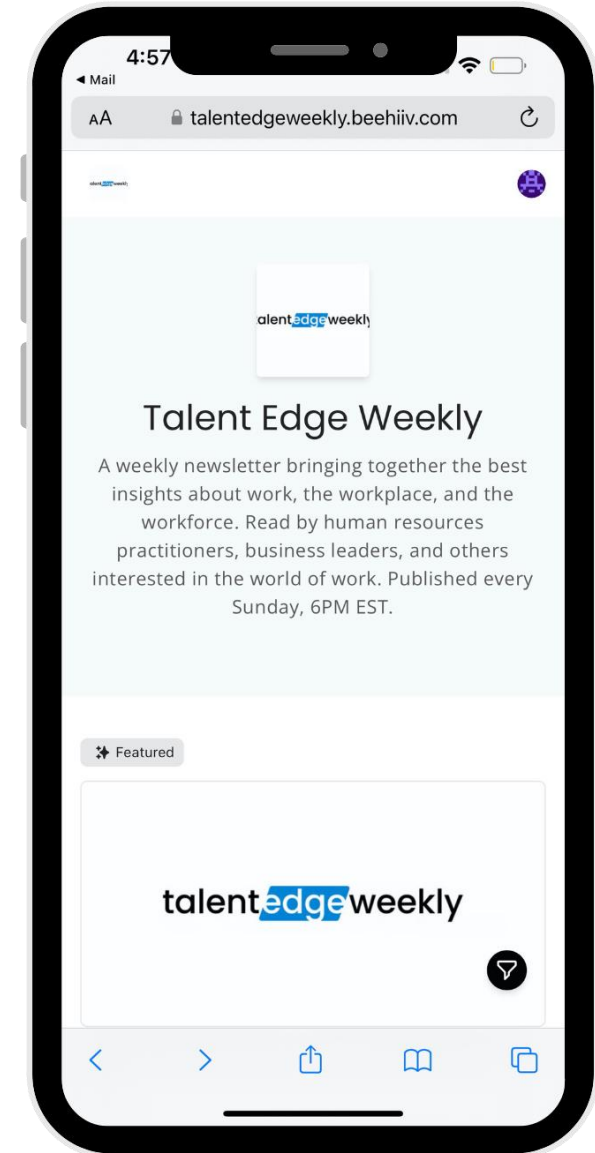# talent**edge**weekly

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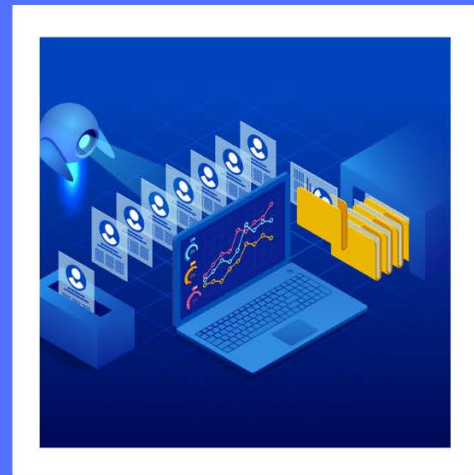**Brian Heger**

@Brian_Heger

2:02 PM MAY 22, 2023

Want to know 10 uses for AI in HR, their risks, and recommendations for risk mitigation?

If so, this post includes ideas.

While there are many more use cases, the 10 presented here will get you thinking about the potential of AI in HR. [🧵 thread]

#hr #ai

Brian Heger

@Brian_Heger

The 10 use cases for AI in HR covered:

1) Resume Screening
2) Employee Onboarding
3) Performance Management
4) Employee Engagement
5) Training & Development
6) Diversity & Inclusion
7) Talent Acquisition
8) Employee Wellbeing
9) Succession Planning
10) Turnover

Here we go...

Resume Screening

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1 / 10 — Resume Screening

Use Case: Efficiently screen resumes and shortlist candidates based on predefined criteria.

Risk: Unconscious bias in AI algorithms may perpetuate discrimination.

Recommend: Regularly monitor and audit AI algorithms to identify and rectify bias.

Notes

Employee Onboarding

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2 / 10— Employee Onboarding

Use Case: Automate administrative tasks & deliver personalized training materials.

Risk: Lack of human interaction & support may lead to decreased employee engagement and connection.

Recommend: Blend AI-driven onboarding with human touchpoints.

Notes

Performance Management

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3 / 10—Performance Management

Use Case: Provide performance insights based on data analysis, feedback, and metrics.

Risk: Reliance solely on AI evaluations might overlook qualitative feedback.

Recommend: Combine AI informed assessment w/manager evaluations.

Notes

Employee Engagement

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4 / 10— Employee Engagement

Use Case: AI-powered chatbots & virtual assistants can provide real-time support for employees.

Risk: Lack of empathy and personalization in AI interactions.

Recommend: Incorporate natural language processing to offer empathetic responses.

Notes

Training and Development

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5 / 10— Training & Development

Use Case: Recommend personalized training programs based on employee skills & career goals.

Risk: AI recommendations may limit exposure to diverse learning opportunities.

Recommend: Provide & encourage use of diverse learning opportunities.

Notes

Diversity and Inclusion

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6 / 10 — Diversity and Inclusion

Use Case: Algorithms can help identify & address biases in hiring & promotion processes.

Risk: May inadvertently perpetuate biases if trained on biased datasets.

Recommend: Train AI models on diverse and inclusive datasets. Audit for bias.

Notes

Talent Acquisition

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7 / 10—Talent Acquisition

Use Case: Identify potential candidates from various sources & match them to job requirements.

Risk: Inaccurate recommendations may lead to poor hiring decisions.

Recommend: Continuously evaluate & calibrate AI algorithms based on real-world outcomes.

Notes

Employee Wellbeing

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8 / 10—Employee Wellbeing

Use Case: Monitor employee behavior & sentiment to detect signs of stress, burnout, or disengagement.

Risk: Concerns about privacy & data security.

Recommend: Implement robust data privacy protocols; communicate purpose/benefits; allow opt-out.

Notes

Succession Planning

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9 / 10 —Succession Planning

Use Case: Analyze employee performance data & skills to identify potential successors for key roles.

Risk: Overreliance on AI recommendations may overlook intangible qualities or future potential.

Recommend: Use AI as an input to human judgment.

Notes

Employee Turnover

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10 / 10 — Turnover

Use Case: Analyzes factors to predict employees who might leave.

Risk: Managers may be less likely to pick up on the cues of retention risk if they over-rely on AI.

Recommend: Build manager capability to use AI as a prompt for detecting retention risk.

Notes

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These 10 use cases for AI in HR are just a few of the many examples of how AI can be applied in human resources to deliver greater value to organizational stakeholders.

🧵 thread]

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