



AI for HR

Day One

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DAY ONE

Introductions and Course Overview

Who I am

Introduction to AI: Concepts, Language and
relevance to HR

AI as a disruptive technology: Risks and
Opportunities

Drivers for change: AI and digital transformation

AI in Action: Recruitment, Onboarding & Talent

Assessing AI Readiness in your HR function

Exploring the future of work and HR's evolving
role in an AI enhanced environment



INTRODUCTION TO AI



What is AI?

What is Machine Learning?

What is Natural Language Processing?

GENERATIVE AI

CV screening
Candidate matching

Chatbots
For
Employee Support

Customising
learning materials

Create Policies
Turn into 1-2 page
summaries

Strategy
And
brainstorming

Employee
communications
and documents

AGENTIC AI

Proactive
Onboarding

Case
management
support

Apprenticeship &
learning provider
watchdog

Employee lifecycle
check-ins

Policy Impact
Alerts

Pulse engagement
campaign drivers

Generative AI versus Agentic AI

Feature	Generative AI	Agentic AI
What it does	Creates content in response to prompt	Acts on goals and can initiate tasks
You	Tell it what to do	Set the goal or approve the actions
How it helps	Speeds up admin work	Supports automation and decision making
Typical Tools	Copilot, ChatGPT	Advanced Copilot Agents
Example 1	Writes a welcome email based on a prompt you write	Detects new starter, drafts welcome email, schedules check in, sends notifications
Example 2	Summarises absence policy into one pager	Flags which policies need updating based on new legislation and starts drafting
Example 3	Creates interview questions from job description based on prompt	Automatically generates job advert, interview pack and schedules panel once a new vacancy is logged

PROMPTING AND WHY IT MATTERS

Prompting framework:

- Act as expert
- Provide context – for business, dept, audience, who you are
- What trying to do
- Ask clarifying questions to ensure optimal output
- Tone matters

PROMPT WRITING CHALLENGE



DRAFT A PROMPT FOR EITHER:

- (1) Training content for a 45 minute lunch and learn for managers on a subject of your choice
- (2) Create a briefing note for managers on a subject of your choice

Think: Purpose, Act as X, Context, Tone, Clarifying questions

AI MYTHBUSTERS

You need an expensive HR system to start using AI effectively



FALSE: Copilot can work with Word, Excel, Teams to automate tasks like onboarding checklists, meeting notes, policy summaries etc

AI will replace the HR team



FALSE: AI augments. It cannot replace human judgement but can save time on admin so you can focus on culture and engagement.

AI MYTHBUSTERS

You can't use AI unless you have perfect data

 FALSE: Many AI tools can work with messy data. Start small, eg summarise board information from onboarding trackers

AI cant be trusted to generate accurate or useful content

 FALSE: USE CAUTION: Draft reports, create workshop ideas, summarise complex information but HUMAN OVERSIGHT is essential

AI MYTHBUSTERS

AI isn't relevant to HR casework or culture change



FALSE: It can help write reflective questions for engagement, summarise employee feedback and support frameworks. BE AWARE OF CONFIDENTIAL CASE NOTES!

You need to have a technical background to use AI



FALSE: If you can write an email or create a document, you can prompt AI to help you get started.

RELEVANCE OF AI IN HUMAN RESOURCES

- Talent acquisition
- Onboarding and offboarding
- Learning and development
- HR analytics and reporting
- Talent management
- Performance management
- Workforce planning
- DEI
- Employee experience

Don't think what can it do

Think how could I use AI to make this easier or better

AI IN ACTION: Activity (20 minutes)

Looking at a list of KPIs, identify where AI could help your team achieve or improve these metrics.

Focus on practical tasks to add value, speed or deeper insight.

- Monitoring and reporting
- Data analysis and insight generation
- Process improvement
- Communication and engagement

AI IN ACTION: Proposed measures

Organisational Health	Colleague Development and Progression	Culture and Inclusion
• Headcount management to plan including agency workers % • Time to recruit (to offer) 60 days • Cost to hire (monitor and then target when direct recruitment team in place) less than 10% • Absence – long and short term short term 6 days • Case work reporting • Colleague turnover/retention/stability rates – 5-10 % 10% amber? • Mandatory training completion – 100% or 98%?	• PDR completion – 100 or 98% • Alignment of goals to corporate plan • Internal promotion rate – 5% • Apprenticeships – 3% • Succession planning in place	• Diversity of workforce by protected characteristics • Number of opportunities offered to people who are care leavers and ex armed forces or reservists • Engagement survey response rate and advocacy of EMCCA 80% response and more than 70% advocacy? • Volunteering days take up (based on 3 days)

