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FRA AI-HYPE TIL HR-EFFEKT
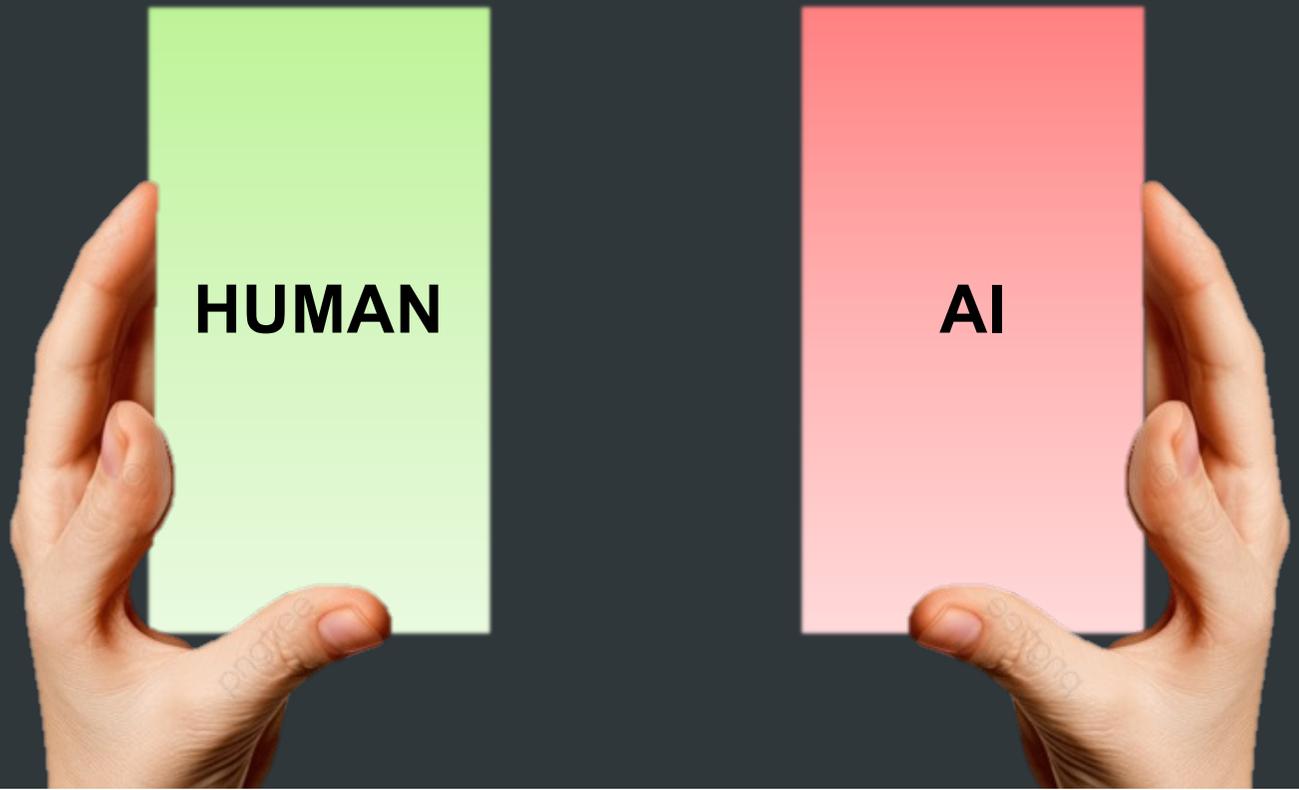
Agenda

01. Who do you trust the most?

HUMAN

AI

Human

AI

HUMAN

AI

Every year 1.25 million people around the world die from car accidents.
Of these accidents, an estimated 94% are caused by human error.

