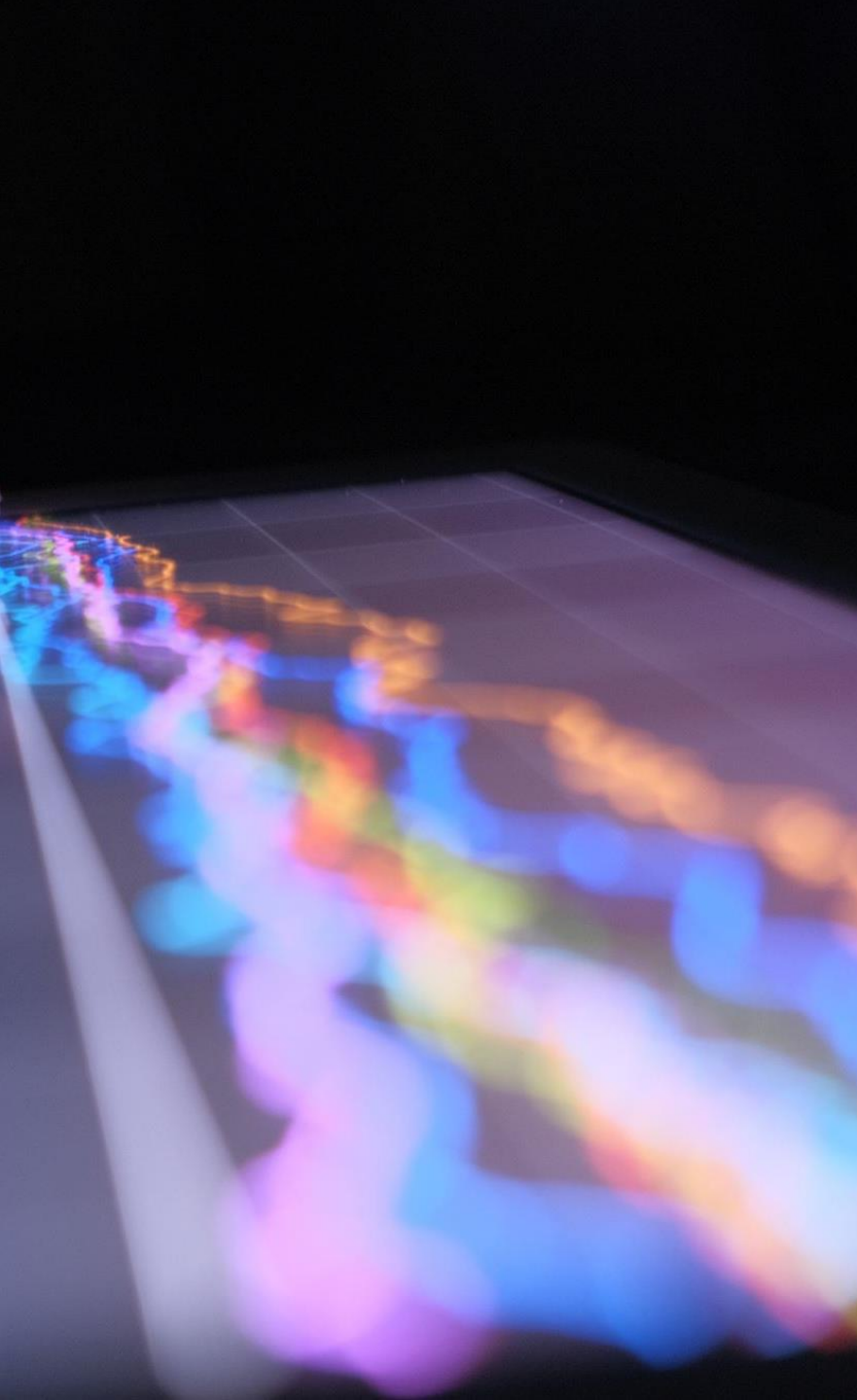


AI IN HR & INDUSTRIAL RELATIONS: WHAT CAN IT DO VS. WHAT SHOULD IT DO?



