

## Simplified Guide

# Harness the Power of **LLM AND GENERATIVE AI** for HR





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# Introduction

The Human Resources (HR) landscape is continuously evolving to keep up with the changing needs of businesses and their workforce. However, to stand out in this digital age, it's important to go beyond the realms of traditional approaches and practices.

HR professionals need to explore the potential of emerging technologies like Generative AI and Large Language Model (LLM). Implementing Generative AI in HR can unlock new levels of personalization and automate repetitive and mundane tasks with ease. It can streamline complex processes and improve HR productivity like never before.

According to an Accenture study, **98%** of global executives agree AI foundation models will play an important role in their organizations' strategies in the next 3 to 5 years. The study also states that **40%** of all working hours can be positively impacted by LLMs like GPT-4.



In this Simplified Guide, we will delve into the world of Generative AI for HR, providing an in-depth exploration of its concepts, applications, benefits, challenges, and best practices for implementation. We will also discuss the emerging trends and future outlook to understand how Generative AI can be a game-changer for the HR landscape.



# What is Generative AI?

**Generative AI** is a game-changing technology. Unlike other AI, such as predictive analytics, which uses data to make predictions, Generative AI uses data to create new content.

Let's understand a little bit more about it. Generative AI goes beyond traditional AI, which is focused on solving specific problems or mimicking human behavior. It can produce different types of content, including texts, images, synthetic data, videos, and audio.

It encompasses a wide range of techniques, including **Generative Adversarial Networks (GANs)**, **Variational Autoencoders (VAEs)**, and **Transformer models**, which enable machines to generate new content autonomously.

Undoubtedly, Generative AI can help you increase productivity by complementing manual efforts.

## Generative AI Techniques

- *Generative Adversarial Networks (GANs)*
- *Variational Autoencoders (VAEs)*
- *Transformer models*

You might be wondering **how this technology operates and produces novel results?**





# How does Generative AI work?

Generative AI works on specific prompts. You need to give a prompt as a text, an image, a video, or an input. The Generative AI algorithms process this data to generate unique outcomes. These algorithms learn patterns, styles, and structures by training on such massive datasets.

Earlier versions of Generative AI accepted data via API. Today, you can describe a request in simple language to create unique content. You can even customize the initial response with your feedback and suggestions.

For instance, you can use Generative AI in HR to create realistic job descriptions. By training a Generative AI model on a dataset of existing job descriptions, the model learns the patterns and language used in HR terminology. When given a set of critical requirements and qualifications, the model can generate new job descriptions that align with desired criteria. Thus, it saves time and effort for HR professionals.

This was just one example; we will discuss a few more examples and scenarios in the next section. So far, we have gotten a basic idea of Generative AI and how it works.

**Now, let's understand the importance of using Generative AI for HR.**





# Dive Deep into the Significance of Generative AI and LLM for HR

The world of HR intensely studies and scrutinizes every section of leadership, management, and employee experience. HR teams must analyze what factors drive employee satisfaction and workplace productivity.

“HR pros will feel the most immediate impact of Generative AI in recruiting, career development, and employee self-service

— Josh Bersin, Founder and CEO of The Josh Bersin Company



HR professionals can harness the power of Generative AI to transform various HR processes and functions. They can streamline their operations, enhance efficiency, and improve employee experience.

Let’s understand how leveraging Generative AI can positively impact different HR functions to give you a better idea.

## Recruitment and Talent Acquisition

With Generative AI, HR can automate tasks involved in the recruitment process, such as resume screening and candidate matching. AI-powered algorithms can analyze resumes, assess candidate skills, and match job requirements. It can significantly reduce the time, effort, and human error involved in manual screening.



Generative AI can identify potential candidates from various sources, such as social media, job boards, and professional networks. It can analyze profiles and recommend candidates who match the job requirements.



## Employee Training

Curating customized training programs based on individual requirements makes way more sense than a mass generation of training. Generative AI can reduce the effort and time to plan personalized employee training to upskill employees and expand their capabilities.

This ensures that employees receive relevant training, leading to faster productivity and performance improvement.

## Performance Management and Feedback

With the help of Generative AI, HR professionals can get valuable insights into employee performance and feedback. Generative AI algorithms can scrutinize employee data such as performance metrics, feedback from managers and peers, and customer reviews to generate comprehensive performance reports.

