

EXECUTIVE BRIEF

The CHRO's guide to AI in HR

From hiring to upskilling, CHROs are transforming their organizations with AI.



The days of solely managing benefits, payroll, and compliance are long gone. As a CHRO, you're focused on evolving priorities, like developing effective leaders, acquiring the right talent, and creating positive employee experiences. But to do that, you need the right technology.



While 89% of CEOs say they want their CHROs to play a key role in driving long-term growth, only 29% have the skill sets and connections they need to successfully shape enterprise strategy.

That's where **talent intelligence** comes in.

Talent intelligence platforms use deep-learning AI to distill insights from billions of global talent data points to help your HR team make data-driven decisions throughout the entire talent life cycle. With a talent intelligence platform, your HR team can use AI-powered insights to:

- **Identify, hire, and build talent** with critical skills to drive innovation and capture market share.
- **Make informed hiring decisions** based on skills and potential while improving the candidate experience.
- **Create personalized learning pathways** for employees that are complementary to the organization's strategic goals.
- **Inform data-driven succession planning** based on merit, skills, and potential.

These capabilities come at a time when talent shortages are ballooning, and AI is disrupting, well, everything. Your organization needs AI to succeed, but to harness its power, you'll need the right talent.

That's why we created this guide – to help you understand how talent intelligence can help you hire and upskill talent with the skills needed in the age of AI, decreasing turnover while powering innovation.



Top 3 CHRO needs talent intelligence can address

1

Workforce planning

Work is changing fast, and CHROs who aren't prepared will lose any competitive advantage in their industries. Talent intelligence platforms can help you create an agile and flexible workforce by revealing the skills your employees have, rising or falling skills in your industry, and the skills your organization needs. Armed with those insights, your HR team can partner with hiring managers to build, buy, or borrow the right talent to drive success.

Digital skills have a [shorter half-life](#) than ever before – some technical skills are down to 2.5 years. Other [research](#) predicts that 23% of jobs will change within the next five years, with 44% of workers' core skills being disrupted.

2

Increasing retention and reducing costs

As organizations aim to do more with less, losses in productivity from voluntary turnover – and the added strain on remaining employees – only compound existing budget and personnel problems. Turnover doesn't come cheap either, as the cost of replacing an employee can range from [one-half to two times the employee's annual salary](#).



“26% of respondents said they plan to quit their jobs in the next 12 months, up from 19% last year.”

– [PwC's Global Workforce Hopes and Fears Survey 2023](#)

To help increase retention and employee satisfaction, HR and managers can use talent intelligence platforms to improve the employee experience through:

- **Career planning:** Talent intelligence platforms can connect employees with relevant opportunities – projects, courses, mentors, or jobs – within your organization and help them create customized career plans.
- **Internal mobility:** Talent intelligence platforms can look at skills adjacencies and learnability to surface relevant internal opportunities for employees and help recruiters quickly discover internal candidates for open roles.
- **Succession planning:** With talent intelligence, organizations can see everyone's role readiness based on their skills – not their connections – giving managers deeper insights into qualified successors.

Employees want to learn viable and valuable AI skills, with the World Economic Forum reporting that [57% of employees want their company to provide AI training](#). A modern, AI-powered employee experience retains employees and benefits your organization, as hiring a new worker can [cost](#) seven times that of upskilling an employee.

