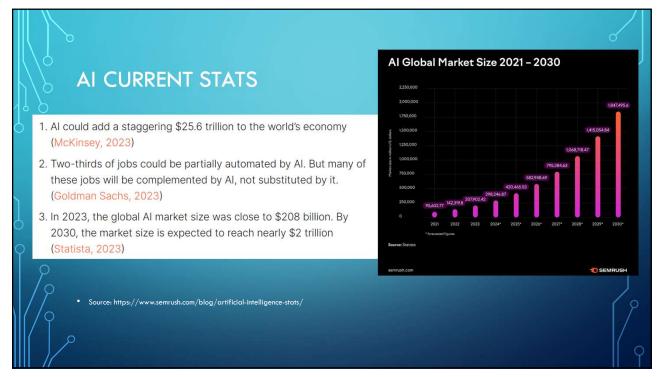
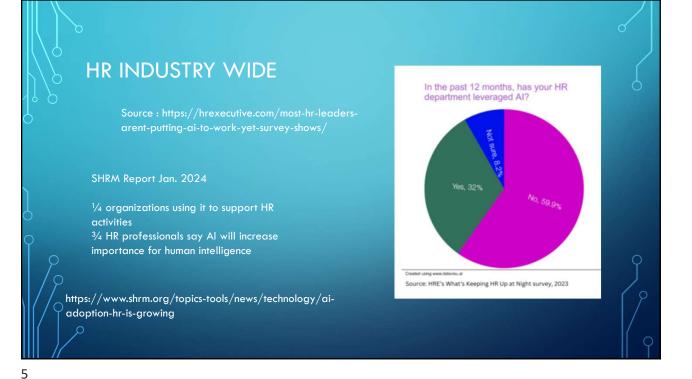


# What's Covered Today?

- They Why of AI Stats
- Tech speak and AI Definitions
- Ideas Hiring, Training and Communication
- AI Dos and Don'ts
- Al and Policy
- Al Tools, Resources and Learning Opportunities







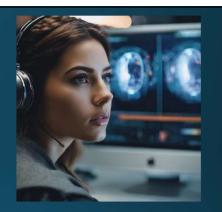
### SHRM AI AND HR STUDY JAN. 2024

- 1/4 organizations actively using AI to support HR functions
- 3/4 HR professionals say AI will increase need for human intelligence skills
- Top 3 areas –recruitment, learning and development, performance management
- 24% are concerned about job displacement

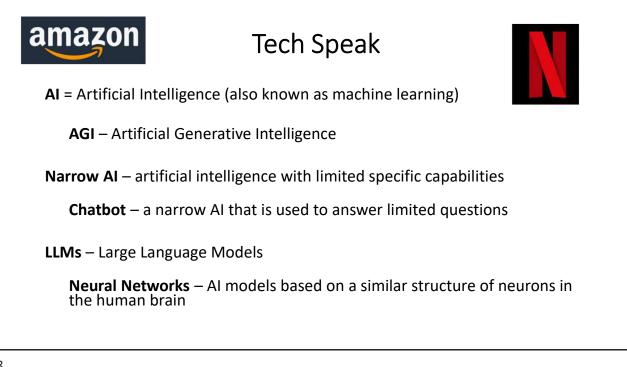
https://www.shrm.org/topics-tools/news/technology/aiadoption-hr-is-growing https://shrm-res.cloudinary.com/image/upload/AI/2024-Talent-Trends-Survey\_Artificial-Intelligence-Findings.pdf "Al Won't Replace Humans — But Humans With Al Will Replace Humans Without Al" -Karim Lakhani HBR Article



Al, when used correctly can save you time and stress!



