

AI in the Workplace

EP 53

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Meet Your Presenters

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&

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SOUTHREN
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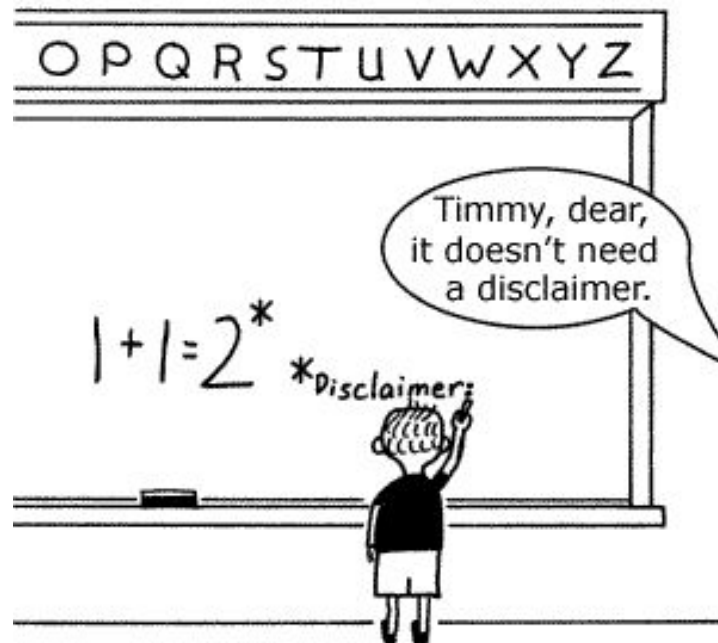
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Timmy
doesn't need
a disclaimer
but we do...



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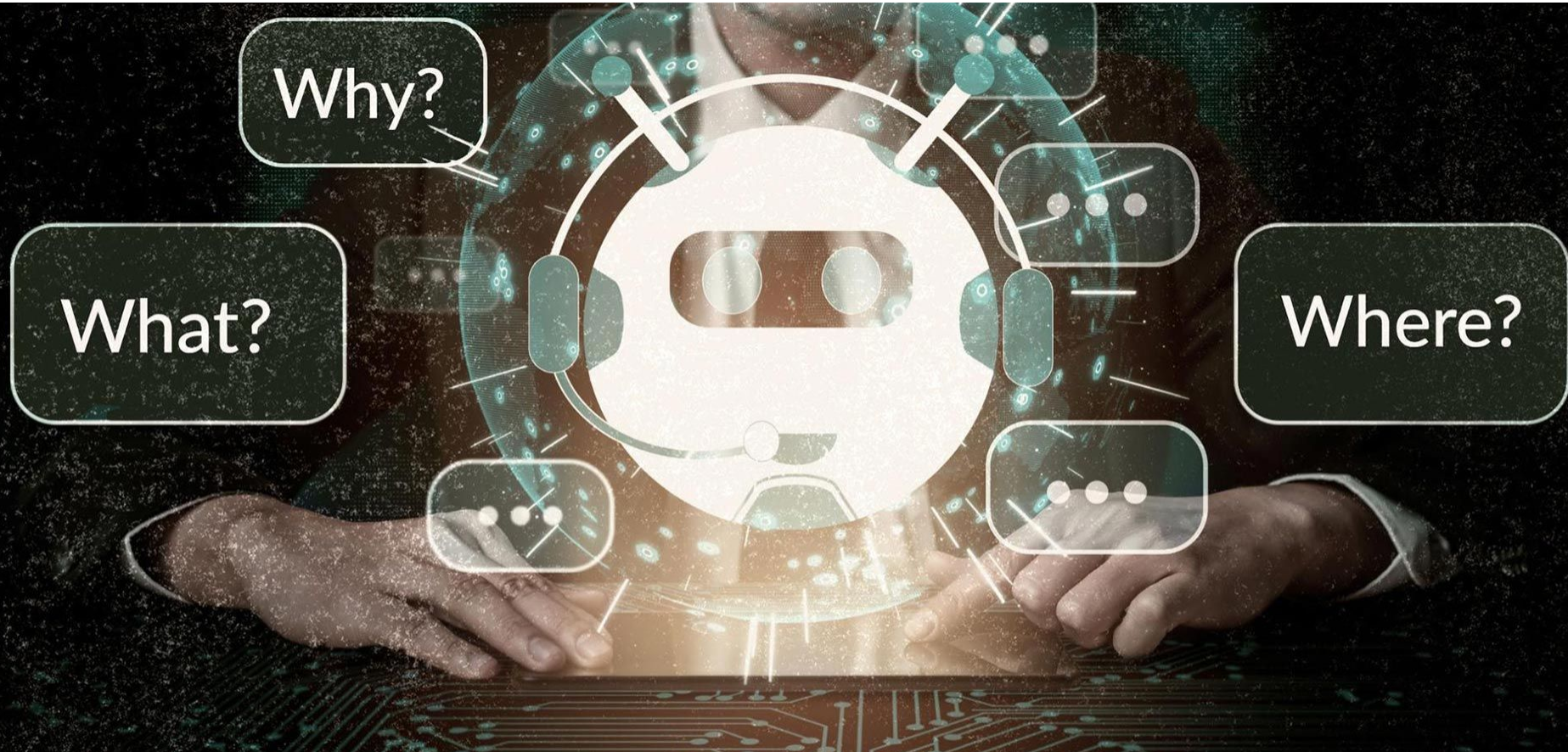
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Presentation Roadmap

