

Member's Quarterly

Spring 2024 Edition

Feature

Work Smarter, Not Harder

HR's Role as a "Prompt Engineer"

The rise of generative AI tools has sparked curiosity among HR professionals about the potential implications for their role within organizations. Undoubtedly, AI is poised to revolutionize work processes, offering a unique opportunity to reshape HR functions. This involves harnessing the expertise of HR professionals to become sophisticated prompt engineers, translating their knowledge and experience into efficient HR work products. In this context, tools like ChatGPT play a pivotal role, contributing to operational efficiency and freeing up capacity for strategic contributions—a dual win for HR.

AI generative tools rely heavily on the skill of the prompt engineer directing them. To achieve a quality output with minimal rework, a meticulous level of detail and specificity is essential. These tools depend on the user's competency, wisdom and judgment to transcend generic outputs, adhering to the principle of 'garbage in, garbage out,' to generate valuable content. The following examples showcase how generative AI, specifically ChatGPT, can be effectively utilized to enhance HR efficiency in the recruitment process, saving time and creating space for more impactful business partnership activities.

Job Descriptions:

Engage ChatGPT to: write a job description for the role of a Mechanical Engineer in the renewable energy industry; include the categories of supervision, process improvement, design, health and safety and project management; include five bullet points outlining tasks for each category; outline educational requirements and a minimum of five years' experience; and include relevant certifications required for this role.

Once ChatGPT provides the output, provide any additional prompts to fine tune the content and to make the job description more relevant such as: also include the categories of automation as well as installation and maintenance.

Interview Questions:

In the same chat, provide a prompt to: write ten behavioural interview questions for this role followed by a copy and paste of the job description ChatGPT provided previously. A draft list of questions is generated that can be further customized for the candidate interview.

Interview Response Criteria:

Building on the previous content, add a new prompt such as: develop a bulleted list of suggested response considerations and inclusions for these interview questions.

A list of criteria to evaluate the behavioural based interview questions will be created. This can be fine-tuned by asking ChatGPT to: add, augment or modify any of the listed criteria.

Interview Guide:

Continue the chat and add: develop an interview guide including interview questions, response inclusions and a Likert scale of 1-5; at the end of the interview guide, include space for overall interview summary and score as well as the signature block and date of the interviewer. A draft template for an interview will be created. Further edits based on specific requirements can be directed by the user.



Carla Hurley
M.Ed., CPHR,
SHRM-SCP

Hurley HR

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Reference Questions:

Evolve the chat to: develop ten reference questions covering the employee's previous relevant technical and supervisory experience, communication style and skills, working independently and as part of a team, as well as future hiring potential. A reference question guide will be drafted that can be augmented by further prompts to include other types of questions like: include a question about whether the referee would hire the candidate again.

Offer Letters:

Finally, ChatGPT can be instructed to generate an employee offer letter by directing document inclusions such as: create a letter of offer for employee XX hired as a Mechanical Engineer starting on XX and reporting to supervisor XX; include XX weekly hours of work in a hybrid environment; include provisions of privacy, confidentiality, proprietary information; and outline compensation and benefits including XX.

ChatGPT will generate a draft. If the output requires further refinement, engage ChatGPT to make it more specific based on the relevant offer inclusions for the specific role. Remember to keep the prompts anonymous and insert the customized data in the final document.

While ChatGPT optimizes the recruitment process by producing collateral, its output, though satisfactory, requires the discernment and ethical considerations of the HR professional. The HR prompt engineer guides the process, reviewing, consolidating and editing content for a final output that aligns strategically with organizational goals. In essence, ChatGPT, when wielded by HR professionals, becomes a tool for creating efficiency, enabling strategic value and achieving tangible business results in a concise and effective manner.

Carla Hurley is an HR and Change Management Consultant with Hurley HR and can be reached via email at carlahurley@eastlink.ca.