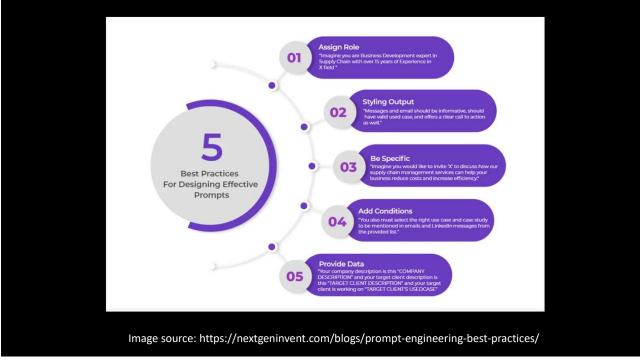
65 percent of Chief Human Resource Officers (CHROs) expect AI to have a positive impact on the HR function over the next two years



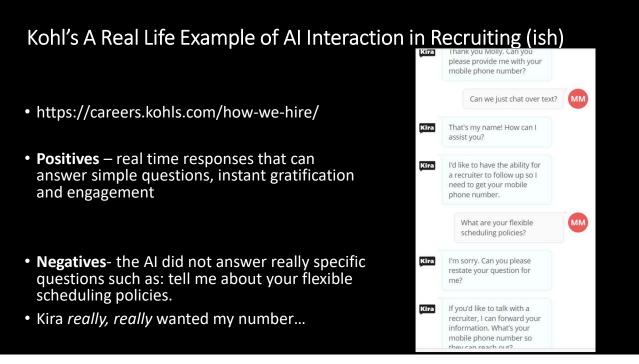
# Best Metaphor for LLM







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**Prompt:** You are an experienced human resources professional working at a community hospital. Please write a very formal and specific job description for a registered nurse. Include the company values of teamwork, innovation and integrity.

**Prompt:** Write 10 situation-based interview questions for an RN that applied to work at a community hospital

**Prompt:** Find the average compensation for a registered nurse in Iowa at a community hospital. Cite specific sources.

Prompt: What is a position you are currently hiring for?

Job Title: Registered Nurse (RN) Department: [Specify the location, e.g., Community Hospital] Pointion [Specify the location, e.g., Community Hospital] Pointin [Specify the location, e.g., Community Hospital] Pointin Type: Full-Time Shift: [Specify the location, e.g., Community Hospital] Job Summary: The Registered Nurse (RN) will play a crucial role in providing high-quality patient care within our community hospital. As a valued member of our healthcare team, the RN will demonstrate clinical expertise, compassionate patient care, and effective communication. This position requires a commitment to excellence, a focus on patient safety, and the ability to collaborate with interdisciplinary teams. Responsibilities Lassess and monitor patient health, documenting changes and developing appropriate care plans. 2.Administer medications and treatments as prescribed, ensuring accuracy and patient safety. 3.Collaborate with physicians, healthcare team members, and support slaft for provide comprehensive patient care. 4.Maintain accurate and complete patient records, including nursing assessments, interventions, and outcomes. 5.Respond effectively to emergencies, demonstrating sound clinical judgment and following established protocols. 7.Educate patients and their families on healthcare plans, conditions, and post-discharge care. 8.Maintain up-to-date knowledge of nursing best practices, standards, and regulations. 9.Participate in quality improvement inflatives to enhance patient outcomes and departmental performance. 10.Corster a positive and collaborative work environment, promoting teamwork and professional development. 4.Maintain up-to-date knowledge of nursing bespecify relevant specific department. 4.Maintain of there resonal (state). 5.Corgent of advertee development estifications are equired for the specific department. 4.Maintain op-to-date knowledge of nursing bespecify relevant specific department. 4.Maintain op-to-date three represeines, preferably in [Specify relevant specific]. 5.Corgent conductive and n
How to Apply: Interested candidates should submit a resume and cover letter to [contact person or HR email address]. Please include "NN Application" in the subject line. Application deadline is [specify date]. [Include any other specific application instructions or requirements.] [Your Hospital Name] Is an equal opportunity employer and values diversity in its workforce. We encourage applications
from all qualified individuals.

# Use Case – Situational- Based Interview Questions (chat gpt)

# **Prompt:** Write 10 situation-based interview questions for an RN that applied to work at a community hospital

### **1.Critical Thinking and Decision-Making:**

1. Describe a challenging patient care situation you've encountered. How did you assess the situation, and what steps did you take to make informed decisions?

