

workhuman*

Embracing the AI Revolution in HR

3 WAYS TO JUMP-START CULTURE INNOVATION WITH WORKHUMAN





There are some work trends that come and go, and some that have proved their staying power. Trends that stuck? Think: the 40-hour work week, emails over faxes, casual Friday, and soon – the everyday use of artificial intelligence.

In a recent [Workhuman® Human Workplace Index survey](#), roughly 42% of respondents said employees are already using generative AI at work once a week or more. And as AI becomes a larger part of the mainstream, it's inevitable that number will continue to climb.

“Every leader today ponders how AI will re-order their organization. Employees of all kinds wonder if AI is coming for their jobs. Workhuman research shows that even those who feel their jobs are secure worry that AI will de-humanize the workplace.”

ERIC MOSLEY

CEO, Workhuman

Source: [“2024’s Key Opportunities: AI, Flexibility, Wellbeing & Personalization,”](#)
Forbes, 2024

No matter the industry or size of the company, leaders across the board are faced with the same question: How can we use AI in a way that preserves humanity in our workplace? Keep reading to discover three ways Workhuman offers a throughline between adopting AI and fostering a human-centered culture at work.



Prove the benefit of AI with a feature that supports inclusion

The modern tech stack is well on its way to offering components of AI for employees to test and become familiar with. With Workhuman, employees can see the benefit of AI directly from [Inclusion Advisor](#).

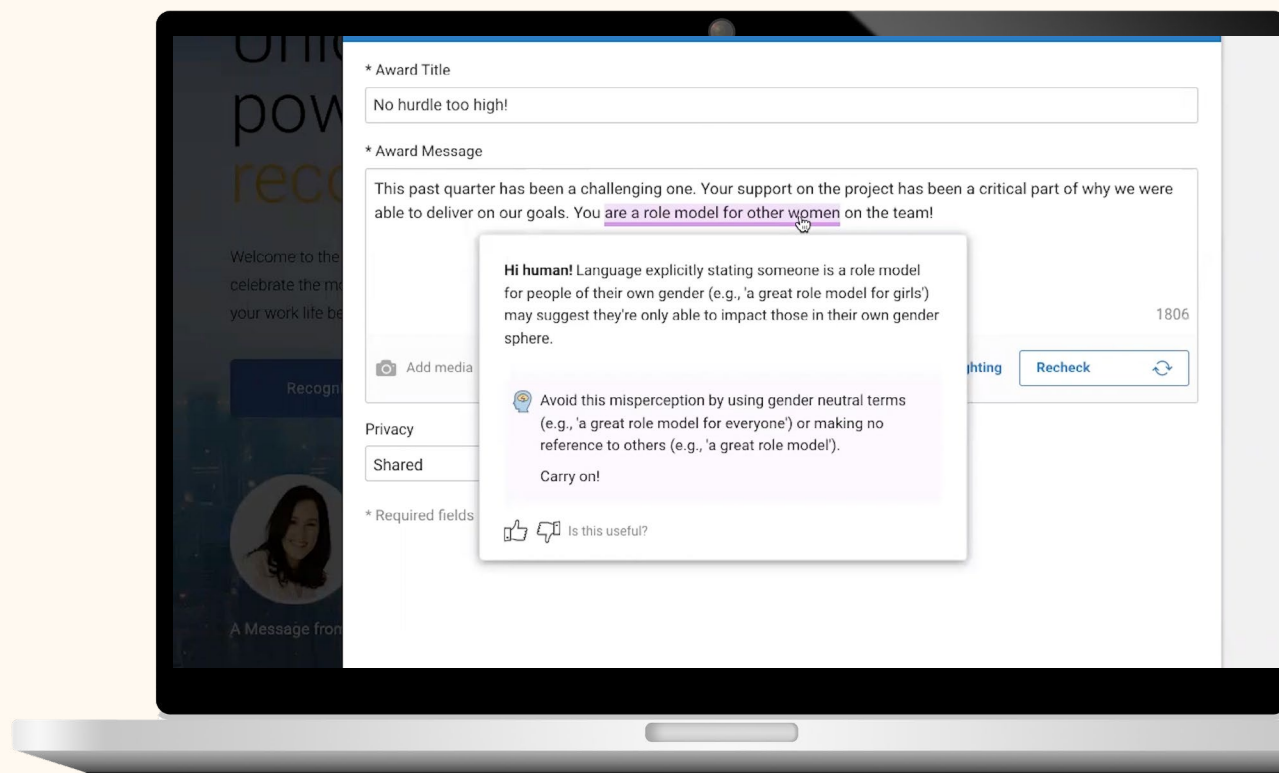
Inclusion Advisor is an industry-first, AI-powered feature that helps build cultures of belonging by flagging words or phrases in recognition messages that may be perceived as biased. It then offers in-the-moment micro-coaching, improving how employees communicate.



See how Merck benefited from implementing Inclusion Advisor in this [case study](#).

What differentiates our product innovation is that we design for the **human** experience of work. (Remember our tagline, “Without the human, it’s just work™”?) As we release more advanced features, we continue to prioritize three things: elevating productivity, enriching culture, and enabling recognition right in the flow of work.

And that’s good news for the 38.5% of surveyed workers who are confident that AI will make digital communications easier!



An example of bias that Inclusion Advisor can flag in a recognition message.

