The Latest Tech Developments in AI Designed to Improve the Employee Experience

Gethin Nadin, Director of Employee Wellbeing

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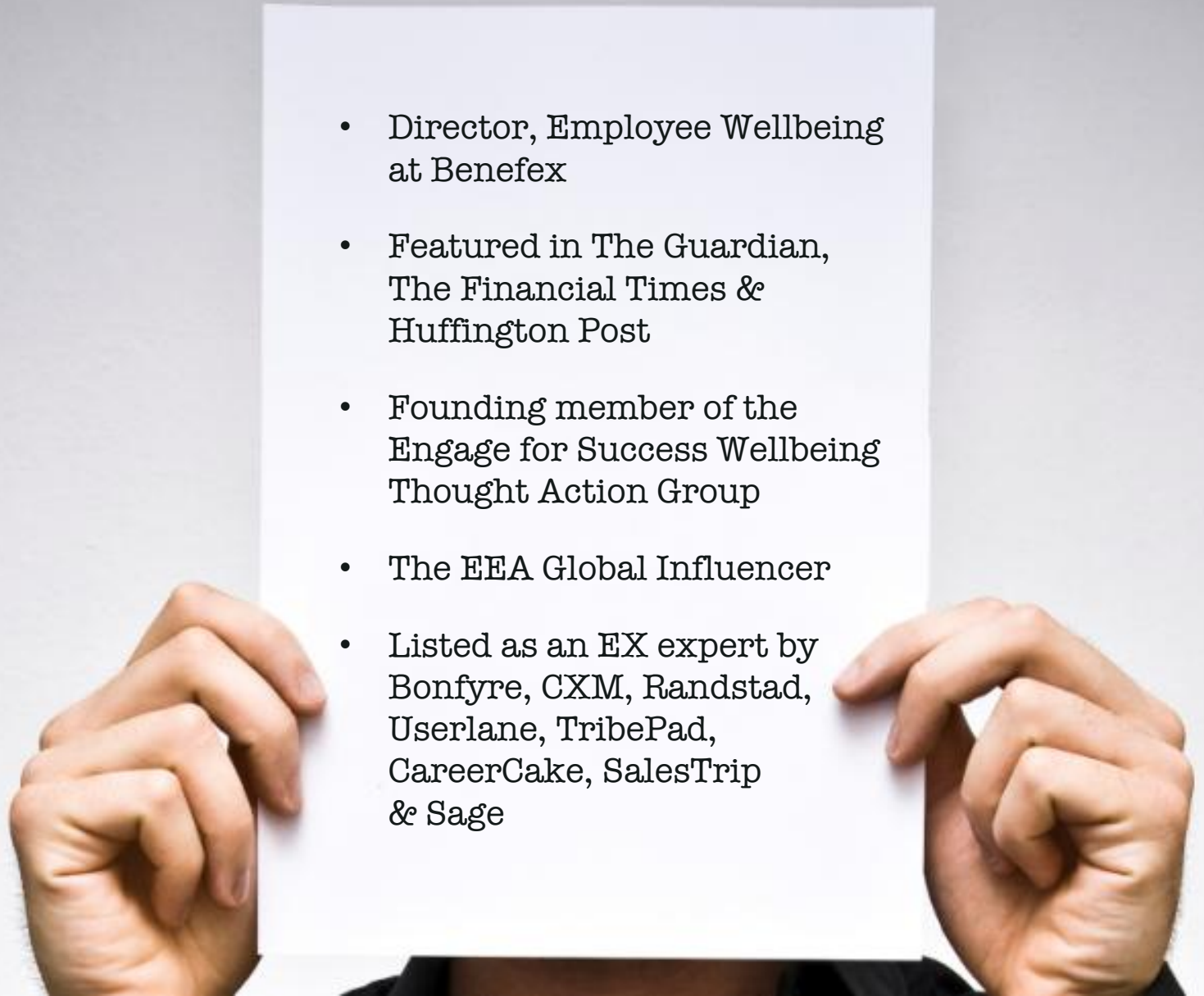
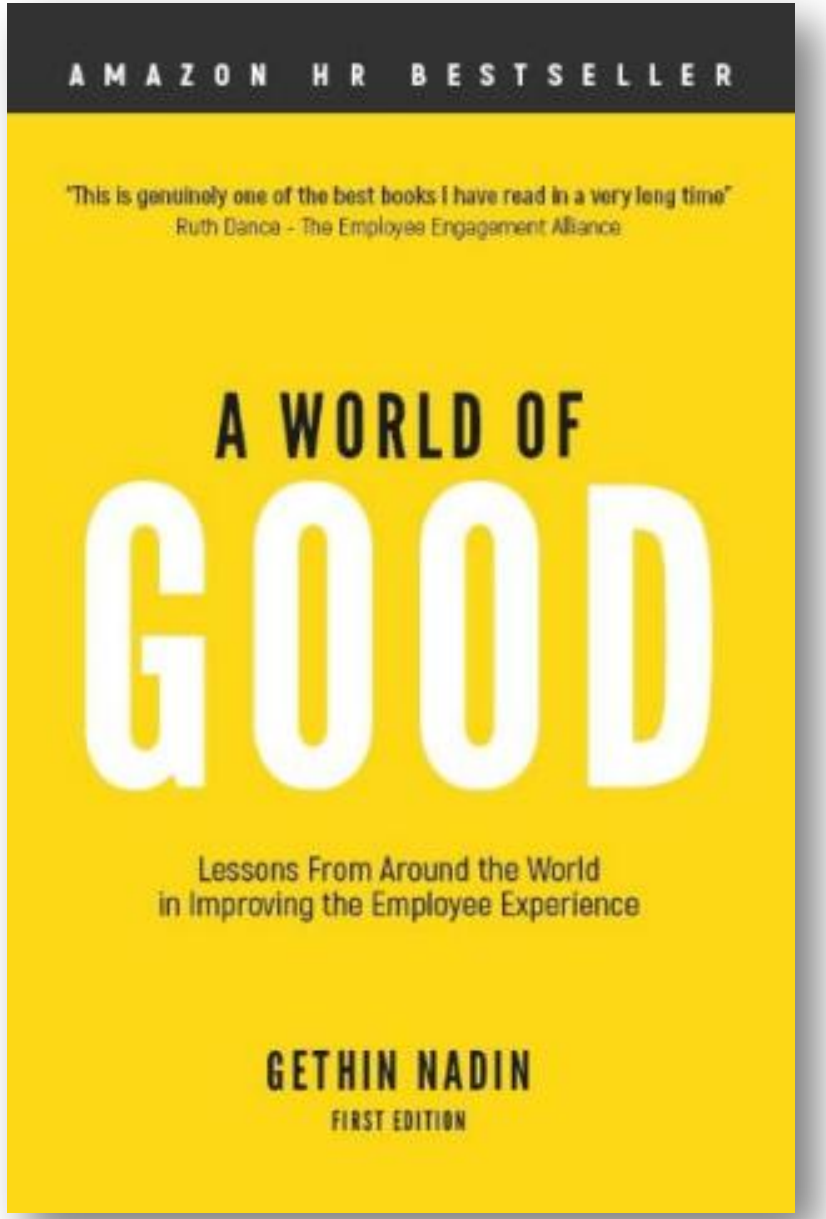

