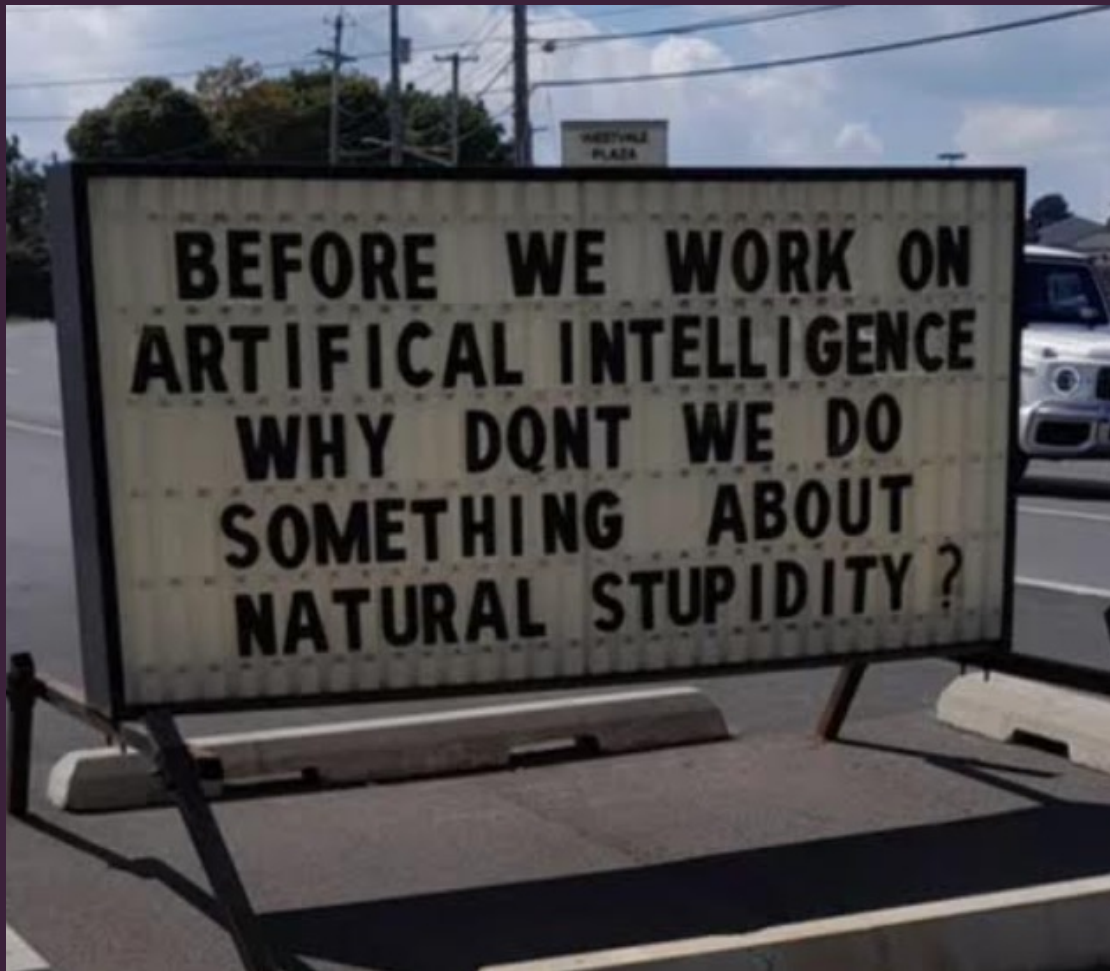


AI, HR, AND YOUR  
EMPLOYEES

*Michael VanDervort*

*May 16, 2024*

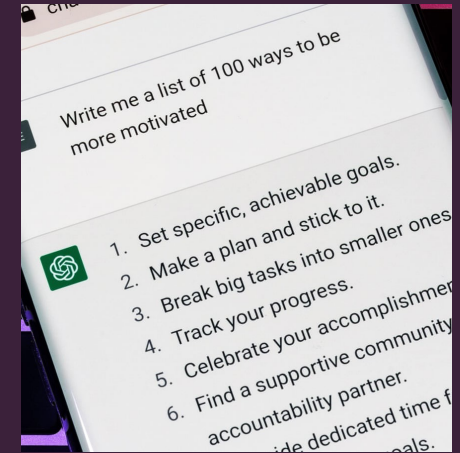
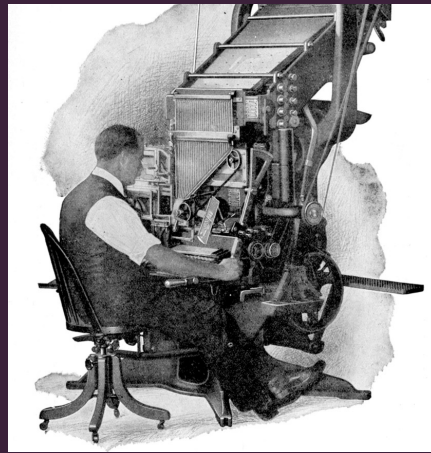


## INTRODUCTION

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- Technology and History
- Current Workforce and Union Developments
- Explain the impact of AI and automation on the workforce
- A PER strategy for responding to this impact

# TYPE-SETTING TO AI TECHNOLOGY





## THE AGE OF AI HAS BEGUN


“Artificial intelligence is as revolutionary as mobile phones and the Internet.” - Bill Gates

- AI advancements are revolutionizing industries
- AI's potential to solve pressing global challenges
- Need for ethical guidelines and regulations

# THE AGE OF AI HAS BEGUN

- Importance of AI education and workforce development
- AI's role in addressing climate change