Use AI insights to upskill with Workhuman iQ

With Workhuman® iQ, you have access to actionable insights from your program and recognition data, plus a multi-disciplinary team of experts skilled in the fields of data science, artificial intelligence, linguistics, and natural language processing.

With more than 100 million recognition moments in our database, we have a rich source to study. In fact, in 2023, Workhuman researchers looked back on 12 months of recognition data from customers and found that Inclusion Advisor was used more than 1 million times, with 79% of recognition messages edited when bias was flagged. What were the most frequent biases it caught, you may wonder?

Top five biases flagged:

- 1. Never disappoints:** Praise that places unreasonably high expectations on the awardee with the implication that they will continue to perform at that level.
- 2. No work-life balance:** Praising work that is unpleasant and detrimental to a healthy work-life balance.
- 3. Gender stereotyping:** Praise which conveys unconscious gender bias, involves gender-biased language, and/or refers to stereotypical gender roles.

4. Hesitancy: Words and phrases which imply hesitancy on the part of the writer in fully recognizing the awardee.

5. Needs improvement: Backhanded compliments implying unsatisfactory work and/or commenting on difficulties that are likely to be attributed to the awardee.

This analysis, while conducted cross-client, gives a sense of what type of reporting Workhuman iQ can provide to an organization. When customers can uncover biases, trends, and themes in their unique recognition data, they're further empowered to reinforce behaviors and skills that support equitable career growth and development for all employees. How might you transform your culture with data this good?



Prioritize security alongside AI innovation

With Workhuman, you can rest assured that any innovation – AI and beyond – will be held to the highest security and privacy standards. Ready to nerd out?

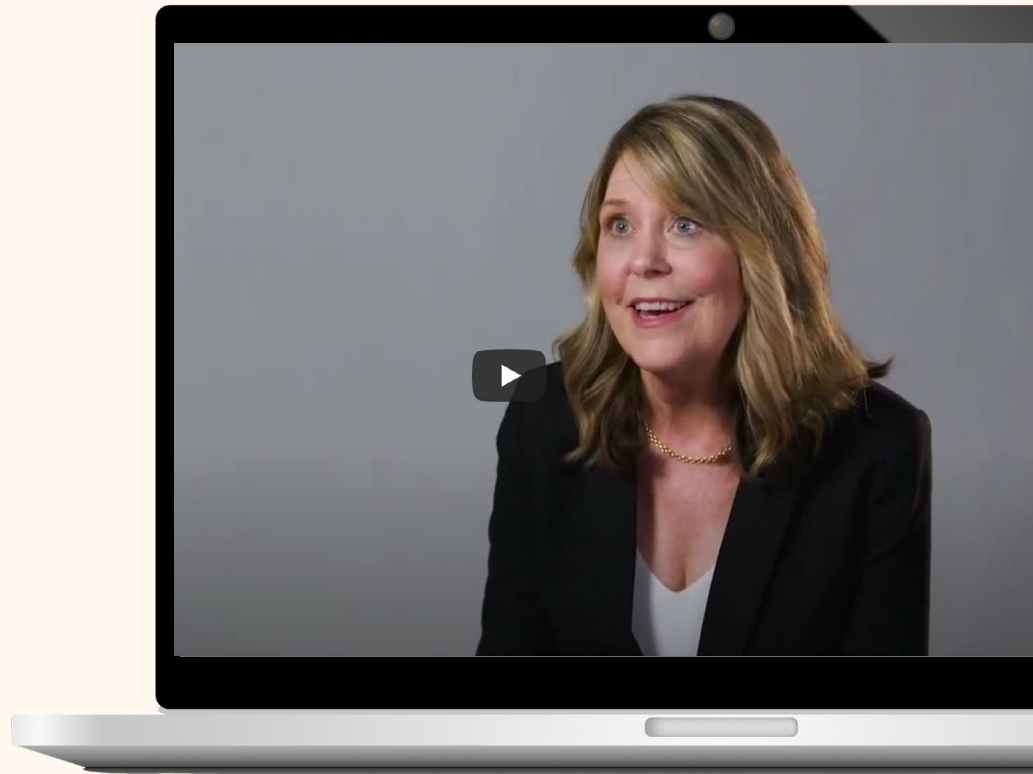
- We are fully compliant with GDPR and CCPA.
- We are an ISO 27001:2013 and ISO 27701:2019 (privacy extension to ISO 27001) certified organization.
- Our ISO/IEC 27001 certification covers the full scope of services we provide (not just the data center or infrastructure, like some other recognition providers).
- We're certified as a PCI DSS Level 3 Merchant.

Meaning? We really do take privacy and security seriously. Our security architecture is designed to be cloud-first, highly scalable, and extensible, and we undergo regular third-party evaluations. On top of that, customizable product features enable you to configure your program to align with your own organization's standards for security and internal controls.



Our investment in human-centered innovation and secure product functionality allows our customers to jump-start their culture revolution.

Interested in learning more? Discover how leaders from Merck, Lam Research, Hyllion, and SSOE partnered with Workhuman to innovate their [recognition programs](#) to solve for new business problems.



Transform your employee experience with a partner who embraces AI. Contact us today.

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Or read more on our blog: workhuman.com/blog

Join HR's leading innovators and trailblazers at our next Workhuman Live conference.

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