- 1) Intro – Setting the Stage for the Non-Techie Mortal
- 2) Have Fun with AI – Practical use cases
- 3) Addressing the Resistance, Stress & Fear of AI
- 4) HR Law Risks
- 5) Wrap up

INTRO – Setting the Stage for the Non-Techie Mortal



Why?

What?

Where?

**Who are the experts on workplace
Generative AI?**

What is Generative AI?

- Generative AI refers to AI technology that autonomously creates original content.
- Key Characteristics:
 - **Creativity:** Capable of producing unique content like images, text, and music.
 - **Learning:** Learns from data to generate coherent and realistic output.
 - **Adaptability:** Improves over time and can adapt to new data and feedback.

Examples include: ChatGPT, Copilot, Gemini, Claude

Sample ChatGPT Interaction

My prompt: What is the best prompt for employee engagement?

Answer:

For effective employee engagement, use the following prompt with ChatGPT:

"Create a comprehensive employee engagement survey that covers areas such as job satisfaction, work-life balance, team collaboration, management feedback, career development opportunities, and workplace culture. Include questions that encourage open-ended feedback and suggestions for improvement."

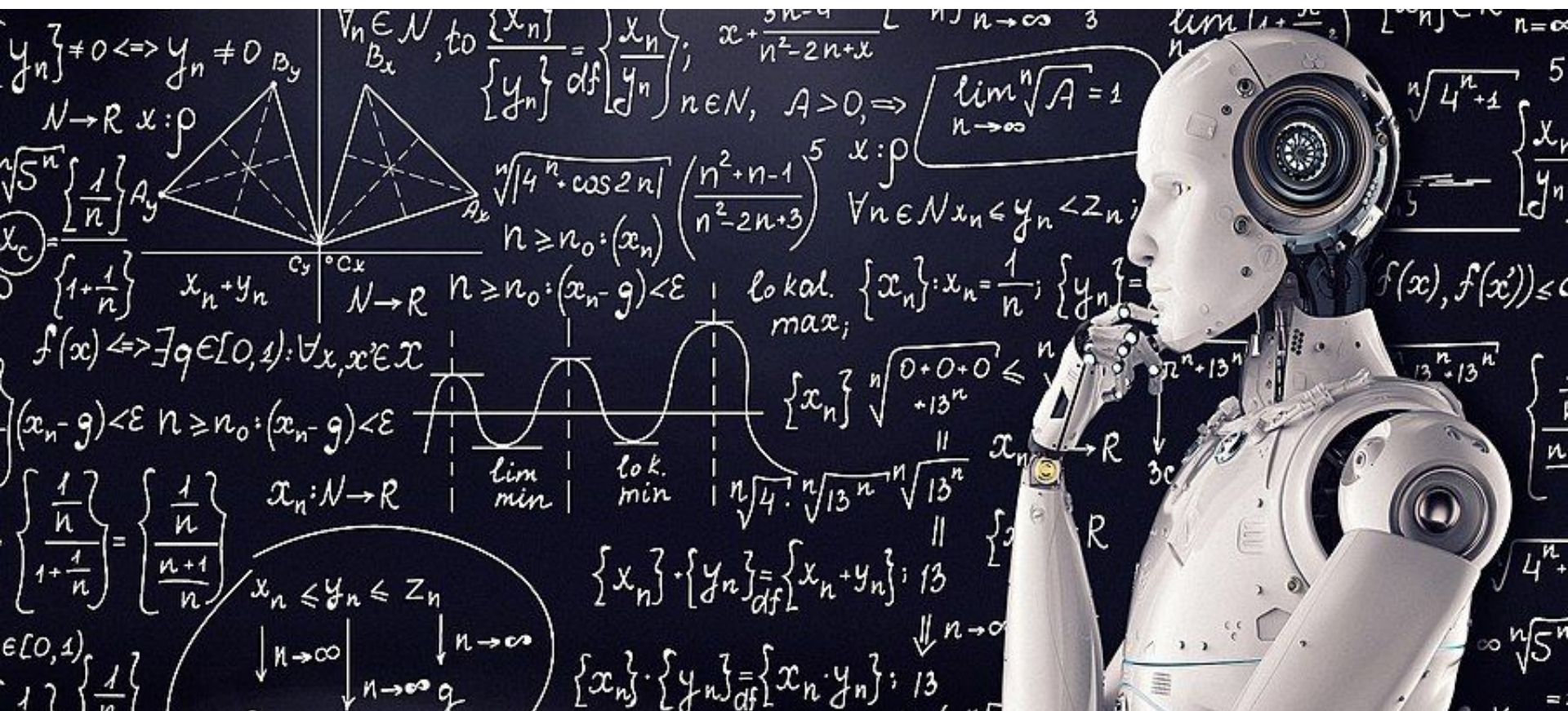
This prompt is detailed enough to ensure that the survey will cover all important aspects of employee engagement and allow employees to provide meaningful insights.

We're the Context, AI is the Content

- **Defining Roles:** AI provides the content while human expertise gives it context and relevance.
- **Enhanced Productivity:** Combining human insights with AI-generated content speeds up workflow.
- **Quality Control:** human review and customization of the AI output remains important.

Don't Fall Behind

Have Fun With AI – Practical Use Cases



How to Boost Efficiency While Managing Risks?

- Efficiency Booster
- Thought Leadership
- Draft Generation
- Real-World Application

How to Start Small for Better Adoption

- First Steps
- Learning Through Play
- Exploration
- User Experiences

Use cases for your HR team and workforce

- 1) Automating Routine Inquiries
- 2) Onboarding New Employees
- 3) Employee Training and Development
- 4) Recruitment Assistance
- 5) Performance Management
- 6) Employee Engagement and Surveys
- 7) Policy Updates and Communication
- 8) Handling Harassment and Complaints

