Alden Parker Comments on Using Artificial Intelligence Tools in HR

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In the *SHRM* article "How Can Artificial Intelligence Work for HR?" Alden Parker is quoted on the benefits and risks of HR professionals using AI and automation tools. Alden states that "certain technology, such as chatbots, can help an employee access important information about policies and, procedures from anywhere and at any time. Chatbots communicate by text and can be useful for answering common employee questions."

When incorporating AI into human resource strategies for talent acquisition, the system's hiring criteria could produce bias results. To reduce legal risks, Alden suggests HR professionals:

- Understand the legal theories that may be used to attack employers who leverage technology
- Discuss potential legal pitfalls with technology vendors when evaluating products
- Consider auditing systems for disparate impact, security and other legal issues

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Please reach out to our Media team for any news inquiries.

Related People

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