



Artificial intelligence (AI) has been on the landscape for decades, however it has become more accessible to workers everywhere. There are many ways that AI apps like ChatGPT will be integrated into the workforce, but HR professionals will need to measure the risk of AI to data security within companies. HR professionals will need to be mindful of updating policies and procedures to incorporate the use of artificial intelligence like ChatGPT in their companies and define parameters or fully eliminate the use of AI.

### **Disadvantages of AI:**

- Incorrect decision-making lacking human empathy and creativity.
- Lack of control or oversight over the data.
- Bias in decision making that has been seen with AI in the recruitment process.
- Costly implementation of certain programs.
- Potential human job loss.

### **Advantages of AI:**

- Do more with the same amount of people by automating repetitive tasks.
- Perform work more accurately.
- Synthesize large amounts of data very quickly.
- Complete tasks that cause hard to humans, such as robots being used in areas with high radiation.
- AI programs are available at all times, whereas humans work 8 hours per day.

Artificial intelligence aids greatly in visually transferring knowledge, usually through writing. Workplace tasks that are purely written knowledge transfers can be enhanced or augmented by artificial intelligence. These knowledge transfers can aid in the interactions that people in the workplace have with one another.

### **Examples of Use Cases for AI:**

- Medical staff examining a patient could use AI within the process of checking in, analyzing symptoms, and answering simple questions. The medical staff would still do the evaluation using their experience and discretion, however AI could function to answer initial questions for the patient and help the staff to determine appropriate diagnoses.
- Documents that need to be translated to various languages for a large staff can easily be done using artificial intelligence.
- AI can be used to detect fraud in financial institutions by watching patterns and money transfers to avoid fraudulent activity.

The most successful organizations reach their levels of achievement because of the humans in their workforce. While artificial intelligence is still in its infancy, and we will



absolutely see more of it, organizations need to continue to prioritize their human assets, and use technology to aid in benefits such as more work/life balance for employees.

Handbook recommendations:

- Option 1: Use of any artificial intelligence software is not allowed at our company.
- Option 2: Artificial intelligence software is in its infancy. As a company we are open to experimenting with various forms of artificial intelligence software but with the following regulations. First, any company use of artificial intelligence software needs to be disclosed to your manager. Second, you are prohibited from entering any secure data in artificial intelligence software.