

Presentation

Smart Choices in a Shifting World: A Framework for AI in Global HR



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**Q: What best describes the
current AI usage in your
organisation?**

Results:

48%

We have a couple of tools but are still very careful.

25%

We have explored it, but nothing adopted as yet.

19%

We are heavy users, including both tools and LLM assistants and agents.

5%

AI isn't really for us at this stage.



The 6-pillar framework:

1. Team Training and Change Management
2. AI Governance and Accountability
3. Smart Tool Selection
4. Data Privacy and Protection
5. Bias Detection and Prevention
6. Flexibility and Future-Readiness

1. Team Training and Change Management

How do I get my team to **embrace AI**, use it safely, and stop resisting or ignoring it?

- Start with a clear AI policy that encourages adoption
- Use a risk scoring system in the AI policy
- Design training that matches the risk
- Create dedicated spaces for learning and sharing
- Run regular learning sessions



2. AI Governance and Accountability

Who's **responsible for decisions**, and how do we act when things go wrong?

- Build AI approval into existing processes
- Form a small, decisive oversight team
- Be clear about who decides (*and how quickly*)
- A process for escalations (*ensure effective issue resolution*)

software-approvals

For getting approval to use new software or use existing software for AI purposes

Messages Add canvas Workflows Pins Files +

MCP Connections in Claude

What is the business case for using AI on this tool

Claude has a lot of connectors either direct or via MCP with different tools, ie email, Coda, etc. What is our general stance on making calendar would be a good idea like for example transcripts from sal

Friday, July 25th

AI Approval



What software/tool do you want to enable or use AI on?

Write something

If it's a new software, use the other workflow.

What kind of data will the AI tool consume

- ☐ Customer Employee Data
- ☐ Internal Staff Data
- ☐ Customer Data
- ☐ Other

Check the BIA - the AI may already be approved for this data point.

What is the business case for using AI on this tool

Write something

...

- ☐ I just want to trial this software for now...

Close

Submit

AI Usage App

Thanks @Ste

Please wait w

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[https://zapier](https://zapier.com)

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0 (edited)

Zapier

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Instantly co

other apps on Zapier - it's the easiest way to automate your work.

