

AI in HR: The Good, The Bad, and The Messy



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Your Facilitator

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Today's Discussion

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Identify how AI is transforming the HR landscape



Discuss the good, the bad, and the messy side of AI



Realize the opportunities, strategies and red flags to implement AI responsibly



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AI is Transforming HR



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ChatGPT and Other AI Tools

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- How many of you have used ChatGPT or other AI tools for HR-related work in the last year?
- What have you used it for?



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The Evolution of Technology

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- Spreadsheets
- HRIS
- Cloud-based HRM, ATS
- Chatbots and modeling tools
- AI tools



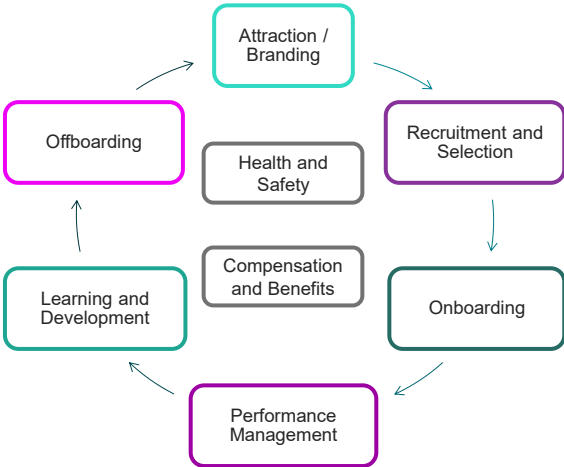
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The Employee Lifecycle

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The Good, The Bad, and The Messy



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The Good, The Bad, and The Messy

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- **The Good:** insight, efficiencies, empowering
- **The Bad:** overreliance, bias, missing the human element
- **The Messy:** ethics and privacy, monitoring, trust and credibility



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The Good

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- Automating routine tasks
 - Resume screening
 - Interview scheduling
 - HR queries
- Communications
 - Candidates
 - Teams
 - Infrastructure implementation
- Predicting things like turnover, workforce planning, absenteeism patterns, compliance
- Ideas and best practices



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The Bad

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- **Overreliance**
 - Relying on and making decisions based on data without considering the human element
 - Not considering HR best practice, legislation, knowing when not to rely on AI
- **Bias**
 - AI learning from historical data
 - Candidate screening



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The Messy

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- **Ethics and Privacy**
 - Inputting personal information
 - Lack of securing data
 - Risk of potential claims – bias, discrimination, union
- **Monitoring and Tracking**
 - Tracking productivity – keystrokes, time on calls, workflow
 - Feelings of micro-surveillance
- **Trust and Credibility**
 - Transparency on use
 - Eroding culture – data approach
 - Suspicions on storing of data
 - Fairness



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Opportunities, Strategies and Red Flags



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The Do's

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- Use it for screening candidates, but verify
- Remove personal information before uploading information
- Inform team members and candidates when AI is used
- Assess your AI tools for bias – often
- Train people on the use of AI
- Take baby steps



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The Don'ts

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- Upload employee data into free AI tools
- AI make hiring decisions
- AI make performance or termination decisions
- Assume everything is correct
- Rely on it to monitor your team



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A Perfect Example Of...Bad and Messy



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ChatGPT Code of Conduct Policy

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Chat: Write a policy for a manufacturing company on code of conduct for Ontario

Response:

Got it — here is a **clean, professional Code of Conduct Policy** written for a **manufacturing company in Ontario**, aligned with Ontario employment law, OHSA, Human Rights Code, and WSIB responsibilities.



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ChatGPT Policy

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(Manufacturing Company – Ontario)

Effective Date: _____

Approved By: _____

Applies To: All employees, contractors, temporary workers, students, and visitors.

1. Purpose

The purpose of this Code of Conduct is to set clear expectations for professional, safe, and ethical behaviour in the workplace. This policy ensures compliance with the **Ontario Human Rights Code**, **Occupational Health and Safety Act (OHSA)**, **Employment Standards Act (ESA)**, and all internal company procedures.



