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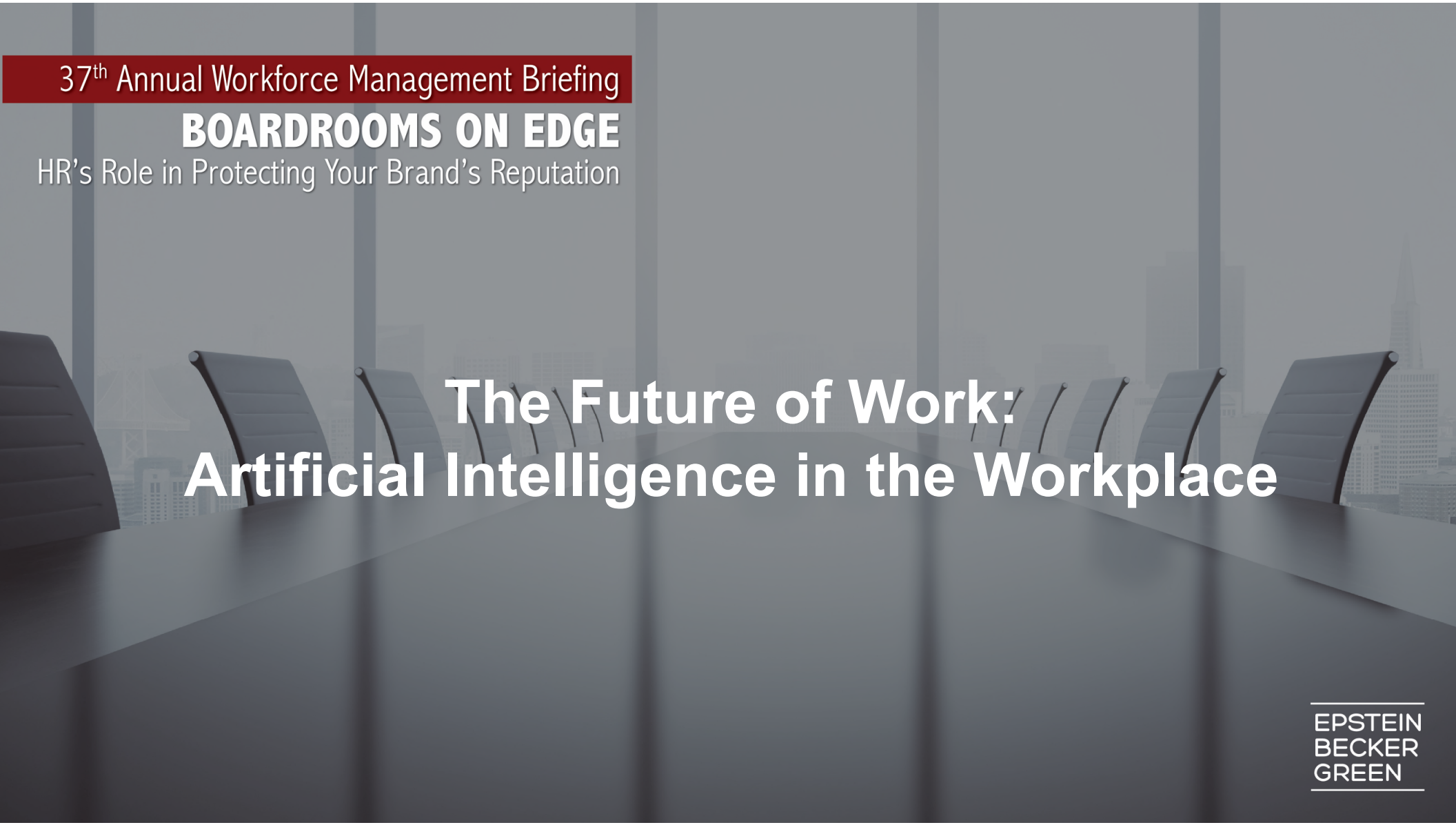
BOARDROOMS ON EDGE
HR's Role in Protecting Your Brand's Reputation
37th Annual Workforce Management Briefing
Thursday, October 25, 2018
New York Hilton Midtown
New York, NY
Your Workforce. Our Business.SM


