



October 2023

# AI's Impact On Human Resources in the Modern Workplace

Artificial Intelligence -Dispelling the Myths and Exploring the Opportunities

Workvergent 



Disclaimer: a small part of this presentation was written by ChatGPT, and edited by a human, as part of researching its capabilities for this presentation.

# Who we are

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Workvergent  
Consulting

Troy Gread | Founder and Managing Consultant

Workvergent was launched to challenge traditional HR methods through innovation, question status quo and cut through the dreary rhetoric to provide sharp, accurate and commercial advice for our clients.

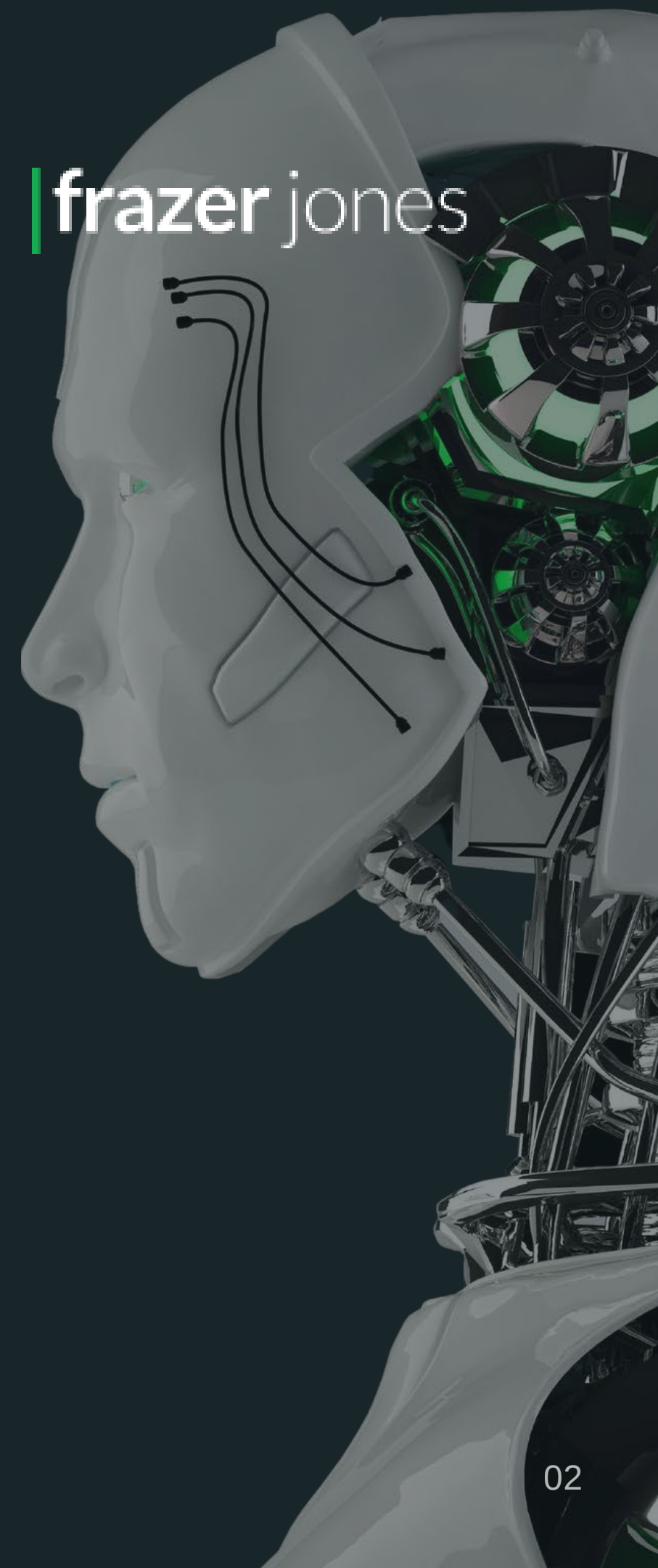
With a solid 15 years of experience and a team of seasoned professionals, we specialize in crafting tailored solutions that cater to the unique needs of businesses all across Australia. Our approach is fresh, pragmatic, and far from conventional, as we firmly believe that workplaces need a new outlook to tackle these reforms effectively



Jason Portelli | Founder

JP has recently launched Tech Pathfinder after over 10 years of working in the HR Software Industry. Over this time, he has held roles right across the spectrum of the industry, from Presales and solution architect, Product strategy, M&A integration, partnerships and most recently, Culture and Engagement.

With a people-first mindset, JP is an accomplished speaker, podcaster and technophile, supporting clients through their review, selection and change management processes to ensure an optimised implementation of new HR technology





WHY NOW?