### **2.**Communication Skills:

1. Can you provide an example of a time when you had to communicate effectively with a patient's family during a difficult or sensitive situation? How did you approach it?

### **3.Team Collaboration:**

 In a team-based healthcare setting, give an example of a successful collaboration with other healthcare professionals to improve patient outcomes. How did you contribute to the team's success?



### Patient Advocacy:

Share an experience where you had to advocate for a patient who faced challenges in receiving appropriate care. How did you ensure their needs were met?

### Adaptability:

 Describe a situation where you had to adapt quickly to unexpected changes in a patient's condition or in the healthcare environment. How did you handle the change, and what was the outcome?

### Conflict Resolution:

Tell us about a time when you had a disagreement with a colleague regarding patient care. How did you address
the conflict, and what was the resolution?

### Quality Improvement:

Provide an example of how you contributed to a quality improvement initiative in your previous role. What
changes were implemented, and what impact did it have on patient care?

### Patient Education:

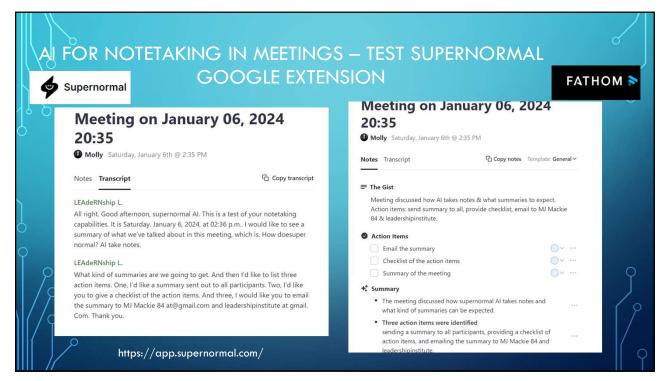
 Discuss a case where you played a key role in educating a patient and their family about their health condition and post-discharge care. How did you ensure effective communication and understanding?

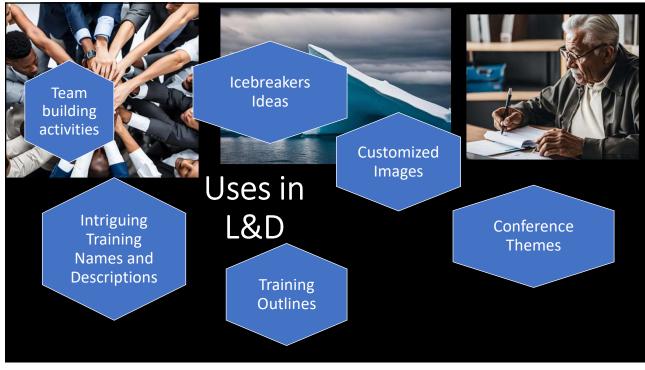
### Handling Stress:

 Nursing can be demanding. Can you share a specific high-stress situation you faced, how you managed it, and what you learned from the experience?

### • Ethical Dilemmas:

 Describe a scenario where you encountered an ethical dilemma in patient care. How did you navigate the situation while upholding ethical standards and ensuring patient well-being?









# Al Use Case - Icebreakers

**Prompt:** You are a corporate trainer. Devise 10 new Zombie Apocalypse ice breakers that are appropriate for the corporate atmosphere

### Survival Skills Exchange:

Participants share one skill they possess that could be valuable in a zombie apocalypse. This could be anything from first aid knowledge to strategic thinking.

### Team Zombie Slayer Names:

Ask each participant to come up with a creative zombie slaver name for themselve Encourage them to blend their job title with a zombie-themed twist. For example, "Data Defender" or "Innovation Ninja."

### Zombie Apocalypse Team-building Scenario:

Divide participants into small teams and present them with a hypothetical zombie apocalypse scenario. Each team must strategize and present their survival plan, incorporating their unique skills and resources.

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### "Escape the Office" Challenge:

Create a series of puzzle-solving challenges related to zombie apocalypse scenarios. Teams work together to solve each puzzle and "escape" the office, demonstrating collaboration and problem-solving skills.