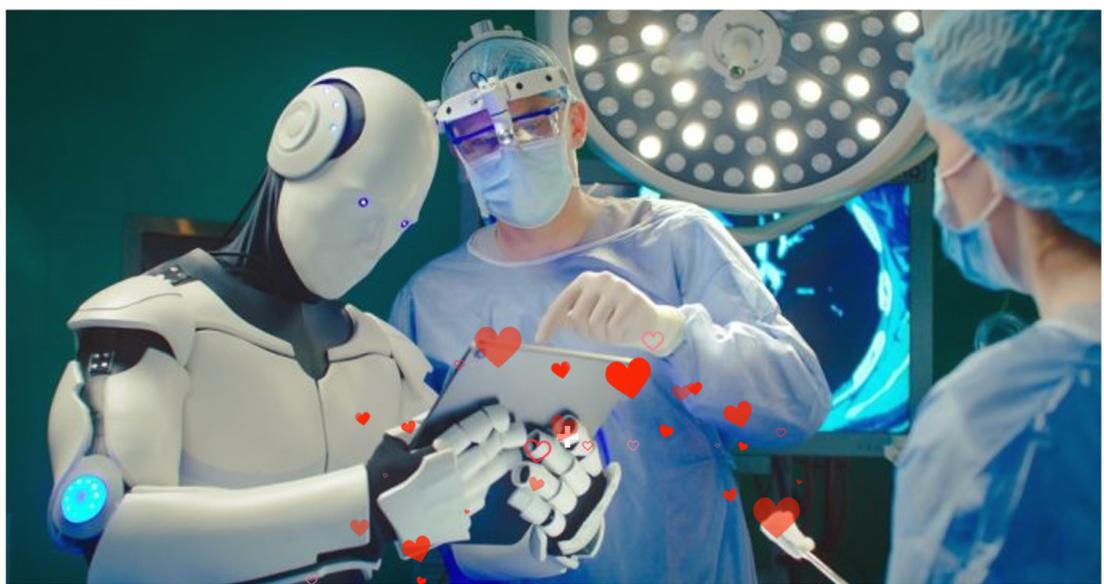Source: National Highway Traffic Safety Administration (US)

Human

AI

HUMAN

AI

02. AI Hype

Multiple Agent Setup through RAG's for Enhanced HR Operations

Hyper-personalized career development

Virtual (AI) Employees

Autonomous talent sourcing engines

Quantum-leap candidate experience

Generative Talent intelligence framework

Predictive behavioral analytics
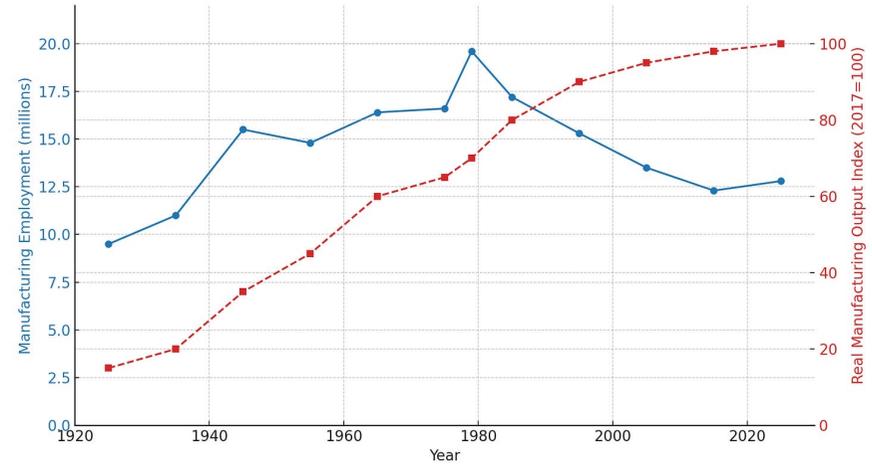
AI-enabled Talent Assessments