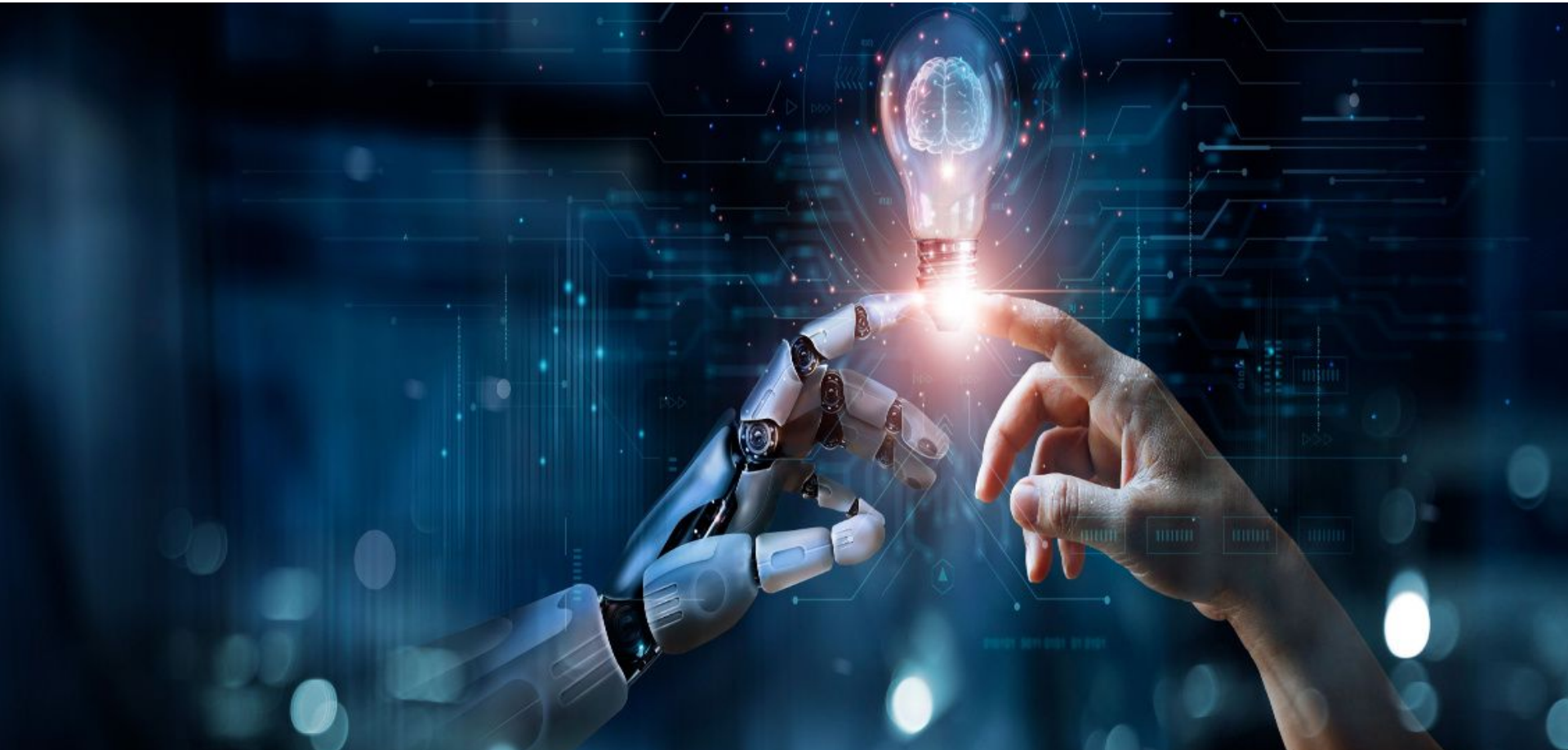
More examples!

1. Create a template for an employee performance review form, including sections for goal setting and feedback.
2. Generate a list of interview questions for hiring candidates for a customer service representative position.
3. Provide suggestions for improving employee engagement and morale in a remote work environment.
4. Create a checklist for conducting effective onboarding sessions for new hires.
5. Generate a sample email communication announcing updates to our employee benefits package.
6. Provide tips for managing workplace conflicts and fostering a positive work environment.
7. Generate a list of resources for employees to access mental health support and wellness programs.
8. Generate list of conversation starts for team slack/chat channels
9. Generate slide decks for HR presentations
10. Re-write your cranky email with a nice, compassionate tone on rainy days

Promptapalooza!!