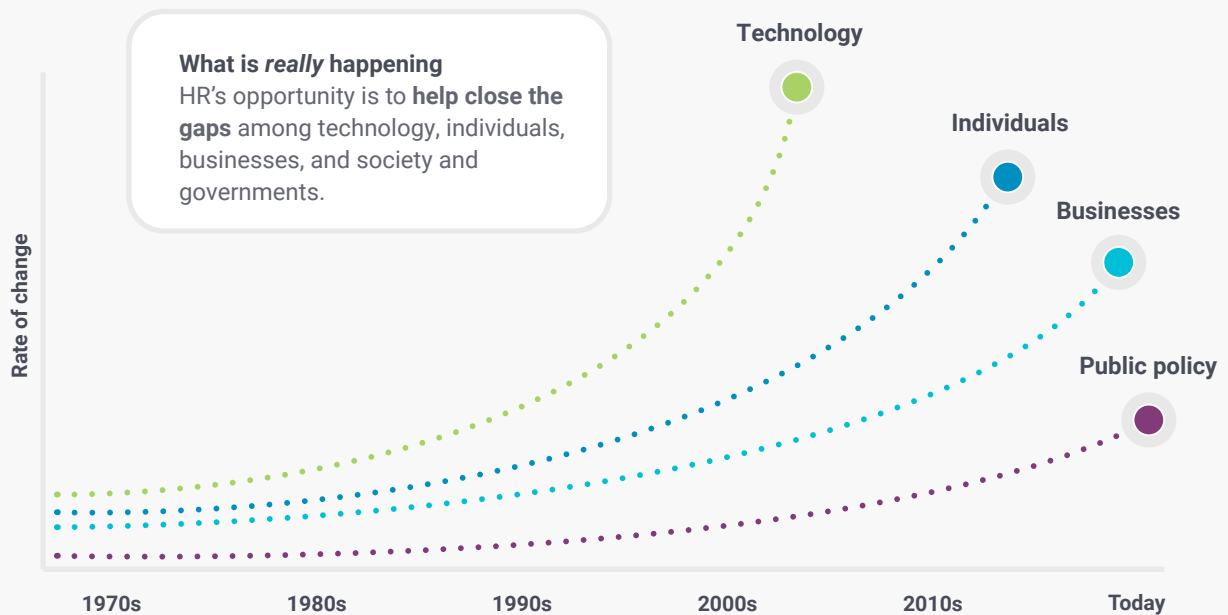
3

Powering a competitive edge

Organizations can be sluggish when adopting new technology – HR is no exception. But waiting until others in your industry have proven the effectiveness of certain technologies carries a hefty price tag.

According to McKinsey, [organizations that have strong innovation cultures extract more value from their tech investments](#). They're more likely to move ahead with strategic technology investments to help them secure future growth.

The rate of adopters, individuals, society, businesses, and government agencies



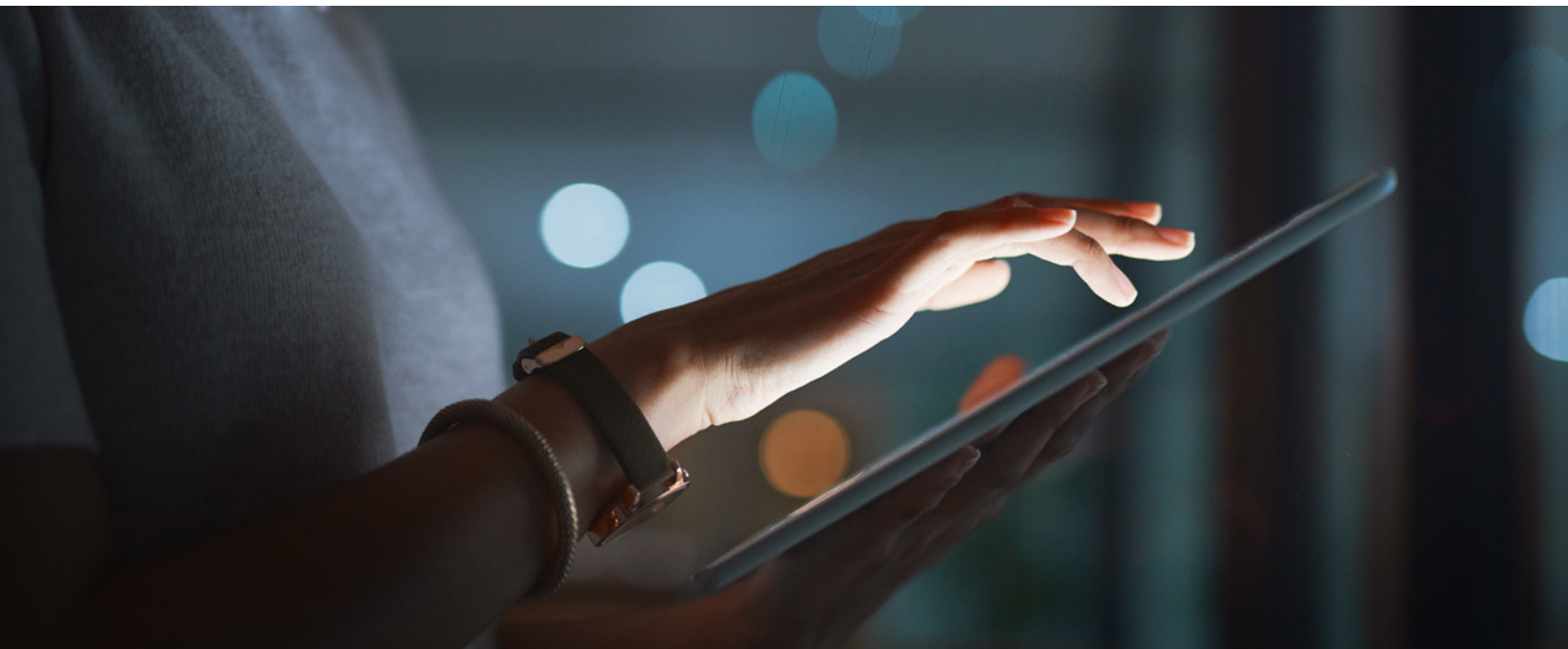
Source: Deloitte University Press | dupress.deloitte.com

