

AI & HR: Accelerating the Learning Curve

Susan Anderson and Laurie McCabe | March 13, 2024

Check out Mineral's AI Hub at trustmineral.com/ai



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AI and HR: Where intelligence intersects.

—

For all its technical promise, AI will always need an emotionally intelligent human to power it. That's why HR is perfectly positioned to use AI to transform the 21st century workplace.

VIDEO

The Disruptor and the Disrupted

—

57:41 minutes



How can business leaders successfully navigate AI's disruptive and transformative effect on how—and why—we work?

Mineral CEO Nathan Christensen and Zack Kass, former OpenAI executive and Mineral AI advisor say HR can, and should, lead from the front.

Stream their full one-hour session from the 2023 HR Technology Conference, available now on-demand.



Videos series with former OpenAI exec



Blog series: 4 Steps to Using GenAI in HR



Downloadable templates

Join the conversation

- Engage with each other live via the **chat** function
- Participate in the **polls**
- Ask questions using the **Q&A** feature
- Connect with us any time on LinkedIn



YES, we will send the slides and recording to all registrants!

HR is skeptical of AI

Credit: Midjourney



What we'll cover today

- What the numbers say about how HR leaders feel about the benefits AI and their willingness to adopt it.
- How to gain stakeholder buy-in by framing GenAI as an inflection point for organizational transformation and innovation.
- How to empower your workforce to experiment and grow with AI.
- The importance—and necessity—of humanity and maintaining trust in any organization-wide AI initiative.

YOUR SPEAKERS

Susan Anderson

Head of HR Compliance Services & Content, Mineral

Susan Anderson has dedicated her career to orchestrating profound shifts in HR practices through the strategic integration of emergent technologies.

An early adopter by nature, Susan is at the forefront of the recent surge in Generative AI capabilities, spearheading experiments and guiding her team towards novel strategies to enhance operations and redefine customer experiences.



YOUR SPEAKERS

Laurie McCabe

Co-founder & Partner, SMB Group

Laurie has more than 20 years of IT experience, as well as widespread recognition for her capabilities and insights in the SMB market. She is a five-time Small Business Influencer and has been named by Analytics Week as one of the Top 200 Thought Leaders in Big Data & Analytics.



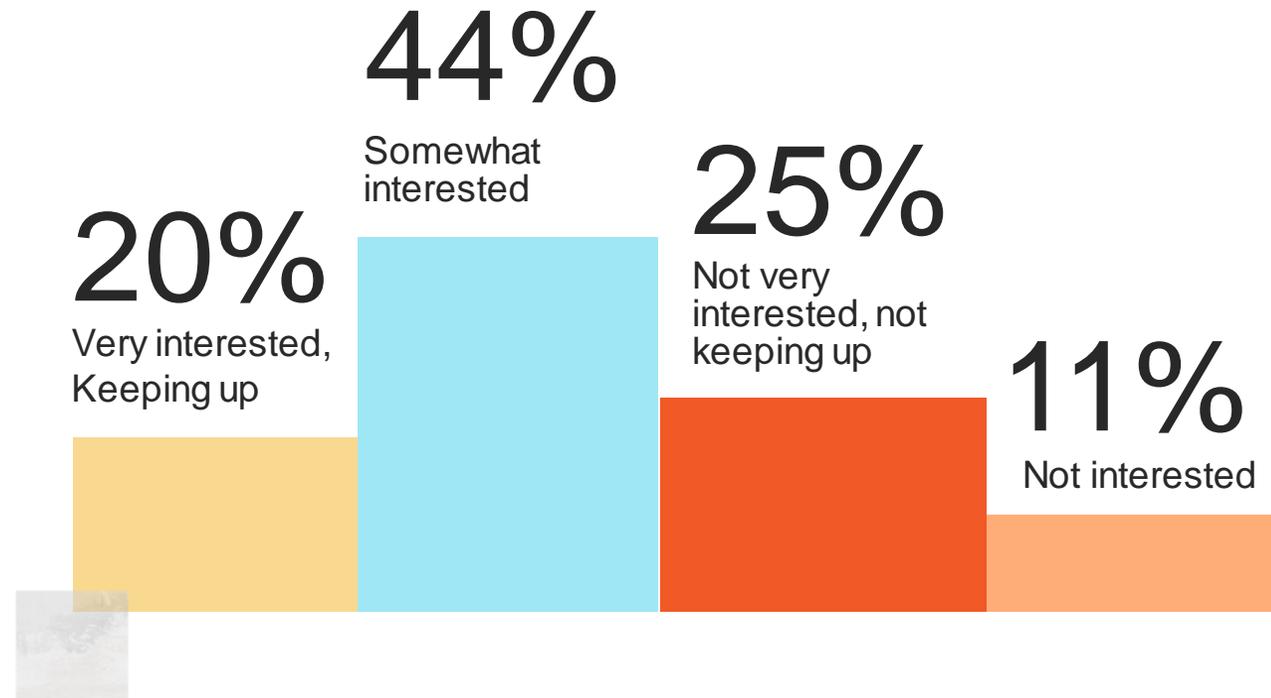


2023 State of HR Report

May 2023 survey responses from more than 700 decision-makers representing a diverse cross-section of US small and mid-sized businesses with 1 to 3,000 employees.

HR's interest in understanding AI's impact on their profession

Which statement best reflects your interest in the potential impact that AI will have on businesses?