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ChatGPT Policy

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2. Scope

This policy applies to:

- Employees at all locations and shifts
- Contractors, agency workers, and visitors
- Work conducted on-site, off-site, or remotely
- Company-related communication (email, phone, radio, messaging apps)

3. Core Conduct Expectations

All individuals are expected to:

- Treat others with dignity, respect, and professionalism
- Follow all safety rules and procedures at all times
- Report hazards, unsafe acts, or equipment concerns immediately
- Maintain honesty and integrity in all work activities
- Protect company property, confidential information, and personal data
- Communicate respectfully and resolve conflicts constructively



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ChatGPT Policy

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4. Respectful Workplace & Anti-Harassment

This company is committed to a **harassment-free workplace**.

Prohibited behaviour includes:

- Harassment, bullying, intimidation, or threats
- Discrimination based on protected grounds under the **Ontario Human Rights Code**
- Unwanted jokes, gestures, comments, or images
- Retaliation against anyone who reports concerns in good faith

Employees must:

- Report harassment immediately to a Supervisor, Manager, HR, or via confidential reporting channel.
- Cooperate with investigations.



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ChatGPT Policy

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5. Health, Safety & PPE

To comply with **OHSA**:

- Required **PPE must be worn** in designated areas (e.g., safety glasses, steel-toe boots, hearing protection, gloves).
- Lockout/tagout and safe machine procedures must be followed.
- No employee may operate equipment unless trained and authorized.
- Report injuries or near-misses to a supervisor immediately.
- Working under the influence of **alcohol, cannabis, or impairing substances is strictly prohibited.**

6. Attendance & Timekeeping

Employees are expected to:

- Arrive fit for work, on time, and ready at shift start
- Follow call-in procedures for absences or lateness
- Accurately record hours worked; time theft is prohibited



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Actual Policy

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7. Confidentiality & Company Property

Employees must:

- Keep customer, supplier, production, and personnel information confidential
- Use tools, equipment, and vehicles responsibly
- Not remove company property without authorization

8. Conflict of Interest

Employees must avoid situations where personal relationships or financial interests **conflict with company interests.**
Any potential conflict must be disclosed to management.

9. Use of Technology & Communication

Company technology must be used responsibly.

The following is prohibited:

- Inappropriate, abusive, or discriminatory messages
- Unauthorized recording (audio, video, images) inside the facility
- Accessing confidential systems without permission



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ChatGPT Policy

10. Reporting and Investigation

Employees can report concerns to:

- Supervisor or Manager
- Human Resources
- Confidential reporting channel (if applicable)

All reports will be **investigated promptly and fairly**.

Retaliation against employees who report concerns in good faith is prohibited.

11. Discipline

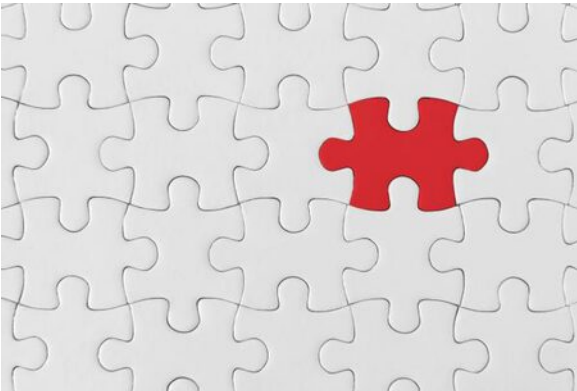
Violations of this policy may result in:

- Coaching or retraining
- Written warnings
- Suspension
- Termination of employment for cause (where appropriate)
- Legal action if required
- Discipline will be administered **fairly and consistently**.



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What's Missing?



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Action Planning

- Leaving today, what actions might you need to take?
 - Stop
 - Start
 - Continue



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