Foundation

AI TOOLS FOR HR OPERATIONS

COURSE OVERVIEW

A hands-on "lab" style module focusing on the practical, daily application of Generative AI to speed up HR tasks.

COURSE OBJECTIVES

- Leverage ChatGPT/GenAI for drafting communications and policies.
- Use AI for candidate screening and sentiment analysis.
- Navigate ethical boundaries (bias, privacy) in daily use.

SKELETON OUTLINE

- GenAI Fundamentals: Prompts and Personas.
- Operational Use Cases: Writing JDs, Emails, and SOPs.
- The "Human in the Loop": Ethics and Verification.
- **Activity:** The "Prompt-a-thon" – Drafting HR Content Live.

DIGITAL WORKFLOW OPTIMIZATION

COURSE OVERVIEW

Applying Lean and Digital principles to manual HR processes to eliminate paper, identify and eliminate bottlenecks in administrative processes, and reduce cycle time.

COURSE OBJECTIVES

- Map current state processes to identify bottlenecks.
- Apply "Lean" principles to remove waste.
- Design friction-free digital employee experiences.

SKELETON OUTLINE

- Process Mapping: Swimlanes and Flowcharts.
- Waste Identification: The 8 Wastes in HR.
- Eliminating Approvals: Designing for Trust.
- **Case Study:** Redesigning the Leave Approval Process.





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