4 AI-Powered Workhuman Innovations to Elevate Your Organization

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Talent sourcing. Skills mapping. Reskilling. In today's workplace, there's an AI solution for … everything.

Gallup's latest study on AI adoption shows 93% of CHROs say their organization has begun using AI tools to improve business practices. More pressingly, Gartner found 76% of HR leaders believe that if their organization does not adopt AI solutions in the next 12 to 24 months, they will trail those companies that do.

But organizations can only be as prepared for AI as their employees are. Workhuman® iQ research shows 63% of employees say they are not at all or only somewhat familiar with AI in the workplace.

Couple those challenges with another: Effective AI adoption relies on AI being "trained" on data of a high enough quality to provide accurate solutions and responses to queries.

Enter Human Intelligence™ from Workhuman®.

To lead companies through times of change and uncertainty, Workhuman has debuted new AI-powered innovations that mine recognition data for transformative company insights. That's what we call Human Intelligence.

Human Intelligence allows companies to solve for their most pressing pain points in AI integration and upskilling.

But that's not all. The innovations that fuel Human Intelligence lead to greater AI proficiency, which has a profound impact on employee engagement, culture, and employee experience.

Workhuman iQ research shows those who are using and familiar with AI are:

2x
more likely to recommend their company to others

5x
more likely to see a path to growth within their organization

1.5x
more likely to have stronger psychological safety

Let's look at the four game-changing AI innovations that power Human Intelligence and explore how they can elevate your organization.

Workhuman iQ &
the AI Assistant

one

"We have a lot of data – but we don't know what any of it means." Sound familiar?

One of the primary benefits of having a companywide recognition program is having a rich repository of employee and cultural data at your fingertips. You can get a good sense of employee strengths and skill sets based on what they have been recognized for, and you can get a full picture of which departments are collaborating cross-functionally.

But the key is to turn these insights into action. For example, you may uncover

a "rising star" across the organization and select that employee to lead a major departmental initiative.

But, as with anything else in a workplace with many competing priorities, what you lack is time. Time to analyze the recognition data and time to derive insights and actions that help you further your people strategy.

That's where AI comes into play.

With the new <u>Workhuman iQ</u>, fueled by 100M+ data points across Workhuman's <u>Social Recognition</u>® platform, you get talent, culture, and strategy insights within **mere seconds**.
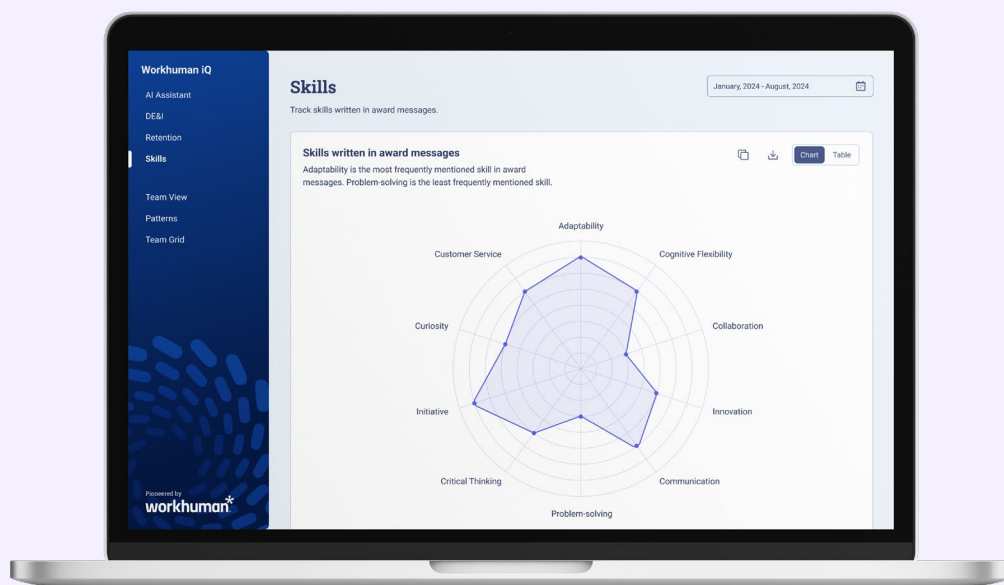
How it works in practice

Let's say, for instance, you want to understand the most common skills for employees across a certain department, based on the recognition messages they receive.

