Mastering the Maze: Navigating Tomorrow's Workforce - Leveraging AI To Navigate Modern Talent Management

30 October 2024

- Introduction to AI in Workforce Management
- Five General Uses of AI in Talent Management
- Challenges of Implementing AI in an Organizational Context
- Interactive Experience: Building a Salary Negotiation AI

Introduction to AI on Workforce Management

Introduction to AI

- In simple terms, AI is machines' ability to mimic human intelligence to perform tasks and make decisions.

- Current Impact (according to Gartner and McKinsey reports):

AI Adoption in HR:

1. 38% of HR leaders are piloting, planning, or implementing generative AI (GenAI) solutions—use cases: HR service delivery (chatbots), HR operations, and recruiting.

Efficiency Gains:

1. AI-driven workforce optimization significantly improves scheduling efficiency, reduces downtime, and ensures the right number of workers.

Upskilling and Reskilling:

1. Crucial for maintaining productivity and competitiveness.

Introduction to AI

- Future Impact

Automation Potential:

1. By 2030, 30% of hours worked in the US could be automated, accelerated by generative AI.
2. Significant shifts in job roles and required skills expected.

Job Transformation:

1. AI to enhance STEM, creative, and business professionals' work, potentially reducing roles in office support, customer service, and food service.

New Job Opportunities:

1. Transition to AI and automation will create jobs in green industries, healthcare, and transportation services.
2. Additional 12 million occupational transitions by 2030.

Introduction to AI

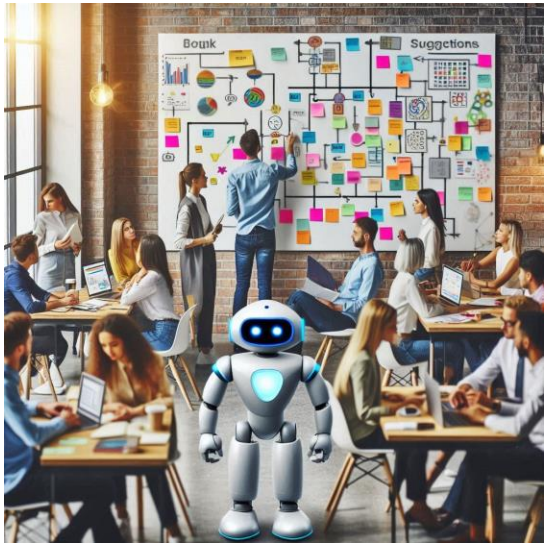
3 key roles of AI in workforce management:

- Automating repetitive tasks (recruitment, scheduling, payroll)
- Enhancing decision-making with data-driven insights (hiring, retention)
- Boosting efficiency across HR operations

How is AI being used in your organization?

5 General Uses of AI in Talent Management

AI in Talent Management



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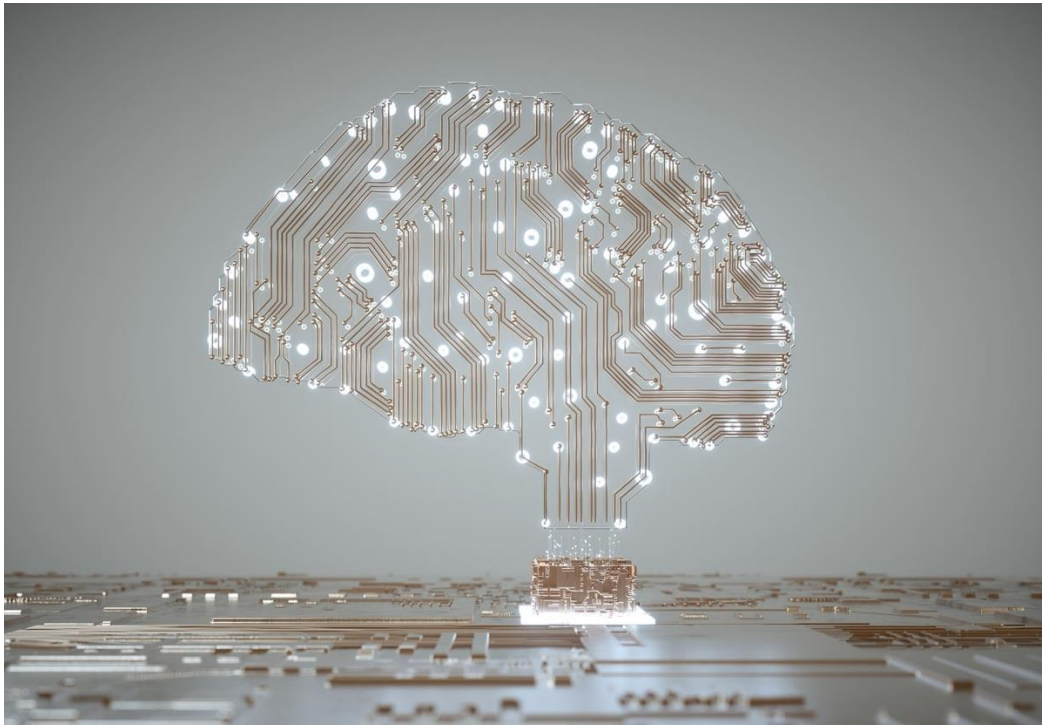
Which HR function do you think can benefit from AI



