Using AI to Unlock HR and Workforce Data

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In this discussion we'll review what Mercer is seeing and doing with clients to unlock unlock HR and workforce data to make powerful and effective people decisions.

This material was developed by prompting Marsh McLennan's LLM, which has been trained by our IP (e.g., published works, proprietary methodologies, client case studies).

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What We're Seeing and Doing

Organizations are using AI to unlock HR and workforce data to make powerful and effective people decisions.

Data Preparation & Cleaning

System Integration & Data Connectivity

AI-Enhanced Insights & Decisions

Data Enhancement for Personalization

Continuous Improvement

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Using AI to Unlock Your HR & Workforce Data

Data Preparation & Cleaning

How?

- Data Cleansing Automation: Algorithms detect patterns, outliers, & inaccuracies (e.g., incomplete records, duplicates)

- Data Corrections: Suggest changes based on historical data or similar cases

Why it Matters?

- Improved data quality

- Faster, better decision making

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System Integration and Data Connectivity

How?

- Unified systems: Aggregate and analyze data from multiple sources

- Interoperability: Help write code to integrate systems

Why it Matters?

- More accessibility to data

- More holistic decision-making

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AI-Enhanced Insights & Decision-Making

How?

- <u>Predictive and prescriptive analytics:</u> Forecast trends (e.g., attrition risk, skills shortages, etc.) and suggest targeted actions / interventions

- <u>Data democratization:</u> Deliver insights in rich, interactive and [even] conversational formats

Why it Matters?

- Less gut, more facts

- Better decisions, greater empathy

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Data Enhancement for Personalization

How?

- Tailored experiences: Analyze people's indicative data, preferences, behaviors and feedback to customize journeys (e.g., recommended jobs, learning, benefits packages)

- Real-time personalization: Updates to recommendations using additions to LLM

Why it Matters?

- More effective utilization of resources

- Happier, more productive people

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Continuous Improvement

How?

- Polish: LLMs evolve based on feedback from people, helping to refine accuracy and enhance quality

- New Data: AI can scale across new and growing datasets

Why it Matters?

- More holistic decision making

- Adaptability

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In Closing

1 **Educate. The RenAIssance is underway. Have a beginner's mindset.**

2 **Experiment. Play with the tools and your data. Build use cases.**

3 **Enable. Align with your HR strategy and prepare to deploy at scale.**

The Ren**AI**ssance is Already Underway

75% of people are already using AI at work

46% of users started using it <6 months ago

90% say AI saves them time, **84%** say it helps them be more creative and enjoy their work more

79% of leaders agree their company needs to adopt AI to stay competitive

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ChatHRT presented by Mercer

Stay in tune with the evolving world of work!

HR Technology Forum

October 8, 2024

Generative AI Forum

November 19, 2024

AI-volution: Redefining HR podcast

Now of Work Digital Meetup | Skool

Weekly, Every Friday at 1 PM ET

3 Mandates for the Future of HR

Learn to be digital with help from Mercer