With the Skills feature within Workhuman iQ, you can easily access the top skills across teams and departments as well as which skills employees don't have.

Perhaps you notice that collaboration is only represented across 15% of recognition messages, prompting you to take action by facilitating cross-functional project work and encouraging managers to recognize this work when they see it happening.

The point is that you're taking the guesswork out of skills identification by harnessing the collective power – the Human Intelligence – within Workhuman iQ.

The crown jewel of Workhuman iQ is the AI Assistant.

Built like a chatbot that uses AI to understand and generate humanlike text, the AI Assistant leverages the world's first recognition-specific language model to surface profound insights on skills, performance, and culture, as well as recommend strategic action to solve your most pressing pain points.
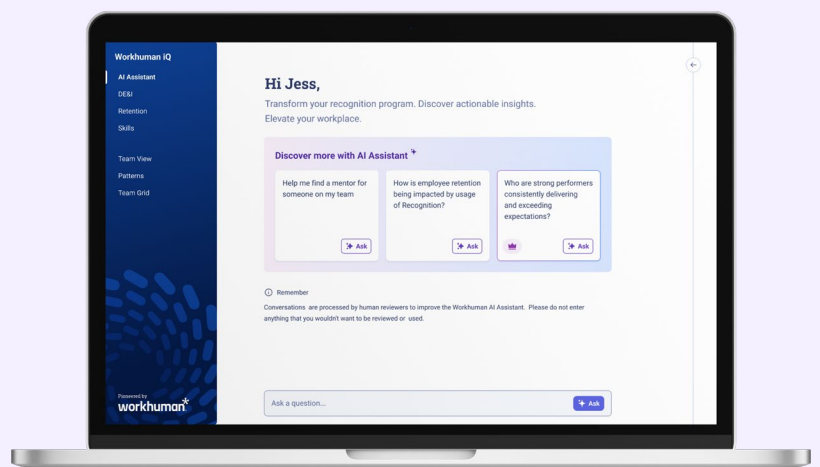
How it works in practice

Let's say you want to understand who across the organization regularly demonstrates leadership qualities, or you want to learn how new hires are impacted by recognition.

Think of it as your "sidekick" of sorts, providing an instant response to any prompt you serve up.

The AI Assistant is trained on the core knowledge base of best practices derived from 25+ years of research; summarized insights around your own recognition program's reach, frequency, value, and spend; and cultural insights based on trends and patterns in program activity.

That's the power of Human Intelligence.

Workhuman iQ Snapshots

Company leaders know the value of recognition – and research indicates they are giving increased attention to its long-term impact.

A Gallup study shows, in 2024, senior leaders were 50% more likely than they were in 2022 to strongly agree that senior leaders across their organization value employee recognition.

But it's not just company leaders who should have access to the data and insights to understand recognition's impact in real time.

The impact of recognition comes from employee engagement in the recognition program and from good, quality recognition being written by everyone across the organization. While leaders can educate employees on what meaningful recognition award messages look like, it's important for employees to see the impact of recognition themselves – right in the moment they're giving recognition.

Enter Workhuman iQ Snapshots.

By embedding Workhuman iQ insights directly into the recognition experience, every employee has access to data that had previously only been available to leaders.