- AI-driven personalized medicine
- The digital divide exacerbates AI inequalities
- Management Meltdown at OpenAI



The background of the quote is a photograph of a stream flowing over dark, jagged rocks. The water is a vibrant, almost neon green color, suggesting it might be mineral-rich or have a specific pH. The rocks are dark brown and grey, with some white foam or bubbles where the water is turbulent. The overall scene is natural and somewhat dramatic.

AI will probably most likely lead to the end of the world, but in the meantime, there'll be great companies.

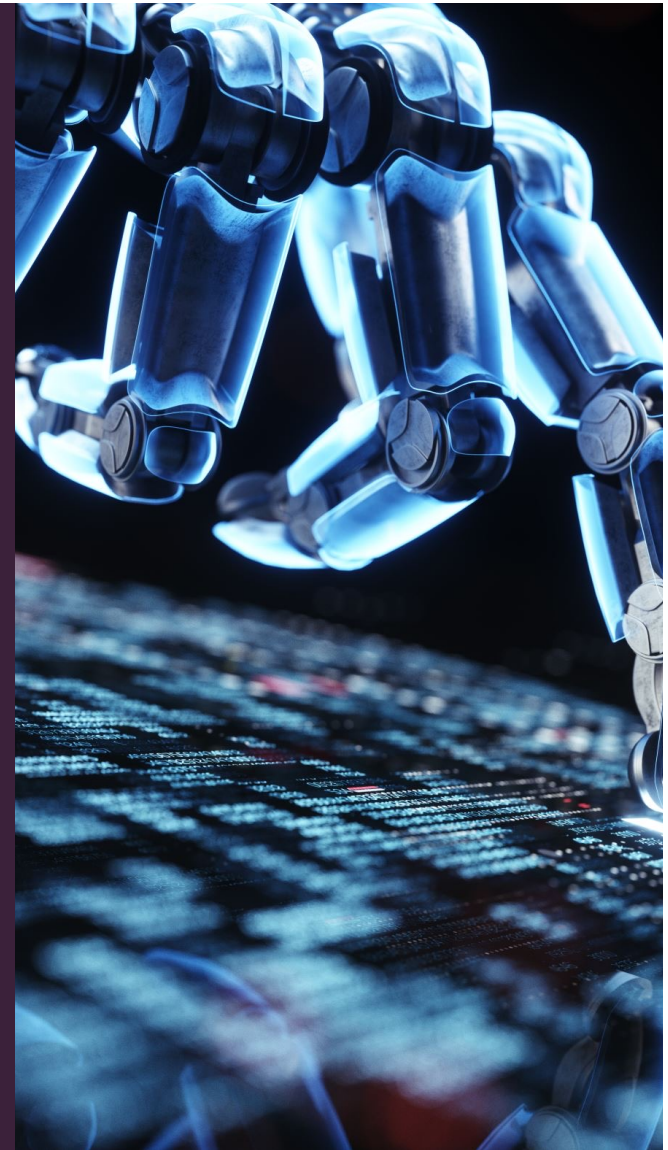
Sam Altman

BrainyQuote®

# AI TECHNOLOGY

---

- [ChatGPT](#)      [Claude](#)
- [Grok](#)      [Microsoft Copilot](#)
- [Bing](#)      [Midjourney](#)
- [Gemini](#)      [Meta AI](#)
- [Perplexity](#)      [Adobe Firefly](#)





