

# AI for HR leaders

- Version 2.0



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## Course Expectations and Learning Outcomes

- Empower HR leaders to confidently embark on their journey to becoming AI thought leaders—equipped to drive innovation and transformation within their organizations.
- Enable HR leaders to develop the skills needed to design, prompt, and implement AI-powered solutions tailored to evolving business and workforce needs.
- Equip HR leaders with frameworks and strategies to lead organizational AI roadmaps, ensuring responsible adoption, stakeholder alignment, and measurable business impact.

## Module Outline

### 1. AI Demystified

- What is AI and what does it entail?
- Levels of Implementation of AI in HR
- Common jargon in AI / Hype vs. reality of AI (Machine Learning, AI, LLM, Generative AI and Agentic AI)
- Evolution of AI - Traditional AI > Generative AI > AI agents > Agentic AI
- How Agentic AI Will Change HR Workflows
- How HR professionals can upskill in AI
- What type of AI Adopter are you?

Hands-on Exercise: Guided glossary-building activity where learners create a personal AI jargon reference.

Case Study: Analyse a real-world example of AI hype vs. reality in an HR setting.

## 2. Prompting Fundamentals

- Basics of crafting prompts.
- Optimizing AI Output Clarity - Core principles of response to prompt – Conversation, Attentive, Non-judgmental, Empathetic /Emotional resonance
- Different styles of prompting and ways to improve prompts
- Prompt Chaining

Hands-on Exercise: Interactive prompt crafting workshop: learners write prompts for various HR-related tasks and iteratively refine them.

## 3. Prompt Possibilities

- Learn to interact with Prompt to generate Tailored response
- Iterative process of refining AI responses using prompt strategies
- How prompts can empower enterprise data and systems.
- RAG basics, grounding to policies, multi-turn safety, prompt injection defense; agentic task orchestration demos
- Building enterprise-specific solutions and analytic platforms.
- Moving from prompting to solutioning.

Hands-on Exercise: Build a sample AI-powered mini-solution using prompting (e.g., automating candidate screening).

Case Study: Review of an enterprise AI solution impacting HR analytics or talent management.

## 4. AI and Future of Work

- The impact of AI on workforce changes.
- Meta Skills / Human Centered Skills and mindset needed for AI leadership: curiosity, adaptability, collaboration, ethical judgment, creativity, teamwork
- AI for employee wellbeing and mental health
- Fireside Chat | Future of HR Roles: How AI and Analytics Are Redefining HR Roles

Case Study: Examination of a company's strategic adoption of AI affecting workforce structure.

## 5. Enabling HR Functions

- How AI can enable the employee lifecycle: hiring, onboarding, career progression, compensation, and skill forecasting gap analysis and calibration
- Leveraging Generative AI for Recruitment and Onboarding, Learning and Development, Performance Review, Workforce Planning and Succession Planning
- Behavioural Science & Nudge Design: Use AI to design fairer processes (structured interview nudges, inclusive language, goal-setting prompts).
- Multimodal HR Use Cases: Resume PDFs, call transcripts, meeting notes, job videos, workplace images.

Hands-on Exercise: Group workshop to identify AI use cases within their own HR functions and draft AI adoption proposals.

Case Study: Success story on AI implementation for improving employee engagement or learning outcomes

## 6. Technical core skills

- Deep dive into AI technical skills: literacy, analytics, programming, solutioning
- Leverage AI Applications - Choosing the right Gen AI Tool (*These are some illustration tools, actual tools will depend on case scenarios*)
  - Create a Job Description using ChatGPT
  - Design a workshop using ChatGPT
  - Data Analysis and Selecting right HRIS Vendor using ChatGPT
  - Analysing Documents and creating workflow / presentations using Claude
- Create an HR AI Design Pattern Library (e.g., “Screening + Bias Audit”, “Performance Summary + Evidence Links”, “Career Path + Skills Gap”)

Hands-on Exercise: Teams navigate ethical dilemmas in AI-enabled workplace (focus on empathy, consensus, transparency).

Case Study: SuccessFactors implementation moving the needle on bias, diversity, and onboarding, with responsible safeguards

## 7. Scaling AI in the Enterprise

- AI first principles – what does it mean to think AI First
- Setting up the AI Governance Framework
- Assessing Enterprise Readiness : Enterprise adoption vs. B2C adoption
- Build vs. buy decisions in AI adoption.
- Implementation considerations: integration, required skills, and scaling strategies - Documenting the AI Implementation Roadmap

Hands-on Exercise: Develop a high-level AI roadmap and change management plan tailored to the learner's organization.

Case Study: Analysis of a large-scale AI rollout in an enterprise, highlighting challenges and solutions.

## 8. Minefields

- Ethical issues in AI—bias, fairness, data privacy, and security risks
- Hallucination Mitigation: Retrieval constraints, grounded answers, cite sources, content filters; how HR can spot and correct
- Regulatory issues and best practices for responsible AI use.
  - Local & Global Compliance: Beyond generic ethics—Deep dive in India's DPDPA Act 2023, GDPR, emerging AI acts; consent and lawful bases for HR data
  - Bias & Fairness with Metrics: Hands-on with demographic parity, disparate impact ratio (80% rule), equalized odds, predictive parity; how to pick the right metric per HR decision
- How to place effective guardrails including Privacy posture
- Ethical leadership and policy development

Hands-on Exercise: Role-play debate on ethical dilemmas in AI application within HR.

Case Study: Review of AI-related compliance failures and ethical scandals, with lessons learned.

## Highlights

Long term engagement – pre-course engagement to year-long access to content; Cohort community and a refresher after 6 months

Driven by Industry experience and inputs; Enabled by an AI first state of the art platform

## Schedule

### Total – 30 hours course

Module	Content & Activities	Hours
1. AI Demystified	Concepts, jargon, hype vs reality, first principles; Glossary-building activity; case study	3
2. Prompting Fundamentals	Basics, styles, improvement methods; Interactive prompt crafting; peer review	4
3. Prompt Possibilities	Enterprise solutions, data-driven systems; Build mini-solution; enterprise case study	4
4. AI and Future of Work	Impact on workforce, job roles, build/buy choices; Strategic case study	3
5. Enabling HR Functions	Employee lifecycle, HR processes; Group workshop on AI use cases and proposal drafting; case study	4
6. Critical Core Skills	Technical and human-centric skills; Group ethical/teamwork scenario workshop; Siemens case study	5
7. Scaling AI in the Enterprise	Adoption models, integration, skills, change management; Roadmap/plan workshop; enterprise case study	4
8. Minefields	Ethics, fairness, risks, compliance, guardrails; Role-play ethical debate; failure case study	3

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