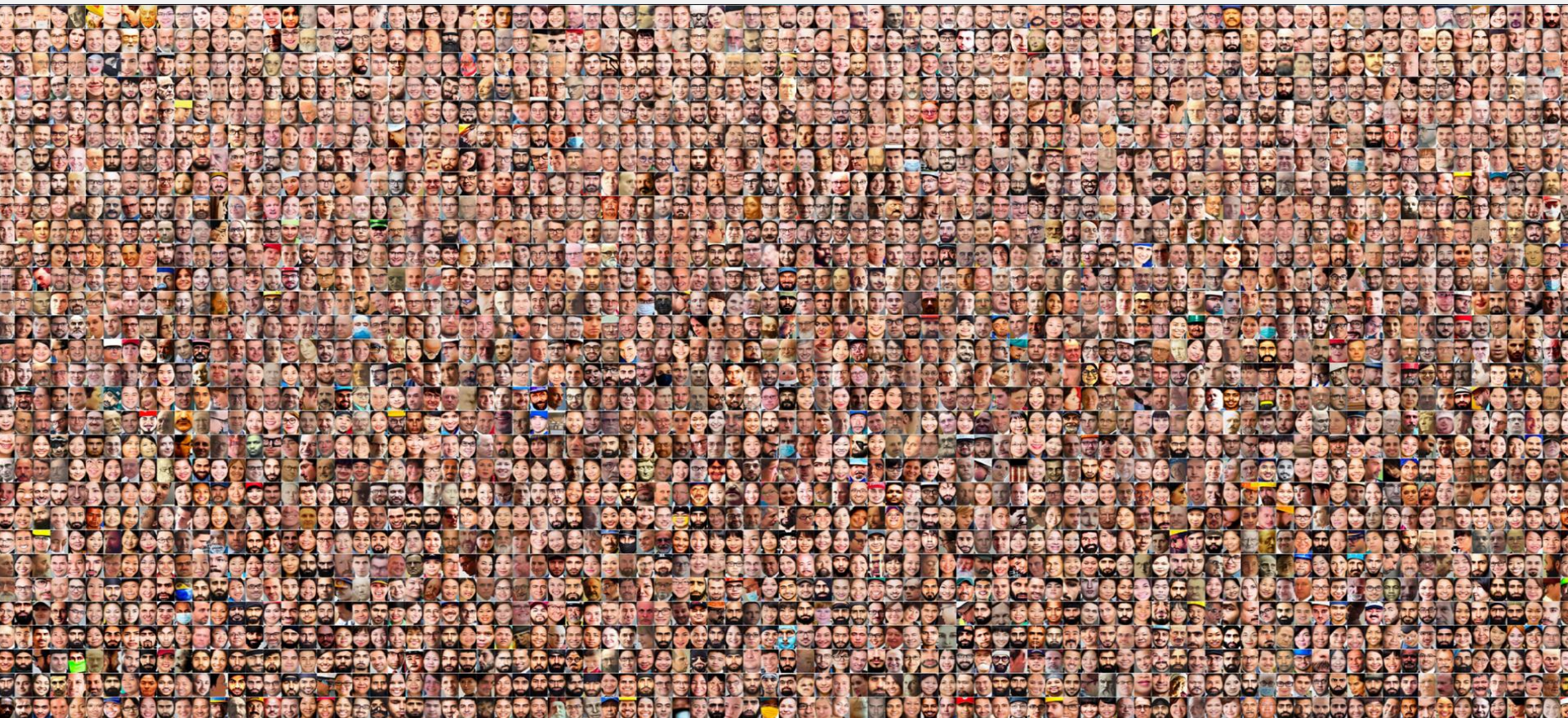
- GIGO
- AI takes shortcuts
- AI reflects implicit biases of its designers and the data
- Data privacy & security concerns







- Data Bias
- Human Bias
- Feedback Loop Bias
- Developers not always forthcoming on how AI is developed and monitored



High-paying occupations

ARCHITECT



LAWYER



POLITICIAN



DOCTOR



CEO



JUDGE



ENGINEER



Low-paying occupations

JANITOR



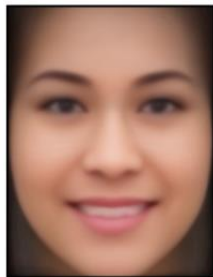
DISHWASHER



FAST-FOOD WORKER



CASHIER



TEACHER



SOCIAL WORKER



HOUSEKEEPER



AI is not a magic wand

- Identify areas for AI assistance
- Identify processes that can be augmented by AI
- Ensure transparency and fairness

Emphasize human-centric skills

- Emotional intelligence
- Relationship-building
- Problem-solving
- Conflict resolution



Engage employees

- Communicate AI goals & policies
- Express benefits & limitations
- Address fears & misconceptions
- Provide training & support

Collaborate with IT to evaluate AI

- Assess data quality/privacy
- Ensure proper integration of AI
- Data security
- Monitor & evaluate results



Live Look at ChatGPT, Bard, and Designer



- ChatGPT: <https://chat.openai.com/>
- Bard: <https://bard.google.com/>
- MS Designer: <https://designer.microsoft.com/>
- YouTube Video Summary and Chat: <https://www.you-tldr.com/>
- Advanced AI Similar to openAI: <https://www.perplexity.ai/>
- Background Image Creator: <https://www.background.lol/>
- Text-to-Image: <https://firefly.adobe.com/>
- Prompts for ChatGPT: <https://www.promptvibes.com/>

- What technologies and algorithms do they use in their AI solution?
- Do they provide transparency into the model architecture?
- How do their AI models make decisions?
- Are their AI models regularly updated?
- What data sources do they use for training their AI models?
- How do they ensure data quality?
- Who owns the data generated or processed by the AI solution?
- How do they handle data privacy and security concerns?
- What KPIs do they use to measure the effectiveness of their AI solution?
- How easily can their AI solution be integrated with our existing systems?
- How do they address ethical concerns, such as bias, fairness, and accountability?
- Do they adhere to industry best practices and guidelines?
- Do they comply with relevant data/privacy regulations (e.g., GDPR, HIPAA)?
- Are they transparent about their compliance efforts?

ERP

Financials

Financial insight, visibility and control of the business. Includes erpCommerce™ and Fortis for payments.

CRM

Customer Management

Integrated solutions to help improve the customer experience in the digital age.

Employee Experience

Human Resources/PR

From recruiting to retirement, effectively manage your most important asset.

Cloud & Managed Services

IT Support

Offload repetitive, burdensome tasks to professionals so you can focus on your business.