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# THERE'S AN AI FOR THAT

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## Human resources

Wonderful

+👉 HR Q&A

🕒 28 Jan 2023

hireBrain

+👉 Job seeking

🕒 06 Feb 2023

HireYaY

+👉 Job descriptions

🕒 22 Nov 2022

Careers AI

+👉 Job interviews

🕒 22 Jan 2023

Hire Hoc

+👉 Job descriptions

🕒 30 Dec 2022

BHuman

+👉 Video generation

🕒 14 Jul 2022

Turbohire

+👉 Job recruitment

🕒 19 Aug 2022

JD Generator

+👉 Job descriptions

🕒 02 Jul 2022

VanillaHR Hiring Platform

+👉 Job interviews

🕒 15 Aug 2022

Fingerprint for Success

JobtitlesAI

Generated Photos

**When I realize  
ChatGPT can do  
my job for me**



**When I realize  
ChatGPT can do  
my job for me**





BE

## Benefits and Risks of Using AI

### Potential Benefits:

- *Increased efficiency*
- *Cost savings*
- *Improved employee experiences*
- *Extend skills*

### Limitations and potential downsides:

- *Bias*
- *Job Loss*
- *HR Policy Concerns*
- *Privacy*
- *Accuracy/Lack of Context*
- *Ethics/Brand damage by outsiders*

# AI USE CASES



# Potential Use Cases for HR

---

Answering HR-related questions

---

Drafting legal language for CBA and proposals

---

Handbook and policy drafts

---

Summarize information Reddit threads, Glassdoor, Twitter, YouTube

---

Summarizing lengthy legal documents

---

Draft a sample seniority provision for a CBA

---

Create a Strike Response Plan

# 6 HR TASKS CHATGPT CAN DO FOR YOU



**Recruiting.** Generate interview questions, average salaries, and common benefits by industry or geography



**Onboarding.** Answer questions about company policies, procedures, and benefits, as well as offer them guidance on completing necessary paperwork.



**Administrative tasks.** Send announcements and reminders to employees. Draft documents (from handbooks to policy memos and beyond), as well as send automatic e-mail responses.



**Employee self-service.** Answer common questions about benefits, vacation policies, and payroll. More complex employee issues can be escalated from self-service tools to an HR professional for follow-up. Same for CBAs.



**Employee surveys.** Craft survey questions for measuring employee engagement or conduct polls



**Performance reviews.** Supply HR and managers on how to conduct performance appraisals and by responding to inquiries from employees about performance metrics

## DEVELOP A CAREER PATH



ChatGPT

I'd be happy to help with that! Here are a few questions to get us started:

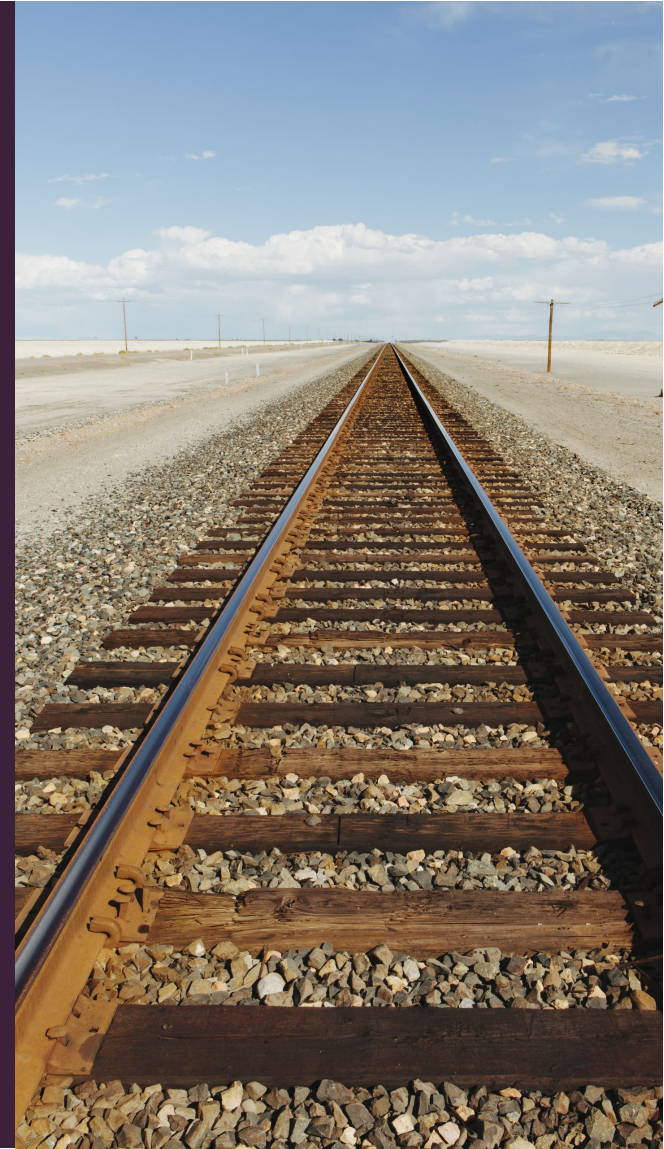
1. **Interests and Passions:** What subjects, activities, or fields do you enjoy the most?
2. **Skills and Strengths:** What are your strongest skills or talents? These can be both hard skills (technical abilities) and soft skills (communication, leadership).
3. **Values and Goals:** What are your long-term career goals? What values are most important to you in a job (e.g., work-life balance, job stability, making a difference)?
4. **Education and Experience:** What is your educational background? Do you have any work experience, internships, or volunteer work that has influenced your career interests?
5. **Lifestyle Preferences:** What kind of work environment do you prefer (e.g., remote, in-office, hybrid)? How important is location, salary, and work hours to you?

Feel free to share your thoughts on these questions, and we can begin to outline a potential career path for you.

## TECHNOLOGY ISSUES

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- “We are at the dawn of another industrial revolution, and the way we’re going is the way we went in the last industrial revolution — a lot of profit for a few and misery and not good jobs for the many,” said Madeline Janis, executive director of [Jobs to Move America](#), an advocacy group that works closely with the U.A.W. and other unions.





## LABOR HAS AI ISSUES

- Writers Guild of America – 146-day strike
- SAG-AFTRA and IATSE
  - Digital likeness, Voice actors, deep fakes

News Industry - articles

Teamsters – self-driving trucks

Healthcare

Airlines

Food Service



# Union Buzz: Workers Demand Rights and Respect

Last updated 9 minutes ago

Social media platforms are buzzing with discussions on unionization and workers' rights. The Democratic Coalition and Fight for a Union criticized union-busting tactics, highlighting the closure of Wydown coffee shops ahead of a union election. The conversation also touched on the wealth disparity and working conditions at Amazon, with a focus on the need for unions to protect workers' rights. Additionally, there was a discussion about Republican staffers forming a union, which sparked mixed reactions. The SEIU Local 925 celebrated the International Day of Families by emphasizing the importance of unions in protecting and empowering working families. The MFJ Union is on strike, demanding a fair contract. The overall sentiment is in favor of unionization, with many users expressing support for workers' rights and the need for unions to address labor issues.



## EV CONVERSION

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- Tesla
- Fewer jobs needed
- Lower pay and benefits
- Joint ventures in the South
- Not covered by UAW national CBA



## Hollywood, Artificial Intelligence, and Solidarity in Organizing:

What WGA + SAG strikes mean for the labor rights movement

A CONVERSATION FEATURING:



**MICHELLE MILLER**

**Co-founder,**  
Coworker.org  
**Visiting Social Innovator,**  
SICI



**SHARON BLOCK**

**Professor of Practice,**  
Harvard Law School  
**Executive Director,**  
Center for Labor and a Just Economy

**WEDNESDAY, OCTOBER 18TH**

2:30pm–3:30pm

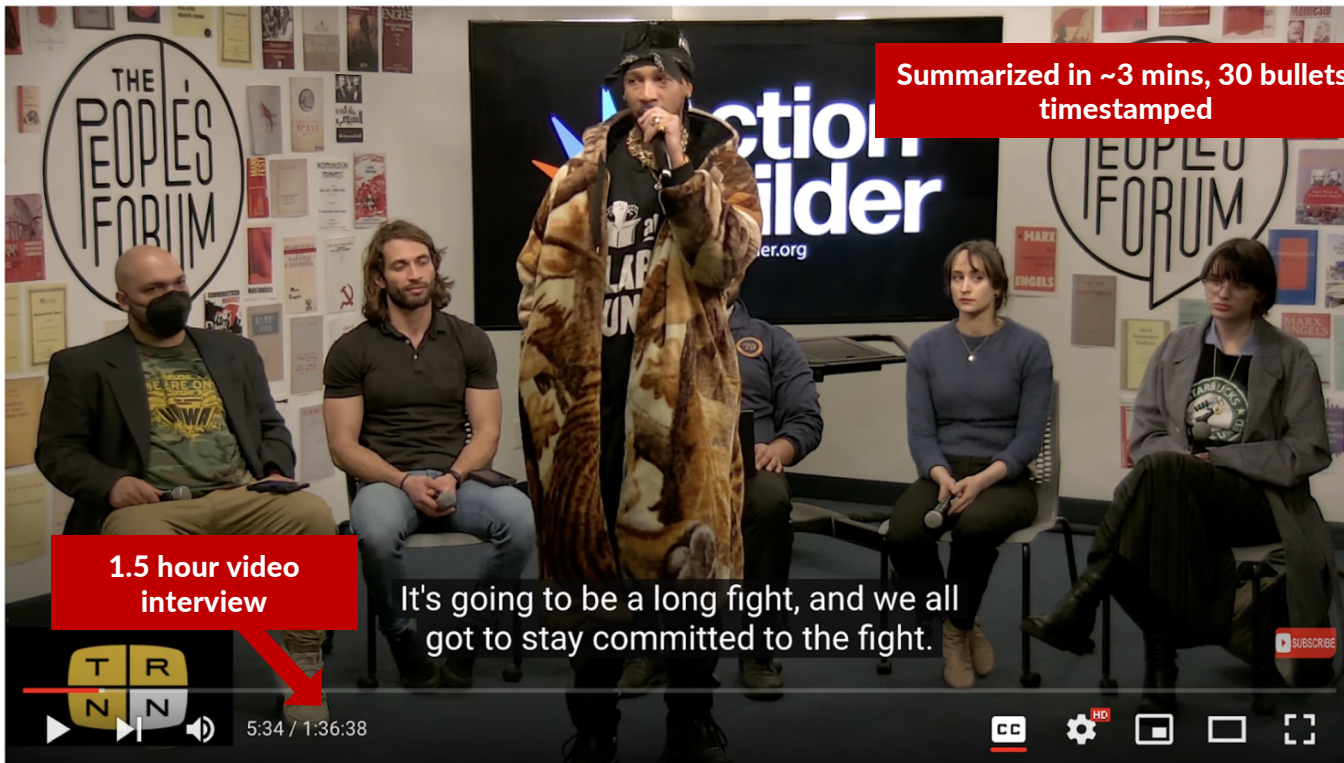
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AI ROLLS ON





### ChatGPT Summary



#### Workers at Amazon, Starbucks, Home Depot, etc. share strategies for unionizing your workplace

The fight against exploitative companies is for the [06:40](#) community and future generations, and the organizing happening now is unprecedented and essential for change.

- Introduction to the live show of Working People, a [12:58](#) podcast about the lives, jobs, dreams, and struggles of the working class, in partnership with In These Times Magazine and the Real News Network.

- Discussion with panelists from different industries [16:11](#) (Starbucks, Home Depot, construction, and Trader Joe's) on their organizing experiences, setbacks, successes, and how to better support each other as a labor movement.

- Tafadar Sourov, a representative from Laborers [19:29](#) Local 79, speaks about their diverse construction



## Workers at Amazon, Starbucks, Home Depot, etc. share strategies for unionizing your workplace

Fundraiser



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Summarizing ...