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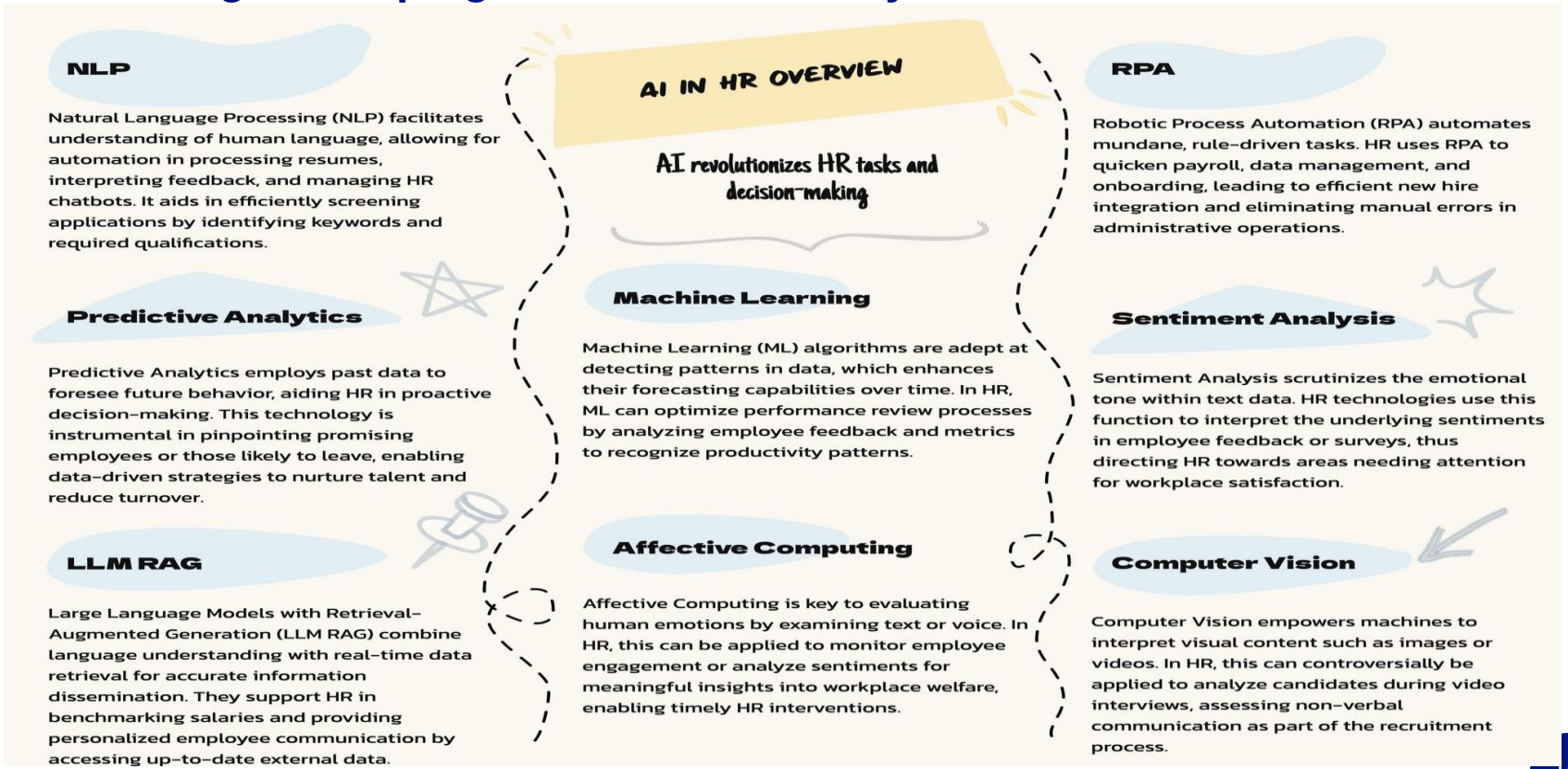
AI technologies in Human Resources