37th Annual Workforce Management Briefing
BOARDROOMS ON EDGE
HR's Role in Protecting Your Brand's Reputation
The Future of Work:
Artificial Intelligence in the Workplace
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Agenda

Defining "AI"

How AI Is Being Used

IBM Watson Demonstration

Best Practices

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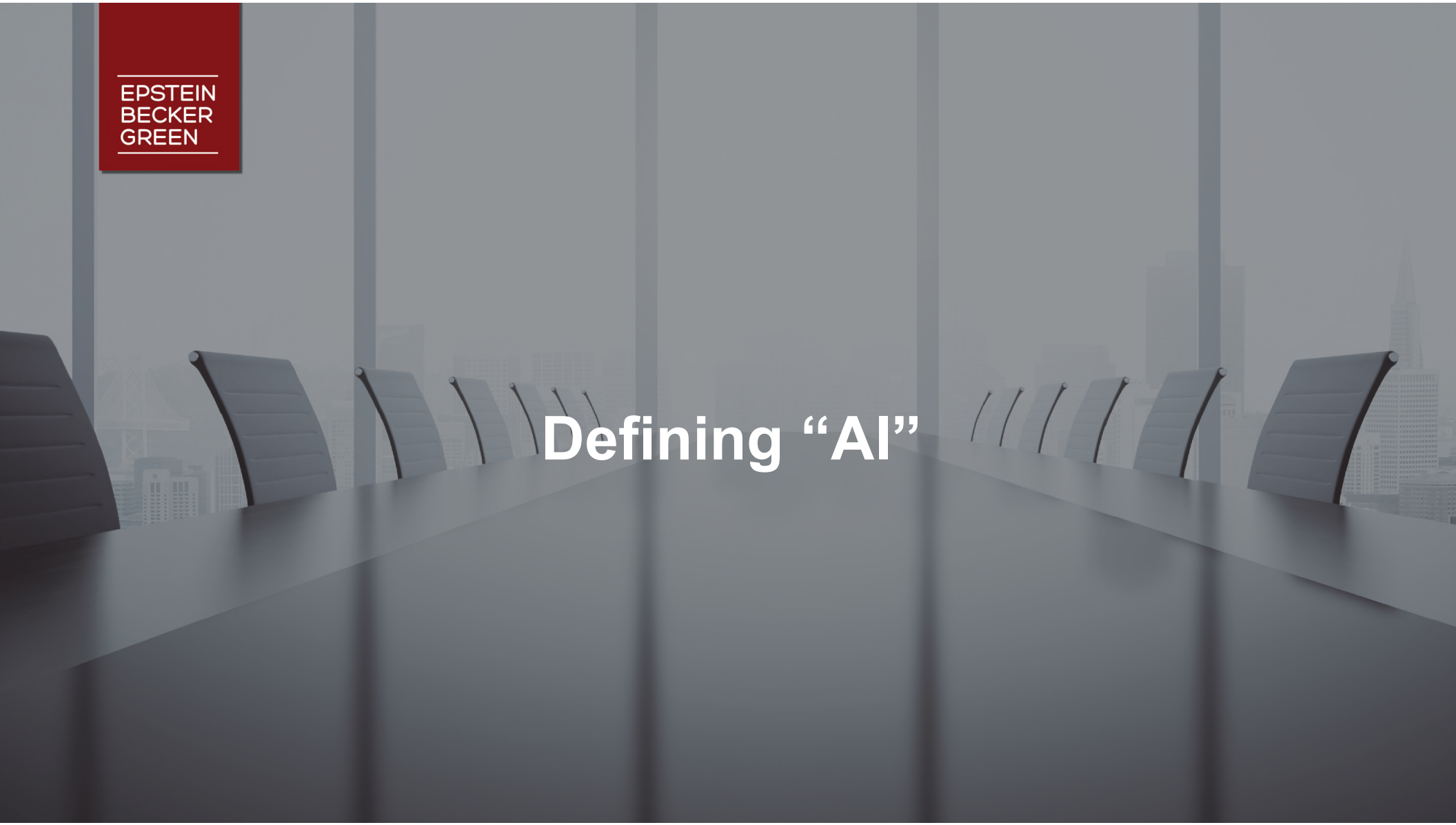
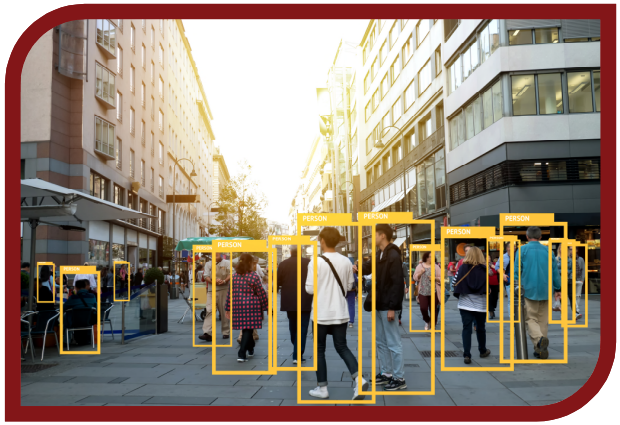


