

# Member Presentation

## An Introduction to 'AI in Human Resources'

# Acknowledgement

We acknowledge the Traditional Owners of the land on which we meet today and pay respect to Elders past, present and emerging.

We also extend that respect to Aboriginal and/or Torres Strait Islander people who are with us today.



# What is 'AI'?

**(AI) Artificial Intelligence** is a set of technologies that enable computers to perform a variety of advanced functions, including the ability to see, understand and translate spoken and written language, analyze data, make recommendations, and more. It is the ability of a machine to display human-like capabilities such as reasoning, learning, planning and creativity. AI enables technical systems to perceive their environment, deal with what they perceive, solve problems and act to achieve a specific goal.





## How can AI enhance (transform) my people function?

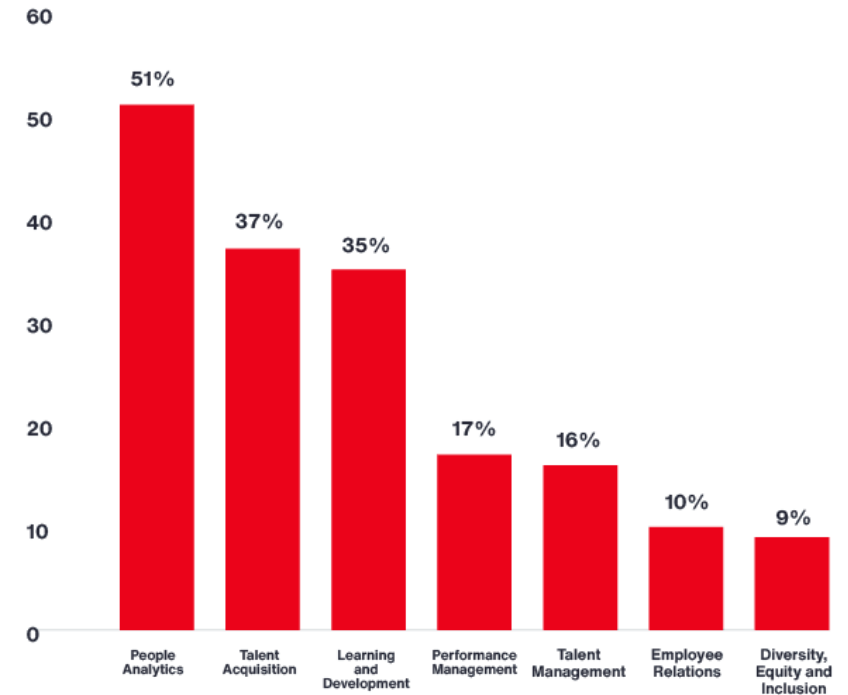
- ⦿ AI includes machine learning, natural language processing, and automation.
- ⦿ Used in recruitment, onboarding, training, and performance management.

### Smarter hiring with AI.

- ⦿ Automated resume screening using NLP (natural language processing) tools.
- ⦿ Chatbots for candidate communication.
- ⦿ Predictive analytics to assess candidate success.
- ⦿ Faster and more efficient hiring processes.



What Aspects of HR Will Artificial Intelligence Have the Biggest Impact?



Source: Aon's North America 5 HR Trends webcast, February 2024, 390 responses

# Personalised onboarding and learning!

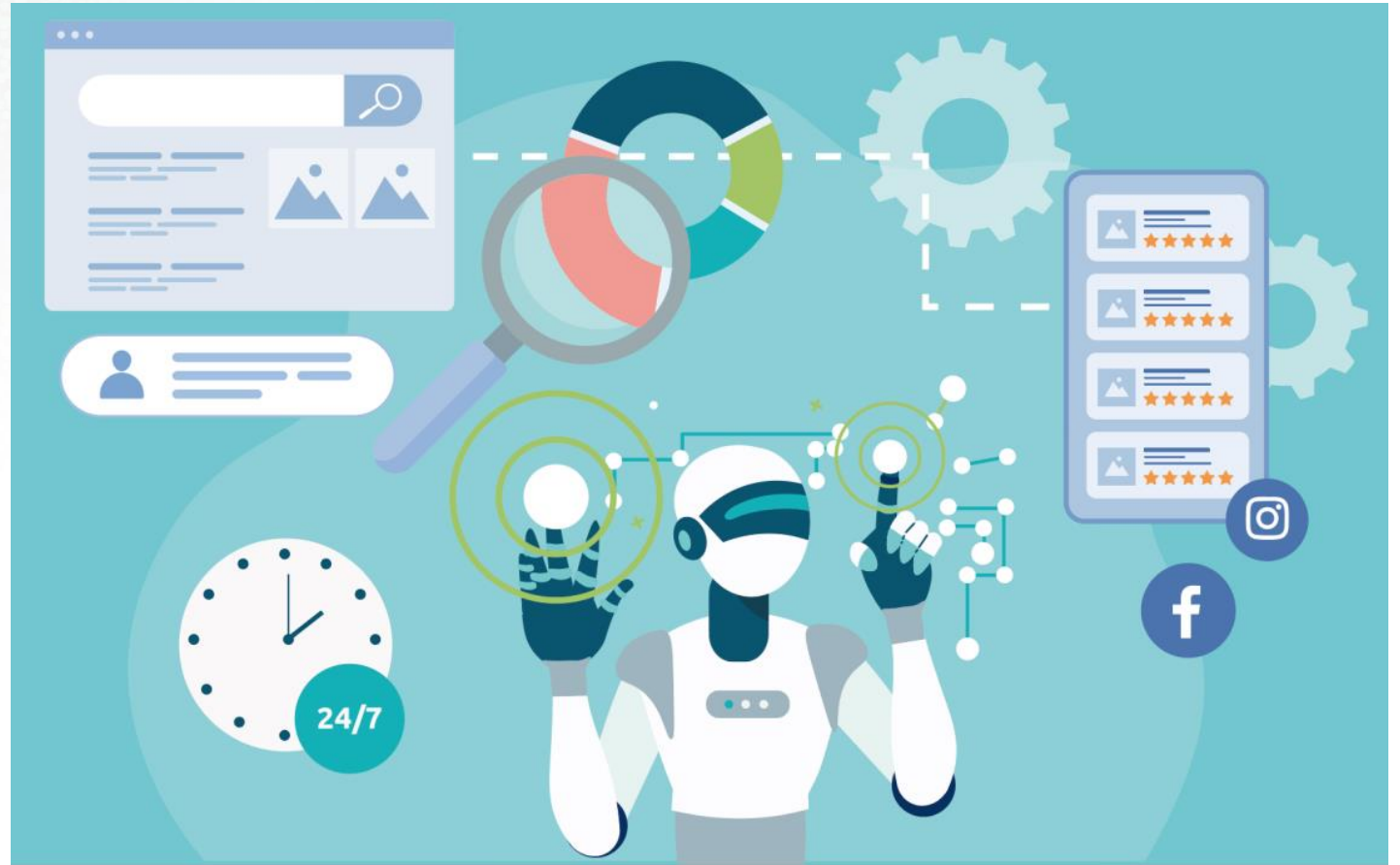
- 🕒 AI-powered platforms for smoother onboarding.
- 🕒 Adaptive learning for tailored employee training.
- 🕒 Virtual coaches and AI tutors to assist learning.





