



## HOW-TO GUIDE

# 6 ways organizations can use AI to improve talent

## HCM

Emerging technologies are impacting the workplace and creating significant shifts, but many of the changes will be immensely valuable. For instance, artificial intelligence (AI) can search, vet, and identify the right candidates for the right jobs—autonomously handling mounds of workforce planning labor, allowing your HR executives to give their attention to more “human” aspects of their occupations, such as feedback, management, and more. Instead of resisting these technologies, they should be embraced and harnessed to [improve the workplace](#).

Here are six ways you can integrate smart technology to improve talent and workforce planning.

### 1. Maximize human potential

When added to the enterprise technology stack, AI capabilities can ensure that manual tasks (such as data collection) are no longer an employee’s physical responsibility. Instead, your managers and HR can focus on value-added activities aligned to business goals and objectives. When selecting a technology, consider how the solution will impact and empower human potential through greater efficiency.

### 2. Vet candidates

When vetting candidates, be sure you have the technology to intelligently field potential questions from candidates once a job is posted online. Even before needing to look at a resume or supplemental materials, AI can utilize natural language processing (NLP) capabilities to automate responses to potential candidates. Perhaps one individual is interested, but wants to hear more about the role. Maybe another wants to apply, but can only interview over the phone due to location restrictions. AI can easily read these notes and reply using approved language and answers.

### 3. Source the right experience

Online job databases (such as LinkedIn® and Indeed®) often hold the perfect candidate, but sifting through the massive candidate pool can be inefficient and unproductive. Automation technology can speed up the process and increase reliability by being programmed with key words and phrases to scan online job boards, looking for the words that help to encapsulate if an employee is equipped with the right experience to succeed in that role.

### 4. Automate recruiting

The earliest stages of recruitment (such as resume and application review) can be easily handled by automation. AI can scan documents and make preliminary candidate assessments based on a person's past experiences, skill sets, and more. Once these tasks are completed, workers can then take over, focusing on evaluating behavior, temperament, interest, and other factors that contribute to a successful employee. Simply deciding to automate recruiting can help you alleviate these challenges.

### 5. Individualize onboarding

The onboarding process is not only multifaceted, but can also be extremely individualized. You can use AI to develop your own streamlined, personalized approach to onboarding new employees that encapsulates an employee's previous experience and skill sets, personality, and learning behaviors, among other aspects. Choose technology that helps ensure a thorough onboarding process is in place to help employees become acclimated to their new positions and responsibilities as quickly as possible.

### 6. Gain more time for human tasks

While AI can automate responses for quick inquiries and identify potential candidates based on defined criteria, it can't replace the human touch often needed with larger, more complex issues. With the time-consuming, mundane tasks taken care of by smart technologies, you should work to gain back more time for one-on-ones with workers, making sure that requests and feedback are discussed and heard—both for and by the employees. You can also have more time to tackle complex problem solving that only a human can perform and often requires a level of sensitivity that's difficult or impossible for a machine to emulate. As a result, there's an increased likelihood that all parties will arrive at better, more thought-out solutions.

#### Use technology to improve talent

People who are optimistic about AI believe it has the potential to redefine positions and create plenty of new jobs. When it comes to recruiting and training employees, AI can be a time-saving and productive tool for talent and workforce planning across all sectors. When used in the appropriate venues, AI can help to support and elevate the workforce beyond what they are currently achieving—ultimately, optimizing their human potential.

Learn more about smarter talent and workforce planning.

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