• Director, Employee Wellbeing at Benefex
• Featured in The Guardian, The Financial Times & Huffington Post
• Founding member of the Engage for Success Wellbeing Thought Action Group
• The EEA Global Influencer
• Listed as an EX expert by Bonfyre, CXM, Randstad, Userlane, TribePad, CareerCake, SalesTrip & Sage



"Gethin is leading a revolution to improve the Employee Experience"

Gemma Godfrey, The Apprentice US' advisor to Arnold Schwarzenegger

"If you want to know about Employee Engagement, Gethin has long been a name that's worth seeking out online"

Incentive & Motivation Magazine

"A great read and a great message to the world"

Ben Whitter, Founder, World Employee Experience Institute

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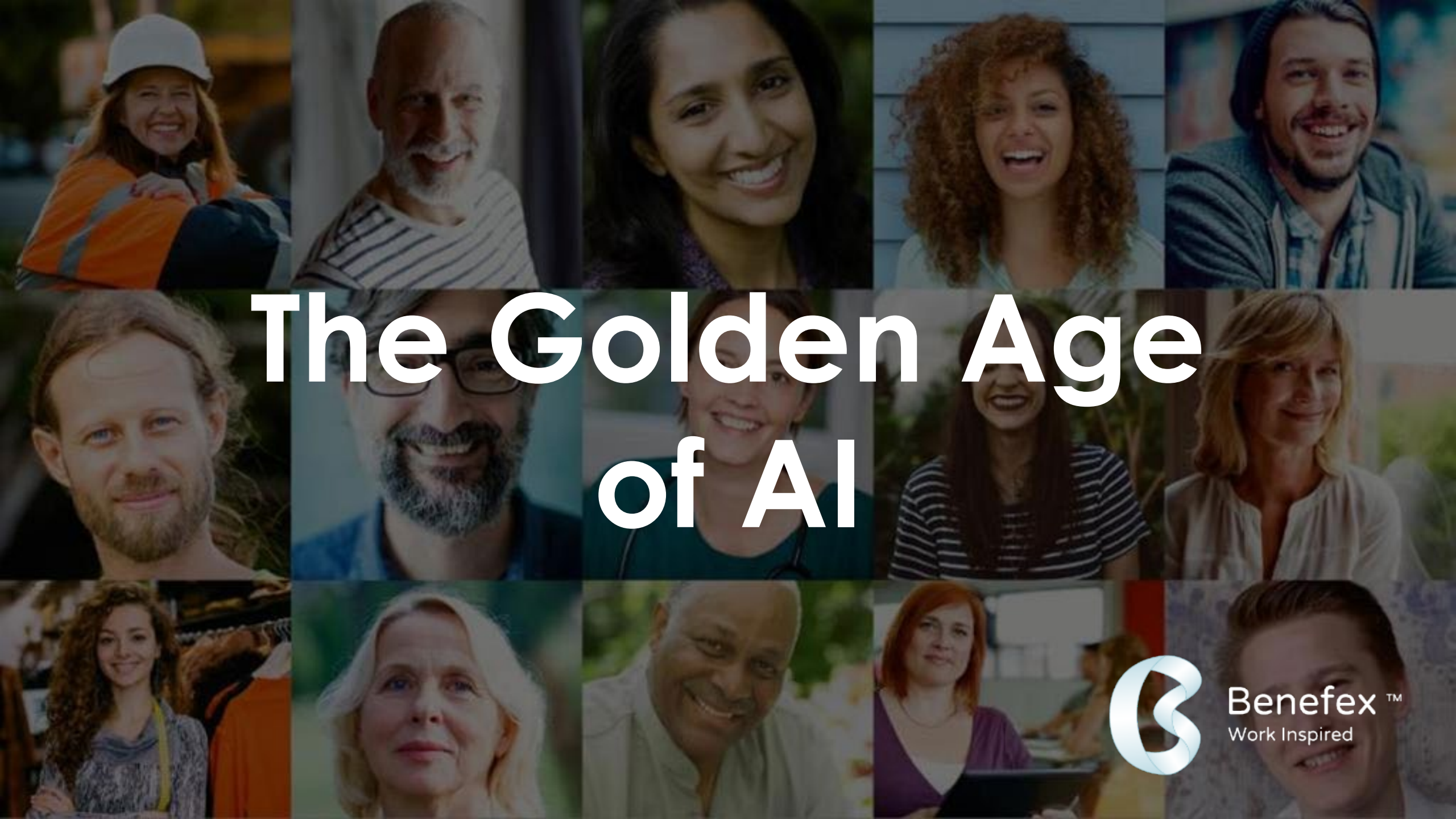
Sli.do Question

