HOW DOES Artificial Intelligence CREATE MORE EFFICIENT & ACCESSIBLE WORKPLACES?

Artificial intelligence (AI) is the simulation of human intelligence processes by machines. It encompasses a range of functions, from natural language processing (NLP) to machine learning. AI collects and processes data and information to make decisions, predictions, and actions that mimic human behavior.

AI is being used in various departments of the workplace, from HR to IT to sales. To understand the advantages AI can bring to the workplace, here are four HR use cases where AI can improve life and operations.

SHRMLabs

AI'S ROLE IN CREATING Healthy & Harassment-Free Workplaces

▶ START

Trisha is the HR director for a large financial services company.

She recently implemented a new AI technology that tracks, compiles, and analyzes employee communication across various channels, such as Slack and email. This service uses natural language processing to analyze the tone and language of the messages.

Recently, two employees from different teams collaborating on a joint project have been sending brief emails without much politeness or gratitude.

The technology warns her of a potential conflict emerging between two employees.

Because of this alert, Trisha was able to schedule a meeting to resolve the conflict before it escalated.

⏹ END

AI FOSTERS IMPROVED
inclusivity & accessibility
FOR WORKERS WITH DISABILITIES

▶ START

Frank is a product manager and is hard of hearing. Usually, at inperson team check-ins he has a difficult time following conversations between team members that aren't directed at him.

His company decided to install listening devices in conference rooms that use AI to interpret conversations and accurately project them with proper attribution of who is speaking in real-time onto employees' computers.

The AI technology combines natural language processing (NLP) and machine learning to identify who is speaking and track their voice patterns for attribution and NLP to represent the speech correctly.

Using this AI technology, Frank can easily follow along in conversation by reading the real-time speech on his computer. Increasing accessibility for employees is one benefit of implementing AI technology in the workplace!

● END

HR DEPARTMENT OF 1 UTILIZES AI TO SORT THROUGH
250 applications
FOR A RECENT JOB POSTING

▶ START

Xavier is an HR department of one. His company is hiring for a new sales position and received over 250 applications!

He couldn't possibly review all the applications by himself in a timely and detailed manner.

To solve this problem, he looked to AI to supplement his capacity. The AI program leveraged previous hiring data including how successful former candidates are in their current positions and commonalities in their skills and backgrounds.

JOB
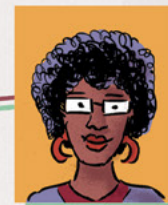
The machine learning technology conducted a pre-screening of the applicants and ranked them based on a rubric of predicted success. Using the AI ranking, Xavier reviewed the top 50 applicants and was able to compare his own evaluations to those of the program.

This program helped Xavier find the best candidate for the job, and through his feedback the AI improves its algorithm for next time.

◉ END

CREATING CUSTOMIZABLE L&D Programs WITH AI

Allison is the training manager at a regional food distributor. She recognized that its current onboarding training wasn't yielding strong results because it approached the training from a one-size-fits-all perspective.

However, Allison's company prides itself on its diverse hiring practices and requires a training program that embraces the differences between its employees, including learning differences.

Allison looked to AI as a solution for this need. She found an AI based training program that created personalized learning experiences for each employee by analyzing and predicting their learning style through a series of games and online assessments.

Using this data, the program created unique training systems for each employee with the key learning objectives defined by Allison and the company's leadership.

As a result of the new AI enhanced training program, Allison's company saw a 12% increase in employee engagement and a 27% increase in employee performance in the first month after hire.
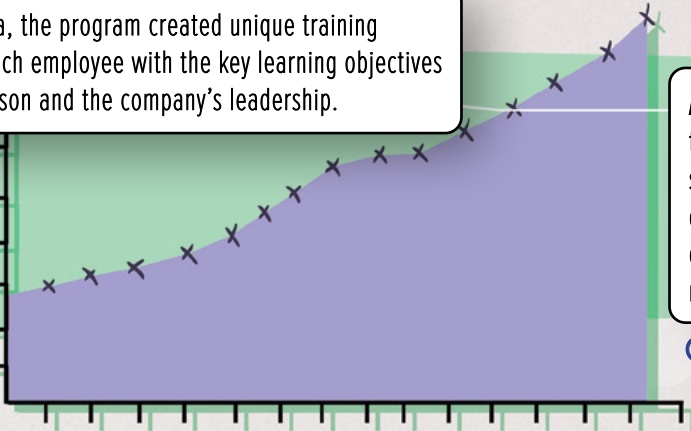
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