Better yet, these data "snapshots" are tailored specifically to the employee being nominated for the recognition award, making the award message more impactful, personalized, and meaning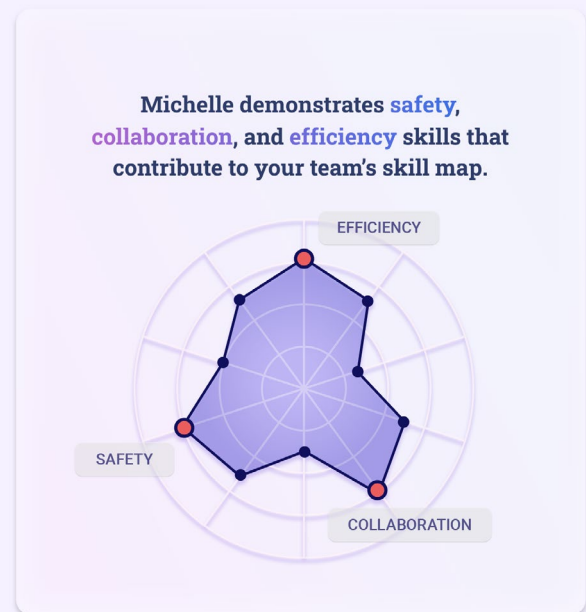ful to the individual receiving the award. Workhuman iQ Snapshots also provide people managers in particular with visibility into the skills their teams are being most frequently recognized for, which can help with skills mapping and upskilling.

How it works in practice

Let's say, for example, a people manager wants to nominate Michelle for an award. When crafting the message, the manager views a snapshot of the qualities (safety, collaboration, and efficiency) that Michelle regularly demonstrates.

By better understanding the skills and behaviors Michelle is most frequently recognized for in award messages, the people manager can both consider the types of upcoming projects Michelle would be an ideal fit for and can better craft the award message in the moment.

Having this type of data democratized across the organization allows everyone to become a force for good, building an engaged, connected culture where one good turn leads to another.

Michelle demonstrates safety, collaboration, and efficiency skills that contribute to your team's skill map.

EFFICIENCY

SAFETY

COLLABORATION

Recognition Advisor

three

Having Workhuman iQ data and insights available when crafting a recognition message is one thing. But what about guidance on crafting an impactful recognition award in the first place?

If the AI Assistant was your sidekick, the Recognition Advisor is your coach. An intuitive AI tool that guides you to create authentic, meaningful, and personalized recognition in the moment, Recognition Advisor turns every "thank you" into a powerful expression of gratitude.

At the individual level, Recognition Advisor ensures that employees are giving recognition that's meaningful to the recipient.

On a broader scale, the tool builds more meaningful, data-rich recognition to fuel Human Intelligence. This, in turn, has a ripple effect on culture, as the richer the data within the recognition platform, the greater the insight into employee skills, behaviors, performance, and more. It's a win-win for everyone across the organization.

How it works in practice

It's simple. As you write your recognition award, Recognition Advisor offers guidance to level up the message. This includes:

Practical advice on being more specific in your language. Instead of "Thank you for your work on the quarterly report," the Recognition Advisor suggests, "Your work on the quarterly report was exceptional – the way you analyzed the data and presented it clearly made an impact."

An interactive tool to see relevant examples. The tool pulls in other similar examples of recognition done right so you can take your message from ordinary to extraordinary.

Real-time message analysis. Recognition Advisor offers guiding prompts to improve message quality, saving you time and boosting confidence in delivering impactful recognition.

A writing progress bar. A little encouragement goes a long way!

Culture Hub

While Recognition Advisor helps employees across the organization craft high-quality recognition messages, Workhuman's new AI-powered recognition homepage provides a place for the awards to be featured dynamically.

Culture Hub is exactly that: a personalized recognition experience that builds culture.

Tailored to each employee based on their Work Circles, the Culture Hub surfaces content that celebrates the goodness that comes from making work human. New babies and pets. Milestones reached at work. Expressions of gratitude that extend beyond the workplace and celebrate who employees are as people.

But the benefits of the Culture Hub extend beyond the individual employee. By surfacing content that's uniquely relevant to the employee, the Culture Hub creates lasting impact within the recognition program overall. Recognition isn't an abstract concept – it's a one-stop-shop delivered right to the employee, where the individual can draft, view, and add congratulations to the award messages most meaningful to them.