Do you currently use AI in any part of your employee experience?

The Golden Age of AI



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AI adoption now at 72%

Lots of
AI isn’t
AI at all

Next year, AI will generate 2.8m jobs while replacing 1.8m
Gartner

AI is Improving the Employee Experience

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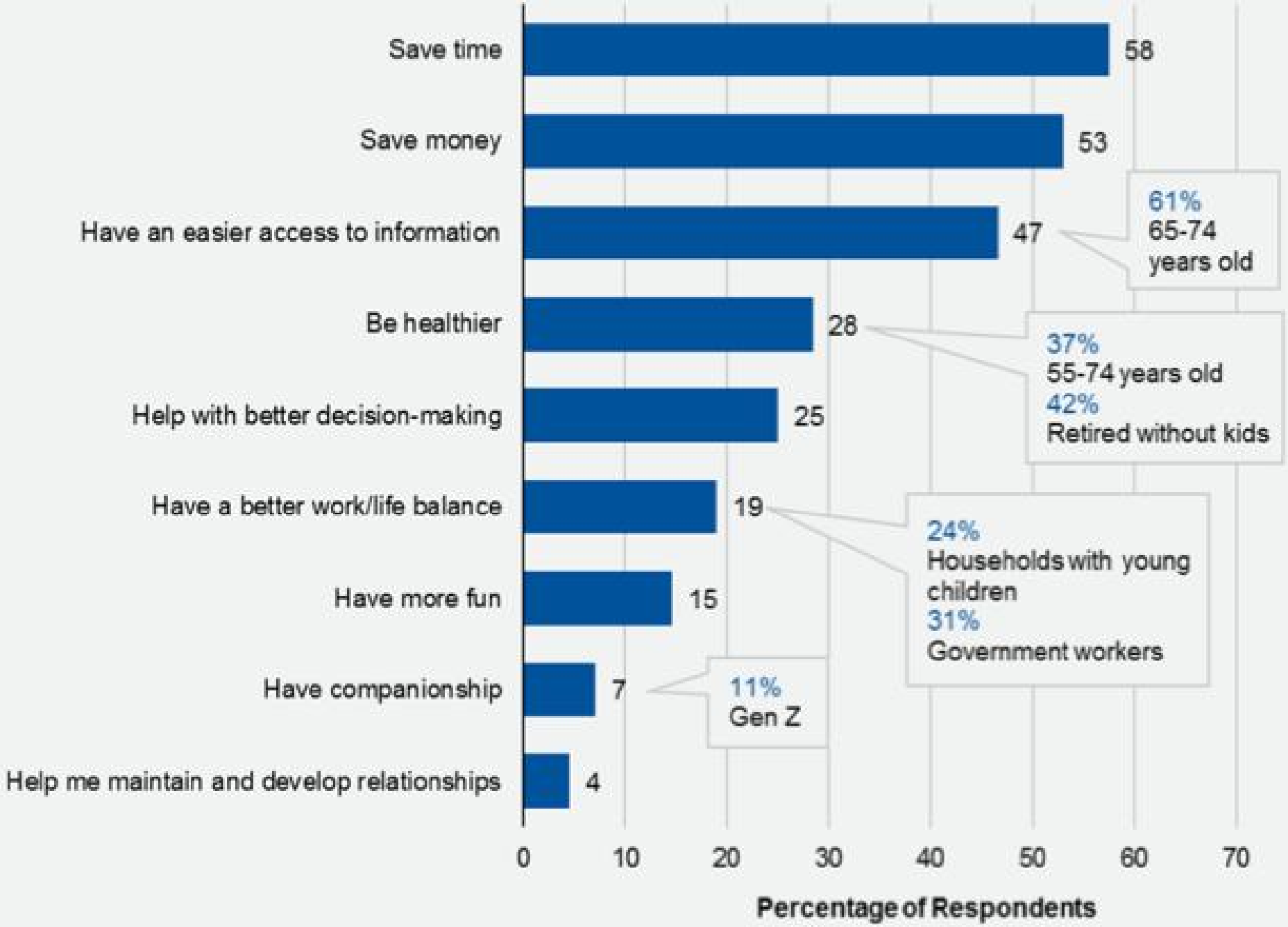
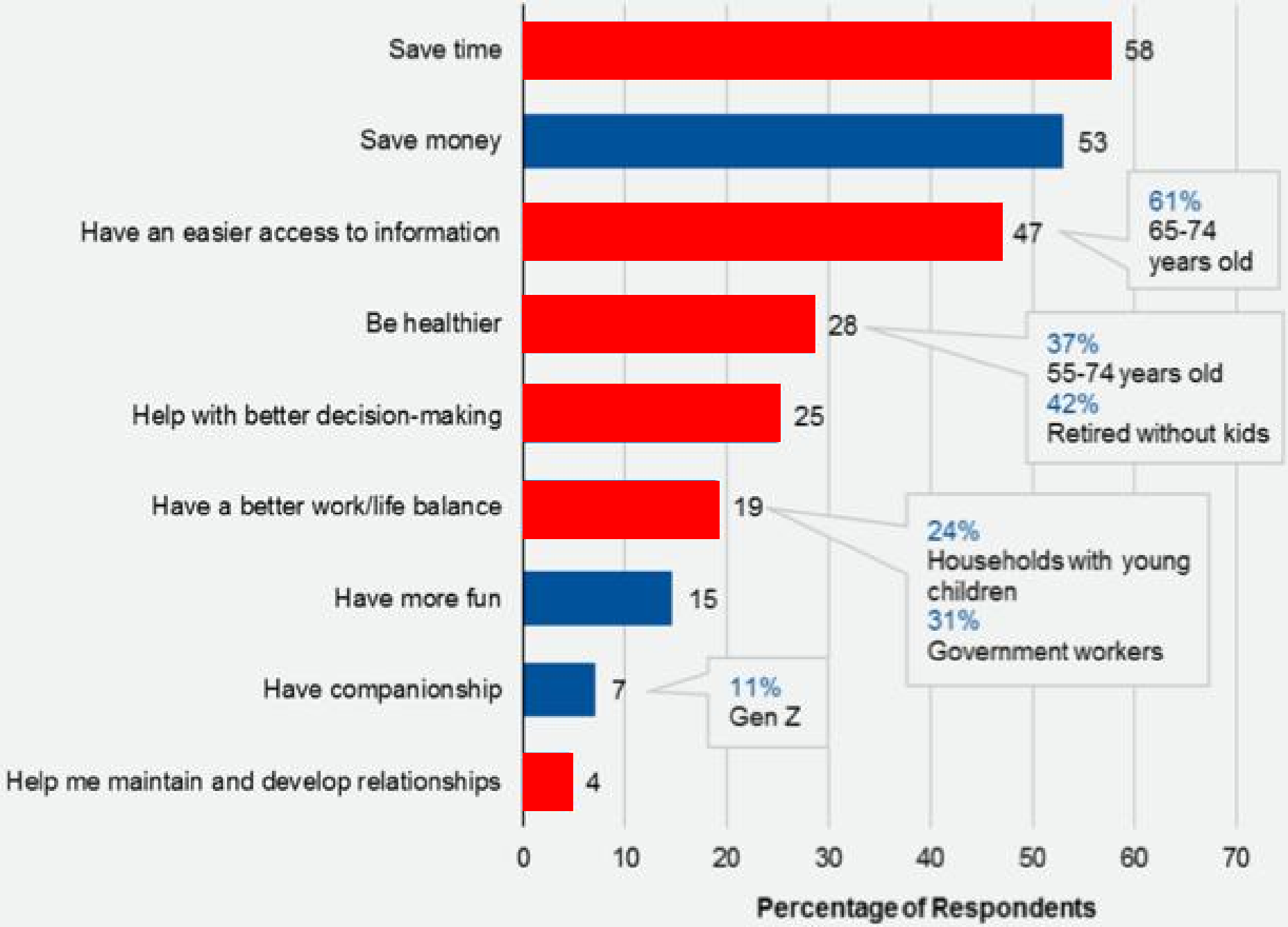
No more
cookie
cutting



n = 4,019
Q. Which of the following benefits would make you want to personally use AI?



