Role and Future of HR in Digitalization and AI

COURSE OVERVIEW

Today’s workplace is unlike the ones before it. Advancements in technology have brought with them greater agility within the workplace and it’s evident that the traditional employment model and environment are evolving. Additionally, new expectation from employees force companies to reevaluate their own digital leadership and the kinds of upskilling opportunities they provide.

As we settle into the age of automation, robotics and AI in the workplace, the combination of tech advancements and employee expectations will ultimately help to push organizations to fully embrace the changing workplace in a post-digital world. The job market will include larger numbers of contractors and part time workers and a redefinition of employment from “employee” to contributor.

To accommodate this shift companies, need to place greater emphasis on tools like onboarding and collaboration materials to make sure agile workers get up to speed quickly with new projects. Companies also need to spend time determining exactly where agile workers fit in best with their workforce planning strategy. All of this requires HR to boldly rewrite how organizations operate. The agile workforce is truly an agent for change, planting the seed for organizations to embrace new technologies and to help their employees prepare for an AI-driven future.

“There’s never been a better time to be in HR, but the demands are high – we need to reskill ourselves,” says HR veteran Eva Sage-Gavin, senior managing director of Accenture’s talent and organization practice.

LEARNING OBJECTIVES

Participants on the Role and Future of HR in Digitalization & AI training course will be able to:

- Know how new technologies are creating a new agile workforce model and flexible working possibilities.
- The why and how HR must be on the front line of this, the fourth industrial revolution, helping employees acquire the skills needed to thrive in the workplace of the future.
- Minimizing the disruption that automation and digitization brings.
- HR’s role in recrafting workplace automation and why when technology is omnipresent an organization’s people will be the new competitive differentiators.
- Why the most important role in future organizations must be the chief HR officer.
- Addressing that 40% of internet traffic is driven by seven billion mobile devices yet HR teams remain far behind in the deployment of mobile solutions.

TARGET AUDIENCE

This course is aimed at HR and Learning & Development personnel who wish to understand HR best practices and strategic workforce modelling to deliver digitalization and AI.
TRAINING METHODOLOGY

This highly practical and results-oriented program is based on the adult learning concept. The facilitator will give plenty of input and then help participants to make sense of the themes through discussion and practice. It incorporates short inspiring demonstrations, role play and case study practice to enhance learning. There will be ample time for Q&A and ‘return to work’ action planning. The facilitator reinforces all concepts within an inspiring and engaging learning environment.

*Pre & Post course assessments will be used to measure the effectiveness of this training.*

COURSE CONTENTS

**Module 1 - How New Technology and Innovations is Transforming Employee Expectations**

- **Description:**
  
  80% of workers say a company’s use of the latest digital tools greatly influence their decision to join an organization

- **KeyTopics:**
  
  ○ What is digital transformation?
  ○ How and why organizations are changing customer relationships, internal processes, business models and value propositions?
  ○ The risk for talent acquisition and retention without a clear automation/AI strategy
  ○ Why workers want digital leadership and why they want their employers to help them acquire new digital skills?
  ○ What skills are required by employees to be digitally savvy?

**Module 2 - Next Steps for HR**

- **Description:**
  
  Where’s the room for improvement in embracing digitalization and AI in the workplace?

- **KeyTopics:**
  
  ○ Examining business operations to see where implementing AI, robotics and digitalization makes the most sense
  ○ Creating a robust digital and soft skill upskilling program for employees (for example, in collaboration) around the newly activated technologies
  ○ HR’s responsibility in initiating a company-wide effort for fuller AI integration and helping employees be innovative when adapting to new challenges
Securing commitment from management and employees for this effort

Module 3 - A Change of Mindset by HR

• Description:

In order to best position itself to play a leading role, HR will need to familiarize itself with concepts such as design thinking

• KeyTopics:

  ◦ Design thinking means creating an end-to-end experience that meets or exceeds the expectations of the people you serve.
  ◦ The core of design thinking is empathy – walking in the shoes of your target audience and understanding what that means. For HR, that involves getting to understand employees’ aspirations, what their work experiences are like and how they can be made better
  ◦ Empathy and building a culture in which employees demand to learn new skills rather than being pushed to learn them
  ◦ Why HR must replace traditional LMS with “learning goals” i.e. employees have a primary skill and a secondary one which they choose from a skills index
  ◦ Getting a learning culture to take hold by addressing employees’ fears: fear of the unknown, fear of failure, fear of being judged and measuring up

Module 4 --Digitalization and AI’s Impact on Performance and Cost Savings

• Description:

Demonstrating how HR can reduce turnover costs, improve productivity and enhance competitive advantage

• KeyTopics:

  ◦ How digitalization and AI can be big drivers of growth, performance improvement and cost savings
  ◦ Helping employee collaboration and AI to come together by reimagining the essence of work
  ◦ The importance of training to help employees take advantage of the power of AI
  ◦ Examples of how best practice organizations capture a forward-looking approach to digital disruption that overcomes bottlenecks in organizational efficiency, competitiveness and adaptability
Module 5 - Achieving Digital Transformation

• Description:

The 2017 Bersin by Deloitte study on Human Capital Trends showed that 92% of companies are trying to reorganize in a way that allows them to build this new digital culture yet only 14% are sure they know how.

• KeyTopics:

  ○ Why digital transformation is high on the business agenda and why HR must not be left behind
  ○ What must HR do now and in future to build this new digital culture - a step by step guide.
  ○ Case studies
  ○ Back to work action planning

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