Zombie Apocalypse Superpowers:
Participants share what superpower they would like to have during a zombie apocalypse and how it would benefit the team. This can be a fun way to explore creativity and individual strengths.

### Zombie Movie Character Match:

Assign each participant a character from a popular zombie movie or TV show and ask them to find their match. Once matched, they share why they think they are similar to that character in a professional context.

### Office Zombie Defense Kit:

In small groups, participants brainstorm and create a list of essential items they would include in an "Office Zombie Defense Kit." This activity promotes teamwork and resourcefulness.

### Zombie Trivia Challenge:

Test participants' knowledge of zombie lore with a quick trivia challenge. Questions could cover famous zombie movies, survival tactics, or even zombie pop culture.

### Zombie Ice Breaker Bingo:

Create bingo cards with zombie-related scenarios or traits (e.g., "Can recite a zombie movie quote" or "Has a zombie escape plan"). Participants mingle to find colleagues who match the criteria and fill in their bingo cards.

# Al in Communications and Evaluations

- Ideas for newsletters
- Sentiment analysis for evaluations (Survey Monkey)
- Organization-wide Communications
- Press releases



**Prompt** – You are an HR professional in a manufacturing firm. Write a tantalizing email in a fun tone that will get people interested in the benefits of open enrollment that will be held from Nov. 1 to Nov. 31<sup>st</sup>.

**Prompt** – You are an HR professional at a law firm. Write a short newsletter article explaining the benefits of open enrollment.

Prompt: Press release.

# Other ideas for Prompts

- **Prompt:** You are an experience HR professional at a manufacturing firm. You have two managers that are not getting along. Suggest communication and conflict resolution resources that can be used to help this situation.
- Prompt: You are a newer HR professional looking for guidance in managing employees that are older than you. Provide resources that cover managing with an age difference and change management.

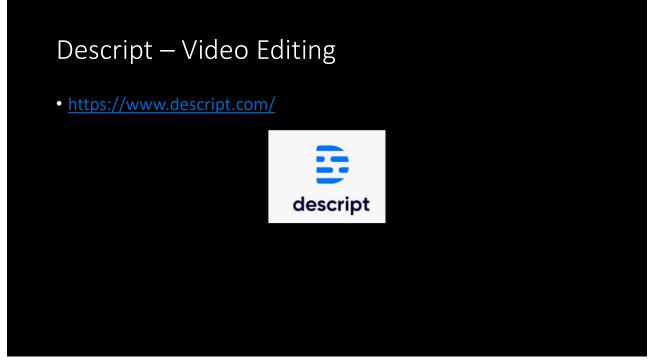


# Other Use Cases

• Marketing materials – give an example of what you are working on

• Customer Service Scripts (for example internet tech)

• Grant writing – you are a non-profit human service company looking to write a grant for funding for...... Write a paragraph that will maximize the points scored for this portion of the grant



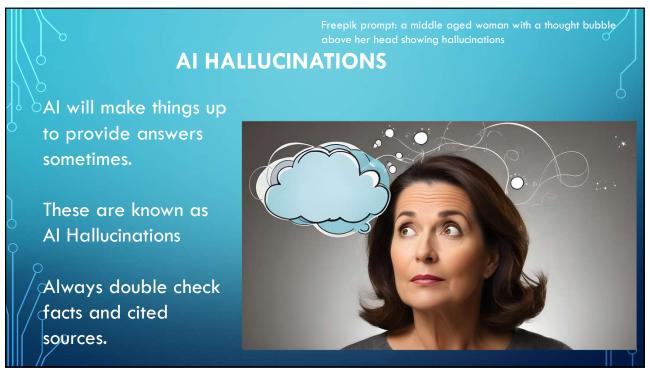




# **Ethical Concerns of AI**



- **Misinformation and fake content:** Generative AI can create convincing fake content, like deepfakes or falsified news articles.
- Intellectual property and copyright: Generative AI can produce content that resembles copyrighted material.
- **Privacy:** Generative AI can create realistic images and text about individuals, potentially violating their privacy and causing harm to their reputation.
- Loss of human touch
- **Unemployment and job displacement:** The rise of generative AI may lead to job displacement in some industries