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3.1K views 12 days ago

We hosted another Working People live show on Feb. 22 in New York City, in collaboration with the Action Builder / Action Network team

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# BIRMINGHAM UNIONS



**Prompt:** Locate the major labor unions located in Birmingham, Alabama, and create a list including their street address, website, and social media accounts

As an AI language model, I do not have access to real-time information or the ability to browse the internet. However, here is a list of some of the major labor unions located in Birmingham, Alabama, along with their websites:

1. United Steelworkers - District 9: Located at 3100 Watermelon Road, Suite 202, Northport, AL 35476. Website: <https://www.usw.org/districts/9>
2. International Brotherhood of Electrical Workers (IBEW) - Local 136: Located at 115 36th Street South, Birmingham, AL 35222. Website: <https://www.ibew136.org/>
3. United Food and Commercial Workers (UFCW) - Local 1657: Located at 1201 18th Street South, Birmingham, AL 35205. Website: <http://www.ufcw1657.org/> (Did not show RWDSU, Mid-South Council located at 1901 10TH Avenue South, Birmingham, AL 35205 Website: <https://bamazonunion.org/why-rwdsu>)
4. Teamsters - Local 612: Located at 1222 27th Street North, Birmingham, AL 35234. Website: <https://teamsterslocal612.org/>
5. Service Employees International Union (SEIU) - Local 1199: Located at 4217 Messer Airport Highway, Birmingham, AL 35222. Website: <https://www.seiu1199.org/>
6. American Federation of Teachers (AFT) - Alabama: Located at 60 Commerce Street, Montgomery, AL 36104. Website: <https://www.aft.org/state/alabama>
7. Communications Workers of America (CWA) - District 3: Located at 3512 Vann Road, Suite 106, Birmingham, AL 35235. Website: <https://district3.cwa-union.org/>
8. Amalgamated Transit Union (ATU) - Local 725: Located at 501 28th Street North, Birmingham, AL 35203. Website: <https://www.atu725.org/>



# GENERATIVE AI

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- Generative AI refers to deep-learning models that can take raw data –all of Wikipedia or the collected works of Rembrandt – and “learn” to generate statistically probable outputs when prompted.



# TOOLS

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- Chrome extensions like Glasp and Glarity
- Bard - research
- Bing Chat - research
- ChatGPT - research
- Claude - research documents
- Chatbase - chatbot tool
- Midjourney - AI image creation
- Ideogram.ai



# CHATGPT AS A VIRTUAL COACH



Prompt 1: I'd like to have an interactive conversation with you. Don't respond until I say something to you. For this exercise, I will be addressing you as John.



Prompt 2: You are an employee who has been late three times for work in the last month because of troubles at home with your spouse and getting your kid to school. I am your supervisor who needs to discuss your attendance problems with you. Is it okay if I call you John? Can we chat for a minute?



Prompt 3 - please review this discussion and give me any feedback or suggestions you might have about how I could have handled this conversation more effectively



Prompt 4 - draft a script scenario of this conversation with John where I introduce the elements mentioned

## COACH “IN A BOX” EXAMPLE

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Prompt 1: I'd like to have an interactive conversation.  
You are an employee who has been late 3 times for work in the last month because of troubles at home with your spouse and getting your kid to school. I am your supervisor who needs to discuss your attendance.

Supervisor: Hi [Employee's Name], do you have a moment? I noticed you were late again today and wanted to chat with you about your attendance lately.



## CONVERSATION EXCERPT

... **Supervisor:** Sounds like things are challenging and I'm glad to hear you're working on a solution. You're a valuable member of the team and I want to be understanding and at the same time fair to the team. Is there anything I can do to help? How long do you think it might take to get things sorted out?

**Employee:** Thank you for your understanding and support, [Supervisor's Name]. It means a lot to me. As for what you can do to help, I would appreciate any flexibility you can offer in the short term while I work on resolving these issues. For example, if there's an option for me to come in a little later and work later to make up the time, that might help me manage my family situation better for now.

I'm actively working on finding more stable arrangements for my child's school schedule and discussing the situation with my spouse to find a solution. I believe I should be able to sort things out within the next two to three weeks. I'll keep you updated if anything changes, and I'm dedicated to getting my attendance back on track as soon as possible...