# Automating routine tasks

- ⦿ Automating interview scheduling and payroll.
- ⦿ Managing documents and ensuring compliance.
- ⦿ Virtual assistants handling basic HR queries.



# Boosting engagement with insights

- 🕒 Sentiment analysis from employee feedback.
- 🕒 AI models to predict turnover risks.
- 🕒 Real-time pulse surveys for continuous feedback.



# Objective and continuous feedback

- 🕒 AI tools for tracking KPIs and productivity.
- 🕒 Delivering real-time performance feedback.
- 🕒 Reducing bias in performance evaluations.





# Is there a downside to AI?

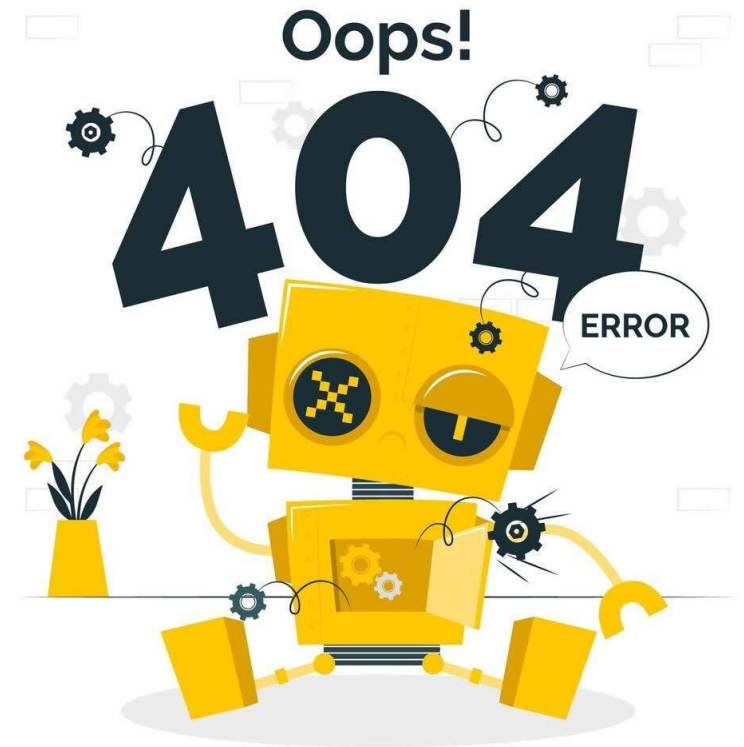
Yes, there is if not observed with vigilance and used correctly. It is too early to allow AI to 100% replace humans'

## Risks and challenges

- ⦿ Potential bias in AI algorithms.
- ⦿ Concerns about privacy and data protection.
- ⦿ Need for transparency in AI decision-making.

## What lies ahead?

- ⦿ Increased collaboration between humans and AI.
- ⦿ HR teams evolving into strategic AI enablers.
- ⦿ Emphasis on ethical and responsible AI use.





# Key points — recap and open discussion:

- ⦿ AI is transforming HR across all areas.
- ⦿ HR professionals must adapt to tech changes and utilise those which makes sense for their business.
- ⦿ AI enables us to save time performing rudimentary time-poor functions.
- ⦿ AI provides an opportunity to apply more time towards F2F people engagement & strategy.

## Discuss applications within your organisation and implications and strategies.

- ⦿ Do you see AI playing a part in your organisation? Yes/No – why?
- ⦿ What areas of your business do you think AI would provide benefit?
- ⦿ Does AI worry/concern you? How/why?

# Resources Links

- ⦿ [AI for HR: The future of human resources | SAP](#) (excellent resource)
- ⦿ [How Artificial Intelligence is Transforming Human Resources and the Workforce](#)
- ⦿ [AHRI-AI-in-HR-Report.pdf](#) — excellent report on AI in Australian Human Resources





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