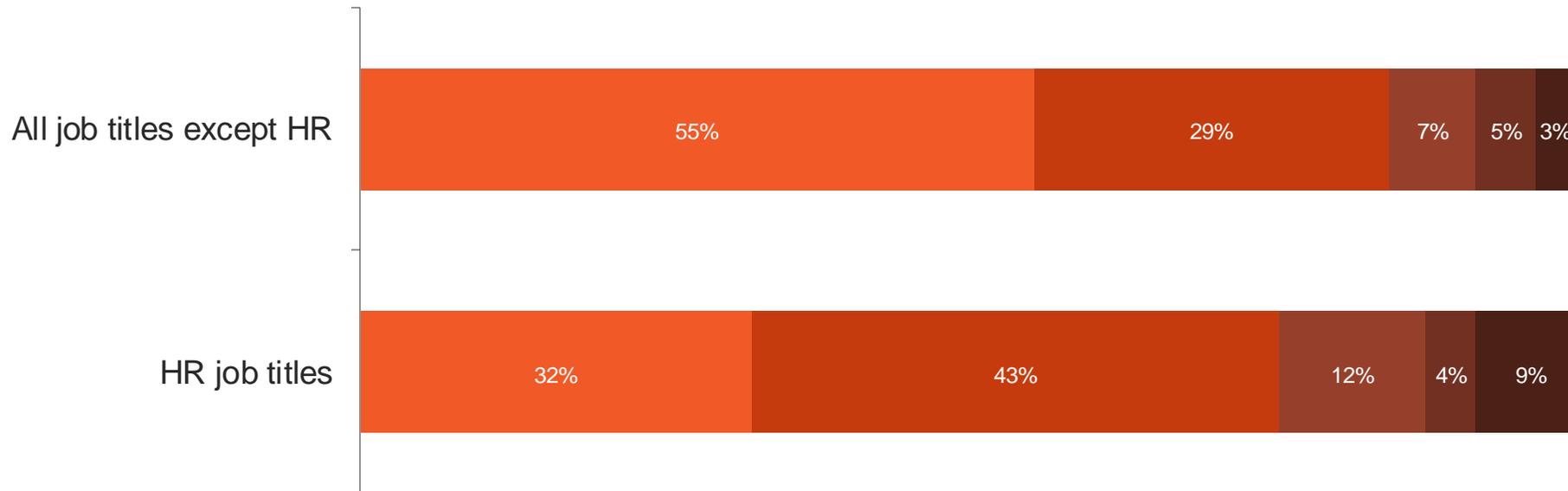


Interest in keeping up with AI rises as company size grows

HR compared other departments

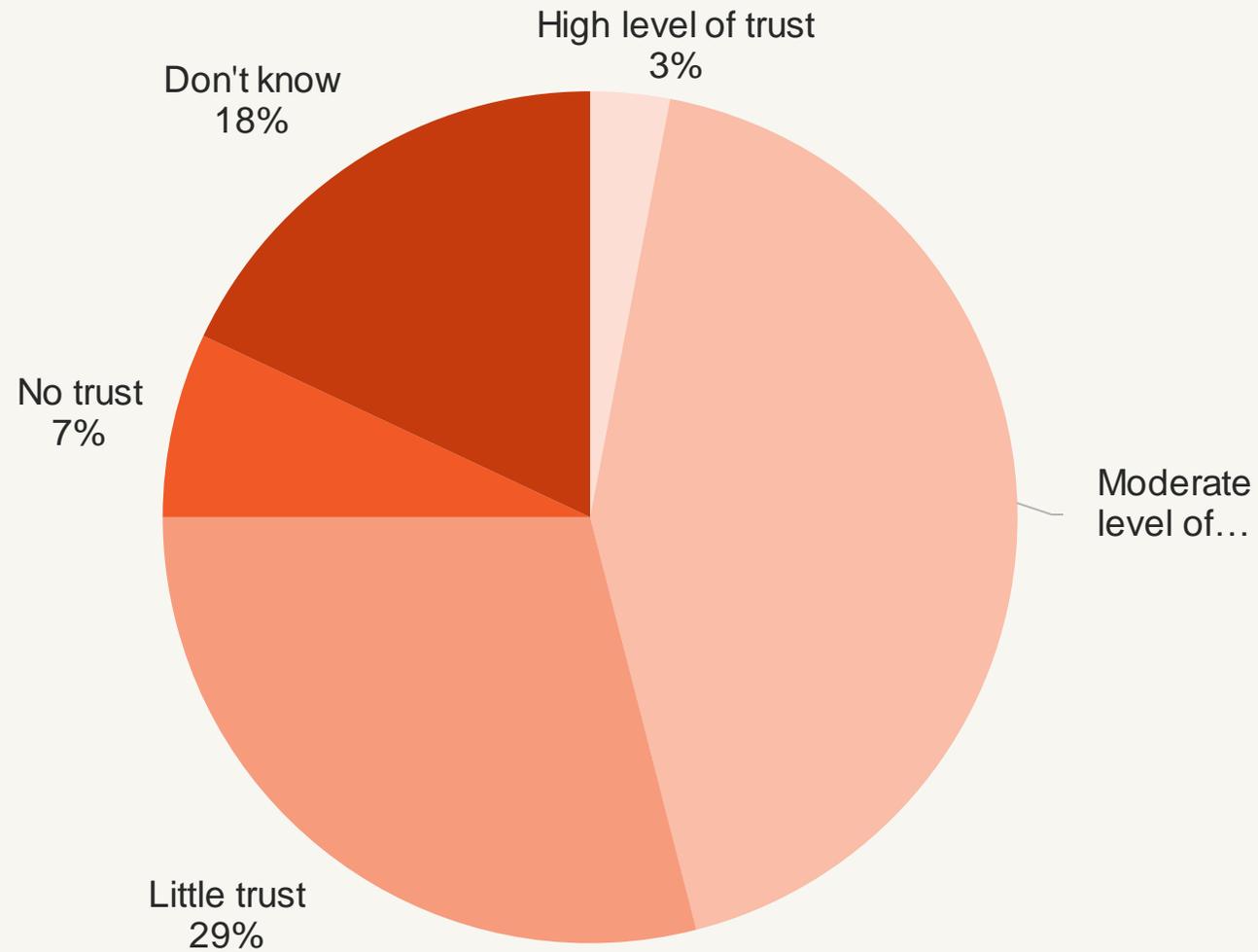
Which statement best reflects your interest in the potential impact that AI will have on businesses?