Defining “AI”

Defining “AI”

- Machine Learning
- Deep Learning
- Predictive Learning



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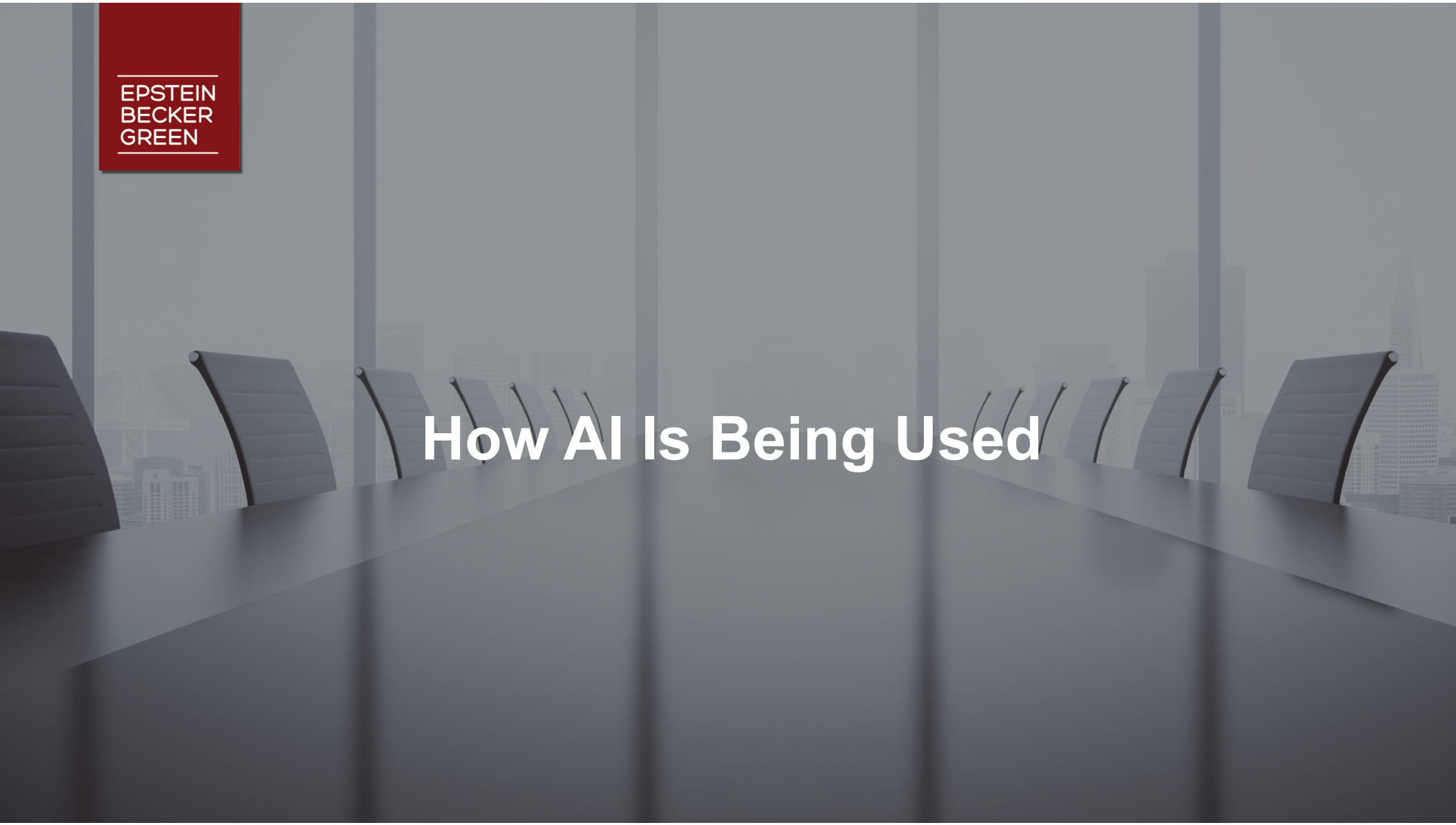


