

Who owns the agentic workforce?

Do you need to be thinking agentic, but you're not sure where to start?

These are 5 essential considerations for any HR team.



From Systems of Record to Systems of Intelligence

We're facing a fundamental shift in how organisations handle data. Legacy systems that merely recorded history (job titles, past roles) are being replaced by dynamic platforms that map real-time skills. The goal is to move from tracking what people did to predicting what they can do.



The Agentic Shift and Digital Workers

The agentic layer refers to AI agents that possess the agency to execute multi-step processes autonomously. Unlike basic automation, these digital workers operate within a "10-80-10" framework:

- 10%: Human strategy and input at the start.
- 80%: AI execution of the task.
- 10%: Human review and final judgment.



The Power Trio: CHRO, CPO, and CIO

A successful AI transition cannot happen in a vacuum. It requires a unified partnership between HR and IT.

- HR provides the context of work, skills, and culture.
- IT provides the infrastructure, security, and scaling mechanisms.
- They must move toward shared objectives rather than competing for budget or control.



Trust as the Ultimate Currency

AI adoption fails without trust. This includes transparency about how AI is used, ensuring it doesn't become the scapegoat for lazy restructuring. Build AI Fluency across the workforce so employees view technology as a partner rather than a threat.



Gettings Started

- Start Small, But Start Now: Don't wait for a perfect, all-encompassing AI strategy. Identify high-friction, low-value tasks (like initial CV screening or job description drafting) to build "muscle memory" and prove the concept.
- Focus on the Work, Not the Job: Break down roles into specific tasks and skills. This makes it easier to identify which parts of a job are best suited for a human and which are ripe for a synthetic worker.
- Prioritise Data Hygiene: Your AI outcomes are only as good as the data underneath. Ensure your data is consistent and accessible across the organisation before deploying advanced agents.