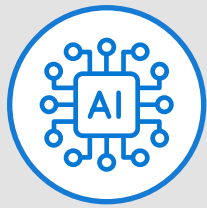


CHECKLIST

AI an Essential Part of Any HR Toolkit



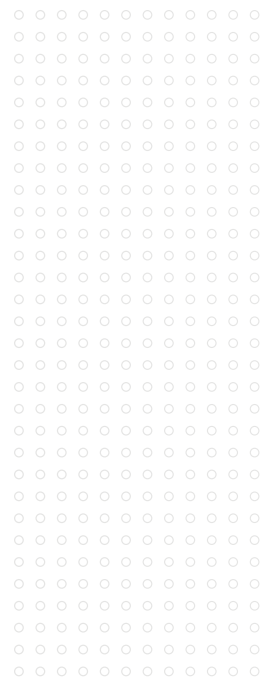
Artificial Intelligence (AI) is everywhere. More than likely you've been interacting with this generative technology for a while now — think of the online customer service “chatbot,” Amazon’s Alexa, Google Assistant or Microsoft Cortana.

In fact, human resource departments are already deploying AI services for such tasks as resume screening, onboarding, training and research. AI’s ability to collect and analyze data has enabled HR departments to streamline their work processes, reduce biases, eliminate guesswork and enhance decision-making.

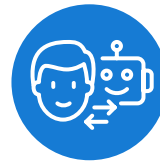
How organizations implement AI into their workflow can be limitless. For such a potentially powerful tool, it’s essential to have a guidance system in place. The following checklist, developed by thought leaders from various backgrounds, disciplines and industries, provides some well-reasoned guidance and considerations when using AI in the workplace:



- **New sensation.** Consider AI as a new tool on your toolbelt to access a variety of resources and information. AI is one of many tools available to leverage collective knowledge and to help formulate suggestions for workplace needs.
- **Maintain balance.** AI may complement benefits strategies that improve engagement and health outcomes, but it can never replace critical and dynamic thinking, professional judgment and consulting acumen. AI is here to stay, so we should embrace its functionality while still monitoring and modifying any outputs generated by this technology.

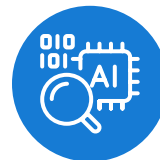


While it may enhance efficiency and productivity, AI will never replace important quality service that only a human touch can provide. Maintaining a balance between leveraging technology and human connections is key to delivering exceptional experiences.



- **Creates efficiency.** AI can automate many of the more arduous or mundane processes, which enables more time for conversations that matter. Let's replace those hours of work that don't move the needle with work that does — and is more fulfilling.
- **Technology watchdog.** AI requires continuous monitoring, measurement and evaluation. AI should never go unchecked. Individuals utilizing AI must consistently perform oversight, reviews and audits of AI output, all the while ensuring AI output is accurate, reliable and responsive (i.e., "on point"). As technology evolves, stay updated on the latest advancements and incorporate them into systems to deliver the best possible outcomes. Embracing AI also requires continuous training, education and upskilling.

Invest in developing an understanding of AI technologies, their applications and their impact on your organization. This enables you to leverage AI effectively, adapt to emerging trends and remain competitive in the evolving consulting landscape.



- **Transparency is vital.** When using AI, others should be informed about its role in the process and how it influences decision-making, as well as any limitations or potential biases associated with the technology. Open and honest communication builds trust and ensures peers and coworkers are well-informed participants in the AI journey.
- **Client connection.** AI can never replace human interaction and judgment. While there are many benefits to using AI, always remember that remaining connected to others is the priority. AI can never replace relationships and the human component of your value proposition to your employees and clients.
- **Plethora of knowledge.** AI can help individuals develop their skills and knowledge base. Individuals can use AI to learn more about any topic they seek. If you're looking to learn more about an industry, AI is another avenue for research.