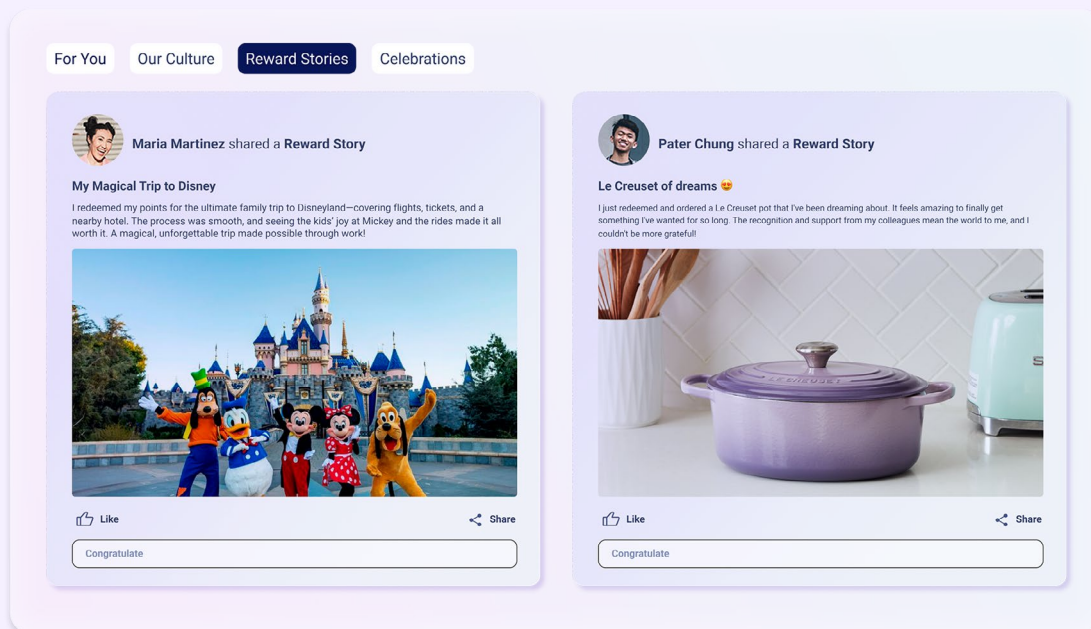# A big part of the Culture Hub is Reward Stories.

As with Recognition Advisor, the Culture Hub and Reward Stories expand the reach and impact of your recognition program, providing even more data to fuel Human Intelligence.

Reward Stories also inspire and motivate employees to participate in your recognition program, creating a self-sustaining cycle of recognition across the organization.

How it works in practice

Remember the time you used your awards points to take your family to Disney World? Or the time you redeemed your points to buy your soup-loving spouse a new dutch oven for the holidays?

These types of feel-good stories drive connection across your organization's culture – they paint a picture of who you are as an individual, and they give you a window into the lives of your coworkers.

For You   Our Culture   **Reward Stories**   Celebrations

Maria Martinez shared a **Reward Story**

My Magical Trip to Disney

I redeemed my points for the ultimate family trip to Disneyland—covering flights, tickets, and a nearby hotel. The process was smooth, and seeing the kids' joy at Mickey and the rides made it all worth it. A magical, unforgettable trip made possible through work!

👍 Like   Share

Congratulate

Pater Chung shared a **Reward Story**

Le Creuset of dreams 🥹

I just redeemed and ordered a Le Creuset pot that I've been dreaming about. It feels amazing to finally get something I've wanted for so long. The recognition and support from my colleagues mean the world to me, and I couldn't be more grateful!

👍 Like   Share

Congratulate

Final thoughts

As AI floods the headlines and extends into your organization, ask yourself these questions: What can AI do for you? What challenges can it help you overcome? And, in what ways can it save you valuable time, so you can get back to what matters most?

With the new AI-powered innovations from Workhuman, you can take your organization's recognition program from good to great. That's Human Intelligence: the power to transform your workplace.

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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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