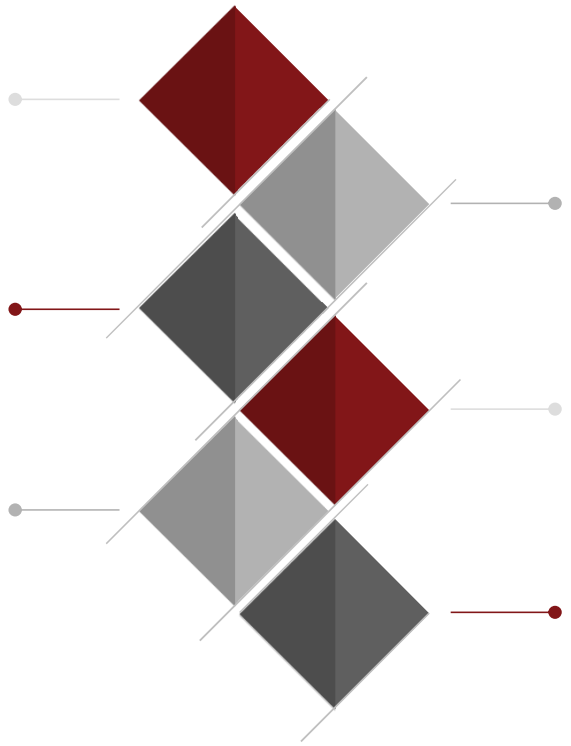
How AI Is Being Used

Common Usages in the Employment Relationship

Sourcing Candidates/Defining the Applicant Pool
- Pymetrics

Hiring/Onboarding
- IBM

Engagement/Retention
- Glint



Matching
- Phenom People

HR General
- Ceridian

Assessments
- Hire and Vue

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Value-Add for All

- https://www.youtube.com/watch?v=XF39dqWD4Bk

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IBM Watson Demonstration

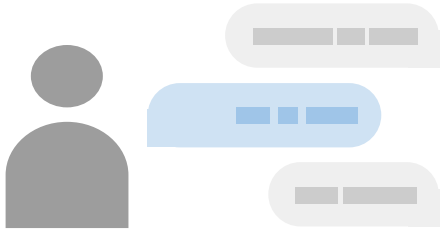
People

+ Robotics

+ Artificial Intelligence

Chatbots & Automation

Chatbot



Embedded Experience

Examples

- Performance Management
- Travel Policy
- HRIS FAQs

"What's the sick day policy?"