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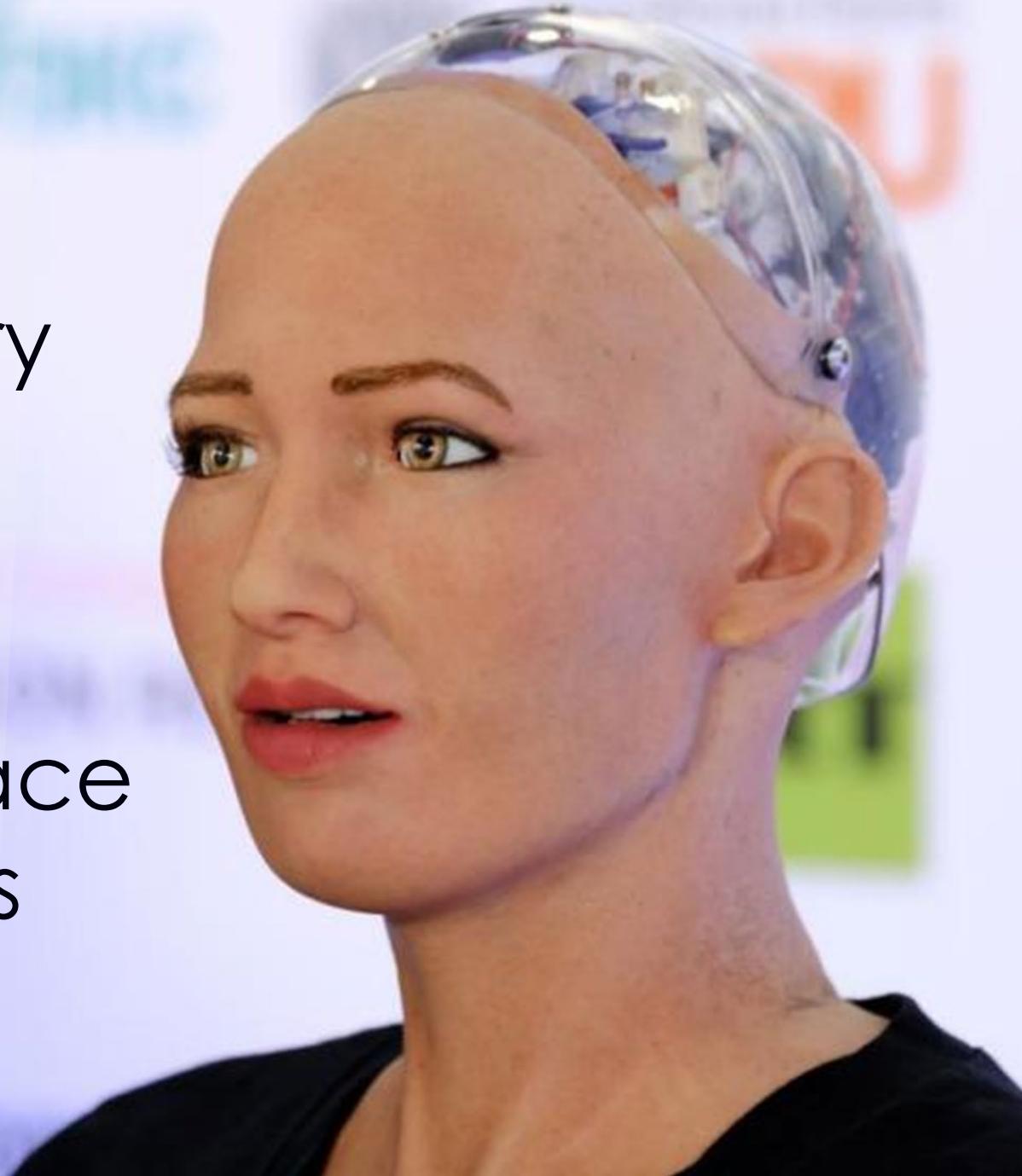
Q. Which of the following benefits would make you want to personally use AI?

AI and Recruitment

67% of candidates worry about AI making hiring decisions

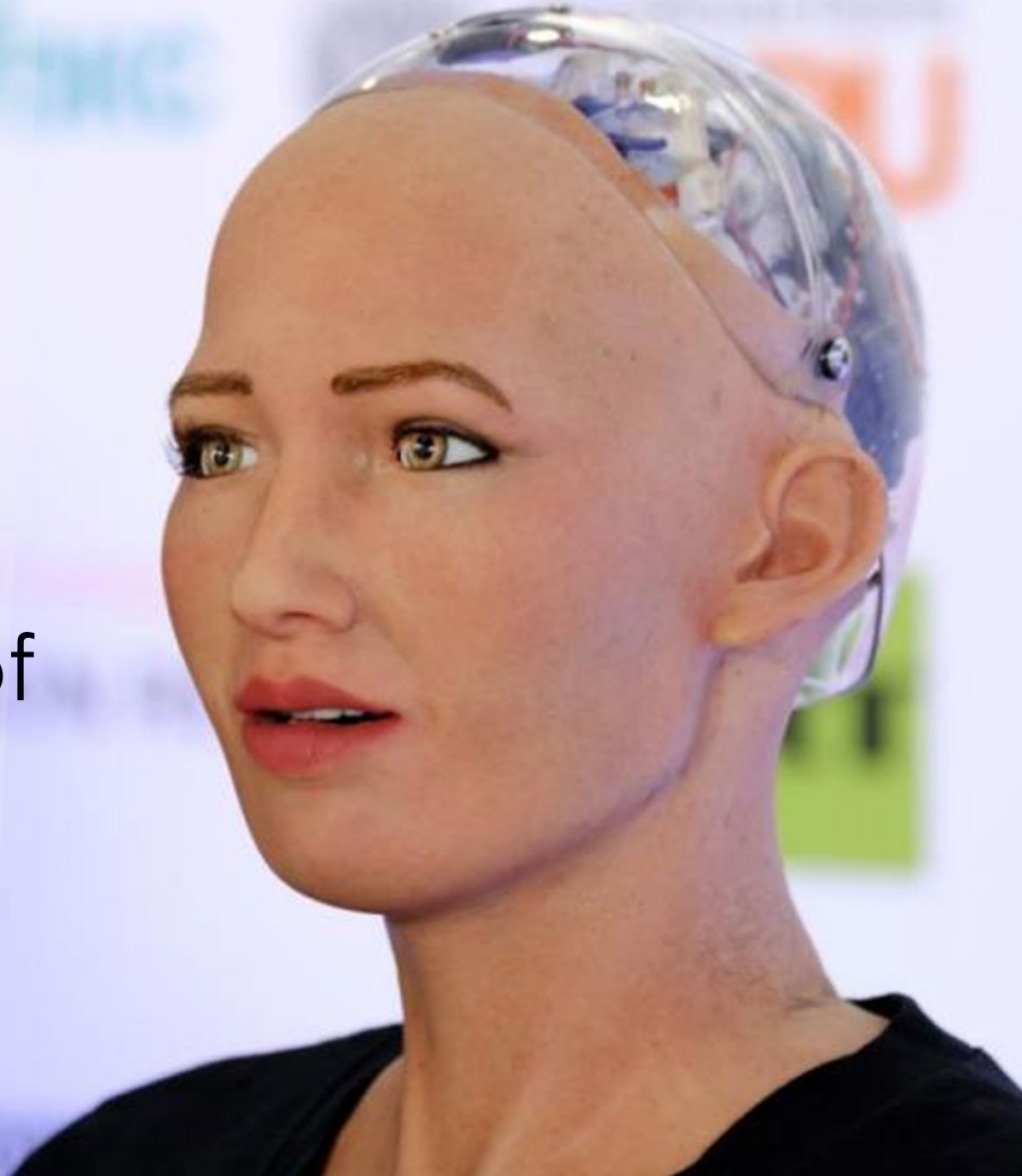
But AI isn’t here to replace the work of recruiters, its here to simplify it



