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AI for HR Professionals

Demystifying Artificial Intelligence for Transformational People Practices

FA-0517 · one-day

Agentic & Generative AI

Introduction

Bringing People and Technology Together for the Future of HR

While AI can seem like an intimidating or overly technical concept, at its core, it is a set of tools and techniques designed to mimic human intelligence. For HR professionals, AI represents an unprecedented opportunity to enhance talent acquisition, improve employee engagement, and streamline routine operations—all while maintaining a people-centric approach.

However, understanding *what AI is* and *how it works* is crucial to effectively harnessing its potential. This one-day course is designed to demystify AI, providing HR leaders with a clear, practical understanding of what AI is, how it operates, and how it can transform HR processes. By focusing on real-world applications, ethics, and hands-on tools, participants will leave with actionable insights to future-proof their HR strategies. With an instructor boasting over 30 years of industry experience, this course focuses on delivering practical, industry-relevant knowledge rather than academic theory.

Whether you're a seasoned HR leader or a rising professional, this course will empower you to integrate AI seamlessly into your organization, ensuring your teams thrive in the age of digital transformation.

Learning outcomes

By the end of this one-day course, participants will be able to:

- Understand the basics of AI, its capabilities, and its limitations in the context of HR.
- Identify how AI-powered solutions can address HR challenges such as recruitment, employee retention, and performance management.

- Recognize ethical concerns and strategies for implementing AI while maintaining fairness and transparency in decision-making.
- Use AI tools for common HR tasks such as candidate screening, engagement analysis, and learning & development.
- Build a strategic roadmap to integrate AI into their HR processes.

Prerequisites

- No prior technical or programming knowledge is required.
- Familiarity with core HR functions such as recruitment, employee engagement, and performance management is recommended.
- Curiosity and a willingness to explore innovative tools and ideas.

Training outline

1. 1. Demystifying Artificial Intelligence: What HR Professionals Need to Know

What is AI?

- Breaking down the jargon: Artificial Intelligence, Machine Learning, Natural Language Processing, and Predictive Analytics.
- Understanding AI as a decision-making and problem-solving tool.

How AI Works

- The role of data in AI: Why quality, quantity, and ethics matter.
- Algorithms made simple: How AI learns patterns and makes predictions.

AI in Everyday Life

- Practical examples: AI in HR (e.g., resume screening, chatbot-based assistance) versus non-HR applications (e.g., recommendation engines like Netflix).

Dispelling AI Myths

- AI is not a magic wand—it has strengths and limitations.
- Why AI will augment, not replace, HR professionals.

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2. 2. Real-World Applications of AI in HR

This session bridges theory with practice, showcasing how AI is reshaping HR functions.

2.1 Recruitment and Talent Acquisition

- AI-powered tools for sourcing, screening, and shortlisting candidates.
- Enhancing recruitment with chatbots for candidate engagement and scheduling.
- Case study: How AI has reduced time-to-hire and improved hiring quality for leading organizations.

2.2 Employee Engagement and Retention

- Using AI to analyze sentiment and predict employee attrition.
- AI for personalized career development: Dynamic learning and development plans.
- Tools for fostering workplace happiness and reducing burnout.

2.3 Performance Management and Learning

- Leveraging AI to create unbiased performance reviews.
- Real-time feedback and AI-driven suggestions for continuous improvement.
- AI-based platforms for adaptive learning: Matching content with employee skill gaps.

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3. 3. Ethical Considerations in AI-Driven HR Practices

As AI becomes more prominent in HR, maintaining fairness, transparency, and trust is vital.

Bias in AI: The Challenge of Fairness

- Understanding bias in algorithms and how it affects recruitment and performance.
- Strategies to minimize and mitigate AI bias in HR.

Transparency and Accountability

- How to explain AI decisions to candidates and employees.
- Building trust by maintaining clear AI governance and data protection policies.

Legal and Compliance Concerns

- Data privacy laws (e.g., GDPR) and their impact on AI-driven HR systems.
- Ensuring compliance when implementing AI tools.

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4. 4. Hands-On Exploration of AI Tools for HR

This interactive session introduces participants to AI tools tailored for HR functions.

Practical Demonstrations

- Recruitment: Tools like HireVue, Pymetrics, and LinkedIn Talent Insights for sourcing and assessment.
- Employee engagement: Platforms like CultureAmp and Peakon for sentiment analysis.
- Learning and development: AI-based platforms such as Degreed and EdCast.

Introduction to Prompt Engineering for HR

- What is prompt engineering, and why is it critical for HR tools like chatbots?

  Examples of crafting prompts for AI systems:

  - Recruitment chatbot scenarios.
  - Employee onboarding Q&A systems.

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5. 5. Building an AI Roadmap for Your HR Organization

This final session equips participants with the knowledge to integrate AI strategically into their organizations.

Assessing AI Readiness in Your HR Department

- Key questions: Do you have the right data, tools, and culture for AI adoption?
- Identifying high-impact areas for AI integration.

Building a Human-Centric AI Strategy

- Balancing AI efficiencies with human empathy in HR processes.
- Aligning AI initiatives with business goals and workforce needs.

Implementation Best Practices

- Partnering with AI vendors, consultants, and IT teams.
- Change management: Preparing your workforce for AI adoption.

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6. 6. The Future of AI in HR

- Emerging trends: Generative AI for workforce planning, autonomous HR systems, and hyper-personalization in employee experiences.
- Preparing for disruption: Continuous learning and staying ahead of AI advancements.

This intensive course will give HR professionals the confidence to lead their organizations into the future of work. By demystifying AI and focusing on its practical applications, participants will walk away with actionable insights, hands-on skills, and a strategic plan for harnessing AI to transform their HR processes—without losing sight of what matters most: people.

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