Keep calm, through the hype
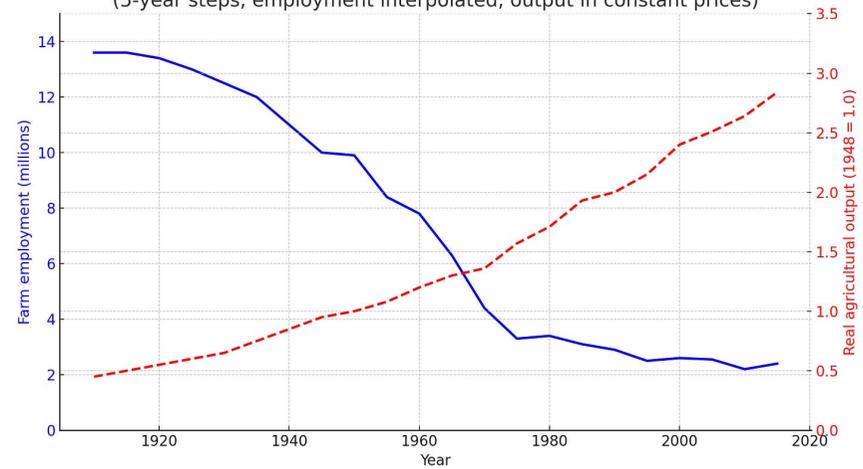
"AI will take our jobs!"

"Well, that's not a new thing.."

U.S. Manufacturing Employment vs. Output, 1925-2025
(illustrative decadal points)

U.S. Farm Employment vs. Real Output, 1910-2015
(5-year steps, employment interpolated, output in constant prices)

Source: American Enterprise Institute

There's still time

GenAI has slid into the Trough of Disillusionment.

No wonder, Gen AI projects burnt average **$1.9 M per initiative** yet left**<30 % of CEOs satisfied** with ROI.

Organizations now pivot from "**wow**" demos to hard problems: proving value, taming hallucinations, and aligning with regulations.

57 % of companies admit their data isn't ready for AI, and agents raise governance & security nightmares (access control, hallucinations).

Generative AI Outlook (2025-2029)

Projected trajectory on the Gartner Hype Cycle.

Pragmatic Coders
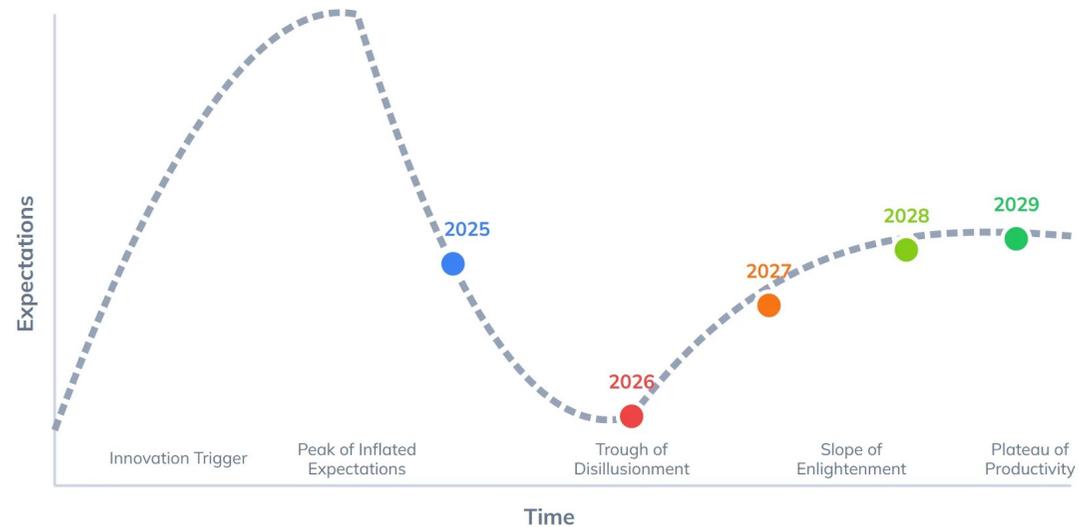
After its hype peak, GenAI enters the **Trough of Disillusionment** (2025-26) due to cost and accuracy issues. It then begins a steady climb up the **Slope of Enlightenment**, reaching the **Plateau of Productivity** by 2029.

● 2025   ● 2026   ● 2027   ● 2028   ● 2029

Source: Pragmatic Coders, Gartner and Jan Beger, GE Healthcare; https://janbeger.ai/

A question to ask ourselves:

How do we make sure to integrate AI,
where it can make an impactful positive difference?