BREAK

10 minutes

AI IN ACTION:

Risks and opportunities

ACTIVITY:

1. Manual onboarding
2. Apprenticeship providers
3. AI use in casework complete process
4. CV screening and overuse of AI
5. Policy Simplification and internal content creation
6. Drafting FAQs for common queries

USE CASES



Onboarding:

- Generate a two week onboarding plan for a xxxxx, including training milestones, IT setup and relevant HR resources, using our handbook as reference
- Longer term: Build self service onboarding bot that answers new hire and existing employee questions about policies, payroll, etc

USE CASES

Apprenticeship providers:

- Summarise the offerings of these three apprenticeship providers for XXXX. Create a comparison table for a manager that includes X, Y, Z. (You could add further criteria if you are looking for something specific)
- Create automated onboarding and coordination tools for apprentices, including email templates, contracts, schedules of training, etc

USE CASES

CV screening:

- PART ONE: Attached is a job description for a X. I want you to review and understand the job role requirements and ideal candidate. You are to take no further action currently. Do you understand your task requirement?
- PART TWO: Compare the attached five candidates, highlighting key skills and xxxx experience in a table and list them in the order of most suitable candidate priority

IMPORTANT: GPPR AND PRIVACY

USE CASES

Assessing CVs for mainly AI content:

USE WITH EXTREME CAUTION

- Run a writing style analysis
- Check for consistency with sentences, keyword stuffing, disconnection
- Depth evaluation
- Cross referencing information
- Similarity checking

USE CASES



Caseworks:

- Can help with invite and outcome letters, investigation reports, draft case summaries, triangulate allegations, ensure relevant policies have been referenced, etc
- Trend analysis for grievance and disciplinary

IMPORTANT: GPPR AND PRIVACY SO NEVER USE PERSONALLY IDENTIFIABLE INFORMATION

USE CASES

Policies and content:

- ‘Simplify our remote work policy for frontline staff and draft a one page summary with key information. Please use UK English spelling. Before you start, ask me any clarifying questions in order to ensure you understand the task fully.
- Advanced: ‘Review the remote work policy and draft frequently asked questions for employees and add these to the ‘FAQ Agent’

USE CASES

Drafting FAQs for Common Queries:

- ‘Gather recurring staff questions from X then draft clear frequently asked questions and answers for employee benefits, policies, payroll based on [recent support tickets]
- HR to review tone, check and publish responses centrally for a self service experience [Sharepoint?]

STRATEGIC IMPACT OF AI ON WORKFORCE PLANNING AND OD



The role of AI in strategic workforce planning

Traditional challenges

How AI can transform workforce planning

Key capabilities

Benefits

AI'S ROLE IN ORGANISATIONAL DEVELOPMENT

Automates admin or repetitive tasks
Optimises organisational design
Personalised employee experiences
Real time insights

AI ENHANCED RECRUITMENT CAMPAIGN



TASK: You need to hire 60 various roles within the next 4 months

1. Recruitment
2. Onboarding
3. Training



LUNCH

30 minutes?

DRIVERS FOR CHANGE: AI ADOPTION



- External forces driving AI adoption
- Internal pressures for change
- Impact on HR and workforce
- Monitoring success

DRIVERS FOR CHANGE: PESTLE FRAMEWORK



The External Environment

- **Political:** Government strategy, efficiency targets, Brexit impact
- **Economic:** Budget constraints, skills shortages, talent competition
- **Social:** Citizen expectations, demographic shifts, work-life balance
- **Technological:** AI advancement, legacy systems, cybersecurity
- **Legal:** GDPR, employment law, equality duties, AI governance
- **Environmental:** Net-zero commitments, sustainable practices

GOVERNMENT AND POLICY

Policy Pressures

- Mandatory digital transformation targets
- AI ethics frameworks and compliance
- Public sector efficiency requirements

HR Impact:

- Rapid reskilling programmes needed
- New governance roles required
- Compliance training essential

ECONOMIC AND SOCIAL

Market Forces

- Reduced funding and savings targets
- Technical skills shortage
- Rising citizen expectations for digital services (24/7,

HR Impact:

- Workforce restructuring pressures
- Higher recruitment costs
- Shift to digital customer service roles