- "What is a good prompt for?"
- "Create an interactive onboarding guide for new employees, including steps to complete paperwork, introduction to company policies, and an overview of their first week's schedule."
- "Generate a list of common HR-related FAQs and their answers for our internal employee portal, covering topics like benefits, leave policies, and workplace conduct."
- "Write a detailed job description for a Marketing Coordinator, including key responsibilities, required qualifications, and preferred skills."
- "Create a template for quarterly performance reviews that includes sections for employee self-assessment, manager feedback, and goal setting."
- "Draft an email template for reaching out to potential job candidates, introducing the company, and outlining the next steps in the hiring process."
- "Compose a company-wide email announcing updates to our remote work policy, highlighting key changes and the reasons behind them."
- "Create a list of questions for exit interviews to understand why employees are leaving and gather feedback on their experience with the company."

Addressing Resistance, Stress & Fear



Quality Control: Challenge the AI

- Assume you will need to edit output 100% of the time
- Critical Engagement
- Feedback Mechanism
- Iterative Refinement
- Examples of Improvement

Worker Displacement and Job Redesign


- Automation of Jobs
- Training and Reskilling – tech expands, not contracts workforce
- Sync up with CBA, handbooks and training practices


How to Master New Skills & Change Management in the Workforce

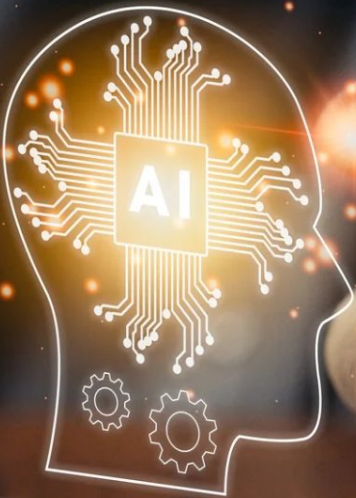
HR Law Risks with Gen AI





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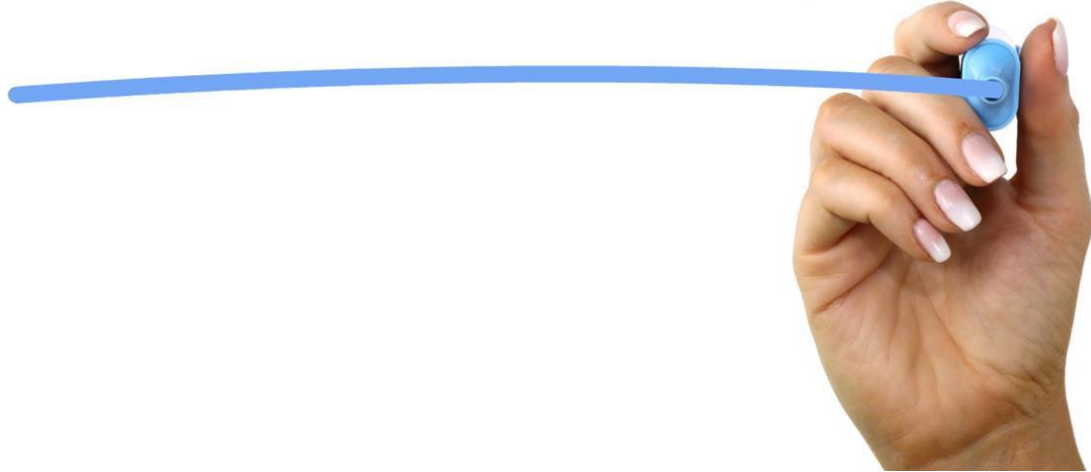
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HR Law Risks

- Data Privacy & Security
- Discrimination & Bias
- Intellectual Property Issues
- Contractual and Liability Issues
- Ethical Considerations

QUESTIONS



Wrap Up



Wrap Up

- Jump in – no one is an expert!
- Have fun – boost efficiency, stay ahead of the curve
- Support your worried employees
- Pay attention to risks while continuing to explore

Thank you!

To learn more about **Southren Group** and get in touch with **Kelly Margani**: www.southren.ca



To learn more about our team: springlaw.ca/team/

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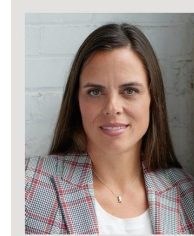
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THANK YOU!