Technologies shaping HR functions today



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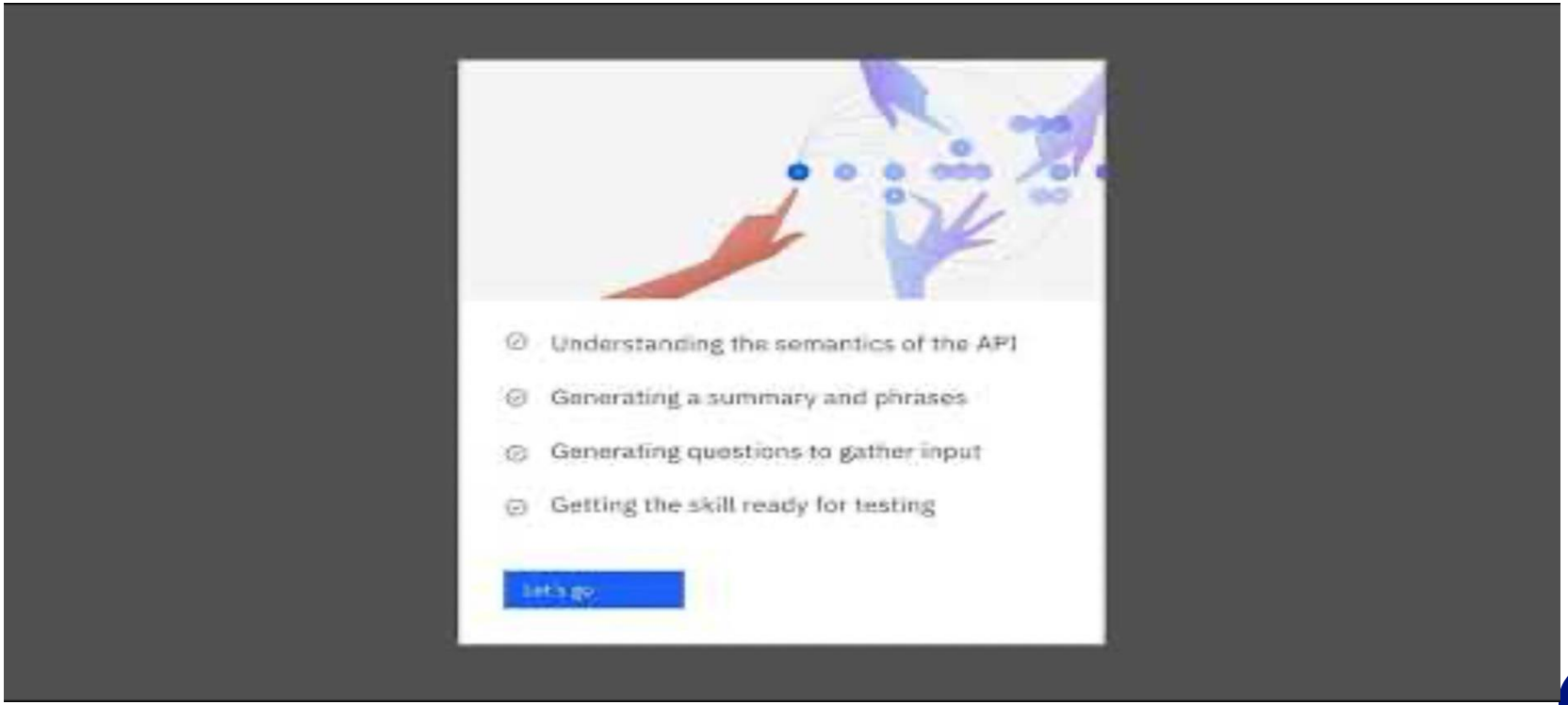
Let us look at some AI applications in action

❑ Recruitment: IBM Watson Recruitment



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Let us look at some AI applications in action

❑ Performance Management Feedback: ReachLX

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Let’s do some Prompt Engineering!

What is prompt engineering?

Prompt engineering is the process of carefully designing prompts (questions, commands, or instructions) to elicit desired responses from a language model like GPT.

•**Purpose**: Helps refine outputs for accuracy, relevance, and effectiveness, especially important in HR applications where specificity and tone are crucial.

•**Examples in HR**: Crafting questions to generate job descriptions, answering candidate FAQs, or providing detailed onboarding instructions.