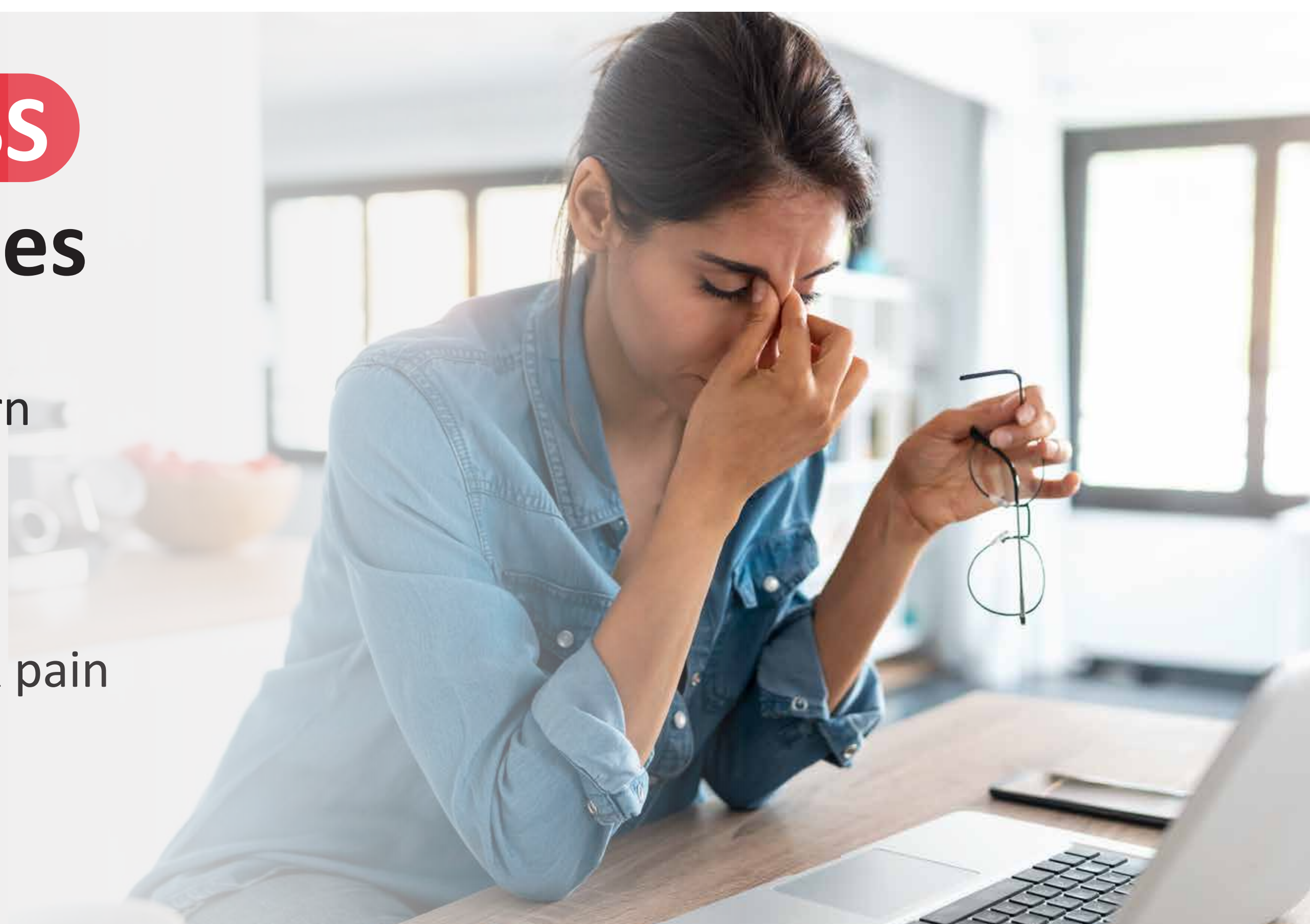
This can help HR professionals provide timely feedback and coaching to employees, identify areas for improvement, and design effective performance management strategies.

## Employee Well-Being and Mental Health

Employee well-being and mental health stand amongst the most critical HR functions. Establishing a stress-free work environment is necessary to promote good mental health. Here are some statistics from The American Institute of Stress to help you understand:

### How **WORK STRESS** Impacted Employees

- **40%** of employees want to learn stress management
- **25%** felt to scream and shout
- **62%** ended their day with neck pain
- **1 in 5** quit their previous job





To avoid such situations, HR professionals can arrange mental health sessions for employees, and Generative AI can transcribe and summarize their session details. This approach can boost mental health experts' productivity, giving them the bandwidth to see more patients.

