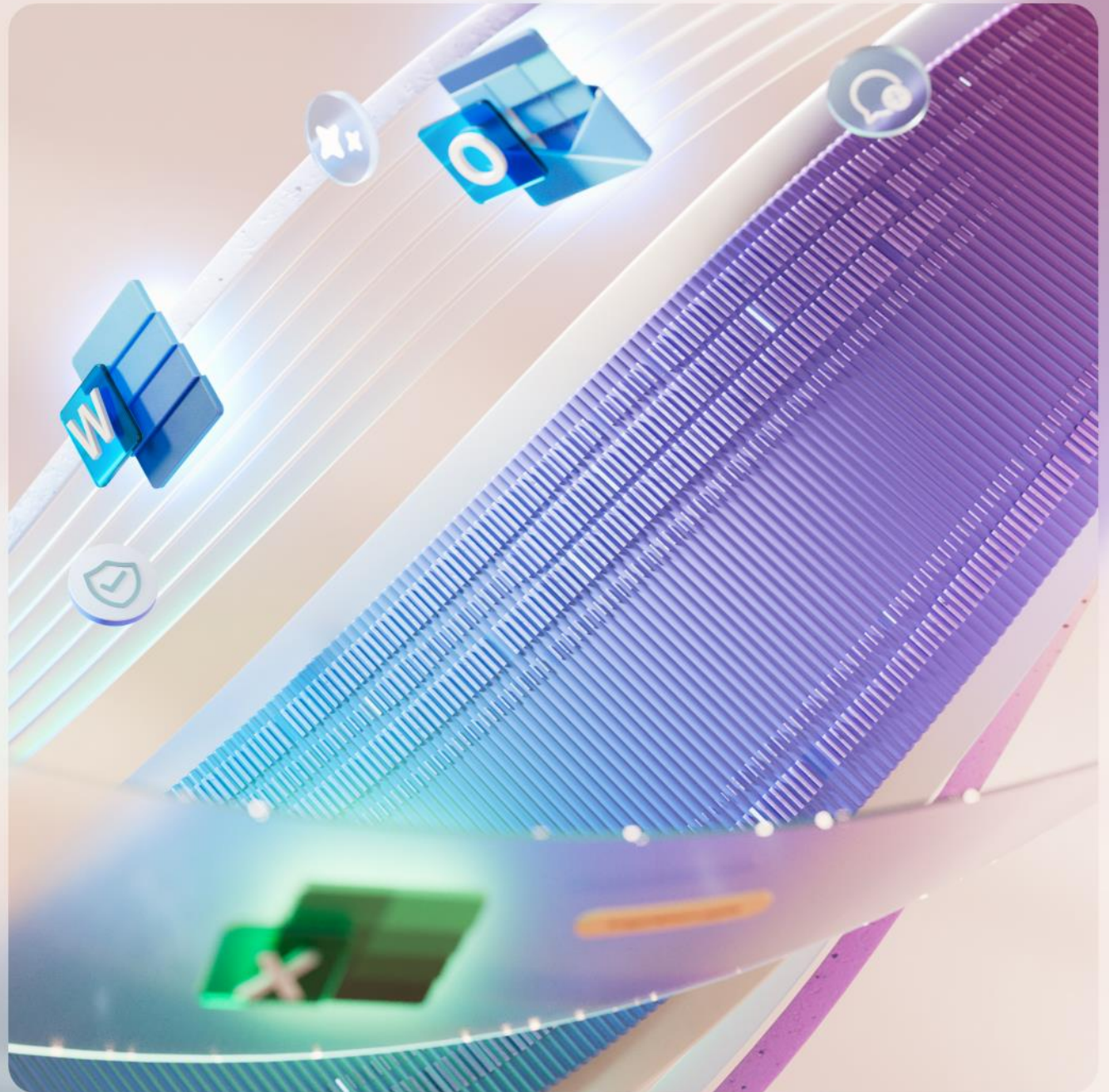
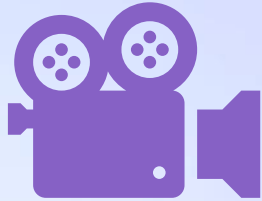


AI Empowerment: *How HR is using AI*

October 22, 2024



A quick reminder about privacy...