# The sudden rise of Artificial Intelligence

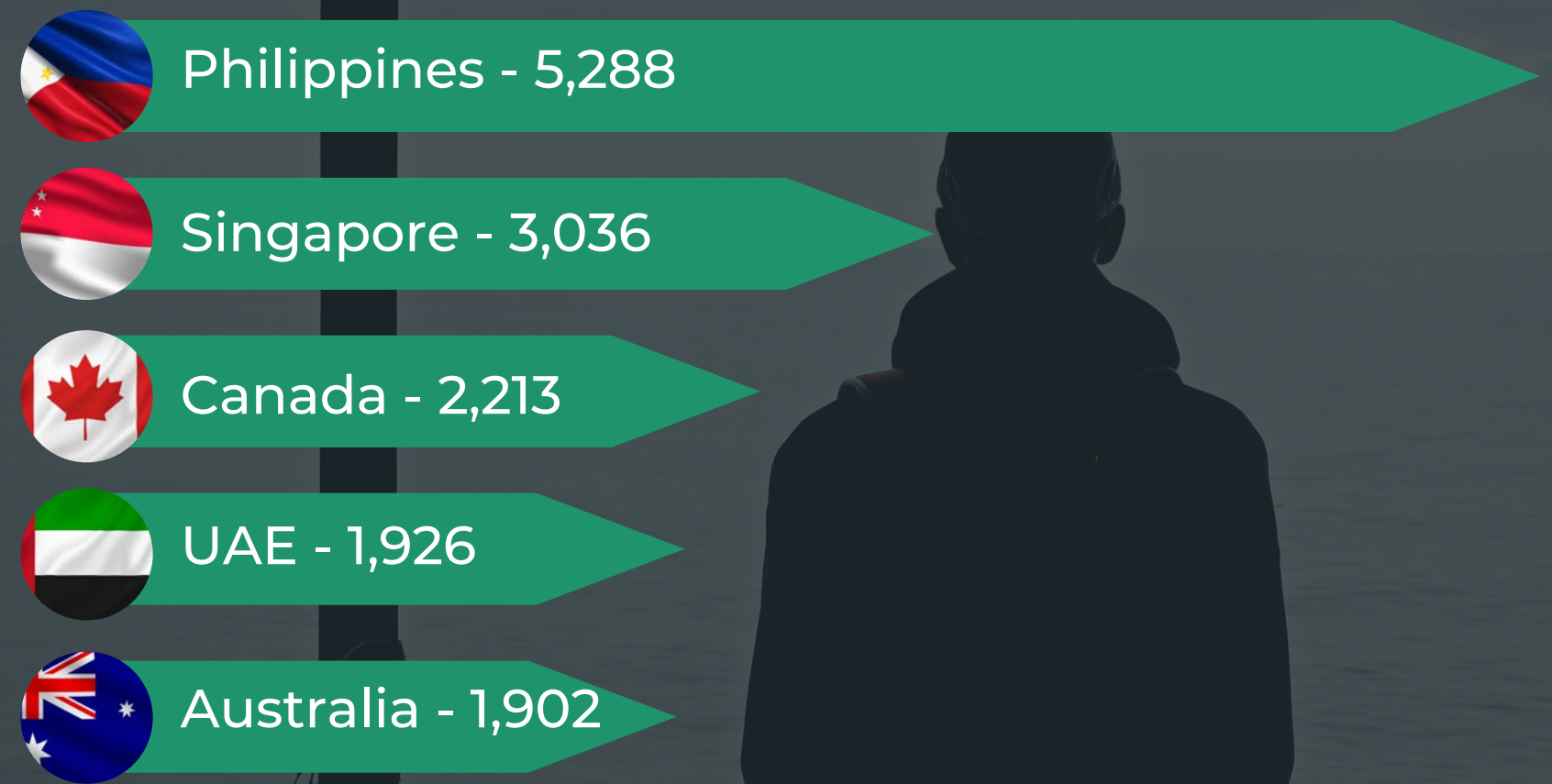


Why?

By now, it's probably clear to most people that artificial intelligence is going to have a fairly large impact on our lives.

A few years ago, you might have been forgiven for wondering whether it was just another fad. But recent advances – such as the emergence of generative AI tools like ChatGPT – have left most of us in no doubt that we're witnessing the dawn of a new era.

