AI and HR Analytics:

The Present, the Possibilities, & the Pitfalls

Employee Well-Being and Strategic Surveys Conference, April 23rd and 24th

OrgVitality

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The Presenter

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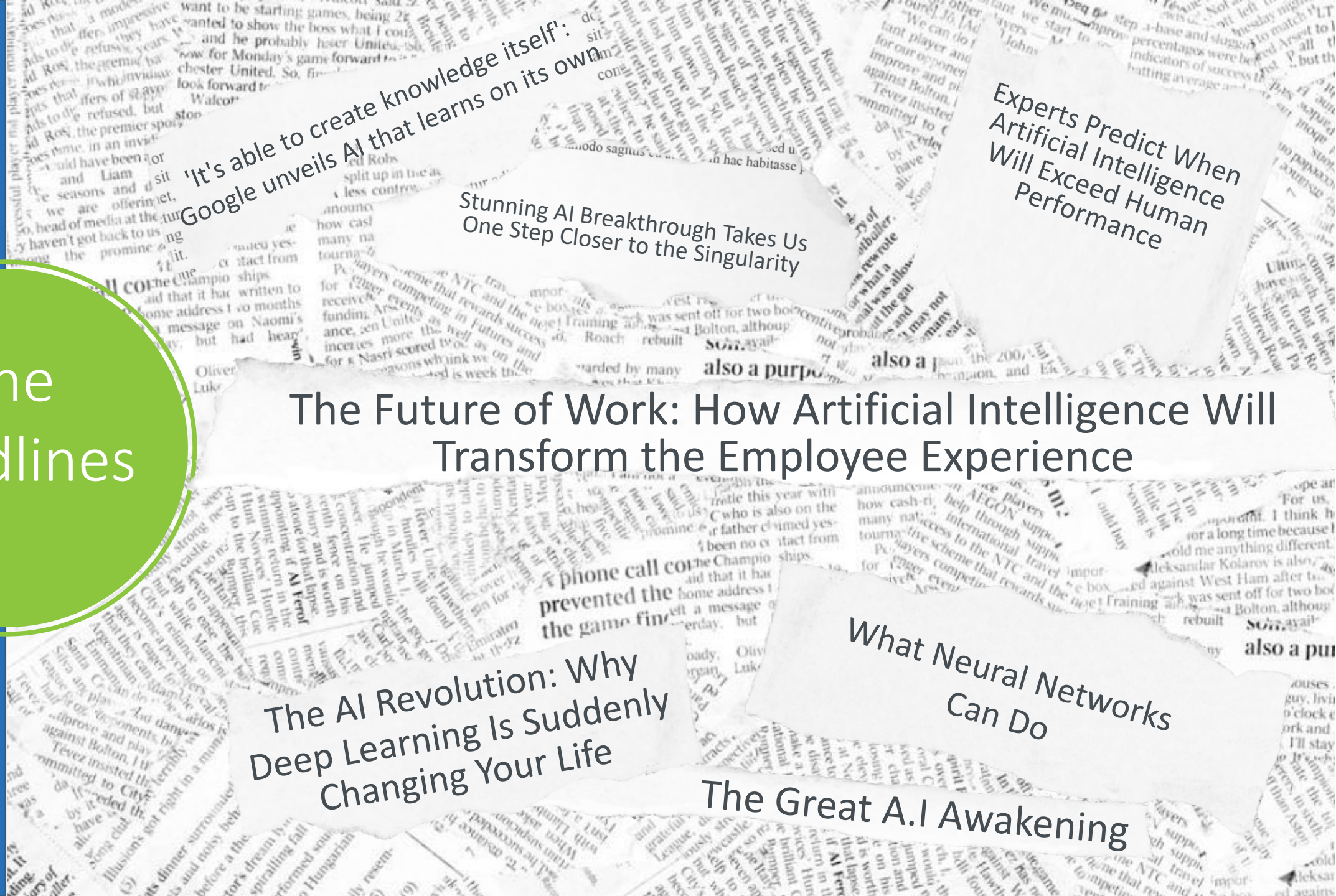
Partner & Vice President

The Headlines



The Trends

Machine learning!

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Machine learning!