AI and Recruitment

Recruitment requires nurturing relationships

But it also requires lots of admin and repetitive tasks



AI and wellbeing

Decision making

Early detection

Accurate diagnosis

AI and Financial wellbeing

Identifying potential saving opportunities

Objective decision making

Sli.do Question

Which of the following areas of the employee experience do you think AI will have the biggest impact on?

Tech Creep:
The Trouble With AI

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60% of the public are opposed to the use of automated decision-making in recruitment as well as in criminal justice.

RSA

21st century enlightenment

How comfortable are you with a business using AI to interact with you?

This is where it gets interesting!

Do you think you would be more open to using more AI if it helped you in your daily life (for example, saving you time or money)?

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Removing Bias in AI

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“It’s a day that’s here…
and it’s putting a
significant strain on
how the judiciary goes
about doing things”
- John G Roberts Jnr, Chief Justice,
United States of America

Correctional **O**ffender **M**anagement **P**rofiling for **A**lternative **S**anctions

- Joy Buolamwini, MIT

1:35
77%
facebook
Add a post
so much fun

It’s happening in HR too…

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SECURITY

Removing AI Bias in HR and Reward

- **Remove historical bias in the training data** – e.g. age and IP assumptions
- **Diversify your HR & Reward team** – in order to remove biased data, the teams who pull this data together need to be diverse
- **Think about the end users regularly** – design AI not just for simplification and time saving

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Removing AI Bias in HR and Reward

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The era of AI: Re-thinking Data Privacy

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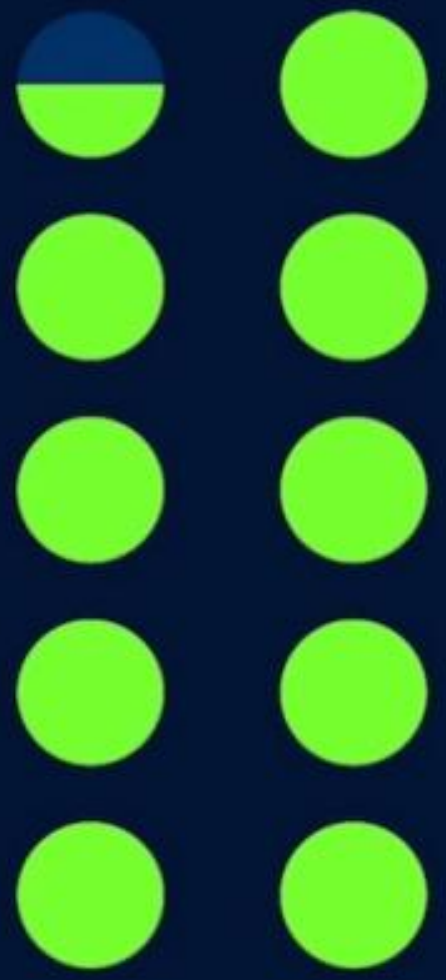
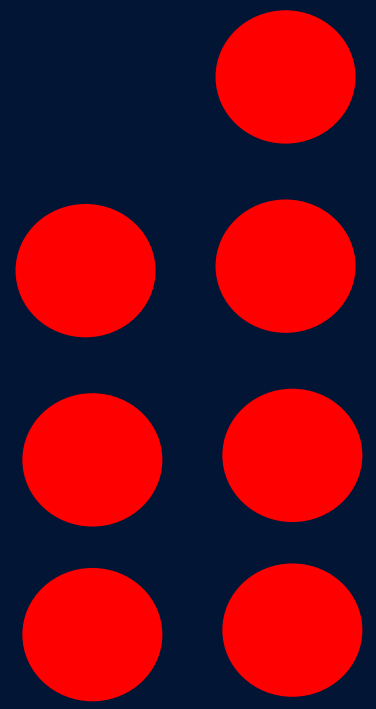
SEAGATE

CHIEF MARKETER



94%

agree data security is critical for AI



73%

of consumers say their concerns over data are increasing

GDPR 7 basic principles

- Lawfulness, fairness and **transparency**.
- Purpose limitation.
- Data minimisation.
- Accuracy.
- Storage limitation.
- Integrity and confidentiality.
- Accountability.

