

## 6 Changes AI Will Bring to Your HR Process



Whether it is IoT, gamification or biometrics, here are a few ways in which artificial intelligence will impact your workforce and the complexities to consider while integrating them into your HR processes.

The dichotomy between people and technology poses a threat to human resources, but to me, the combination is as exciting as it is inevitable.

Integrating artificial intelligence into HR escalates the inevitability of replacing employees as redundant positions are eliminated. As AI matures in your systems, more specialized positions will be replaced. Despite this, extensive research from both Deloitte Press and Converge proves there is a benefit to incorporating AI and the Internet of Things (IoT) — devices such as wearable fashion electronics and badges — into HR.

Success is preceded by risk. Managers will need to discern and forecast the right technology for meeting the current and future needs of their organizations. Ultimately, the technology a business deploys needs to be in service of achieving core business objectives—increased revenue, customers satisfaction and market share.

Whether it is IoT, gamification or biometrics, each company has individual needs. Here are the ways in which artificial intelligence will impact your workforce and the complexities to consider while integrating them into your HR processes.

### **1. Productivity is now a science**

AI will streamline data entry procedures, track employees' moods, and map the physical movements of hands and bodies to scientifically configure the most productive day for each employee. Once fully integrated, the analytics are put into motion and the productivity of an employee and a workforce will drastically change what we now define as a "workday." The "quantified employee" will streamline daily tasks. Deloitte reported an 80% increase in productivity after installing IoT devices and analytical models that predicted downtime among employees.

### **2. Strengthened, streamlined recruitment**

Incorporating AI technology into recruitment modernizes and enhances the search for an ideal candidate. Headstart combines psychometric testing with algorithmic analysis to match a job candidate to a company's culture. No longer will you need to filter your search and select the perfect keywords and phrases; artificial intelligence can find your culturally matched best applicants.

### **3. Time to create a quality workforce**

I believe AI and IoT won't replace HR professionals. Rather, the modern HR department will have a further reach and deeper involvement in the organization. JetBlue evaluated over 125,000 applicants for flight attendants against eight historically used traits. "Nice" was one of those traits, but after analyzing customer feedback, they found that "nice" wasn't what customers were looking for. Instead, "helpful" was the quality favored by customers.

With this additional information, HR was able to identify an integral element of employee training and change hiring criteria. The reality is that the less time spent on

responsibilities that could be automated, the more time can be spent on Human Resources.

#### **4. HR reduced to numbers**

A great concern right now is the loss of the “human element” in “human resources.” AI requires connectivity, and what isn’t connected to a computer still falls squarely on the shoulders of HR. A computer can’t sense animosity between a manager and employee or overhear a worrisome conversation in the break room.

AI will free up time for HR to invest in providing the “human” touch to their workforce in ways a spreadsheet cannot.

#### **5. The unidentified candidate**

AI is built upon machines learning and mirroring past patterns to develop your own personal “thinking” system. AI will always choose an applicant that best fits the algorithm, but a human eye is required to move beyond that. What AI cannot do is identify the unique characteristics of an applicant who is worth taking a chance on.

#### **6. Risks and regulations**

Like with all policies and processes in HR, careful consideration of legal implications and compliance should always have a role in deciding your path. Regulations will arise as AI slowly infiltrates HCM systems. When possibilities are endless, the risks are as well.

AI in HR is inevitable. The productivity of AI technology outweighs the complex issues that may negatively stall enterprise adoption. Staying aware and keeping abreast of changes to the artificial intelligence landscape will ensure your team is embracing the productivity of AI and have a knowledge of the complexity.

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