- I'm very interested and eager to keep up with trends
- I'm somewhat interested and try to keep up with trends
- I'm not very interested but try to keep up because it seems important
- I'm not interested in it and don't keep up with trends in this area
- Not sure



Source: SMB Group's *The Impact of AI on SMBs Survey*, July 2023

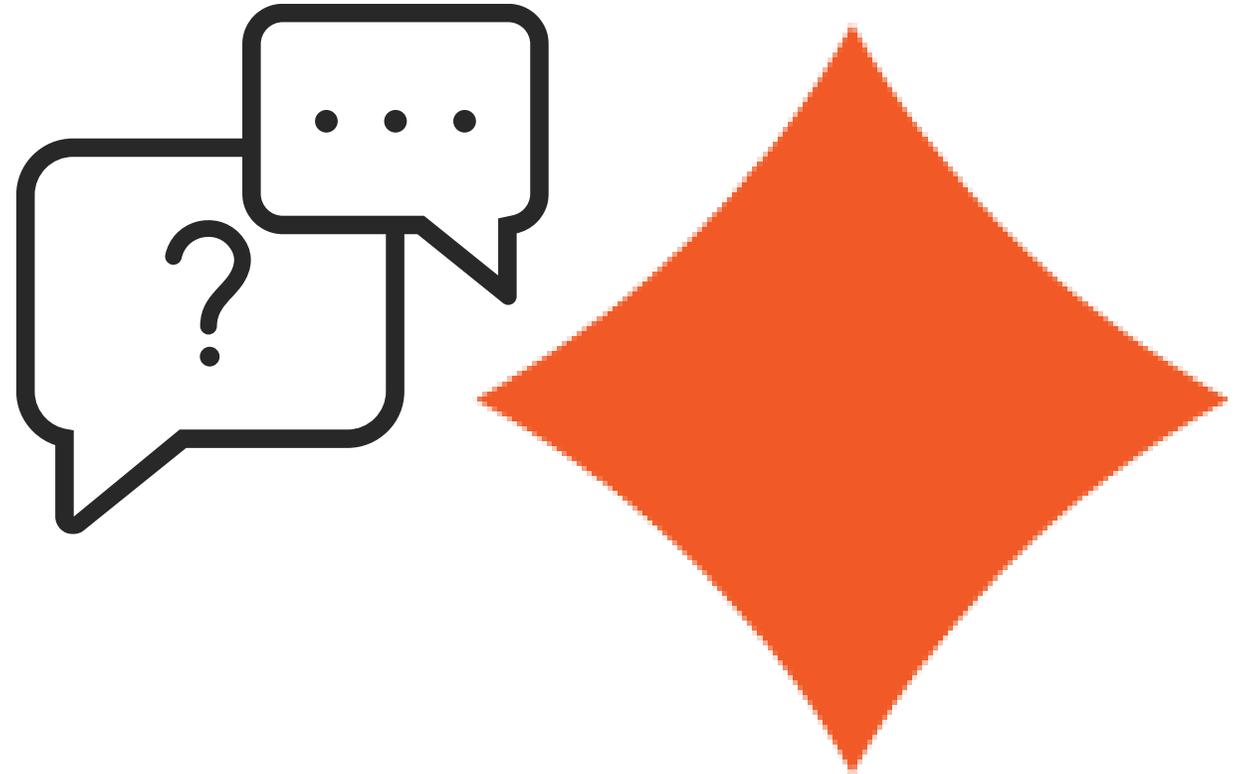
Level of trust in using AI for HR



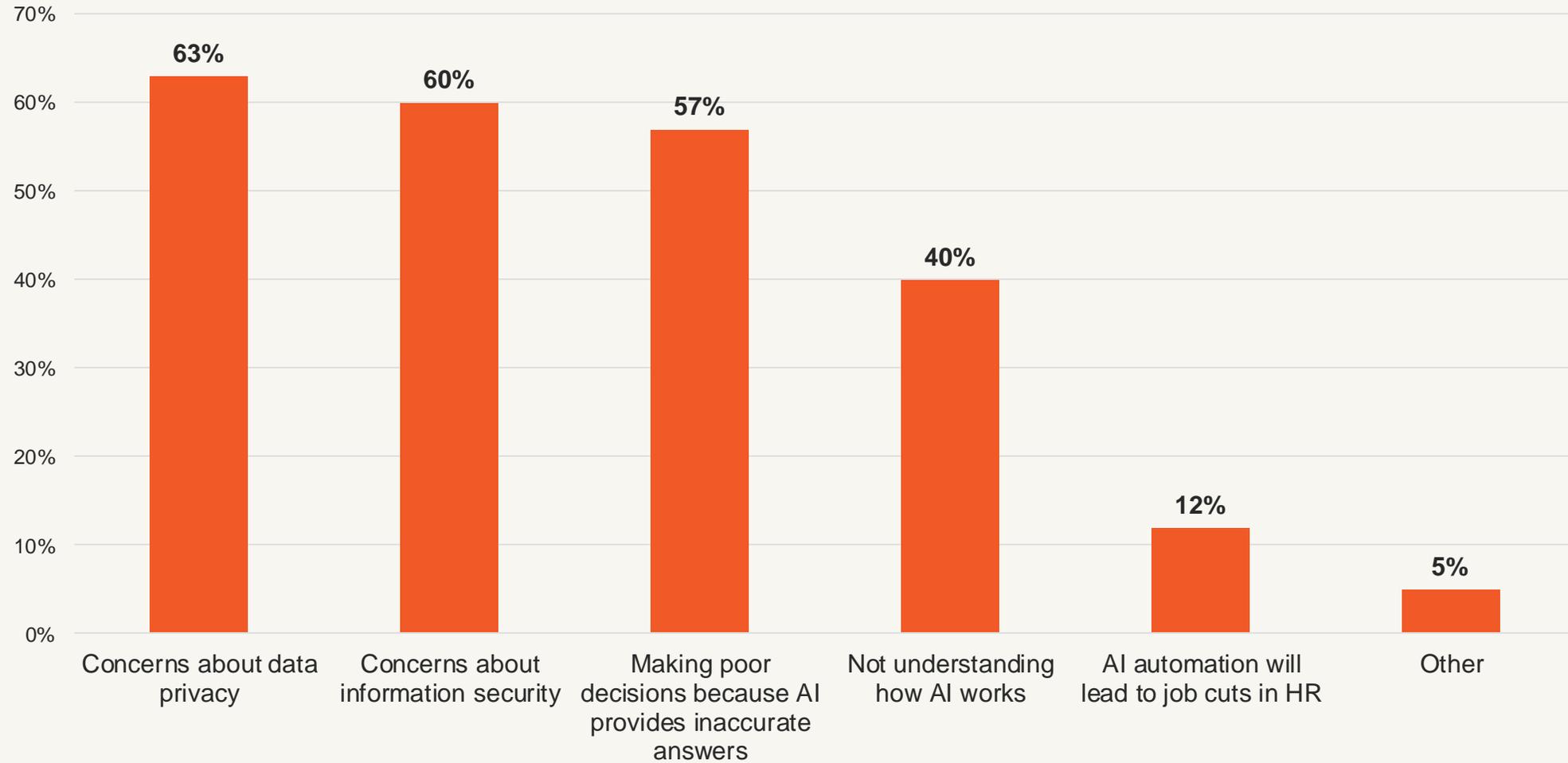
QUICK POLL

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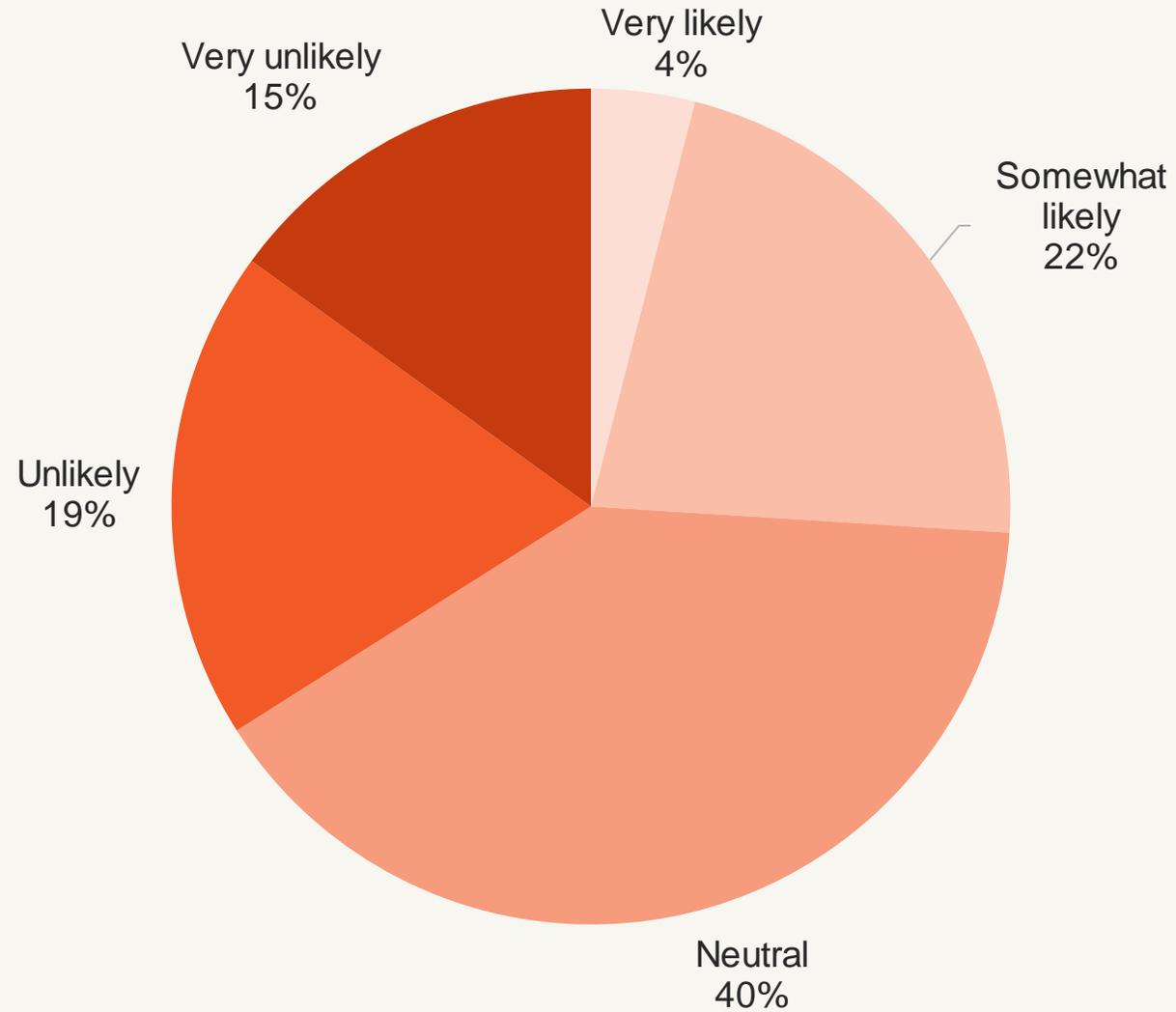
What are your concerns about using AI in HR?