Action Planning

Comment Analysis

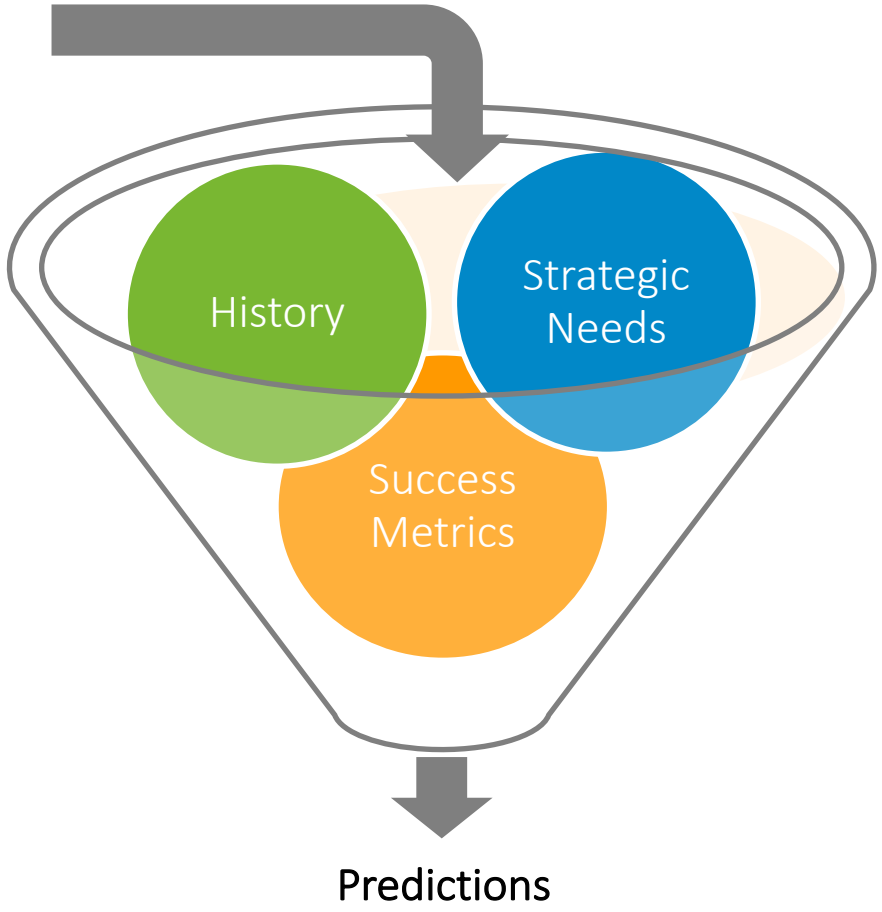
Big Data

The Dangers

Stereotypes & Biases

Bias in Technology

- Machine learning
  - Systems learn our decision making patterns to repeat them
  - For better, or worse
- AI limits
  - Machines can only learn from the data we feed them
  - Bias in, bias out



Bias in Technology

Common thread = Bias

The Implications

Be conscious of biases

- Dunning effect
- No single threads

Design systems with intention, awareness

- Include diverse data sources
- Be aware of bias in data

Use AI to do what you can’t

- High volume and complexity

Survey Program Advice

Match purpose to solution

- Possibilities vs. purpose

Maximize the use of data

- Integration of passive, active sources
- Complex relationships
- Caveat…

Maintain the human touch

- Common sense
- Action orientation

Examples

The Problem: Piles of unstructured text data

The Challenge: Make it meaningful – actionable

AI Solution: OV VOICE

Find the VOICEs that say the most

What comments to read first?

Want to read the most specific, actionable comments? Use the dropdowns below to identify what you're most interested in and push go to return the most useful comments – about 5 minutes of reading.

