

The HR Side Of Artificial Intelligence

Today, we face countless opportunities and threats from artificial intelligence. Taking advantage of these opportunities and avoiding the growing threats of artificial intelligence requires adopting a new approach to HR. This new approach considers "people" as one of the pillars of success and increases effectiveness in the era of artificial intelligence. We call this new HR approach the AI-powered HR approach.

Introduction

As organisations enter the age of artificial intelligence there are a plethora of unique opportunities. One opportunity is to create an AI-powered HR approach. Developing a technological infrastructure is one important component, but there is another that will likely make or break the traditional organisation. Success in the era of artificial intelligence does not only require money and investment in technology infrastructure, but it also requires a change in the way leaders think about human resources. In this article, we call this effective approach the AI-powered HR approach and provide leaders with the best practices for the development and design of this effective approach.

The best practices for the development and design of an AI-powered HR approach depend on how senior managers can create a "rapid technology change programme". There needs to be a strong emphasis on maximising the performance of the artificial intelligence development and implementing a human resources development project to begin designing and developing a new form of HR approach, what we call an AI-powered HR approach.

The Increasing Role Of Artificial Intelligence

Artificial Intelligence (AI) is changing the form of business all over the world. Decision-making is focused on gaining insights from data from a more decentralised organisational structure. Organisational processes are becoming increasingly automated to bring benefits to companies around the world transforming their relationships with their customers to be quicker and more responsive. Google is the crème de la

crème of high-tech AI built on algorithms with minimised error rates. This technology gives organisations the power to break free from the limitations of traditional processes offering unique market opportunities. AI coupled with continuous learning allows organisations better performance.

Alibaba, another successful company that has developed AI is now ranked among the most valuable companies in the world. Algorithms are their main criterion for decision-making reducing error rates similar to Six Sigma. Most executives and senior executives are not considering AI initiatives in their corporate strategies. Leaving them left at a station that is not only moving at extenuating speed, but also leaving them less competitive product-wise. Some CEOs have been considered for immediate replacement due to AI. Thus, the key is for CEOs to develop an effective AI-powered strategy.

AI coupled with data analysis and digital core is going to be the strategic advantage of the future. Here is how to do it:

- Assess organisational capabilities and needs
- Effectively evaluate human capabilities and technological infrastructure
- Implementing an effective knowledge management system
- Develop strong human resources infrastructure.

The lack of an effective knowledge management system causes insights such as these to create bottlenecks in communication channels. Chatbots, the way of the future, can also lead to the development of a data-oriented approach in companies and eventually strengthen the data analysis side in AI-powered strategy.

Digital core knowledge refers to the software on which algorithms are derived from data analysis. Here, decision-making is redefined in the most scientific way, and algorithms are fully automated processes. CEOs Should not be influenced by vendors who seek to only sell their software. The lack of accurate evaluation and the implementation of inefficient software can delay the effective implementation of an AI-powered strategy. Organisations still need to redesign many processes and effectively divide work between humans and robots.

Furthermore, effective implementation of an AI-powered strategy requires the extensive participation of human resources and the strong support of CEOs. CEOs must highlight that AI does not mean eliminating

the role of human resources, but rather enhancing their role more effectively. The key is to reduce resistance and better align human resources.

Designing An AI-Powered HR Approach

Human resources are usually managed around participation in centralised meetings, teamwork, trust, and learning:

- Participation of organisational members through cohesive collaboration in which the entire organisation is rowing in the same direction
- Team building and better sharing of organisational knowledge through greater collaboration improves data quality
- Trust is basically a framework of satisfaction coupled with safety. People need to know that when they wake up in the morning that they will have a job waiting for them
- Organisational learning is a given mantra throughout the organisation with professional development by vendors and experts in the field that add the glue that creates an ambiance of growing and developing.

After the human resources are set up on these four tenets, there needs to be expansive advertising of activities and milestones. A newsletter or means of communication includes accomplishments, not only within the organisation, but also for those who have left for better positions based on their knowledge gained, training and development, and tenure at the organisation. The intention to keep all employees is a good one, but we must consider natural attrition levels and movement up the organisational ladder or the risk of people leaving for better positions. Thus, while a culture must be the glue that keeps the organisation together, it must be elastic and realistic too. Trust is a double-edged sword, one in which leaders must trust their subordinates the same way that they trust themselves.

Putting people first, and then offering the technology employees need to stay up to date in artificial intelligence encourages them to keep up with rapid technological changes. Team leaders encourage risk-taking for their teams, and they attempt to be optimistic about innovation. This new mind-set offers greater flexibility and agility.

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