This webinar is
being recorded



As attendees, your names will
be visible to others on **the
screen and in the chat**



Following the webinar, the
recording will be posted on
Viva Community for those that
couldn't attend live

Introductions



Avneeta Solanki
Principal People Scientist
Viva Customer Empowerment



Bryan Dobkin
Principal People Scientist
Viva Growth

“

“As champions for Responsible AI at Microsoft, we have a special duty to learn, experiment, and apply Copilot to the space where we work. To support the rest of the company on this journey, we have to understand it ourselves.”

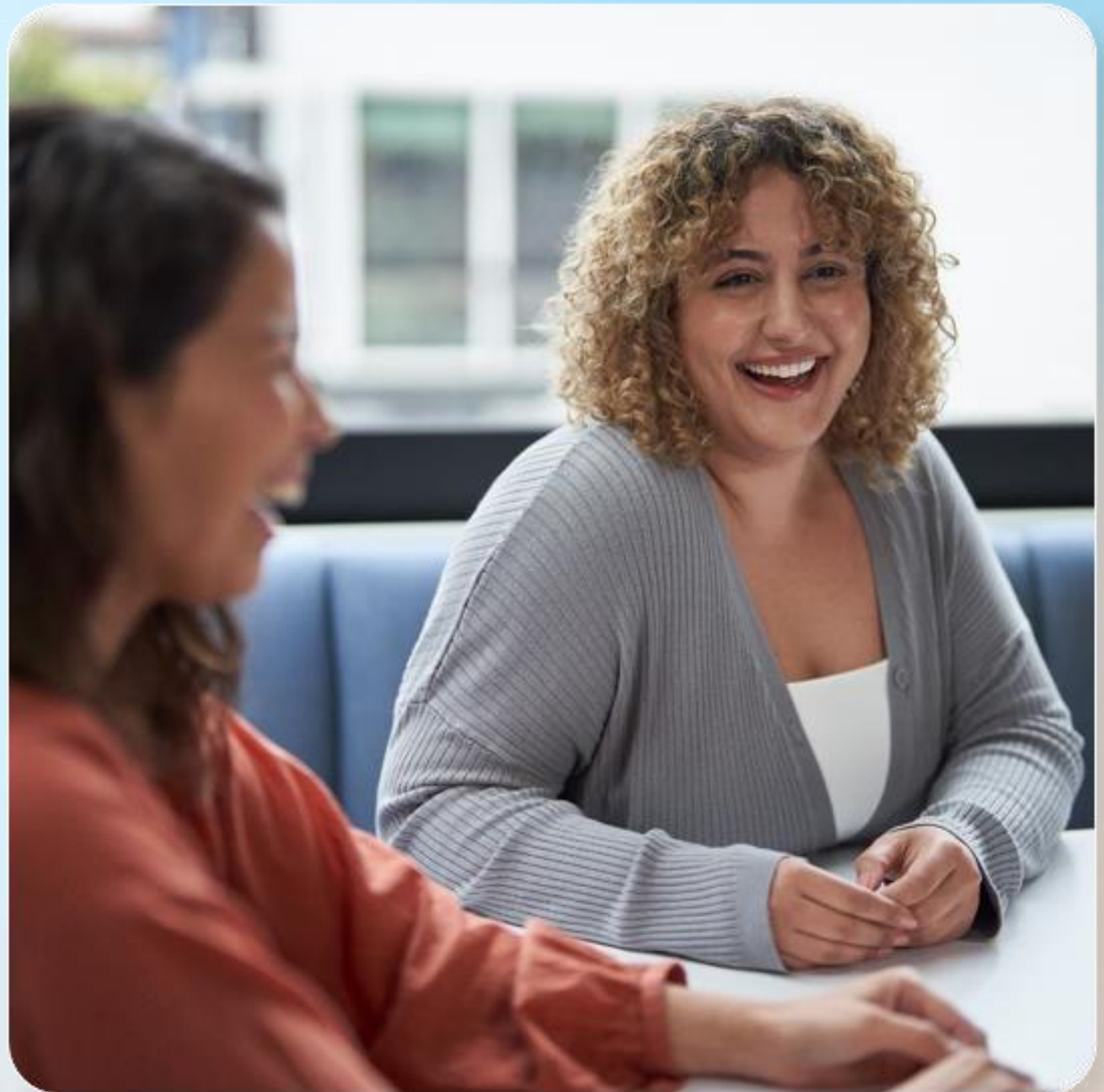
Liz Friedman

Senior Director of HR AI Transformation, Microsoft



Agenda

1. Warm up: Audience questions
2. Current state of AI in HR
3. How can I transform and enhance my work today with AI?
4. Closing remarks



Let's hear from you...

1. *Where is your organization on its AI journey today?*
2. *In which ways (if any) are you currently using AI in your HR role?*
3. *Which task do you hate the most and wish you could automate? (type in chat)*



Current State of AI in HR



How do HR professionals feel about AI today?



61% are optimistic about the potential for effective use of AI in their organization



61% believe AI will positively impact HR practices over the next five years



76% of HR leaders believe that their organization will be lagging in org success if they do not implement AI solutions in the next 12 to 24 months



38% of HR leaders are piloting, planning implementation, or have already implemented generative AI

Key challenges associated with AI adoption in HR

The work and nature of HR presents some shared but also unique concerns around data privacy, bias and the 'human touch.'



**Professional
caution**



**Uncertainty
around
appropriate
use cases**



**Privacy &
security**



**Rapid
evolution**



Buy-in

“AI won’t take your job.”

“It's somebody using AI that will take your job.”

Richard Baldwin
Professor of International Economics

How is HR using AI today?

Top 3 use cases
cited by Gartner
(2024)