03. Where can (and should) AI make an impact?

Kilde til hånd-billede:
https://pngtree.com/

YES

NO

CAN
AI
REPLACE YOUR
MANAGER?
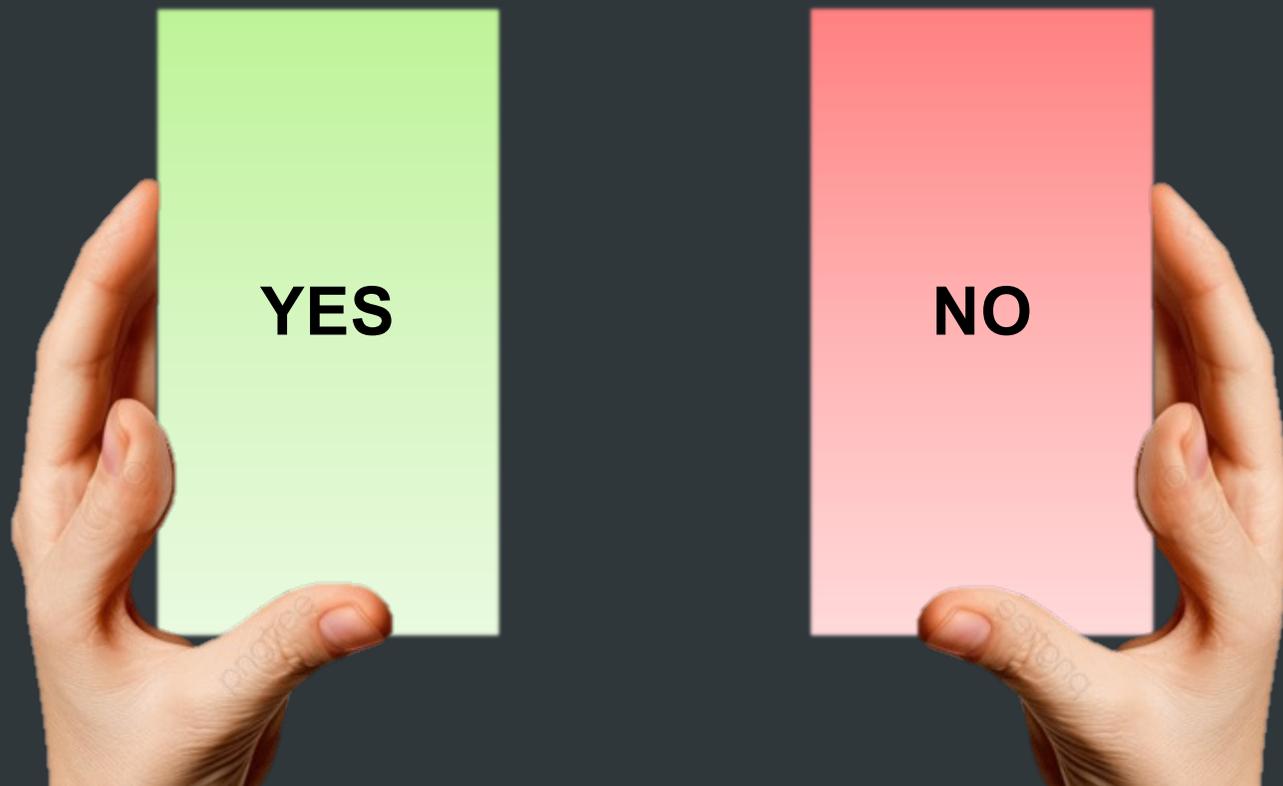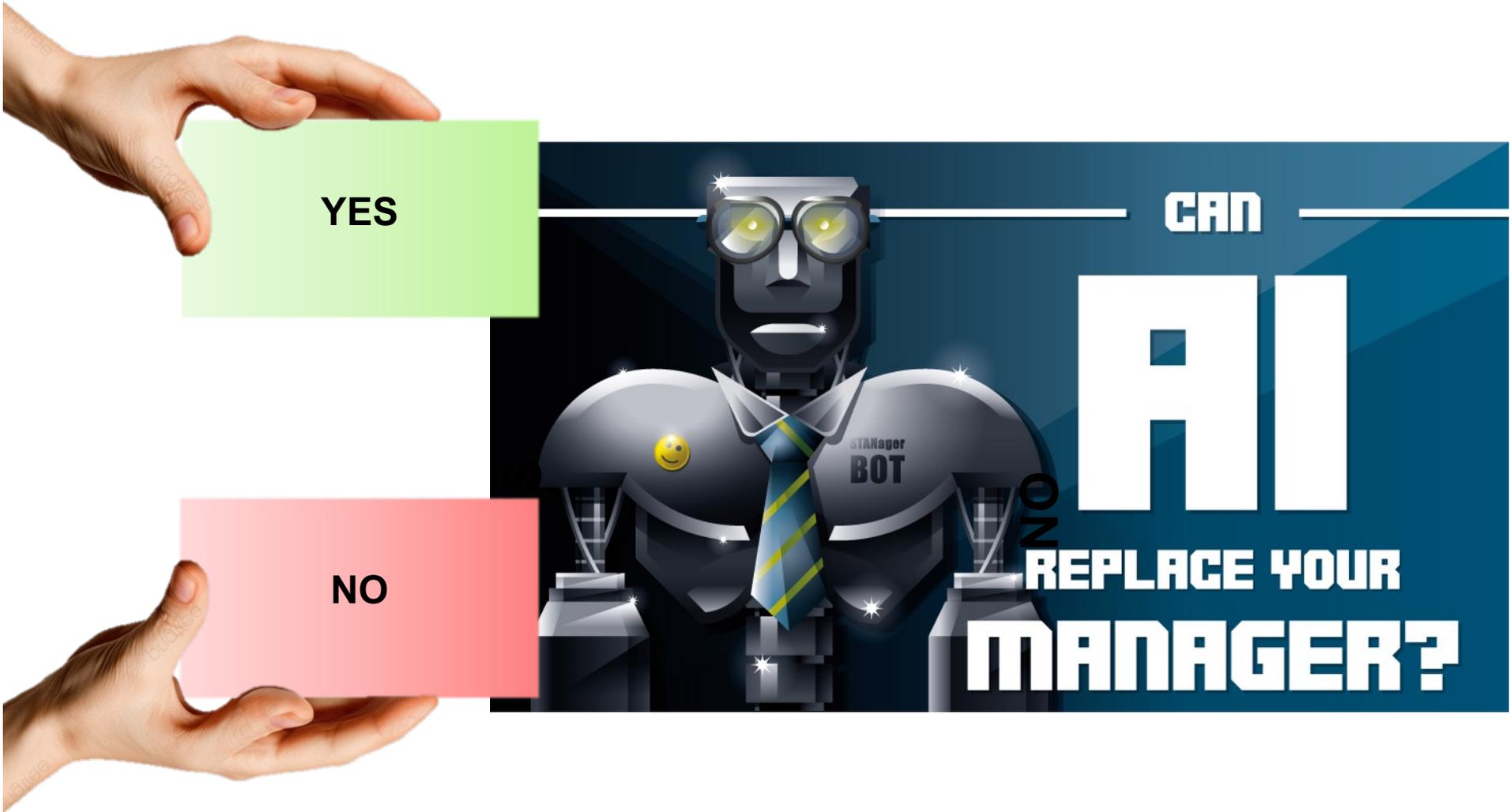
27% of managers globally are engaged at work.