Search interest for popular AI tools \*



\*Monthly search volume per 100k population  
Electronics Hub Generative AI Global Interest Report 2023  
<https://www.electronicshub.org/generative-ai-global-interest-report-2023/>

# AI in the workplace

## Content Creation

Generative AI platforms such as ChatGPT, Bard, HIX.AI, BingAI, Copy.AI enable conversational prompts to create or edit written text. Commonly used in knowledge and Marketing roles

## Spam Detection

Most spam detection tools are AI driven, including Gmail and Microsoft office. Its almost certain that these tools are being used in your organisation today

## Machine Translation

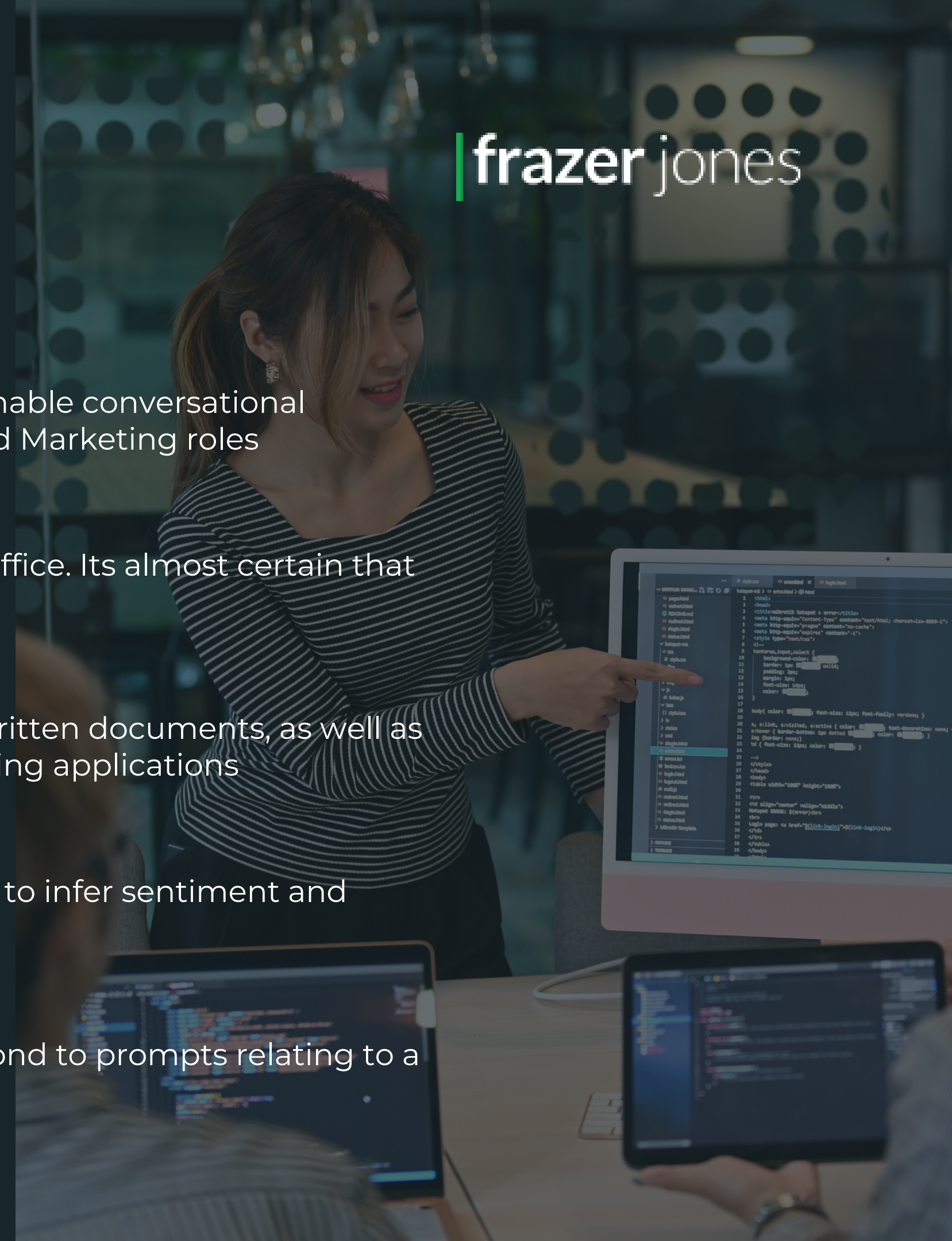
Think Google translate but on a larger scale - able to translate massive written documents, as well as video and audio language translation for both internal and customer facing applications

## Sentiment Analysis

Providing deeper insight into qualitative responses on a mass scale, able to infer sentiment and context from written responses -

## Text Summarization

Another common use amongst knowledge workers is the ability to respond to prompts relating to a specific document or set of data.





## AI AND HUMAN RESOURCES

AI offers a powerful set of tools that can empower HR professionals to make more informed decisions and foster inclusive, thriving workplaces.

How?



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# Risks

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## 1. Data and privacy concerns

One of the biggest dangers of ChatGPT is the potential for data privacy and confidentiality breaches. Employees may be inputting sensitive and highly confidential information into ChatGPT, such as employees' personal details or sensitive company data.

## 2. A wave of inaccuracies

A significant potential danger of this technology is that the information it provides may not be accurate.

## 3. Intellectual property and job loss risks

There is a question as to ownership and intellectual property and moral rights in relation to content prepared by ChatGPT based on the data inputted by employees (and employers).