INTERNAL DRIVERS – EFFICIENCIES

Organisational Pressures

- Need to do more with fewer resources
- Desire to reduce administrative burden
- Focus on consistent service quality

HR Impact:

- Team structure requirements
- HR systems transformation
- Standardised training programmes

INTERNAL DRIVERS – WORKFORCE

People Challenges

- Ageing workforce
- Younger generation technology expectations
- Cultural shift to data-driven decisions

HR Impact:

- Knowledge transfer programmes
- Modern HR systems investment
- Analytics skills development

INTERNAL DRIVERS – STRATEGIC ACTIONS

Planning for Success

- Develop comprehensive AI roadmap
- Establish governance committees
- Create change management frameworks
- Conduct regular skills audits

Supporting Our People

- Implement phased reskilling programmes
- Partner with training providers
- Create internal mentoring schemes, etc
- Develop clear career pathways

KEY ACTIONS

Planning for Success

- **Plan** strategically with clear roadmaps and governance
- **Support** people through any reskilling and communication
- **Partner** with others to share costs and expertise
- **Monitor** progress and adapt approaches

CHANGE: KOTTER'S 8 STEP THEORY

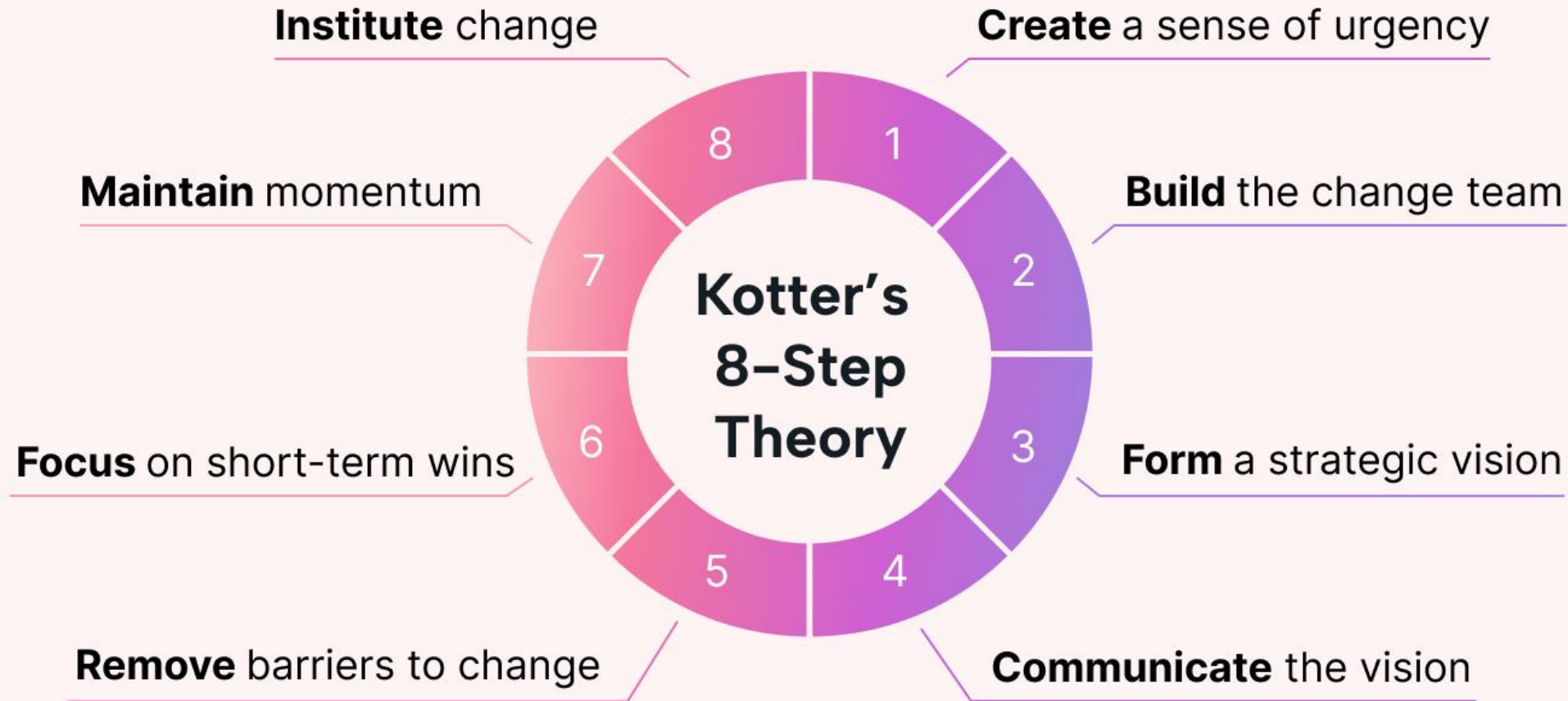


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LEWIN'S 3 STAGE CHANGE MODEL