Recruiting

Performance
management

Employee
onboarding /
offboarding

Employee
engagement and
retention

Talent
development and
training

Workforce
planning

HR chatbots and
virtual assistants

Employee
benefits and
wellbeing
management

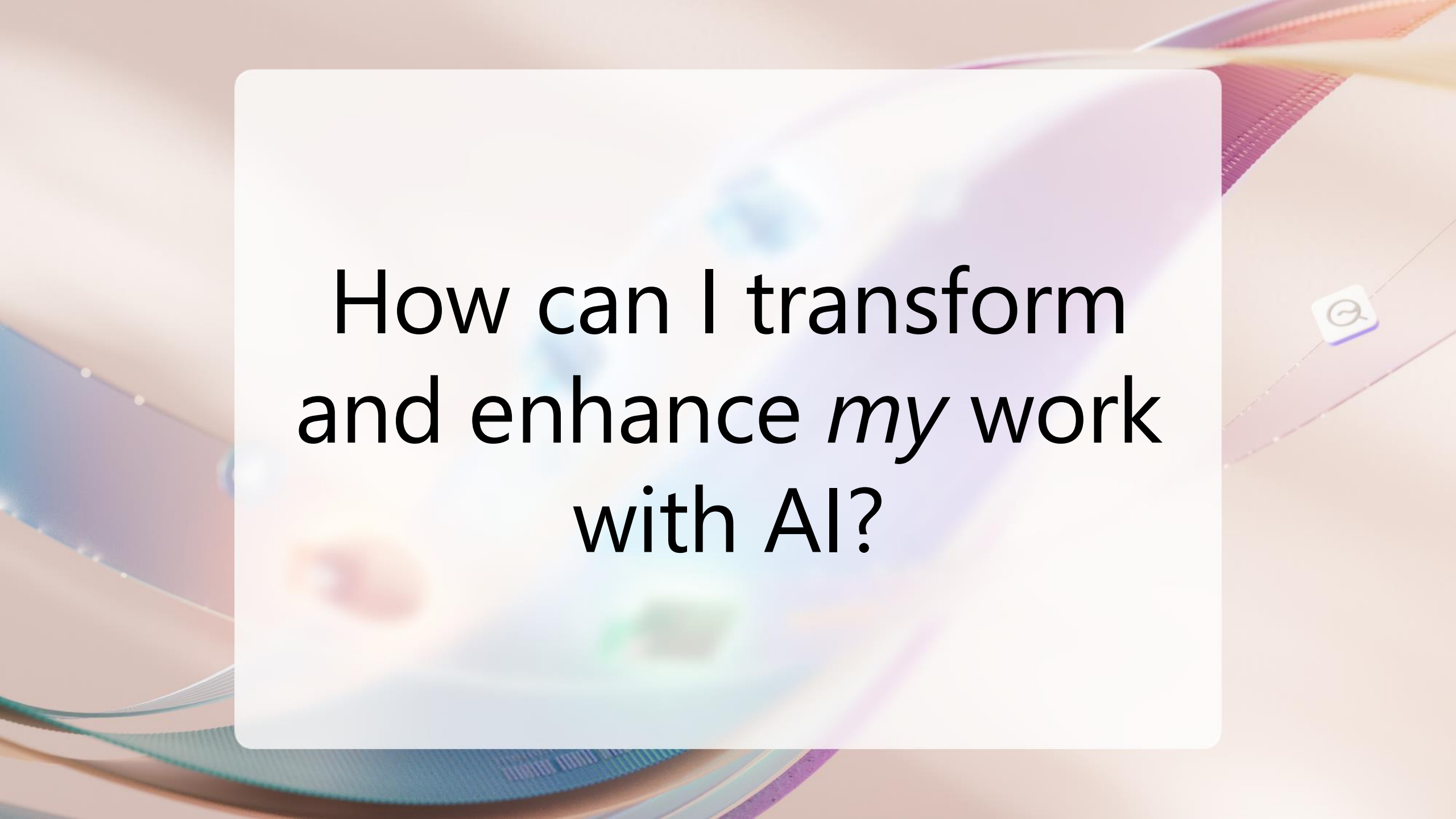
Administrative
tasks (policies,
document
generation)

Personalized
career
development
paths

HR budgeting

Copilot generated content:

Prompt: "I am creating a webinar about AI in Human Resources. Help me design a slide that summarizes how Human Resources is currently using or experimenting with AI today. List the commonly seen use cases for AI in HR and draw from reputable research and industry publications for your content."

The background features a soft, abstract design with flowing, curved lines in shades of blue, purple, and orange. A small magnifying glass icon is visible on the right side. The text is centered on a white rounded rectangle.

How can I transform
and enhance *my* work
with AI?

Poll: Which of the following potential AI use cases *excites* you the most as an HR professional?



1.
Quickly
analyzing and
summarizing
employee
feedback



2.
Reviewing
resumes and
shortlisting
candidates



3.
Answering HR-
related
employee
questions via an
enterprise
chatbot



4.
Analyzing
performance
data and
providing
insights to
managers



5.
Recommending
personalized
learning/training
opportunities for
employees

KPIs impacted

✓ Cost per hire

Value benefit

✓ Cost savings

✓ Employee experience

1. Conduct market research

Use Copilot to research the latest industry trends and data regarding competitive job descriptions.



Example prompt: **Generate a table of key skills and experience required for software engineers** at a large enterprise technology company based on market trends and leading technology companies.

2. Create job description

Ask Copilot to create a job description which leverages the market research gathered.



Example prompt: **Generate a software engineer job description** that includes skills, qualifications, and responsibilities. Reference jobs at large, enterprise tech companies.

3. Identify potential candidates

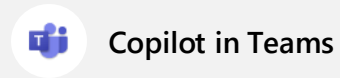
Indicate keywords from your job description to surface potential candidates. Use Copilot to access HR system data using a Copilot Studio agent.



Benefit: **Rapidly identify possible candidates** which meet role job requirements reducing time spent from hours to minutes.

