



# The Top 5 Myths About Using Artificial Intelligence for HR



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## Introduction

Artificial intelligence (AI) is shaking up the business world. Evidence of this is splattered all over the business technology news sites and blogs. Everyone is talking and writing about the disruptive force of AI on business, and in particular how it can be used to assist HR teams. But this great volume of discourse over AI can not only be overwhelming, but also quite confusing. That's because there are a number of contrary perspectives, opinions, and assertions to be found in all this discussion. This is natural with any burgeoning field, but within this miasma of viewpoints, a number of myths have (unfortunately) risen to the surface of the conversation. In this ebook we will name and highlight these myths, and by bringing them into the light so dispel them. This will assist you as you seek to learn more about, and implement AI in your own business and HR team.

## MYTH #1

### AI Eliminates the Human Touch of HR

Human resources, perhaps more than many areas of business, is people-centric. It has “human” right in the title after all. Because of this, many people are nervous about bringing artificial intelligence into the HR team. People think of AI as cold calculation performed by algorithms on computers, and that doesn’t sound particularly human. People think it’s okay for accountants to embrace computers and calculators, because that fits with the tasks they perform, but AI isn’t the right fit for the tasks of HR.

Although this is a common conception, it’s definitely a myth. In fact, it’s backwards. AI can help automate away the tedious and boring tasks that HR team members must perform. This added free time enables them to focus more on the *people* in the company. So rather than monotonously answering the same questions over and over again, or repetitively providing the same training instructions, the HR employee is free to focus on higher level-tasks. This extra time can be used to improve the employee experience, start initiatives to foster company culture, and the like.

Evidence has indicated that AI stands to provide an even greater human touch to HR teams. After all, humans are flawed and sometimes that “human touch” leads to undesirable outcomes (e.g. bias in hiring practices). When properly utilized, AI has been shown to help minimize bias in hiring.

**“This myth has it backwards, because in fact AI stands to provide an even greater human touch to HR teams.”**

## MYTH #2

### There's No Rush to Implement AI at Your Company

When it comes to business technology, the wait-and-see strategy has been particularly fruitful. After all, many technologies fail, and you don't want to invest too heavily or integrate a technology too deeply if it is going to be obsolete or unusable soon.

But when it comes to AI, this is no longer a sound strategy. Unlike the numerous other pieces of business technology, AI has a substantial flywheel effect. That is, the longer you wait, the harder it is to catch up. There are two main reasons for this.

The first is that one of the main engines powering AI is data. The earlier you get in, the more time you have to feed your AI data, training it and improving it. The second is the exponential value gained by the free time AI provides your HR team with. If your competition implements AI for their HR team while you wait, they might automate away an entire tier of low-level tasks, freeing them up to work on higher level projects and initiatives. By the time you adopt the AI and automate away the same lower tier, your competition will not only have a smarter AI, but they will have had more free time to integrate it more fully and better utilize it, automating away another two tiers of tasks. This positive feedback loop will make it very hard for the late adopters to catch up.

**“When it comes to AI, you can't afford to wait and see; the later you start, the harder it is to catch up.”**

## MYTH #3

### AI as a Powerful Panacea

Another myth is that AI will be a cure all for all a company's needs. To some, AI promises the world, but can it deliver?

There's no doubt that AI is an incredibly powerful new technology, but that makes it all the more important to appropriately manage expectations. With most exciting and novel technologies, there is the tendency to overhype and overpromise. To avoid this we have to look to what AI is capable of and why.

It is important to note that AI builds its power over time. It needs to be fed data and trained, and the more it receives, the better it becomes. This means it will not operate at its fullest potential "out of the box." Patience in this case will be rewarded.

Another facet of this depends on how deeply you integrate the AI into your business, and how much data and training do you allow it access to. If using the Talla chatbot, it matters how often you route queries through the chatbot, allowing it to learn and be trained on your company-specific information. It also matters whether you connect it with your company's resource repositories, such as Confluence. Having this deeper level of access can make it even more useful and indispensable to your HR team.

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## MYTH #4

### AI Has No Best Use Cases, It Can Do Anything

AI is an incredibly powerful tool, but it is important to remember that it is just that, a tool. And most often, the utility of a tool derives from the skill of the person wielding it. A chisel in my hand is not nearly as deft as the same chisel in the hand of Michelangelo. It is also important to remember that tools, even incredibly powerful tools, can only do so much. A crane is an incredibly powerful tool, but if I expect it to help me with my taxes, I'll certainly be disappointed.

In the same way, it is important to recognize that as wonderful and powerful as AI is, it can't do everything. It has demonstrated exceptional skill at games like [chess](#) and [go](#), but has also shown marked difficulty with tasks like naming [paint colors](#) or coming up with [pickup lines](#). Part of what makes AI so useful is applying it in specific domains. When given more precise tasks, this allows the AI to specialize and perform its task most effectively. This also provides greater security for your company, because confining the AI to specified roles allows for greater supervision over its data access and behavior.

**“Part of what makes AI so useful is giving it specialized tasks applied in specific domains.”**

## MYTH #5

### AI Is Going to Take Your Job

The question of job destruction is a popular point of discussion when it comes to AI. There is a great variety of opinions out there, and like with many things, avoiding the extremes and looking to the middle is an effective strategy. Despite all the fearmongering, implementing AI is akin to hiring your own replacement. In fact the opposite is true.

Utilizing AI will not make you more expendable, but will instead make you more indispensable. AI will augment the employees of your HR team, providing them with more free time to focus on the enjoyable and higher level parts of their jobs. AI will function like the cognitive equivalent of an exoskeleton, making your HR team stronger, faster, and smarter. This enhancement from AI will allow your HR team members to better perform their jobs, showcasing their uniquely human talents and capabilities. So don't fear implementing AI, happily embrace it.

**“Utilizing AI will not make you more expendable, but will instead make you more indispensable by augmenting and enhancing your work capabilities.”**

## CONCLUSION

### How AI Can Help Your HR Team

Now that we've dispelled these five popular myths about implementing AI in your HR team, we can look and see how it can actually help your HR division thrive. One of the most popular forms of AI being integrated with HR are chatbots. Here at Talla we have created an intelligent chatbot designed to augment and enhance your HR team. Talla sits right in your chat platform like Slack or Microsoft Teams. Talla takes much of the tedious work of the plate of your HR team, by answering the flood of low-judgment questions that flow in to HR. And if Talla doesn't know the answer to a question, it can consult the right HR team member to learn the right answer and remember for next time. Talla also facilitates communication with the employees from other departments, by providing easy to use broadcast features for rolling out training initiatives, onboarding procedures, and the like.

Whatever chatbot you choose, make sure that like Talla, it empowers and enhances your HR employees. Research and experience have demonstrated time and time again that AI working in tandem with humans is far more effective than either working independently. For this reason Talla always incorporates a human in the loop, and ensures that this human is also a company employee to provide maximum control and protection over your company data. Many chatbots advertise a human in the loop, but farm the task out to someone at Mechanical Turk or CrowdFlower, so be wary of this while hunting for the right AI for your business.

If you'd like more information about how Talla can empower the HR team at your company, visit [Talla.com](https://talla.com).

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