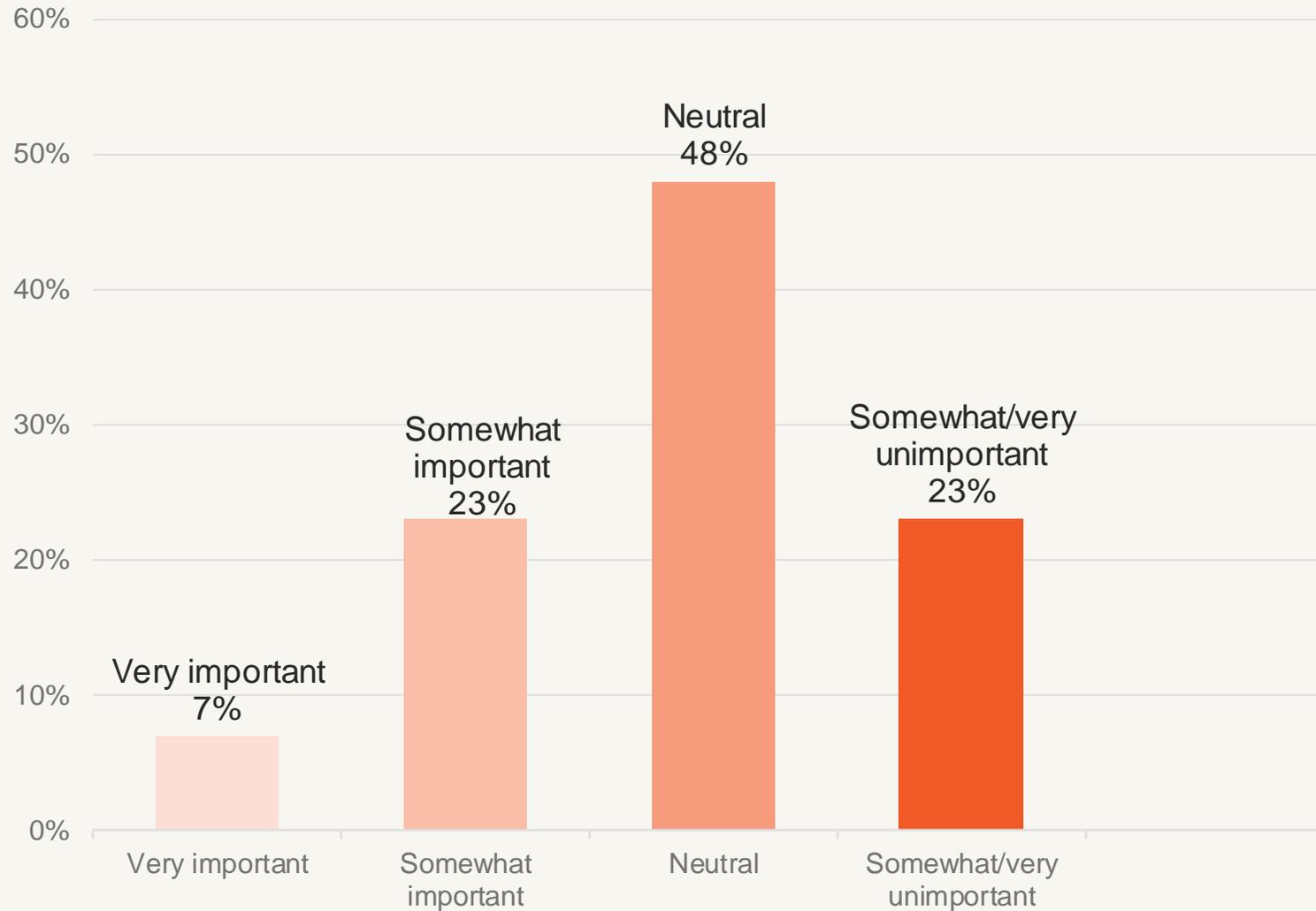
Drawbacks of AI



Likelihood of using AI in HR solutions



Only 7% of respondents say that it is very important that HR vendors embed AI technology in their solutions



