

Member's Quarterly

Spring 2026 Edition

Feature

The Upside of Artificial Intelligence

Amazing Benefits to HR and Recruitment



Members
Quarterly
Staff Writer

There are many horror stories circulating around about Artificial Intelligence and in particular around AI tools like ChatGPT. These range from concerns about cheating in college to real security and privacy issues. We shouldn't forget the real threat to people who actually write for a living in business and entertainment. Some also point out that ChatGPT often churns out as many wrong answers as correct ones and some worry about internal biases that these automated systems and surveys generate.

One area where workplace experts have raised their voices has been in diversity, equity and inclusion (DE&I). These discussions have risen to the highest level of corporate and government. There is worry about this new technology discriminating against minority job applicants.

However, some other workplace experts are advising otherwise. At least in the short term, they believe that these new tools can actually improve DE&I, foster allyship and give a boost to employee retention. They are utilizing AI to address long-standing inequities in the modern workplace like scanning job applications for more inclusive language and removing barriers that are identified early in the recruitment process.

Using AI to improve diversity, equity and inclusion

In fact, it is in the recruitment phase that organizations are finding great success using AI technology in improving the speed, quality and diversity of the hiring process.

One example is in using Applicant Tracking Systems (ATS) that can rapidly scan resumes and screen for potential while ignoring bias factors like gender, race or age that would normally screen many candidates out early in the process. This allows businesses to cast a wider net when trying to find the right candidates for vacant positions.

AI tools can be adjusted to include candidates from under-represented groups and utilized to review past work experience to identify a fit for your organization's culture. You can then recruit and hire employees who have both the necessary skills and experience as well as helping to promote a more diverse and inclusive workplace. AI recruiting software also makes it easy to track your progress on diversity, equity and inclusion initiatives and allows you to make changes along the way to achieve your goals in this area.

AI still needs a human touch

One of the major concerns about AI is the impact on humans. Will there still be a need for us once AI gets up and running at full speed? The simple answer is yes. AI tools and software are still machines, computing devices. They can add and subtract very well, but they cannot really think independently and they have no morals or ethics. They spit back what we feed into them in ways that can be useful - as long as we monitor and guide them.

AI recruitment software will still need HR advisors and hiring managers to make sure that their recommendations also have a moral and ethical foundation. We will need to work with AI tools in the recruitment process to ensure that all staffing processes are transparent, ethical and inclusive. We have to monitor their performance and watch carefully to make sure that their 'thinking' aligns with ours and the organization. Humans will always be needed to uphold our values, corporate culture and norms and ensure that these machines are acting to benefit the current and future employees of our workplace.

Member's Quarterly

Spring 2026 Edition

Feature continued

Looking ahead

AI is changing the ways we learn and work and this will only increase as we move forward. Many organizations are using AI to create more diversity on their internal teams by analyzing the personality traits and work styles of current team members. They can identify gaps that could be filled from the outside in an approach that is developed by the software itself. It is also being utilized to improve communication and feedback processes among employees.

AI is also being utilized in managing employee records and payroll, onboarding and performance management. In onboarding, AI can help automate that whole process from verifying documents to general information training to providing employee identification cards and access to the organization's networks. In learning and development, AI can help create individual training plans, track progress and identify career opportunities like lateral transfers or assignments to help employees fully develop their potential.

Finally, AI is being used to track employee performance. This used to be just whether an employee was online when they were supposed to be or enroute if they were a delivery person. Now AI monitors performance, behaviour and engagement in a much more sophisticated way and gives the employer valuable insights on morale and productivity, allowing for earlier intervention to make suggestions and improvements.

AI technology continues to expand and improve, but it will always need the human touch.

Members Quarterly Staff Writer