"GDPR places severe restrictions on the use of artificial intelligence and machine learning"

- Brookings Institute

FLIGHT RECORDER
DO NOT OPEN
ENREGISTREUR DE VOL
NE PAS OUVRIR

“Meaningful information of the logic involved”

Marisa Robertson

Emerging AI :
Reward & Benefits

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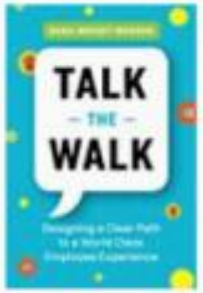

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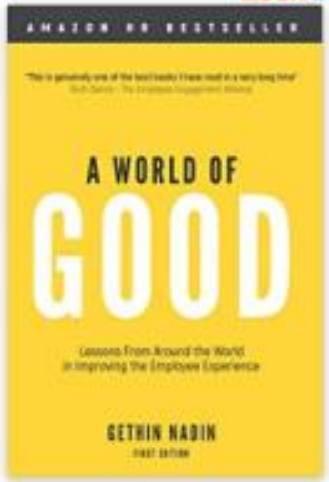

A World of Good: Lessons from Around the World in Improving the Employee Experience Paperback – 13 Nov 2017

by Mr Gethin J Nadin (Author)

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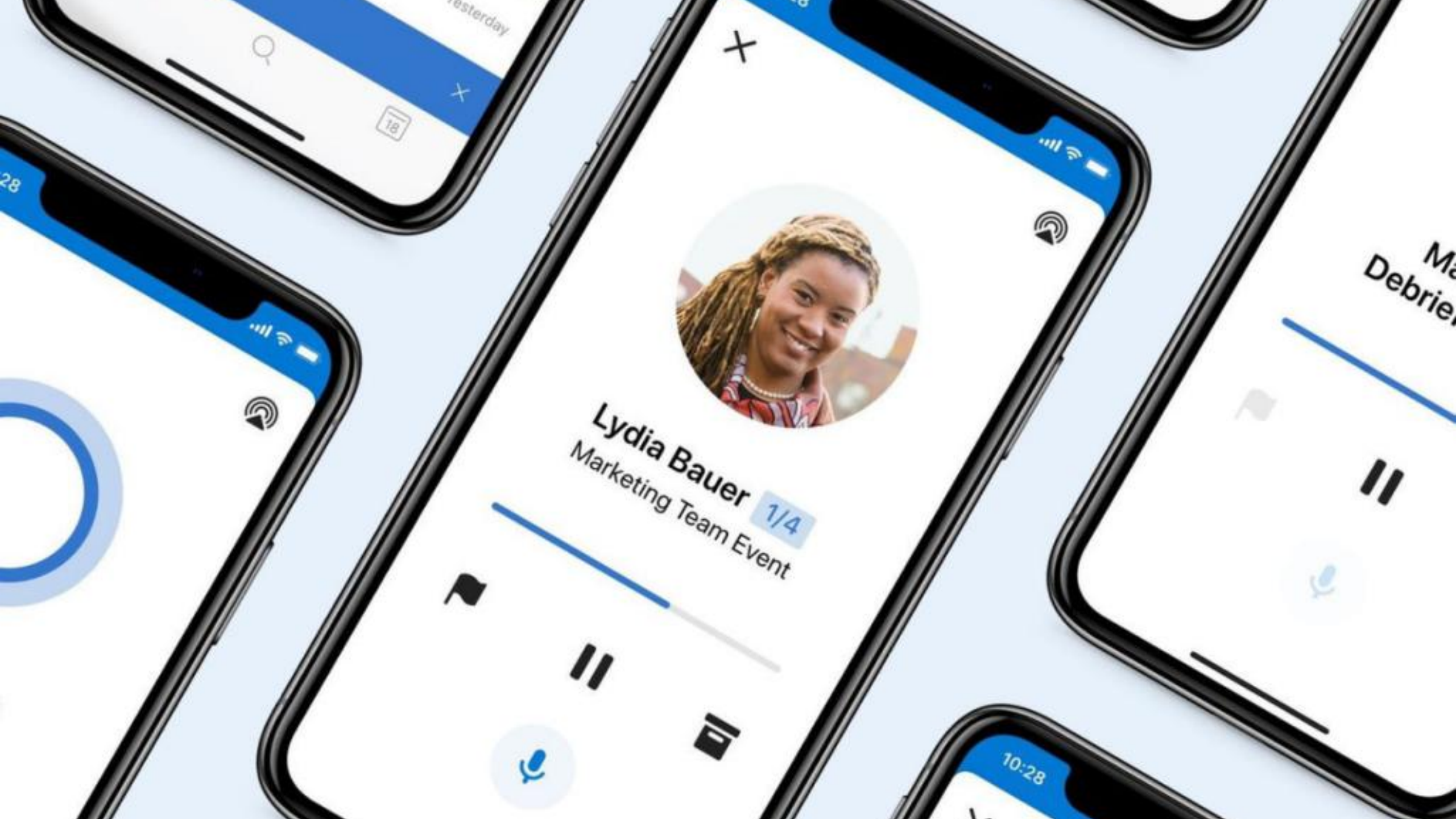

