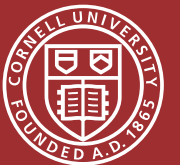


# AI & TALENT MANAGEMENT: PRACTICAL APPLICATIONS & FUTURE DIRECTIONS

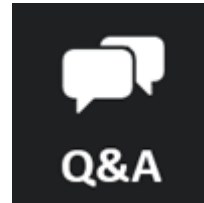
SESSION 3: THE EMPLOYEE EXPERIENCE

Chris Collins

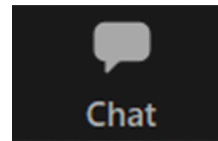
Professor and Director of Graduate Studies



# HOW TO PARTICIPATE IN TODAY'S CAHRSCAST



Submit your questions to the presenter throughout today's session via the Q&A feature.



Share your reactions and experiences with other attendees using the Chat feature.

# **DEFINING EMPLOYEE EXPERIENCE**

# EMPLOYEE EXPERIENCE FRAMEWORK

Episodic Touchpoints

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Reflection Touchpoints

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Day-to-Day Touchpoints

# **PRACTICAL APPLICATIONS**

# AI IMPACT ON THE EMPLOYEE EXPERIENCE

## Episodic Touchpoints

- Access to information when I need it
  - Examples:
    - Benefits
    - On-boarding
- Integration and personalized recommendations

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## Reflection Touchpoints

- Proactive personalized recommendations
- Career advisor
- Learning advisor

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## Day-to-Day Touchpoints

- Automation of frustrating processes and routine tasks
- Personalized recommendations
  - Knowledge
  - Social connections

# AI IMPACT ON THE EMPLOYEE EXPERIENCE

## Episodic Touchpoints

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- Access to information when I need it
- Personalized recommendation on related services

## Reflection Touchpoints

- Proactive personalized recommendations
- Examples:
  - Career advisor
  - Learning advisor
  - Coaching

## Day-to-Day Touchpoints

- Automation of frustrating processes and routine tasks
- Personalized recommendations
  - Knowledge
  - Social connections

# AI IMPACT ON THE EMPLOYEE EXPERIENCE

## Episodic Touchpoints

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- Access to information when I need it
- Personalized recommendation on related services

## Reflection Touchpoints

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- Proactive personalized recommendations
- Career advisor
- Learning advisor

## Day-to-Day Touchpoints

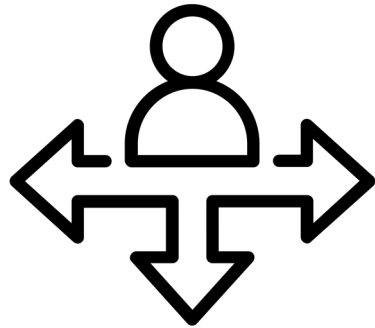
- Automation of frustrating processes and routine tasks
  - Examples:
    - Scheduling
- Personalized knowledge or network recommendations
  - Examples:
    - Best practices
    - Collaboration recommendations
- Coaching



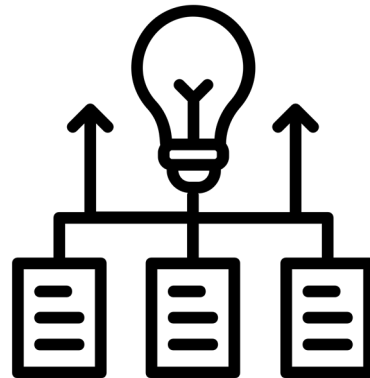
# **IMPACT ON HR**

# IMPACT ON HR LEADERS' ABILITY TO ENHANCE THE EMPLOYEE EXPERIENCE

**Data and Analysis to Identify Employee Experience Issues**



**Insights and Recommendations to Deliver Better Advice**



**Automate Repetitive and Lower Value Tasks**



# **CHALLENGES RELATED TO AI ADOPTION**

# CURRENT AND FUTURE CHALLENGES

## Employee acceptance and adoption

- Personal preferences
- Data accuracy
- Initial low utility and potential inaccuracy
- Leader adoption

## Managing the Transitions

- Human to AI/chatbot
- AI/chatbot to Human
- One phase of the employee experience to another (system to system)

## Engaging the HR Function

- Integration of silos
- Training the AI
- Training HR employees
- Learning and growth opportunities for higher level/more strategic roles

**QUESTIONS?**

# AI & TALENT MANAGEMENT SERIES

## Employee Attraction and Mobility

- April 24, 2024: 1:00pm (ET)

## Talent Analytics & Workforce Planning

- May 8, 2024: 1:00pm (ET)

## Employee Experience

- May 22, 2024: 1:00pm (ET)

## Performance Management

- June 5, 2024: 1:00pm (ET)

# THANK YOU

Learn more at: [ilr.cornell.edu/cahrs](http://ilr.cornell.edu/cahrs)