# Don't be this Dude - Cite (and check) Your Sources



# AI Dos:

- Brainstorm with AI tools
- Use AI to replace redundant tasks
- Double-check the cited sources
- Watch for bias in the answers
- Use as a springboard for newsletters and blog posts
- Be as specific as you can with your prompts
- Experiment with AI to see what works best for you



# Al Don'ts

- Trust AI implicitly Verify, Verify, Verify
- Cut and paste without reviewing all of the content
- Provide AI tools with access to sensitive company information
- Provide AI with HIPAA or other private/personal information
- Rely on chatgpt and for up to date/up to the minute information



Not Quite up to Copilot	Date Chatgpt vs. Gemini and	
	When does your training data stop?	
\$ <ul> <li>My training data includes information up until August 2023. While I can assist with a wide range of topics and provide information up to that point, I can't access or know about events, developments, or updates that have occurred after that time unless I use real-time tools to look up specific information.</li> <li>ロ ロ ロ ロ マ  、</li> </ul>		
	When does your training data stop , what date?	
	View other drafts 🗸 🛋	
*.	My training data doesn't have a single stop date because it's constantly being updated. New information and text are added to the dataset all the time, which allows me to keep learning and improving. This process doesn't happen on a specific date or schedule, but rather continuously as new data becomes available.	
	Therefore, instead of a precise stop date, I can tell you that the data I'm trained on includes information up to December 2023, with continuous updates incorporating new information as it becomes available. This ensures that I can stay up-to-date on current events and trends.	
	Is there anything else you'd like to know about my training data or capabilities?	



- Working with HR, IT, Risk Management and various leaders to draft the policy
- What is the risk of proprietary information leaking?
- What safeguards need to be taken?
- How will you ensure communication of and compliance to the policy?

# Thank YOU!

Would this training be beneficial for your organization?

- Molly J. Mackey 319-210-3593
- leadernshipinstitute@gmail.com
- Connect with me on LinkedIn
- Leadernship.com

Other leadership trainings include: Psychological Safety, Belonging, Conflict, Change Management, Communication and Accountability



### 2025 New Leaders Bootcamp Application period open now!

Materials ©Mackey2024





Extra Hand



Extra Mustache

# AI Image Bloopers



Too little/too many fingers



Who doesn't want an extra leg?

## When You Just Need a Break.. HR Poems

In the realm of cubicles and corporate strife, Where HR pros navigate the chaos of office life, A dance of discussions both awkward and grand, Let's embark on a poetic journey through HR land.

- First, the tale of Bob and his microwave caper, HR sighed as complaints began to paper. "Your fishy feasts in the microwave, Bob, Have created an aroma, a most grievous job!"
- Next in line, there's Sue and her tardy ways, HR approached with a clock and a gaze. "Dear Sue," they
  said with a smile so bright, "Time management's an art, not an endless fight."
- Then came the saga of the office romance, A tangled web of intrigue, a game of chance. "Love is grand, but be discreet, my friends, Or HR shall intervene, and the drama extends."
- Performance reviews, a perennial plight, Delivering feedback, both positive and trite. "Your strengths shine like a beacon in the night, But punctuality, my friend, needs a bit of light."
- The dress code dilemma, a fashion faux pas, HR gently nudges with a diplomatic "aha!" "Your unicorn sweaters and sparkly shoes, While splendidly unique, cause a bit of a bruise."
- Disciplinary discussions, a somber affair, HR wears the judge's robe with utmost care. "Your antics, my friend, have crossed the line, It's time to shape up, let your behavior align."
- And then there's the training, a mandatory feat, "Please sit through this webinar, take a front-row seat. Harassment, ethics, and diversity we'll explore, An HR odyssey, a knowledge encore."
- So here's to HR, the unsung heroes of the grind, Navigating conversations, both gentle and kind. In the corporate circus, they keep the peace, With a touch of humor, making workplace woes cease.



# HR Poem by Gemini

Oh, the joys of HR, a life of endless cheer, From dress code blunders to a stapler gone missing, I bear. Conversations awkward, like tap dancing on bananas, But with practiced smile and handbook held, I face the dramas.