Manager engagement fell from 30% to 27% in 2024. Young managers and female managers experienced the largest declines.

If managers are disengaged, their teams are too. Seventy percent of team engagement is attributable to the manager. It's time to rethink the role of manager.

Source: State of the Global Workplace 2025, Gallup

$9.6 trillion in productivity could be added to the economy if the global workforce was fully engaged.

That would represent a 9% increase in global GDP.

But if leaders seize the moment, a productivity opportunity awaits. In fact, some organizations are already enjoying the benefits of a highly engaged workforce.

Manager engagement is the key to reversing declining productivity, improving employee wellbeing and unlocking trillions in economic potential.

Source: State of the Global Workplace 2025, Gallup

Can AI…

- be a better, more empathetic, selfless, listening, and **supportive leader**?

- help leaders by **relieving them of tasks**, making room for authentic leadership?

- **answer employees' questions** about HR-related topics better, faster, and more accurately/correctly?

- run a **fair recruitment process** and increase diversity in recruitment/promotion?

- suggest **better organizational changes** based on data?

- ensure an individualized and more **attentive onboarding process**?

- help **identify talent early** and provide individualized upskilling for them?

- coach, help, and **train leaders better** than our expensive leadership academies?

- **identify skills/competencies** within the organization and suggest them for new projects?
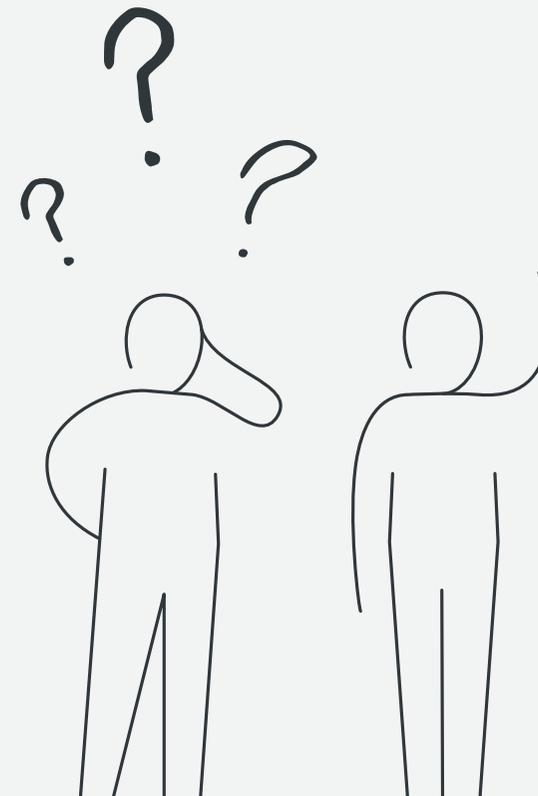
Where can AI make an impact?

HR Analytics

Predictive analytics to improve retention, engagement, health & safety and pick up signals, before it's too late to intervene

HR Operations

Give everyone access to your wealth of information, through a GenAI interface, providing answers with context and accuracy

Career Management & Employee Engagement

Provide people with a tool, where they can build their careers internally in your company. GenAI comprehends a lot more context, than any human leader ever could.

Workforce Planning & Org. Design

Plan your organisational changes and distribute workforce on the foundation of data (skills, market development, strategy, etc.)

Onboarding

Providing learning paths, onboarding, internal mobility etc. at scale hyper-personalized for the individual and context.

Performance Management

Build individual goals with the help from AI, interpreting your strategies, suggesting internal contextual advice on how to achieve them

HR

Policies and Labour Relations

Apply AI, when handling cases and interpret policies and labour law. Build and change HR policies assisted by AI. *NB! All decisions needs human intervention*

Learning & Development

with data-driven insights across recruiting, performance, and not least strategic workforce planning.

Recruitment & Talent Attraction

Recruit more intelligently by having AI collect contextual information through interviewing the candidates *NB! Interpretation and selection ONLY by humans.*

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04. Examples

Practicing difficult workplace dilemmas

- The tool allows an individual to practice **relevant company contextual** dilemmas, with an AI persona

- Globally deployed and **highly scalable**, with the opportunity for local business unit and departments to add their own local dilemmas

- The **data is secured** for every individual user, so it's a completely safe space to practice in

- Reported **highly impactful** by users in ongoing impact surveys

Visual unfortunately not available for distribution

Career Management

- 2 years of **prototyping** and iterations **with end users**, to refine the concept and product

- **Connects people** with **training**, internal **job opportunities**, subject matter **experts** and other development opportunities

- Builds **career plans for people**, which can be benchmarked with department/company strategy

- Builds a **rich dataset** about people's career dreams, skills, learning needs, jobs, tasks, etc.