# FEEDBACK FROM YOUR “COACH”

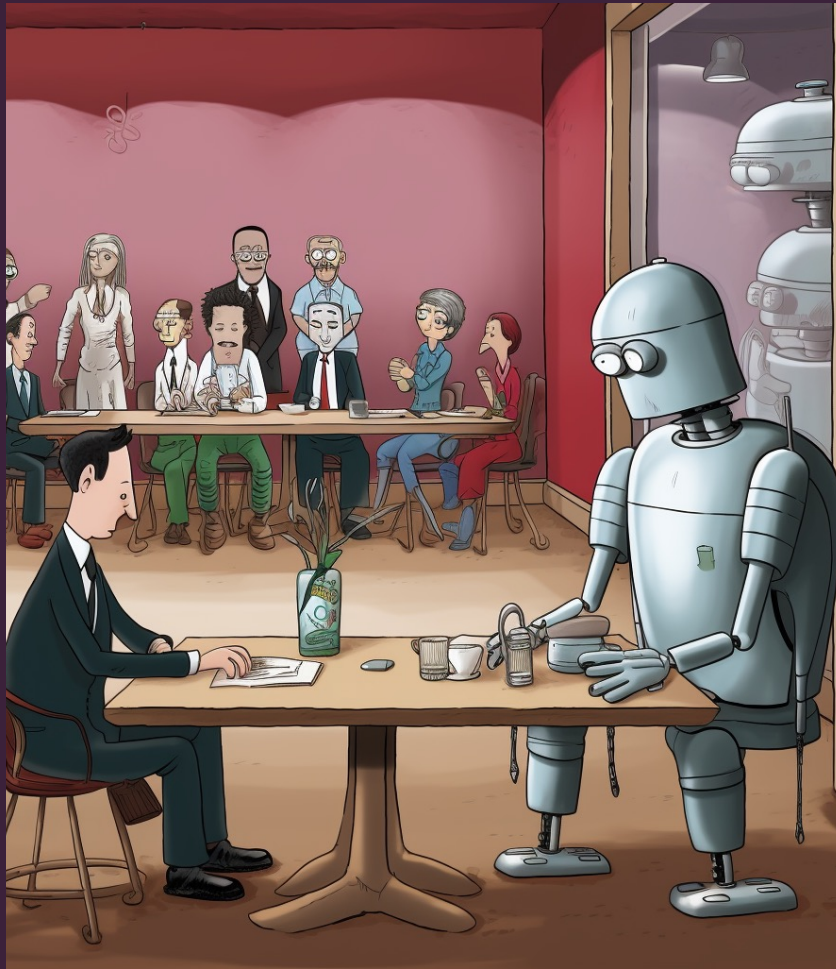
**Prompt:** Based on this conversation, do you have any suggestions for how I could have handled it better as the supervisor?

Here are a few suggestions that could further enhance the conversation:

1. Open the conversation by acknowledging the employee's overall performance and contributions to the team. This can help set a positive tone and make the employee feel valued.
2. Encourage the employee to share any other concerns they might have, or ask if they need any additional support. This can help foster an open and supportive environment.
3. Offer some specific resources or company-provided assistance, if available, such as Employee Assistance Programs (EAPs), which can help employees deal with personal issues.
4. Clearly outline the next steps or expectations so the employee knows what is expected of them moving forward and when to check back in with you.
5. Follow up with the employee after the discussed timeline to see how they're progressing with their personal situation and if their attendance has improved.

Overall, your approach was empathetic and supportive while still addressing the issue at hand, which is key to maintaining a positive work environment and helping the employee through a difficult time.