AGENDA

- What AI Can Do – Advanced Analytics
- What AI Can Do – Just-in-Time Responses & Training
- What AI Can Do – Data Interpretation & Routine Task Automation
- What AI Should Do – Augmentation, Not Replacement
- What AI Should Do – Ethical & Fair Application
- Balancing Value Adding with Humanity
- Practical Implications for HR & IR
- Conclusion & Key Recommendations
- Q&A



INTRODUCTION

- Rapid evolution of AI in HR and IR
 - Significant advancements in RAG GPTs
 - Balancing data-driven efficiency with human touch
 - Maintaining human-centric approaches
 - Focus on the next 5 years in Australia
 - Preparing for upcoming changes
 - Preparation strategies
 - Adapting to technological advancements
 - Ensuring ethical AI implementation
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WHAT AI CAN DO – ADVANCED ANALYTICS

- Analyses vast datasets for trends
 - Employee turnover
 - Skill gaps
- Generates real-time dashboards
 - Scenario planning models
- Value Add
 - Supports proactive HR strategies
 - Provides evidence-based insights





WHAT AI CAN DO – JUST-IN-TIME RESPONSES & TRAINING

- On-Demand Information
 - Provides immediate answers to policy, compliance, and training queries
 - Tailored Learning Experiences
 - Delivers personalised training modules based on individual needs
 - Outcome
 - Empowers continuous learning and rapid access to information
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WHAT AI CAN DO – DATA INTERPRETATION & ROUTINE TASK AUTOMATION

- Contextual Decision Support
 - Interprets complex data
 - Provides actionable insights
 - Routine Task Automation
 - Automates administrative tasks
 - Examples: scheduling, data entry
 - Result
 - Frees up HR professionals
 - Allows focus on strategic activities
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WHAT AI SHOULD DO – AUGMENTATION, NOT REPLACEMENT

- Human Oversight
 - AI serves as a support tool
 - Final decisions are made by humans
 - Accountability
 - Clear lines of responsibility
 - Focus on people-related decisions
 - Best Practice
 - AI recommendations as one input
 - Consider multiple inputs for decisions
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WHAT AI SHOULD DO – ETHICAL & FAIR APPLICATION

No Unchecked AI Decisions

- AI must not independently make calls that affect a person's livelihood.
- Human review is essential before finalising any critical HR or IR decision.

Lessons from RoboDebt

- Australia's automated debt recovery system led to widespread errors.
- Highlights the dangers of overreliance on unchecked AI processes.

Continuous Auditing & Transparency

- Conduct regular AI audits for accuracy and fairness.
- Clearly communicate when and how AI is used, and how employees can contest decisions.

Bias & Error Mitigation

- Keep a "human in the loop" for critical outcomes (e.g., terminations, promotions).
- Provide channels for employees to report AI errors or potential bias.

Empower, Don't Replace

- Use AI to enhance efficiency and insights, not to override human empathy or judgment.
 - Maintain ethical standards that prioritise people's rights and well-being.
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BALANCING VALUE ADDING WITH HUMANITY

- Value Adding Through AI
 - Efficiency, precision, and advanced decision support
 - Enhanced predictive insights and personalised training
- Preserving Humanity
 - Empathetic interactions, ethical oversight, and trust-building
 - Maintain human-led conflict resolution and relationship management
- The Critical Line
 - Use AI to augment capabilities, not replace human judgment



PRACTICAL IMPLICATIONS FOR HR & IR

- In HR
 - Integrate AI tools for routine and analytical tasks
 - Reserve strategic decisions and employee engagement for human professionals
 - In IR
 - Leverage AI for compliance and data analysis in negotiations
 - Ensure human oversight in disputes, union negotiations, and collective bargaining
 - Key Takeaway
 - AI is a powerful ally but must be governed by human values
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FUTURE SKILLS AND ATTRIBUTES

- **Data Literacy & Analytical Thinking:**
Interpret AI outputs and use data to inform decisions.
 - **Ethical Oversight & Risk Management:**
Act as guardians to prevent AI errors and bias; stay updated on laws.
 - **Empathy & Emotional Intelligence:**
Maintain genuine human connection in all interactions.
 - **Change Management & Stakeholder Engagement:**
Lead AI integration while addressing concerns and training teams.
 - **Tech Savviness & Continuous Learning:**
Understand AI basics and continuously update digital skills.
 - **Strategic Business Acumen:**
Align AI insights with organisational goals and measure ROI.
 - **Collaboration & Interdisciplinary Teamwork:**
Work effectively with IT, legal, and cross-functional teams to shape AI policies.
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Q&A