Visual unfortunately not available for distribution

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Procurement Scoping Agent

- Any **procurement responsible** needing to purchase services or products related to training, will go through this AI scoping agent

- Helps the local requester **scope** what they need and **benchmarks with existing** vendors and services

- Very **solid business case**, as the tool prioritizes preferred vendors with pre-negotiated rate cards = massive savings

- **Diminishes process lead time** significantly, as this substitutes human negotiation and waiting time = savings

Visual unfortunately not available for distribution

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LeaderCoach ©

- Can be built into any **leadership skills framework** and **completely adapts** to the individual leader and their specific focus

- **Natural voice interface** (capable of more than 35 languages, **interprets** everything the leaders says and **contextualises** it to their development plan and skills framework

- Follows up **on agreed action points** from interaction to interaction and **plans/books** ongoing interactions according to the development plan

05. Where do you start?

Checklist for getting started with AI in HR

Locate the **business challenges and opportunities**, where HR can make a difference **with AI**

Evaluate **current processes, solutions and services** provided by your HR function

Evaluate the **data quality** in your HR function

Evaluate your **current HR system landscape** for opportunities and limitations

Aim for **prototypes** in the beginning and **test early**.

1   2   3   4   5

- Are you able/willing to tackle more or different things, with AI as a lever?
- What would be the biggest wins for your internal and external clients?

- What potential and risks would follow with introducing AI?
- Imagine your processes from scratch. How far can you go with AI, before you need human intervention?

- Data is crucial to AI functioning. If you don't have sufficient data quality, consider building new databases from scratch.
- API's and legacy system development can be costly, underprioritized by IT and run forever.

- This includes the political environment (IT & Governance).
- Do you already have technology, where you can build easy deployable agents?

- Prove that you are solving a problem or introducing an opportunity early.
- Involve your stakeholders often and ongoing.

GenAI & Agentic AI recommendations

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Prioritize a list of 10 initiatives and place them on a grid with **cost** and **impact**

#	Application of AI	Process Owner
1	Agent answering personalized HR questions	
2	Automate HR Transactions for key processes	
3	Agent to run external sentiment analysis of geopolitical environment and recommend actions	
4	Personalised Onboarding / Reboarding for newly hired staff	
5	Strengthen planning and insights for Organisational Development / Strategic Workforce Planning	
6	Reduce lead time for mobility cases: Agent to cover legal and internal practice to suggest solutions	
7	Increase quality of Talent Pipelines/Identification	
8	Increase amount and quality of Career Development plans	
9	GenAI assist in creating Goals (Performance) for leaders and employees	
10	GenAI assist in Organizational Change Process	

Impact/Cost Grid

Activities for GenAI & Agentic AI in HR

Process/Area	Idea/case	Business Impact	Readiness to implement	Cost level*	Benefits & Potential (Cost Reduction, Efficiency Gains, Quality Improvements, Profit increase, etc.)	Risks (Data Protection, GDPR, EU Act, Maintenance, Tech Stack fit, etc.)	Recommended priority
Information Management & People Services	**Chatbot (AI) for answering HR questions** with context for people, e.g. "How much vacation do I have left?", "How do I manage my paterny leave?" – and where people can get contextual advice to where they work, live, their tenure, position, etc.	High/Low/Medium	High/Low/Medium	High/Low/Medium	(Cost Reduction, Efficiency Gains, Quality Improvements, Profit increase, etc.)	(Data Protection, GDPR, EU Act, Maintenance, Tech Stack fit, etc.)	#
	HR Automated Transactions Agentic AI performing transactional standardized tasks (vacation, illness, approvals, etc.), such as hiring, registration for holidays/illness, development, parental leave, etc.	High/Low/Medium	High/Low/Medium	High/Low/Medium	(Cost Reduction, Efficiency Gains, Quality Improvements, Profit increase, etc.)	(Data Protection, GDPR, EU Act, Maintenance, Tech Stack fit, etc.)	#
	Automated content updates – and "draft by prompt" Update policies/articles/databases automatically just by giving the agentic AI information about what has changed. An intermediary step is to have content authoring by prompt, where an internally developed agent drafts according to company frameworks	High/Low/Medium	High/Low/Medium	High/Low/Medium	(Cost Reduction, Efficiency Gains, Quality Improvements, Profit increase, etc.)	(Data Protection, GDPR, EU Act, Maintenance, Tech Stack fit, etc.)	#

*Cost level: dependant on many factors, such as choice of tech stack, internally available resources, etc.

06. Questions

.. Or lunch?