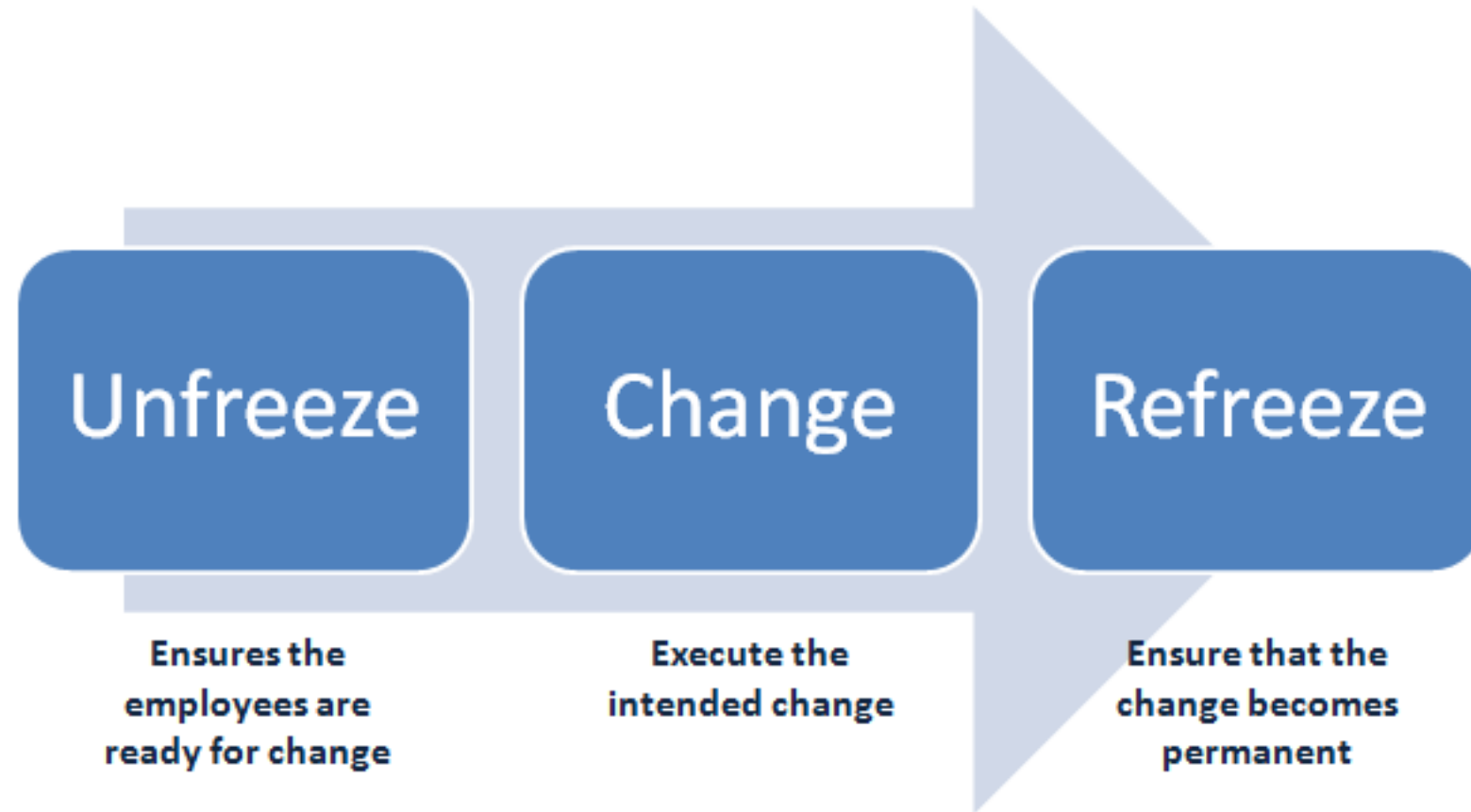


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MCKINSEY'S 7 S FRAMEWORK

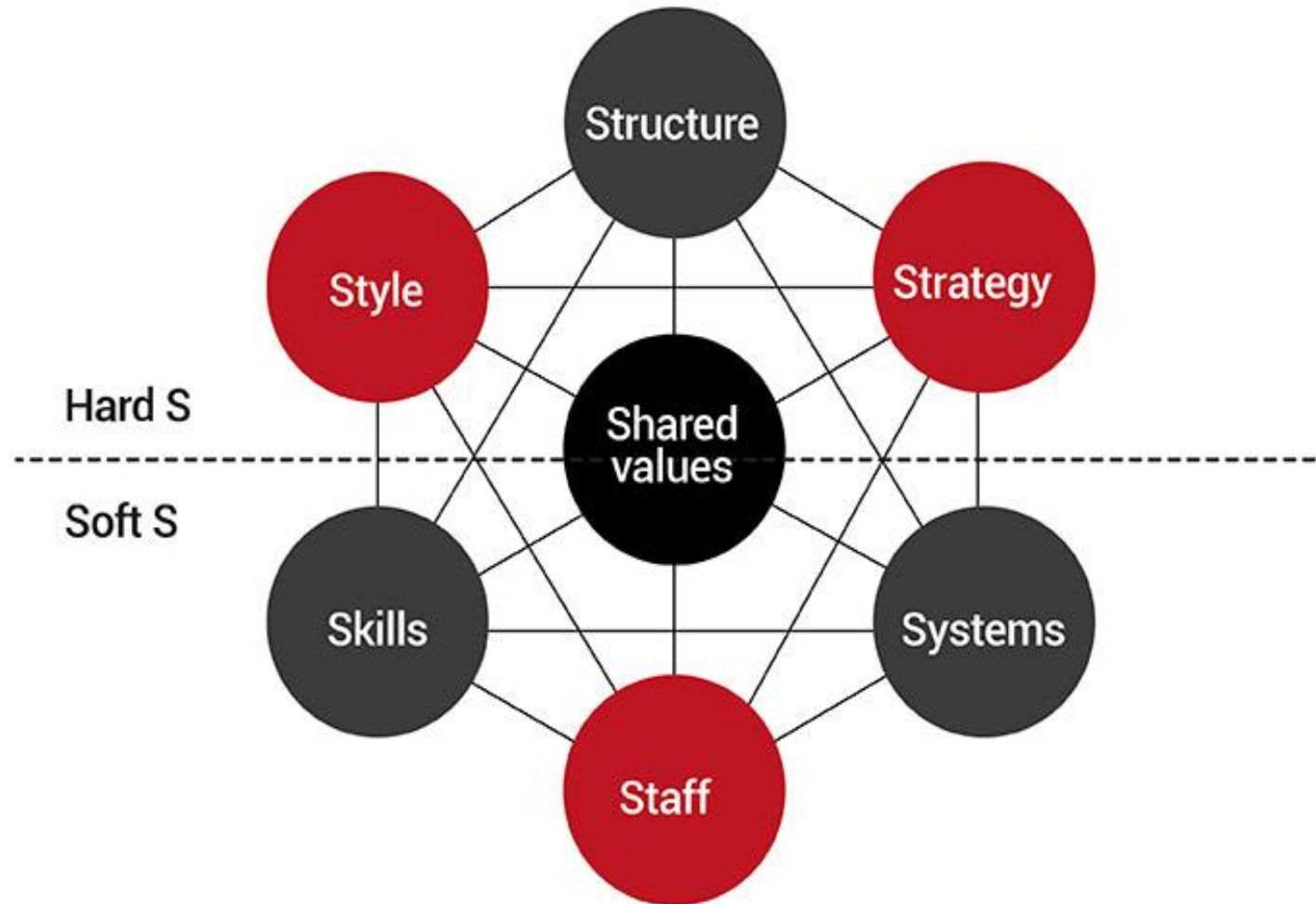


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CHANGE MODELS IN PRACTICE

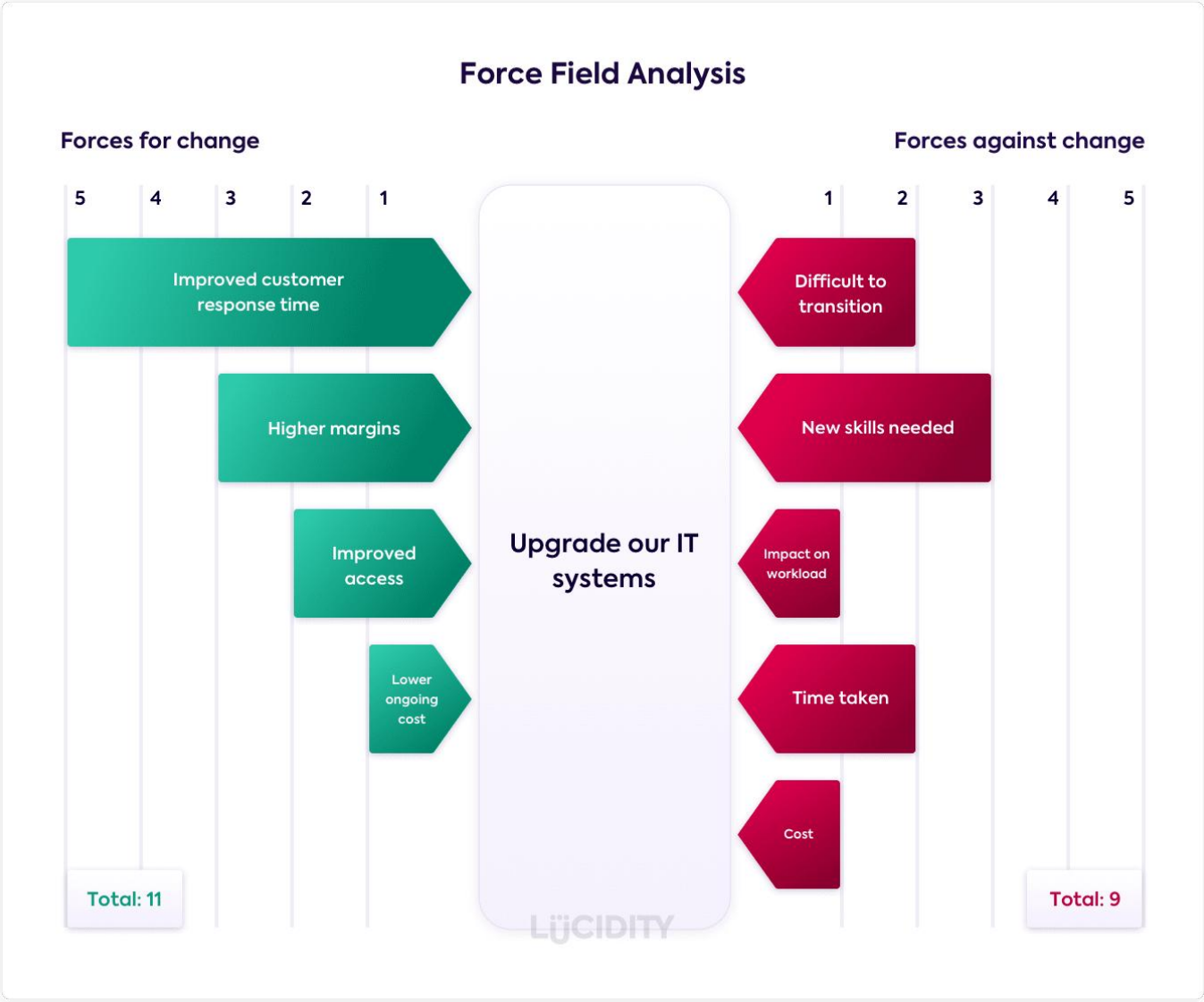


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CHANGE : ACTIVITY

Choose a current HR challenge related to AI adoption that ideally impacts others (eg ethics, AI skills, changing workflows using Copilot).

Apply one of the change models:

What steps or stages would you take to lead AI adoption?

What organisational elements are most crucial?

What forces or factors help and hinder successful change?

ASSESSING AI READINESS IN HR

ACTIVITY:

What would it take for us to use AI well, especially whilst managing business as usual?

Enablers

Barriers

AI READINESS: KEY STAKEHOLDERS

A Union or Employee Rep
Senior Leadership Team
A frontline Manager
Employees

EXPLORING THE FUTURE OF WORK

- Move from operational to strategic HR
- AI augmented decision making enhancing insights but requiring human judgement
- Growing demand for AI and digital literacy
- Ethical competencies for HR teams
- Expanded leadership role in guiding agile change
- Data fluency
- Ageing workforce dynamics, hybrid work challenges and tighter resources

WHAT DO YOU THINK?

CAPABILITIES

PREPARE

90 DAYS

END OF DAY ONE



What's one thing you feel ready to try or test in your HR role after today – and what would you need to happen to make that first step a success?