Lydia Bauer
1/4
Marketing Team Event
10:28

Huge potential …

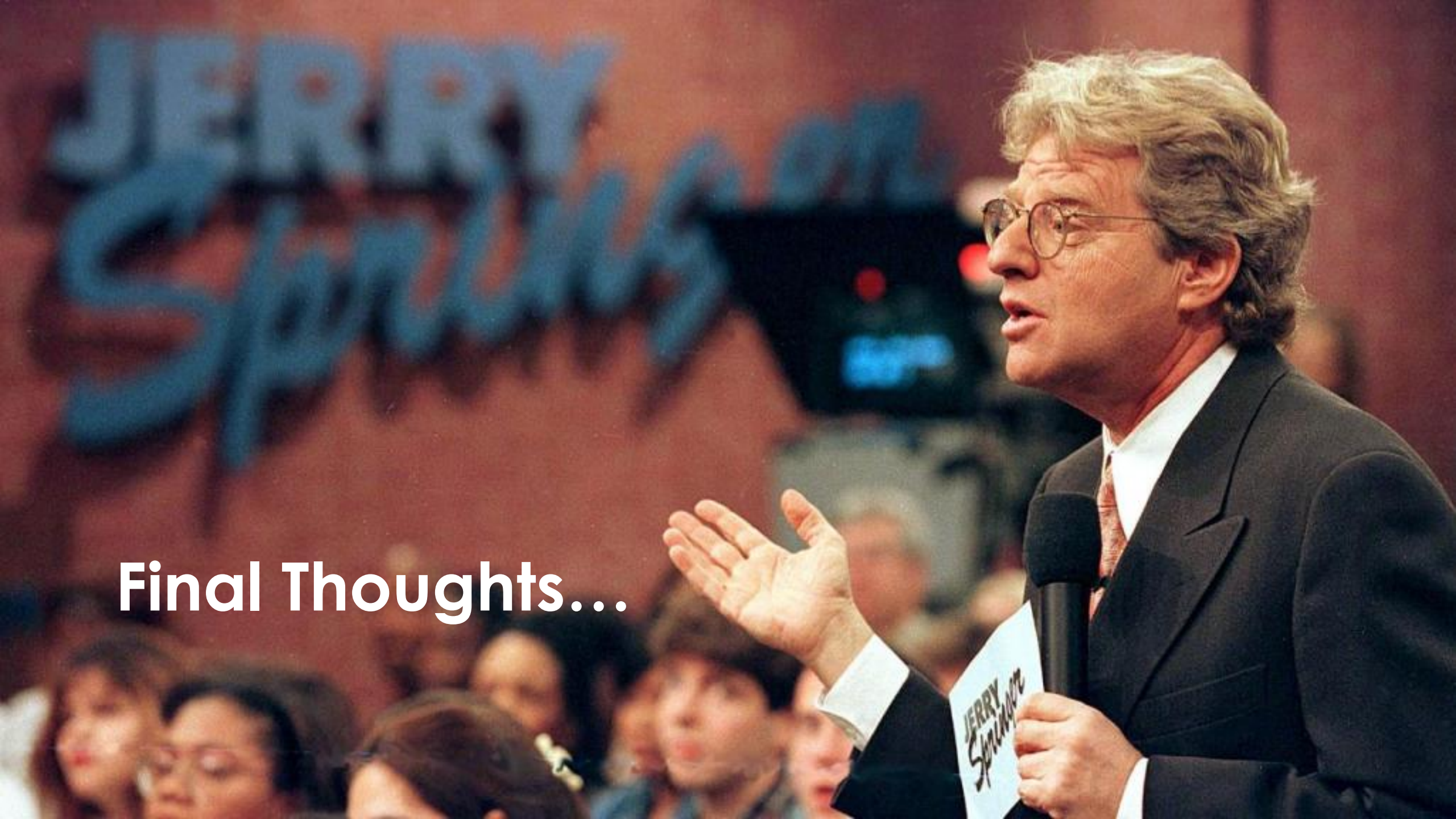
Booking meetings/rooms
Notifications
Company news
Checking schedules
Running reports
Automated skills
Answering HR questions
Benefit queries…?

AI is changing employee benefits

Helping employees make decisions easier and quicker.

From finding what they are looking for, to recommending benefits, distilling information down into smaller, digestible chunks.

of the HCP includes up to £200
massage, acupuncture and chiropractic
treatments from a local provider. When
reviewing your HCP, consider what
extras it may include (or could be
expanded to include) for wellbeing.
2. Employee Assistance Programme
OneHub from All operators
Hello! Welcome to the Benefex
OneHub Assistant. I can see this is
the first time you've logged into
OneHub, so let me introduce
Benefex...
02:45



Final Thoughts…

- Point AI technology at the right solution
- Choose vendors who understand algorithmic bias
- Ask yourself would it be considered fair if people found out how you were using the data or technology?
- Plan to ensure fairness and accuracy
  - assign ownership
- Build diverse teams

Questions?
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