The world has its eyes on AI, but the truth is that AI has been around for decades. Organizations that lead the way in adoption will outperform competitors for years. While this principle is true for AI in any function – whether finance, IT, or sales – it's especially true in HR, where top talent drives innovation across the business.

What about generative AI?

GenAI presents a massive opportunity to augment workers' productivity, especially in HR. Tasks that took hours before — like screening résumés or searching for internal candidates — can be finished in minutes. Our AI-powered [Copilot](#) can help your HR team quickly accomplish repetitive and time-consuming tasks while even helping employees plan their careers at your organization.

- **Recruiter Copilot:** Our Copilot helps recruiters throughout the talent acquisition journey. Talent acquisition professionals can ask our Copilot to help with interview scheduling, sending candidate reminders, generating job descriptions, and consolidating insights from across our [Talent Intelligence Platform](#). With the accessibility of a natural-language interface, recruiters can enhance their productivity and simplify day-to-day tasks.
- **Employee Copilot:** Designed to help employees better manage their careers and complete talent development tasks, employees can use [Copilot](#) to assist in aggregating career insights, identifying career education opportunities, and discovering career options available to them within the organization, using a conversational, prompt-based interface.



CHRO's talent intelligence cheat sheet

Talent intelligence platforms can help you become a vital partner to your organization, using real-time talent intelligence to guide strategic workforce planning and ensure your organization has the skills it needs to become a leader in the market.

Top concerns:

- Creating a people-first organization to drive business success.
- Meeting the priorities of the organization's chiefs and presidents.
- Determining how the organization will have the people and skills to move forward and lead their industry.
- Ensuring successful technical implementation and quick adoption of the latest HR technologies, especially AI.

Key challenges:

- Achieving more with the same budget: Need to show justification for investments in systems and technology.
- Identifying talent gaps and creating a plan to address them so that talent strategy is aligned with business strategy.
- Having a seat at the technology table requires being a strategic partner to the CEO, CIO, and peer-to-executive team.

Talent intelligence platforms help by:

- Providing real-time insights into the organization's skills and skills trends in the industry to help you make plans to build, buy, or borrow talent.
- Increasing revenue and productivity by identifying talent with the most potential and rising skills.
- Reducing turnover and expenses by offering scalable talent development opportunities.

Questions to think about:

- What elements of your talent ecosystem are you most focused on transforming this year?
- What's your vision for how the HR organization will support your business's overall workforce strategy?
- Which areas of HR do you see AI and talent intelligence having the most significant impact?



Build a modern workforce today

Our [Talent Intelligence Platform](#) uses deep-learning AI and one of the world's largest global talent data sets to provide unrivaled insights into your workforce and the industry at large. Recruit top talent, exceed diversity goals, retain high performers, and upskill and reskill your workforce with a single solution for all your talent needs.

See how [great organizations](#) are transforming workforces with AI.

About Eightfold AI

Eightfold AI's market-leading Talent Intelligence Platform™ helps organizations retain top performers, upskill and reskill their workforce, recruit talent efficiently, and reach diversity goals. Eightfold's patented deep-learning artificial intelligence platform is available in more than 155 countries and 24 languages, enabling cutting-edge enterprises to transform their talent into a competitive advantage. For more information, visit www.eightfold.ai.