6. Finalize candidate slate

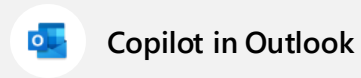
Engage with hiring manager to gain feedback on candidate slate and align on next steps.



Actions: **"Recap the meeting"** to review key topics and **"List action items"**. Paste actions in the meeting chat and tag owners to confirm or update the candidate slate.

5. Communicate potential candidates

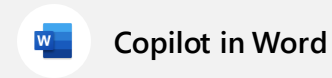
Draft and send email to hiring manager sharing potential candidates and insights with them for consideration.



Example prompt: **"Draft with Copilot"** an email to the hiring manager that summarizes the candidates and the key insights for hiring consideration. (Include the table from the Word document.)

4. Create candidate slate

Draft a detailed view of potential candidates and insights so a hiring manager can easily evaluate candidates.



Example prompt: **Summarize these candidates in a table format** with a pros column and a cons column.



¹Access Copilot at copilot.microsoft.com or the Microsoft Copilot mobile app and set toggle to "Web".

²Access Business Chat at copilot.microsoft.com, the Microsoft Copilot mobile app, or the Copilot app in Teams, and set toggle to "Work".

The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization's business processes, regulatory requirements, and responsible AI principles.

HR | Update policy document

Available with:
Copilot for Microsoft 365

Scenario level: ● ● ●
Buy

- KPIs impacted
- ✓ Improve eNPS
- ✓ Employee turnover rate
- ✓ Increase benefit usage
- Value benefit
- ✓ Cost Savings
- ✓ Employee experience

1. Identify changes in policy

Compare the new and old policy documents and make a table of the key policy differences. Have Copilot¹ translate the results into local language.



Compare policies in these two documents and make a table of the key policy differences. Translate the results to Spanish.

2. Draft new FAQ

Create a new FAQ document that explains the changes and explores what impact it may have on employees and what concerns they might have.



Make a list of likely questions that employees will have about this change in policy and provide answers to each question based on the policy document.

3. Create plan

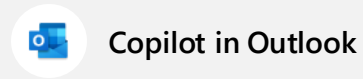
Ask Copilot¹ to create a plan for change management that updates curated content, employee-facing material, and advisor training and communications



Using the insights from the previous step, prompt Copilot: I am a human resources support advisor. **Create a change management plan** based on the updated policy. Include tasks and timelines.

6. Continuous improvement

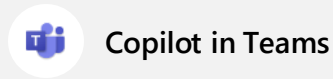
Communicate changes to Support Advisors and monitor impact/feedback.



Draft with Copilot: a reply email to the department that provides detail and timelines regarding improvements and changes.

5. Collect feedback

Engage with support advisors to depict the data, plan, actions and support material required to implement the new policy.



Use Copilot during the meeting to **“list main ideas we discussed”** and then **review the AI notes “Follow-up tasks”** after the meeting to confirm or update the approach and documentation.

4. Develop material

Build training materials which are tailored to the case and employee/role.



