

People Managers: Don't Let Yourself Be Intimidated By Artificial Intelligence

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AI can help you elevate leader effectiveness and drive employee engagement

Artificial intelligence (AI), simply defined as intelligence demonstrated by machines rather than humans or animals, has been around for decades but is undergoing rapid evolution more recently as it's applied broadly to all disciplines.



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I recently had the opportunity to focus on the intersection of AI and the future of work at the Unleash Expo 2019 in Las Vegas. As a psychologist and application inventor who is dedicated to employee and leader development, I left revved up and eager to push the boundaries of how AI can elevate leader effectiveness and drive employee engagement.

My biggest takeaway is that we still don't know what we don't know, and the opportunities are endless. Entrepreneur and author Peter Hinssen said it best when he highlighted the value of courage when exploring an "I don't know" mindset, which can deliver breakthrough technology and solutions that help businesses prepare not just for tomorrow, but for the day after tomorrow. He was a remarkable keynote who dynamically tackled the future of work and the complex yet doable journey of re-invention. He covered the foundations to get there which included a **sense of urgency, clear vision, right mindset, shared direction and execution support.**

IT has long been at the center of artificial intelligence. Now we see HR at the epicenter with technologies to aid with every phase of the employee lifecycle. CultureAmp has expanded its reach from culture into the people space while SumTotal, acquired by Skillsoft (2014), is entering human capital

management backed by its strong history of learning management systems. Perhaps my favorite, due to its power and simplicity, was ClickBoarding. It accelerates onboarding, covering the necessary compliance elements blended with engagement while promising "happier employees, faster productivity, increased retention and streamlined administration."

There were a myriad of up and coming, entrepreneurial, application specific organizations at the expo. It was refreshing to see so many start-ups with the aim of leveraging technology to benefit of the future of work. As with anything data related, data integrity and quality matter. So, once you frame the problem you are trying to solve, think critically about the science behind the technology you adopt. And, finally, while technology can help you re-invent how you do what you do – be sure that you address adoption because it's rarely about the user interface and nearly always about organizational inertia.

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