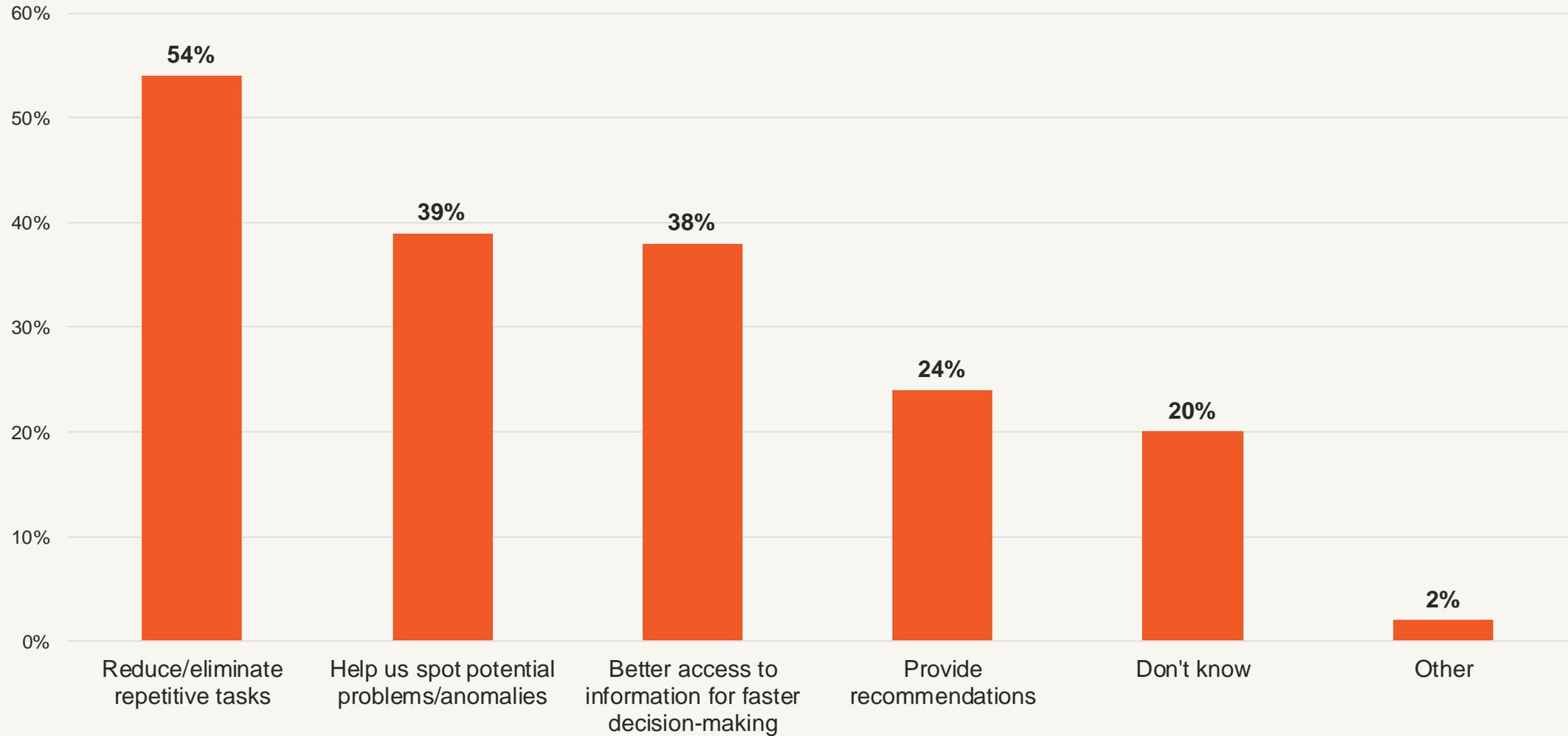
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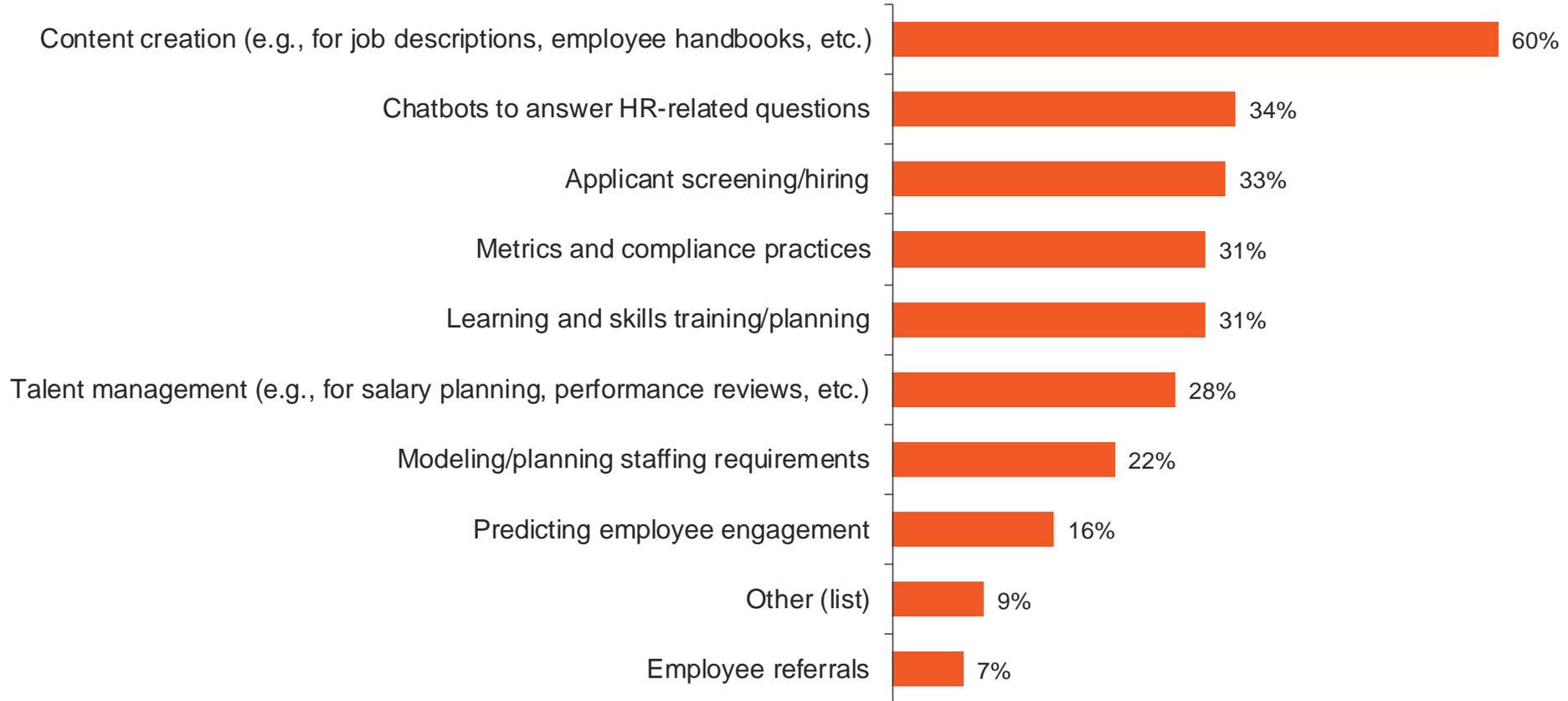
What do you think the top benefits of AI for HR are?