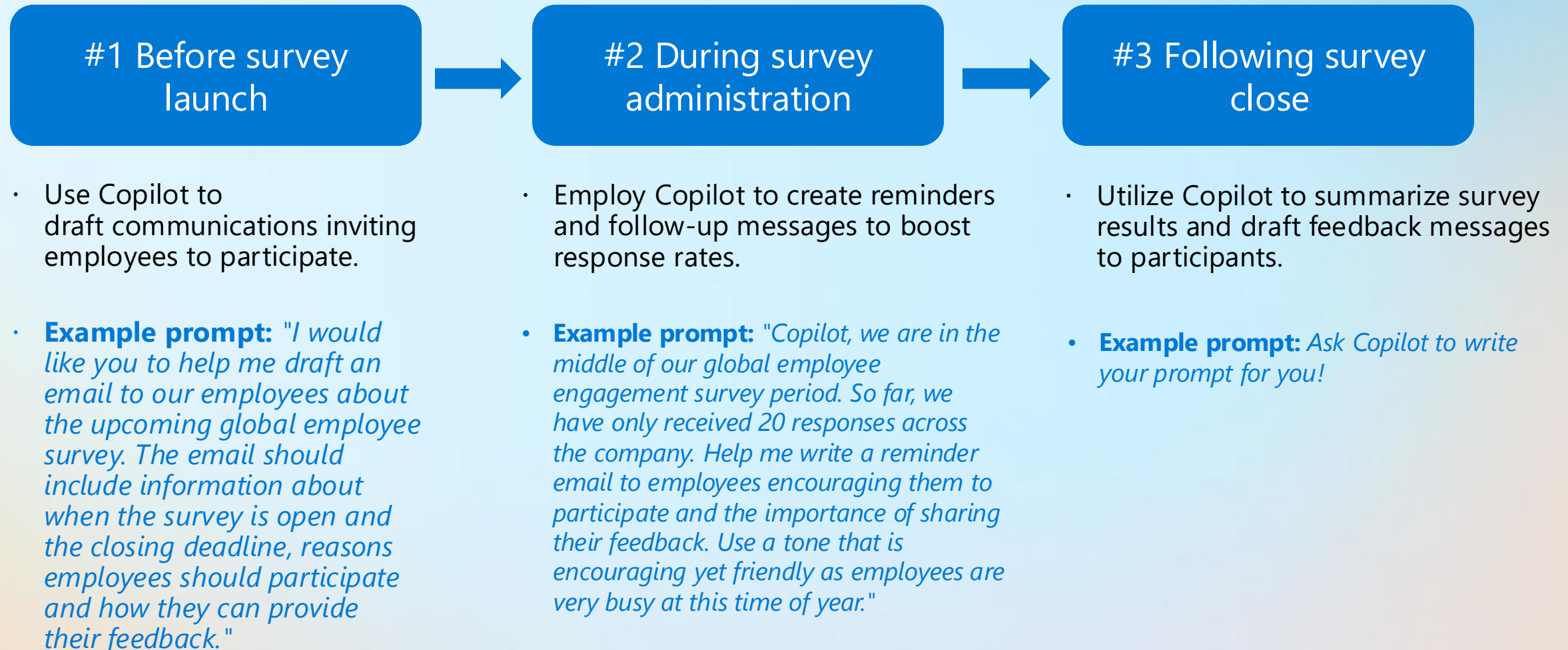
Create a presentation from file [plan.docx] and relevant documents about [insert case] to train Human Resources support advisors on applying the new policy.



¹Access Copilot at copilot.microsoft.com, the Microsoft Copilot mobile app, or the Copilot app in Teams, and set toggle to “Work”.

Simple use case: Employee Survey Communications

You are leading the global employee engagement survey for your organization. You have multiple stakeholders that you need to keep informed during the survey cycle.



#1 Copilot generated email

Dear team,

Prompt: "I would like you to help me draft an email to our employees about the upcoming global employee survey. The email should include information about when the survey is open and the closing deadline, reasons employees should participate and how they can provide their feedback."

We are excited to announce the launch of our Global Employee Survey, which will be open from **November 16 to December 12**. This survey is a valuable opportunity for you to share your thoughts and feedback on various aspects of our workplace.

Why Participate?

- Your feedback is crucial in helping us understand your experiences and identify areas for improvement. By participating, you contribute to creating a better work environment for everyone. The insights gained from this survey will inform future initiatives and help us enhance our internal communications, employee engagement, and overall satisfaction.

How to Provide Your Feedback:

- Click on the survey link that will be sent to your email on November 16.
- The survey will take less than 10 minutes to complete.
- Your responses are confidential and will be managed by Viva Glint, an independent research company, ensuring your privacy.
- We value your input and encourage you to take a few minutes to complete the survey. Your participation will make a significant impact on our efforts to improve our workplace.

Thank you for your time and feedback.

Best regards,

#2 Copilot generated email

Prompt: "Copilot, we are in the middle of our global employee engagement survey period. So far, we have only received 20 responses across the company. Help me write a reminder email to employees encouraging them to participate and the importance of sharing their feedback. Use a tone that is encouraging yet friendly as employees are very busy at this time of year."