4 replies

Last reply today at 4:10 PM

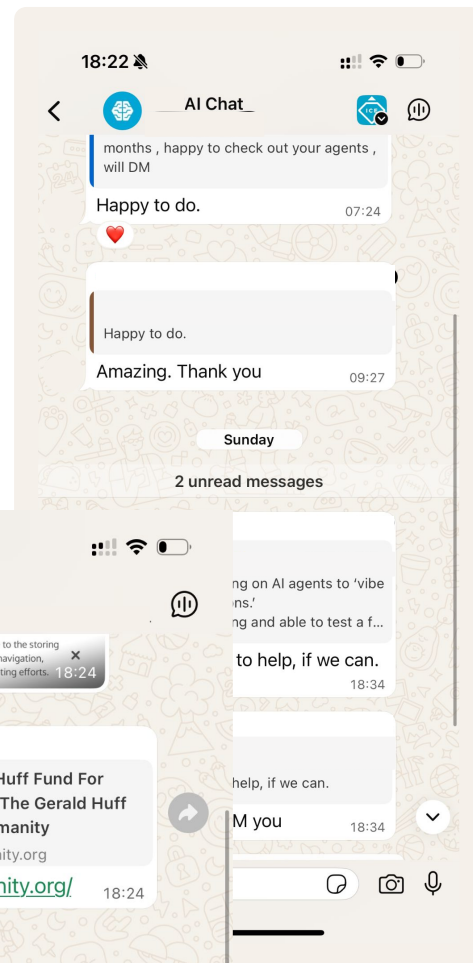
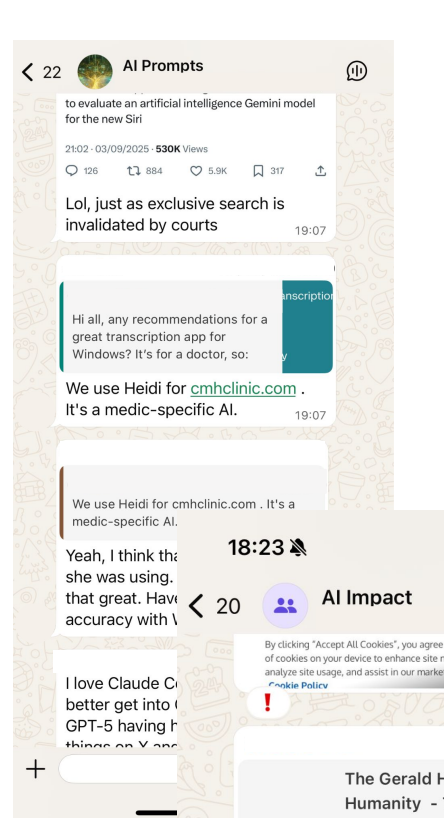
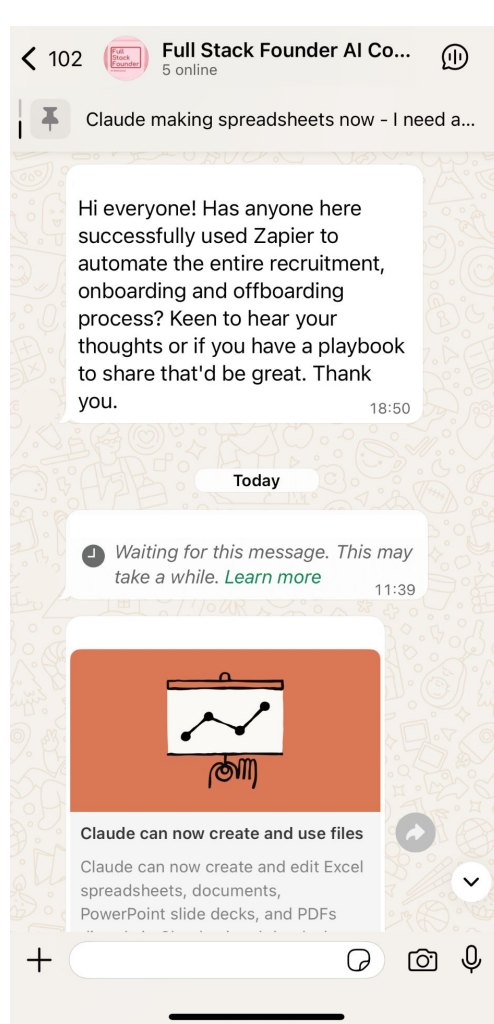
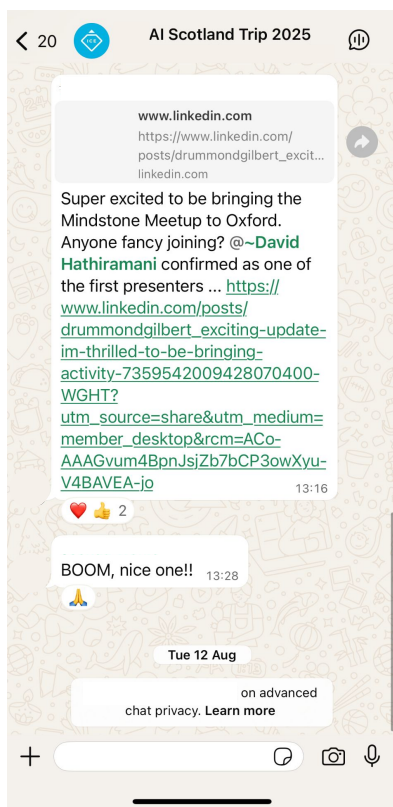
New Software Approval Request

AI Usage Approval - Existing Software

3. Smart Tool Selection

How do I know if an **AI tool is safe**, compliant, and the right fit for my organisation?

- Match review effort to the risk (High, Medium, Low)
- Don't rely on Google reviews — ask your network
- Bring in IT/Security for high-risk reviews
- Never use free tools with employee or candidate data
- Be cautious if you can't speak to the software vendor directly



4. Data Privacy & Protection

How do I **protect employee data** from leaking or being misused?

- Answer 4 key questions before using any tool
- Share only the minimum data needed
- Anonymise sensitive data
- Run regular data audits
- **Buy vs. build:** weigh control against speed

×

General

Notifications

Personalization

Connectors

Schedules

Data controls

Security

Account

Data controls

Improve the model for everyoneOff >

Remote browser dataOn >

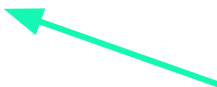
Shared linksManage

Archived chatsManage

Archive all chatsArchive all

Delete all chatsDelete all

Merge data from your personal workspaceMerge



5. Bias Detection and Prevention

How do I prevent
AI from
**accidentally
discriminating**
against candidates
or employees?

- Be mindful that bias breeds bias
- Establish cadence of checking output for bias
- Craft your prompts very carefully
- Make it easy for people to flag problems

6. Flexibility & Future-Readiness

How do I build
**adaptable AI
processes** as tech,
regulations, and
business needs
change?

- Keep experiments easy to reverse
- Learn and share what works (and what doesn't)
- Update your AI policy regularly
- Train people in principles, not just tools
- Plan for change, not certainty

Signs You're Managing AI Responsibly

1. **Training:** You train people based on risk and give them clear ways to get help.
2. **Governance:** You have a small oversight team that makes quick, fair decisions.
3. **Tools:** You match reviews to risk and never use free tools with employee data.
4. **Data:** You only share what's necessary, and you know where it lives and who sees it.
5. **Bias:** You write prompts that focus on skills and you check outputs regularly.
6. **Flexibility:** You keep pilots reversible and update policies as things change.

Thank you!

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Let's keep the conversation going!

AI in HR & People Ops Chats
WhatsApp Group