Benefits of AI



Interest in Learning How AI Can Improve HR Functions



31) In what areas would you be most interested in learning more about how AI technologies can improve HR? Sample Size = 750

Going from lukewarm to



Mineral Employee AI Sentiment Survey

Key Takeaways

- 1 Overall, Mineralists have a **good understanding (59%)** and a **strong comfort level (67%)** of generative AI, **but** there is **low usage (39%)**, with 80% of people never or rarely using it.
- 2 People see the **potential to make their jobs easier (75%)** **but** **haven't witnessed the positive impacts (47%)** of the technology yet, probably due to the lack of use of generative AI tools.
- 3 Mineral is **viewed as very supportive (85%)** of generative AI, but there hasn't been much discussion on the drawbacks of AI so far.

How to empower your workforce to experiment and grow with AI

1. Build a solid foundation.
2. Build knowledge and skills to experiment and overcome resistance.
3. Foster a culture of experimentation.

FOSTER A CULTURE OF EXPERIMENTATION

Ensure executive support
and leadership.

A

AI is transformative, and both Mineralists and our customers will benefit from it.

Mineral's ABCs of AI

B

Be boldly driven to experiment, ask questions, and learn more.

Mineral's ABCs of AI

C

Consider AI as a starting point, not the finished product. Nothing replaces human judgment.

Mineral's ABCs of AI

D

Do try and try again (and again). Figuring out how AI can make your job easier requires failing fast in order to learn.

Mineral's ABCs of AI

E

Empower everyone at Mineral by sharing what you learn. We're in this together.

Mineral's ABCs of AI

F

Form a plan when using AI to ensure client and business data is protected. If you're not sure, contact ai@trustmineral.com.

Mineral's ABCs of AI

G

Grow with us on this journey! Whatever your level of comfort or curiosity with AI, we'll meet you where you are and support you along the way.

Mineral's ABCs of AI

H

Humanity remains at the center of our business. As powerful as AI is, it ultimately needs our vision, wisdom, and courage to shape and direct its purpose and ensure ethical, responsible outcomes. We'll center our humanity as we drive AI forward—not the other way around.

Mineral's ABCs of AI

I

Intelligence is collaborative. We will be smart, safe, and responsible as we experiment with AI. That will lead us to create smart AI solutions for our colleagues and customers that accelerate productivity.

Mineral's ABCs of AI

We believe AI will transform the way we work, the value we (and our competitors) can deliver to our customers, and the HR & Compliance experience more generally.

To continue to lead our category, Mineral will transform itself by positioning our ecosystem (employees, partners, clients, and shareholders) to thrive in an AI-enabled world.

FOSTER A CULTURE OF EXPERIMENTATION

Establish "safe to fail"
environments.

#ai_explorers



Angela [redacted] 10:36 AM

📁 Use Case 📁: Meeting transcript to summary then to csv file. (don't do this for internal meetings without express permission from leadership)

I sat in on a DOL listening session today about AI. I provided ChatGPT with a prompt and uploaded the word document containing the transcript.