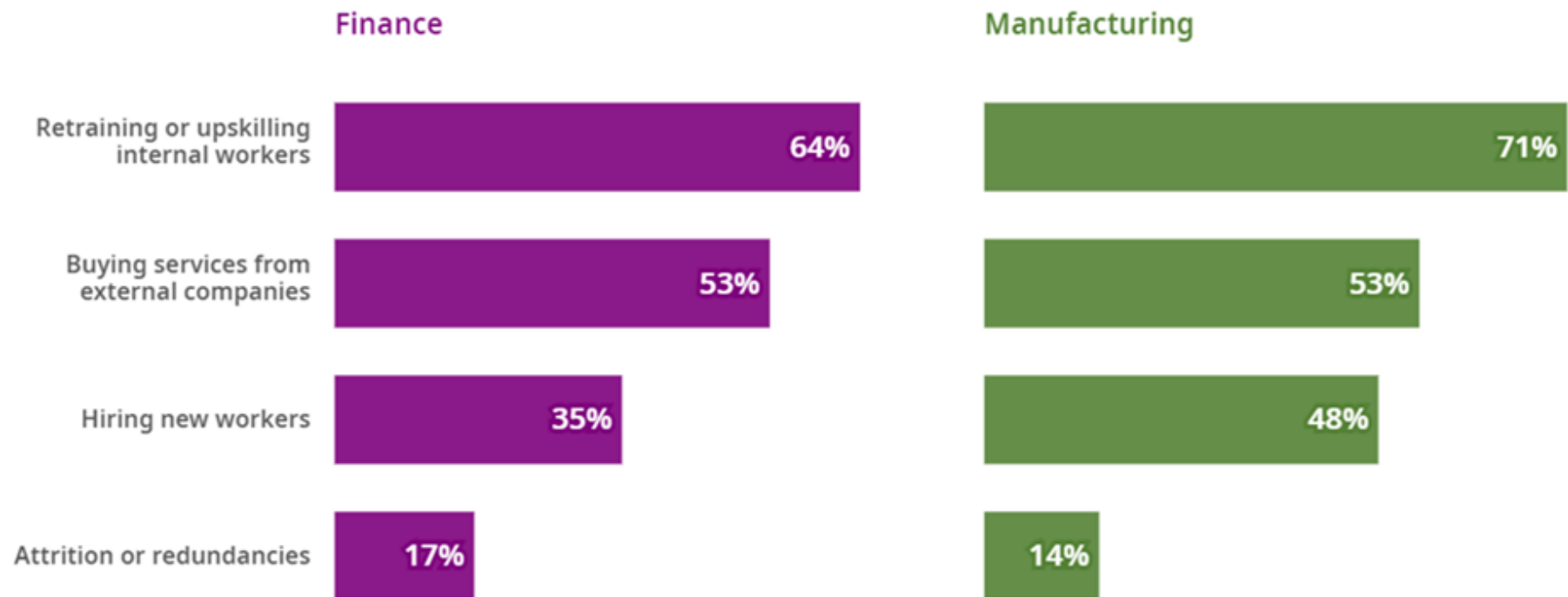


## IMPACT OF AI ON JOBS

- OPENAI predicts that 80% of the U.S. labor force could have at least 10% of their work-related tasks affected
- OECD When considering all automation technologies, including AI, 27% of jobs are in occupations at high risk of automation
- Forester - By 2030, 45 million Americans could lose their jobs to AI
- Goldman Sachs - 300 million jobs affected by AI



## Employers' responses to changing needs due to AI





## THE CHALLENGE AHEAD

- Avoid the temptation to cut jobs because you can. Enhance first rather than replace.
- Reskilling - the process of learning new abilities to take on a different job role or function.
  - Examples - Amazon, CVS, Ericsson
- Upskilling - providing current employees with training programs and development opportunities to enhance their skills and knowledge.
  - AI and Machine Learning Skills
  - Data Analysis Skills
  - STEM skills
  - Develop soft skills
  - EI/EQ, Executive Function, Analytical
  - Digital Literacy and Cybersecurity Skills



## HOW TO UPSKILL



- Consider building these efforts into your PER plan
- Determine where your skills shortages exist
- inventory on the kinds of training and development programs you have in place
- Survey your workforce
- Identify courses, lectures, and training needed

## HOW TO UPSKILL



- Make sure your offerings are brief and consistently offered.
- Measure the effectiveness
- Recognize milestones and progress achievements
- Treat employees as partners
- Consider industry and university partnership

# TAKEAWAYS

- Employers should:
  - Recognize the potential for huge LR and ER issues here.
  - Understand the impact of AI and technology on their workforce
  - take a proactive approach to communicating their plans
  - set clear goals for reskilling and upskilling
  - Offer diverse learning opportunities
  - Foster a culture of continuous learning and development within their organizations
  - These strategies can help ensure that your workforce remains competitive and adaptable in today's dynamic business environment.

•

## FOR FURTHER INFORMATION

- Contact [Michael VanDervort](#)
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- 863-370-3560