# Consider your approach

## Normalise the use of AI at work

Everyone is using AI at the moment, be that at home or in their personal lives, so there's no use trying to escape it

How you could introduce elements of it into your workplace

## Explore AI's potential

It's important to have a firm grasp on its capabilities yourself

In the workforce are playing with it, so you need to understand the risks that can arise from its use. HR professionals can play a leading role in ensuring that its use is actually delivering better work and more productivity

## Stay mindful of Data and Governance

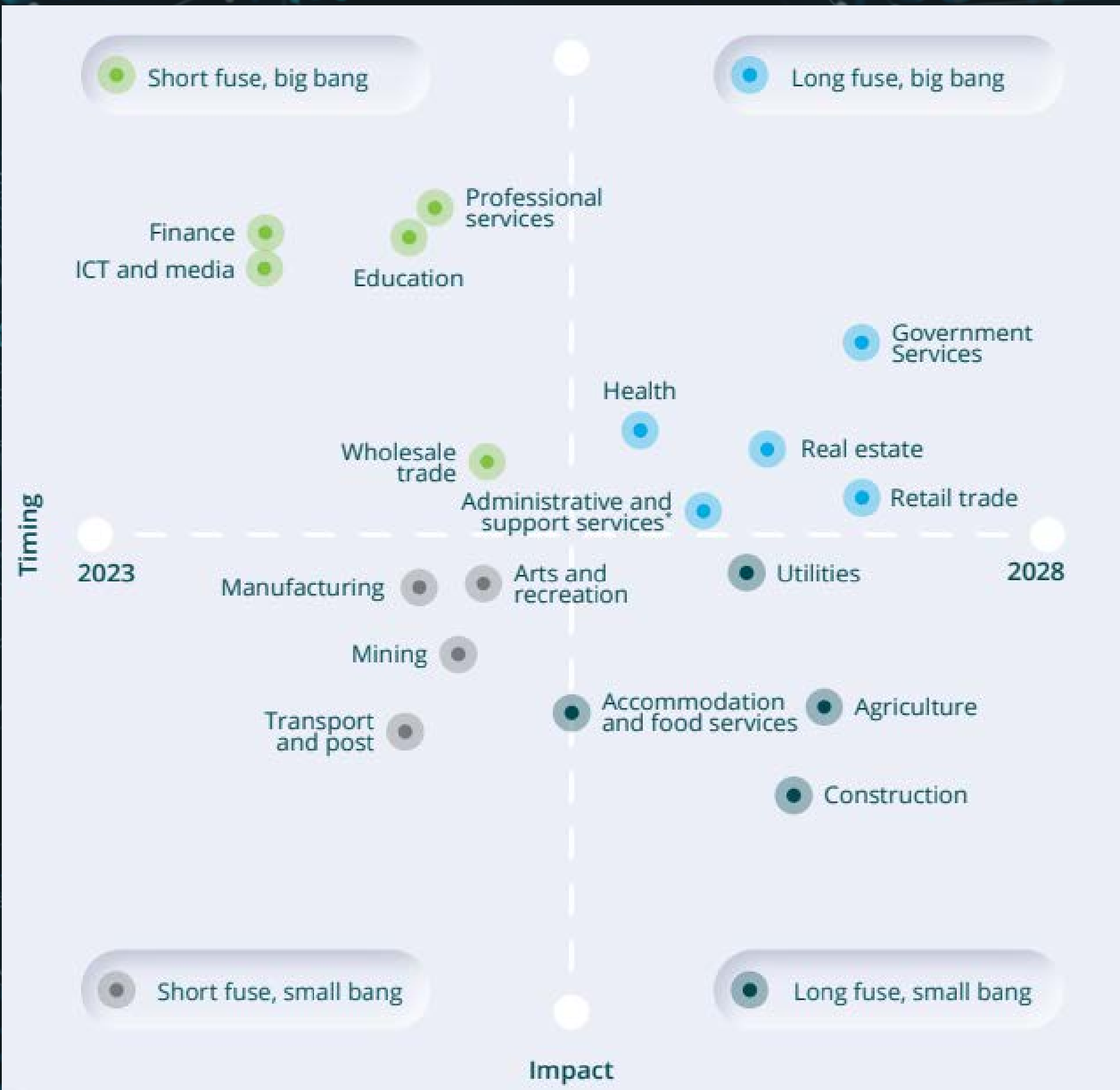
Employees may be inputting sensitive and highly confidential information into AI Platforms

danger of this technology is that the information it provides may not be accurate.



## Practical steps to take

1. Assessment & Analysis
2. Collaboration
3. Policy Development
4. Training & Education
5. Transparency
6. Continuous Monitoring & Feedback
7. External Partnerships
8. Emergency Protocols







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Where to from here

— Our final thoughts.



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