Dear Team,

I hope this message finds you well. As we continue with our global employee engagement survey, I wanted to take a moment to remind you of the importance of your participation. So far, we have received 20 responses across the company, and we truly value each and every one of your insights.

Your feedback is crucial in helping us understand what we are doing well and where we can improve. It allows us to create a better work environment and ensure that your voices are heard. We understand that this is a busy time of year, but your input is invaluable to us.

Please take a few minutes to complete the survey. Your responses will remain confidential, and the information gathered will be used to make meaningful changes that benefit us all.

Thank you for your time and contribution. Let's work together to make our company an even better place to work!

Best regards,

#3 Asking Copilot to write a prompt!

- **Ask Copilot:** *"Hi Copilot, I want you to help me write a Copilot prompt to do a task. The task is to write internal communications to my organization's employees about the key survey results from this year's employee engagement survey. I want you to list key results and scores using a reference document as well as to thank the employees for their participation. "*
- **Copilot produces the following prompt for you:**

You are an AI assistant tasked with drafting an internal communication to the employees of our organization. The purpose of this communication is to share the key results from this year's employee engagement survey.

Instructions:

1. Introduction:

- Begin with a warm greeting and express gratitude to the employees for their participation in the survey.
- Mention the importance of the survey in helping the organization understand employee sentiments and areas for improvement.

2. Key Survey Results:

- List the key results and scores from the survey. Use the reference document provided to extract this information.
- Highlight any significant improvements or areas that received particularly positive feedback.
- If applicable, mention any areas that need attention and the organization's commitment to addressing these.

3. Conclusion:

- Reiterate thanks to the employees for their valuable feedback.
- Encourage employees to continue sharing their thoughts and suggestions.
- Close with a positive note, emphasizing the organization's dedication to creating a better workplace.

Reference Document:

- Use the provided document containing the survey results to extract the necessary data for the communication.

Simple use case: Helping leaders draft communications with appropriate tone and style

Your organization is rolling out an updated workplace policy re: RTO (return to office). One of the leaders you support has drafted a communication that will go out to all employees in their org. However, you know the tone and language used will not land well with employees.

Original Draft:

Hi Team,

Starting next week, everyone is required to be in the office four days a week. This is non-negotiable and must be followed by all employees. We believe this will improve productivity and collaboration.

No exceptions will be made. If you have any issues with this, you can take it up with HR.

Thanks,
Bob Smith

Copilot Prompt:

"Please provide a new version of the below email draft. I'd like the tone to be professional, but ensure the language used is empathetic and compassionate."

New email draft with your/Copilot's support:

Hi Team,

I hope this message finds you well. Starting next week, we will be transitioning to a schedule where everyone is required to be in the office four days a week. We believe that this change will enhance our productivity and collaboration as a team.

We understand that this may be a significant adjustment for some of you, and we are here to support you through this transition. If you have any concerns or need to discuss your specific situation, please feel free to reach out to HR. They are available to help address any questions or challenges you might have.

Thank you for your understanding and cooperation.

Best regards,

Bob Smith

Let's share... (type in chat)

What is one intriguing AI use case that you are excited to try in your role following today's session?

What type of AI training have you undergone (if any) that you would recommend to your HR peers?

Useful resources

[Microsoft Adoption: Using Copilot in Human Resources](#)

Includes downloadable HR scenario kit, example prompts and much more!

[Viva Community Call \(Oct 2024\): How Microsoft HR is using Viva and M365 Copilot to Empower Employees](#)

Featuring guest speakers Liz Friedman (Senior Director of AI Transformation at Microsoft) and David Spahr (Director of AI orchestration and Impact at Microsoft)

Related Inside Track [article](#)

[Microsoft Copilot Academy now available to all Microsoft 365 Copilot users!](#)

[Empowering responsible AI practices](#)

[Copilot FAQs](#)

Thank you