Agent

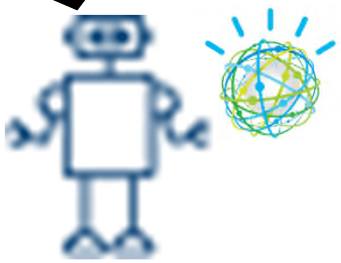
Personalized Experience

Examples

- Onboarding assistant
- Manager coach
- Learning advisor

"How many sick days have I taken this year?"

Assistant



Complex Automated Processing

Examples

- FMLA support
- Address change
- Job promotion

"Mark me for a sick day and notify my boss"

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- What data feeds your algorithms?
- Who has access to the data and models?
- What kind of algorithms are used?
- What does the algorithm predict?
- How are models managed — number and frequency?
- What is the impact from a legal and employer brand perspective?

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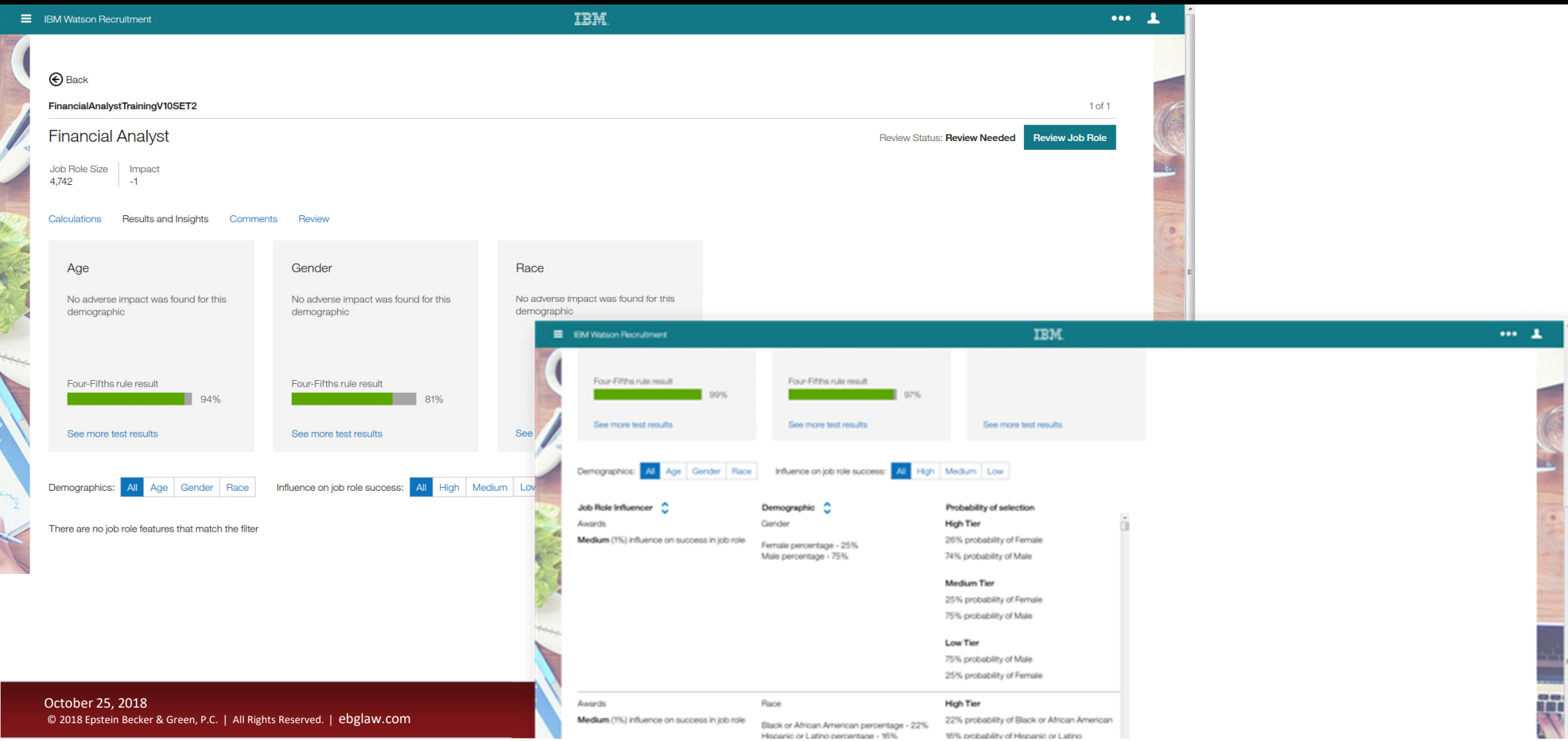
Watson Recruitment:

Predicting Adverse Impact and Minimizing Risks



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Best Practices

How to Implement

Stakeholders

Employee buy-in

Infrastructure

Changes in workforce engagement

Changes in workforce

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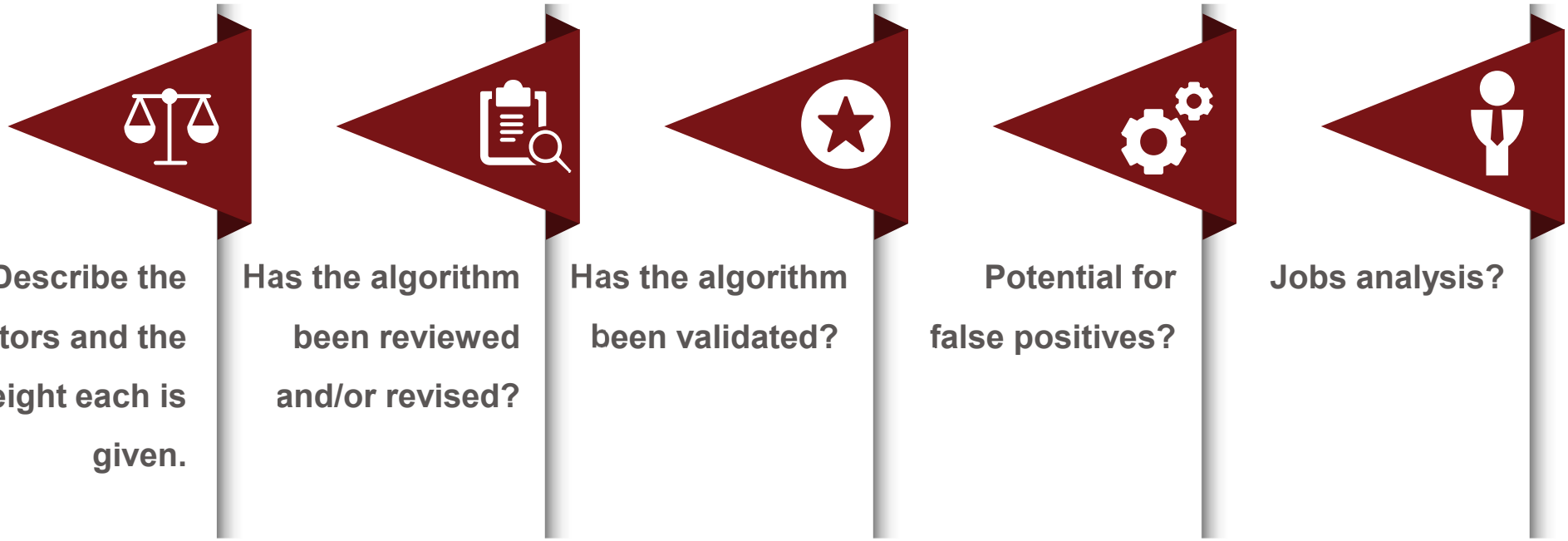
How to Implement



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How to Implement

- Compliance with all applicable privacy requirements?
- Data storage and security?
- What happens if the organization is sued?
- Have your products been subject to litigation?
- Assistance defending against discrimination?

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Any Questions?
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