My priority is: Type or click here

Topics: None selected

Read the highlights

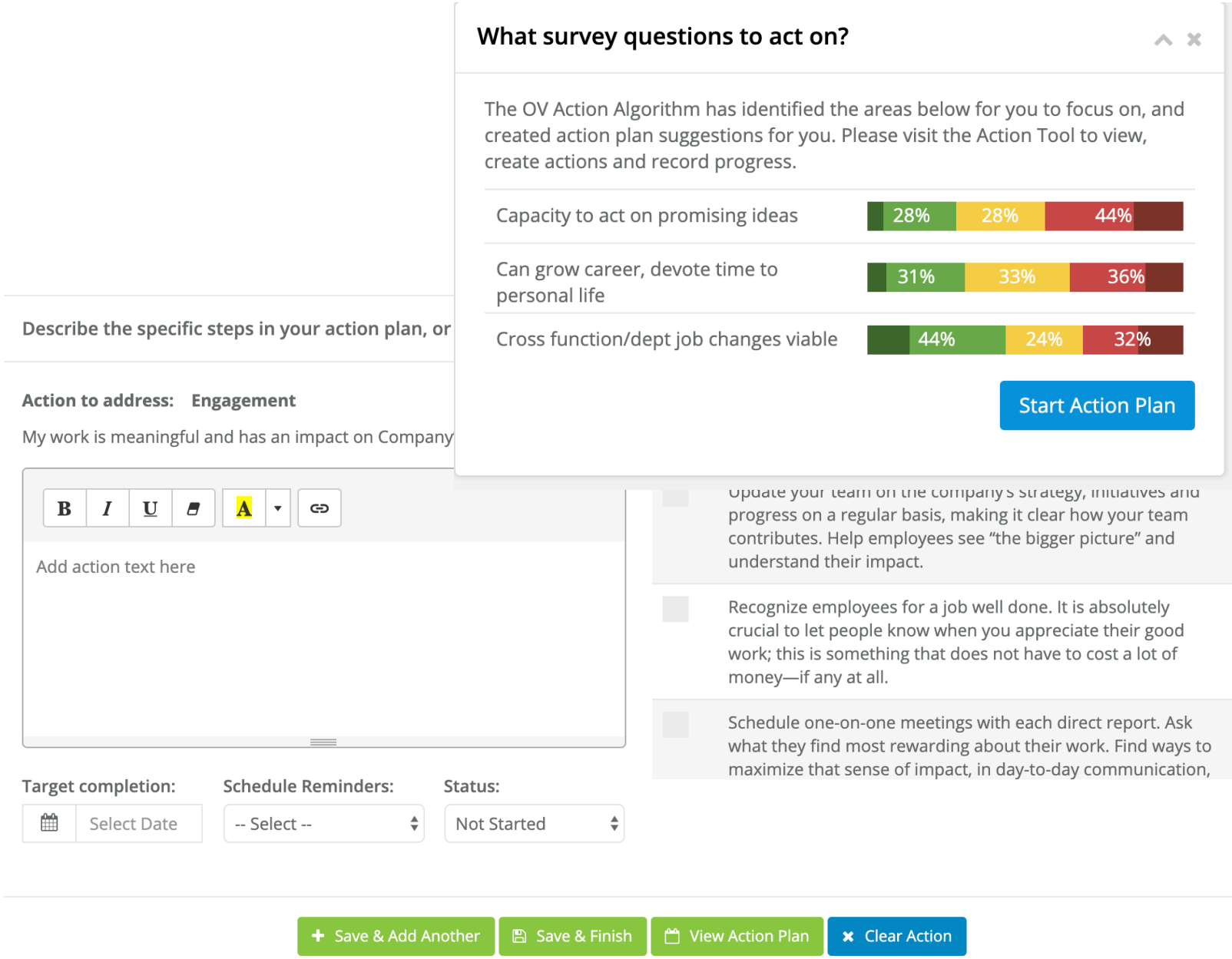
Self Coded Topic	What one		Job Level	Willingness to Recommend
Innovation	We need mo critical, but w If there were a specific program to give us time and resources to try new ideas, we'd be able to come up with new work approaches.	96	Manager	Strongly Agree
Innovation	Employees need something to look forward to after the lead up to launch. After working so many hours with so much pressure, its easy to get burned out. If there were some kind of team event to celebrate, it would help with the energy and teamwork.	82	Manager	Agree
Tools	I need design software. I am often expected to put together special graphics, but don't have the software to do custom work.	73	Individual Contributor	Disagree
Teamwork	Cross team events. We know our own teams really well, but offsites, social activities, etc. to get to know other teams so that we can work together more effectively.	60	Individual Contributor	Neither
Company Direction	Clear outlook on the long term plan - I know the short term, but am less clear on anything past current products.	32	Individual Contributor	Strongly Agree

Examples

The Problem: Managers are stuck in getting action started

The Challenge: Focus and prioritize

AI Solution: Action Wizard's guided, nudge-y support



Checklist

1. What do I want the data to do?
2. What does the machine do - how does it work, what happens to your data?
3. Does the machine replicate a human process (faster/better scale) or do something new (better)?
4. How can the insight from the machine inform practical, human decisions?

How Will You Navigate the Use of AI?

To submit a question or your top take-aways, submit via chat box or via email:

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Employee Well-Being and Business Resilience Survey

- Free Pulse survey to connect organizations and employees during these challenging times
- Available in 13 languages
- Helps leadership understand what specific challenges their employees are facing, whether they have what they need to work effectively while operating remotely, and if critical messages are getting through.
- This survey, which will always be free, will be updated and adapted to take the pulse of your employees as this global pandemic and quarantine evolves.

OrgVitality

Connecting Employees and Organizations

At OrgVitality, we are experts in designing projects that are linked to **strategy**, generate useful **insight**, and drive positive **action**. Now, more than ever, organizations need to listen to and learn from their employees.

We can help.

Surveys

- Strategic Employee Surveys
- Pulse/Continuous Listening
- Lifecycle
- 180 and 360 assessments
- Internal Customer Experience

AI-Driven Action Tools

- Action Prioritization
- Nudges
- Comment Analysis