➡️ The output requested in the prompt: Summary and an exportable csv file with 2 columns- concerns and helpful tips.

ChatGPT did not disappoint!

2 files ▾



Summary of DOL Meeting Transcript.docx
Word Document



meeting_transcript_analysis.csv
CSV

💡 13 🗨️ 8 ✓ 1 😊+



Tye [redacted] 2:46 PM

My first image creation through Chat GPT

DALLE 2024-02-13 14.46.16 - A whimsical scene of a frog running on the beach, wearing bright blue shoes. This frog, full of joy and energy, dashes along the sandy shore, leaving :webp



❤️ 3 🐸 12 🏆 4 😊 1 ✓ 1 😊+



Lisa [redacted] 10:17 AM

Bit of a trepidatious AI explorer over here, but today I used ChatGPT to help with a grammar/usage conundrum I was having as my team works on updating our content style guide. I rely on some trusted style guides (CMOS, AP) among other resources, but I wasn't finding anything just right for this particular question. I asked ChatGPT for some guidance (remembering to specify American English usage, because I know this term has a somewhat different use elsewhere), asked a few additional prompts, and now feel more confident writing up a rule for our guide that will help us use the term correctly when we come across it.

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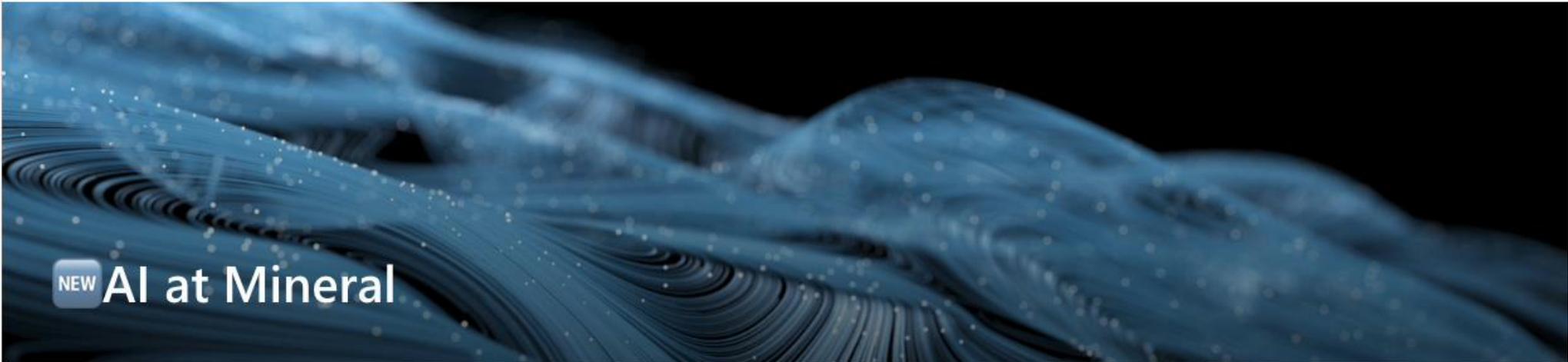
FOSTER A CULTURE OF EXPERIMENTATION

Offer continuous learning.



FOSTER A CULTURE OF EXPERIMENTATION

Provide dedicated resources.



NEW AI at Mineral

Welcome to the Artificial Intelligence (AI) at Mineral page!

Here you will find information and resources about our exciting and intentional work around AI.

^ **AI Resources**

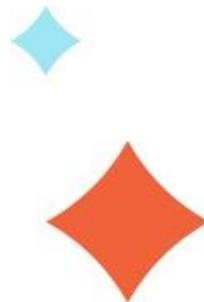
FOSTER A CULTURE OF EXPERIMENTATION

Recognize and reward.



Angie Surra

Explore & Innovate Mineral Award

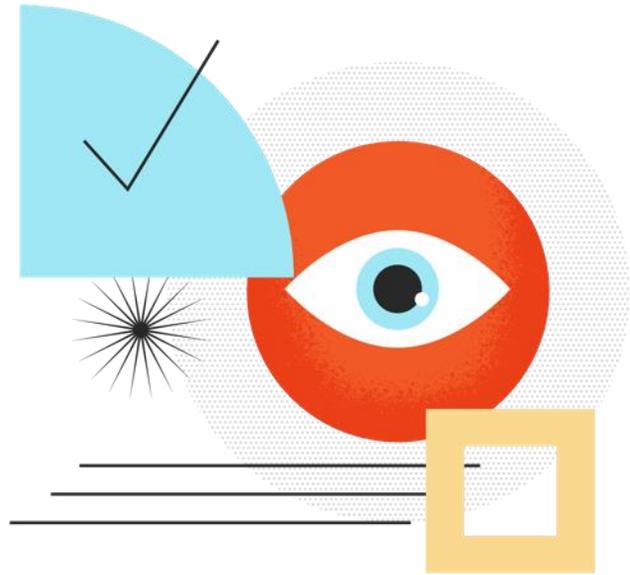


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One more thing...

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Mineral's ABCs of AI



Thank you!

More resources from SMB Group: smb-gr.com



Laurie's blog

Regular updates, insights, and analysis on all things related to SMBs



SMBG research

Current and archived research reports covering a wide range of critical topics for SMB leaders

Mineral[®]

MITRATECH