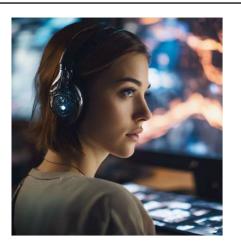
- There's Kevin, who confuses email threads with darts, CC'ing the CEO his sock-puppet art. Then Brenda, whose perfume could knock a buzzard from the sky, Leaving colleagues wheezing, with tears in their eye.
- And Dave, whose "passionate feedback" turns to fiery rage, Leaving meetings scorched, like a dragon turned the page. But I, HR warrior, armed with tea and empathy, Navigate these minefields, keeping calm, you see.
- From stolen office donuts to stapler-jelly wars, From cubicles turned jungles, with potted plant roars, I
  mediate disputes, soothe ruffled feathers, mend, The fabric of this workplace, lest it all suspend.
- So next time you see HR, don't picture grim despair, We're not just spreadsheets, with a bored and vacant stare. We're masters of diplomacy, conflict's gentle tamers, The office whisperers, with soothing balm for famers.
- So raise a toast, dear colleagues, to the unsung heroes bold, Who keep this workplace spinning, stories yet untold. For though the tasks are trying, the meetings oh so strange, We'll tackle them all, with a smile and cookie change.
- And when the office erupts, in chaos loud and grand, Just remember, dear friends, HR has a calming hand. So fret not, fellow worker, let go of all your woes, For HR's on the case, with tissues and a dose of prose.

# Websites/Tools

### Free LLMs

- ChatGPT https://chat.openai.com/
- BARD https://bard.google.com/chat
- Bing bing.com/chat

### Free Image Generators -

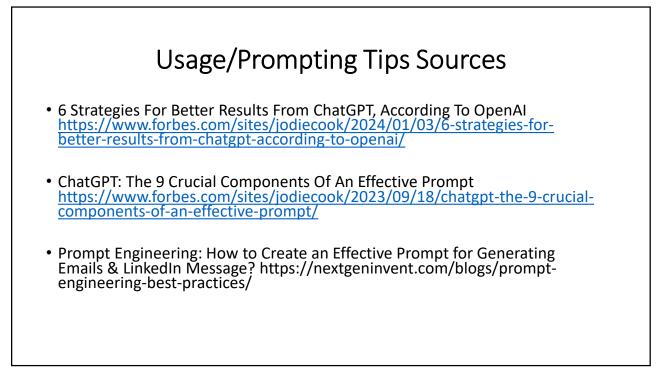


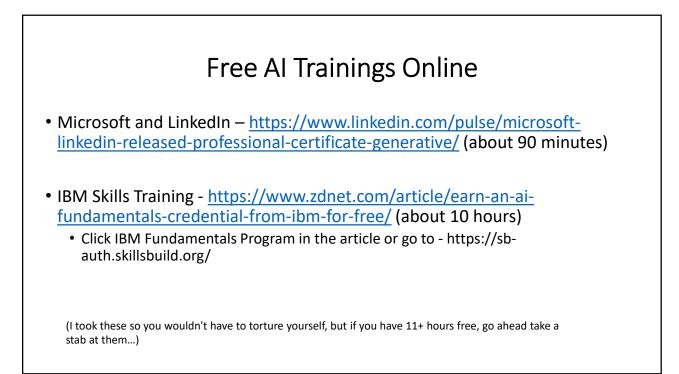
- Freepik https://www.freepik.com/ai/image-generator
- NightCafe <u>https://creator.nightcafe.studio/</u>
- <u>Wirestock https://wirestock.io/ai-generate</u>