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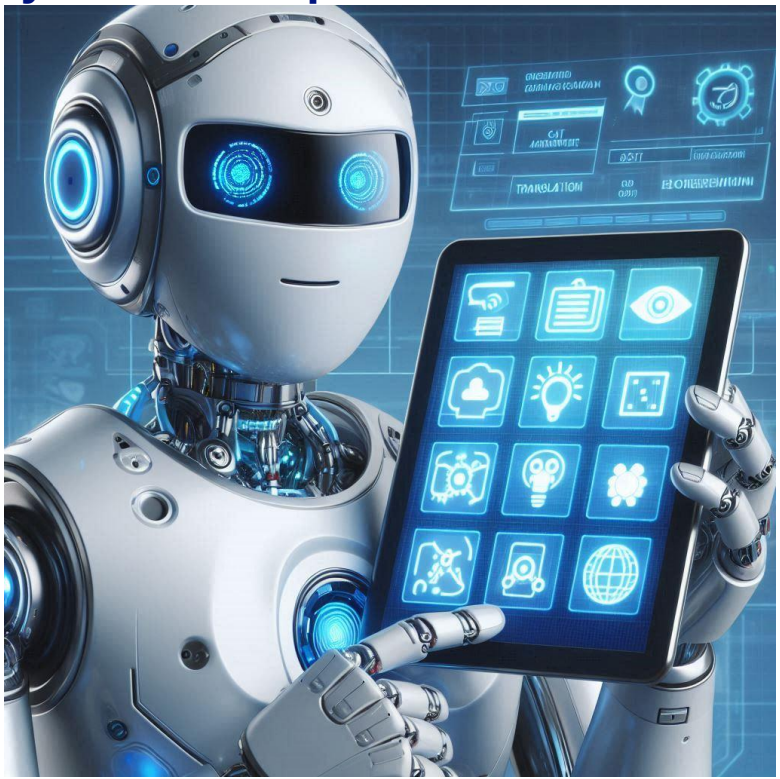
Open up the GPT app if you have them on your mobile phones (ChatGPT, Co-pilot, Bard)

•Objective of the Exercise: To explore how adjusting prompts impacts responses, particularly in HR contexts where tone, accuracy, and relevance are important.

•What are the common questions that you receive as HR professionals from candidates?



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Navigating Challenges and Risks

What are challenges and risks in implementing AI and how to navigate them?

Description	Challenges	Mitigation
Data Privacy and Security	Sensitive employee data handled by AI can risk breaches or unauthorized access, raising concerns around compliance (e.g., GDPR).	- Limit sensitive data processed by AI. - Use encryption and anonymization methods. - Conduct regular security audits with IT and legal teams.
Bias and Fairness	AI models may inadvertently introduce bias, especially in recruitment or performance evaluations, leading to potential unfairness.	- Train models on diverse data sources to reduce bias. - Regularly audit AI models for bias. - Ensure human oversight in final decision-making processes.
Lack of Explainability	Many AI models operate as “black boxes,” making it hard to explain decisions, which is challenging in regulated environments.	- Choose transparent AI providers that emphasize explainability. - Maintain documentation of AI’s role and limitations. - Communicate AI limitations clearly.

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Description	Challenges	Mitigation
Employee Trust and Adoption	Employees may mistrust AI, viewing it as a monitoring tool or a job displacement risk, affecting morale and adoption rates.	- Educate employees on AI's role as a support tool, not a replacement. - Implement clear ethical AI and data privacy policies. - Involve employees in the rollout.
Technical Integration and Cost	Integrating AI with legacy HR systems can be complex and costly, making implementation difficult for some HR departments.	- Start with scalable, cloud-based AI solutions to reduce upfront costs. - Pilot programs to troubleshoot. - Collaborate closely with IT for smooth integration.
Legal and Ethical Risks	AI-driven decisions, such as hiring or termination, may raise ethical and legal concerns if decisions cannot be transparently justified.	- Ensure compliance with labor laws and anti-discrimination policies by involving legal. - Establish an ethical framework. - Maintain audit trails for decisions.

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Key Takeaways

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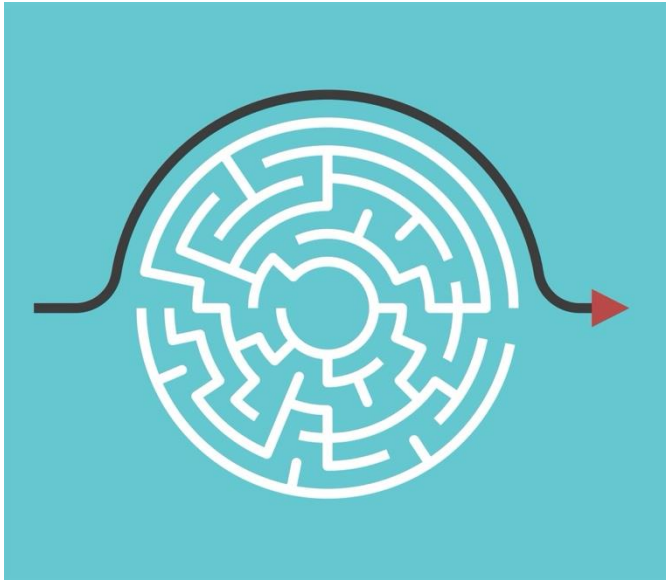
- 5 general uses of AI in talent management
- Challenges and risks in implementing AI and how to navigate them



Thank You

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