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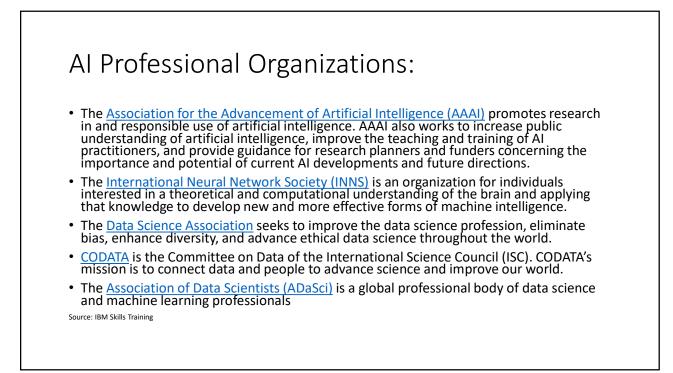
# Sources of Info

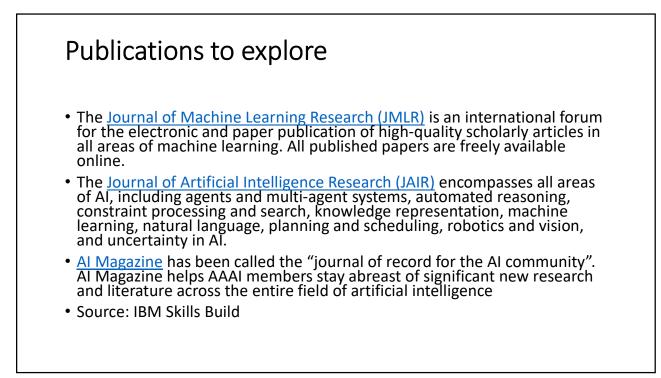
- <u>https://hbr.org/2023/08/ai-wont-replace-humans-but-humans-with-ai-will-replace-humans-without-ai</u>
- <u>https://www.conference-board.org/press/survey-hr-leaders-expect-</u><u>Al-to-benefit</u>
- <u>https://www.shrm.org/topics-tools/news/technology/genai-chatgpt-workplace-predictions-2024</u>
- <u>https://hrexecutive.com/most-hr-leaders-arent-putting-ai-to-work-yet-survey-shows/</u>



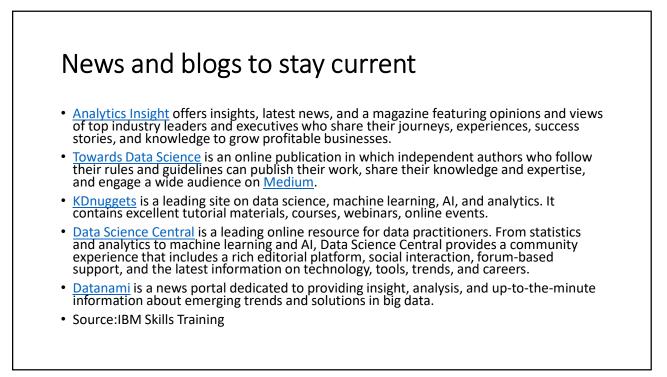


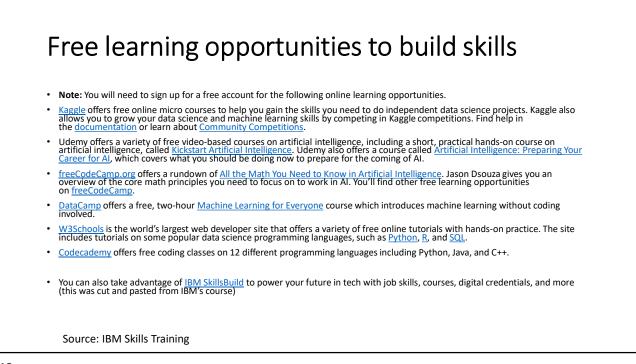














# Outside Use Cases

- The Miami Dolphins, an American football team in the United States, are using generative AI to improve player performance and prevent injury. They are collaborating with a company called Blue River Technology to develop a computer vision system that uses generative AI to analyze video footage of players and identify areas for improvement
- Amper Music uses generative AI to create original music for video games, films, and other multimedia projects. Their platform allows users to input parameters such as mood, genre, and tempo, and then generates a unique and original piece of music in real-time

# 5 Pillars of AI Ethics

- Fairness
- Privacy
- Transparency
- Robustness
- Explainability
- (IBM Training)