Moreover, Generative AI can free up the employees' time by completing manual tasks such as scheduling events, email drafting, preparing presentations, meeting note summaries, etc. As a result, employees can use this freed-up time to do creative work that improves their mental health.

## Diversity and Inclusion

Generative AI algorithms can help organizations address diversity and inclusion challenges by removing bias from the recruitment process. They can identify language and job descriptions that may be exclusionary or biased.

This can help HR teams create more inclusive job postings that attract diverse candidates. They can even train Generative AI algorithms on various datasets to make unbiased and inclusive decisions during candidate screening.



## Compliance and Legal Challenges

HR professionals can leverage the language model to obtain guidance and recommendations on various matters such as workplace safety, discrimination, and harassment. By engaging with Generative AI, HR departments can access accurate information on the measures required to ensure federal and state regulations compliance. The model offers insights into creating effective policies and procedures tailored to their organization's needs.



Now, let’s learn how LLM augments the capabilities of HR experts.

LLMs are computer programs that use complex machine-learning algorithms to understand and generate human language. They can understand and develop words, sentences, paragraphs, and even entire documents.

They use deep learning techniques such as neural networks to generate text resembling human language. They are typically trained on large datasets such as Wikipedia, news articles, and books. They use these sources to create coherent, grammatically correct, and contextually relevant text.

Let's discuss a few aspects where **LLMs can assist HR professionals.**

**RECRUITMENT**

**ONBOARDING ACTIVITIES**

**EMPLOYEE LEARNING**

**ORGANIZATIONAL CULTURE AND EMPLOYEE ENGAGEMENT**

**EMPLOYEE PERFORMANCE**



## Recruitment

LLMs streamline candidate sourcing, screening, and evaluation by utilizing cutting-edge natural language processing and machine learning. It automates resume parsing, accurately matching candidates to job requirements. The integrated generative capabilities of LLMs can provide personalized recommendations, enhance candidate shortlisting, and optimize the efficiency of the process.

## Onboarding Activities

HR experts can use LLMs to generate onboarding guides that include essential information about the organization's policies, procedures, culture, and specific technical knowledge necessary for the role. LLM-powered chatbots can provide new hires with real-time access to onboarding materials, such as training videos, tutorials, and FAQs, enabling them to find relevant information quickly. They can also answer personalized onboarding queries and domain-related questions.

## Employee Learning

With the help of LLMs, HR professionals can analyze the skill profiles of employees and provide personalized learning paths, technical course recommendations, and online resources catering to their needs.

## Organizational Culture and Employee Engagement

The HR team can analyze employee feedback surveys and sentiment analysis data to identify potential issues related to workplace culture, diversity, or inclusion, enabling them to address these concerns proactively. Moreover, they can utilize LLMs to generate regular internal newsletters featuring technical updates, organizational culture, industry news, and success stories to foster a sense of community and employee engagement.

## Employee Performance

Using LLMs, HR experts can review the performance data and feedback to identify patterns, such as technical strengths or areas for improvement. Furthermore, they can use LLMs to generate performance reports highlighting key technical metrics like project completion rates, software proficiency, or technical problem-solving abilities.



# Best Practices of Using Generative AI for HR

Every technology has its limitations, and so does Generative AI. However, a list of best practices could help you make the most out of this technology.







## **Ensure data security and privacy**

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Data security and privacy are critical and risky concerns of HR. When implementing Generative AI, ensuring that the data is secure and privacy policies are in place is essential. It is important to work with reputable vendors with robust security protocols and ensure data is encrypted and protected against unauthorized access.

## **Provide transparency**

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When using Generative AI for HR, it is essential to ensure that employees have enough visibility across necessary procedures. Employees should understand how Generative AI is used in HR processes and how it impacts their employment. Providing transparency will help build trust between employees and HR teams.

## **Use diverse and inclusive dataset**

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Using diverse and inclusive data when training Generative AI models is essential. This can help HR professionals maintain fairness and avoid existing biases in the workplace. They can generate error-free information by analyzing and customizing Generative AI algorithms.

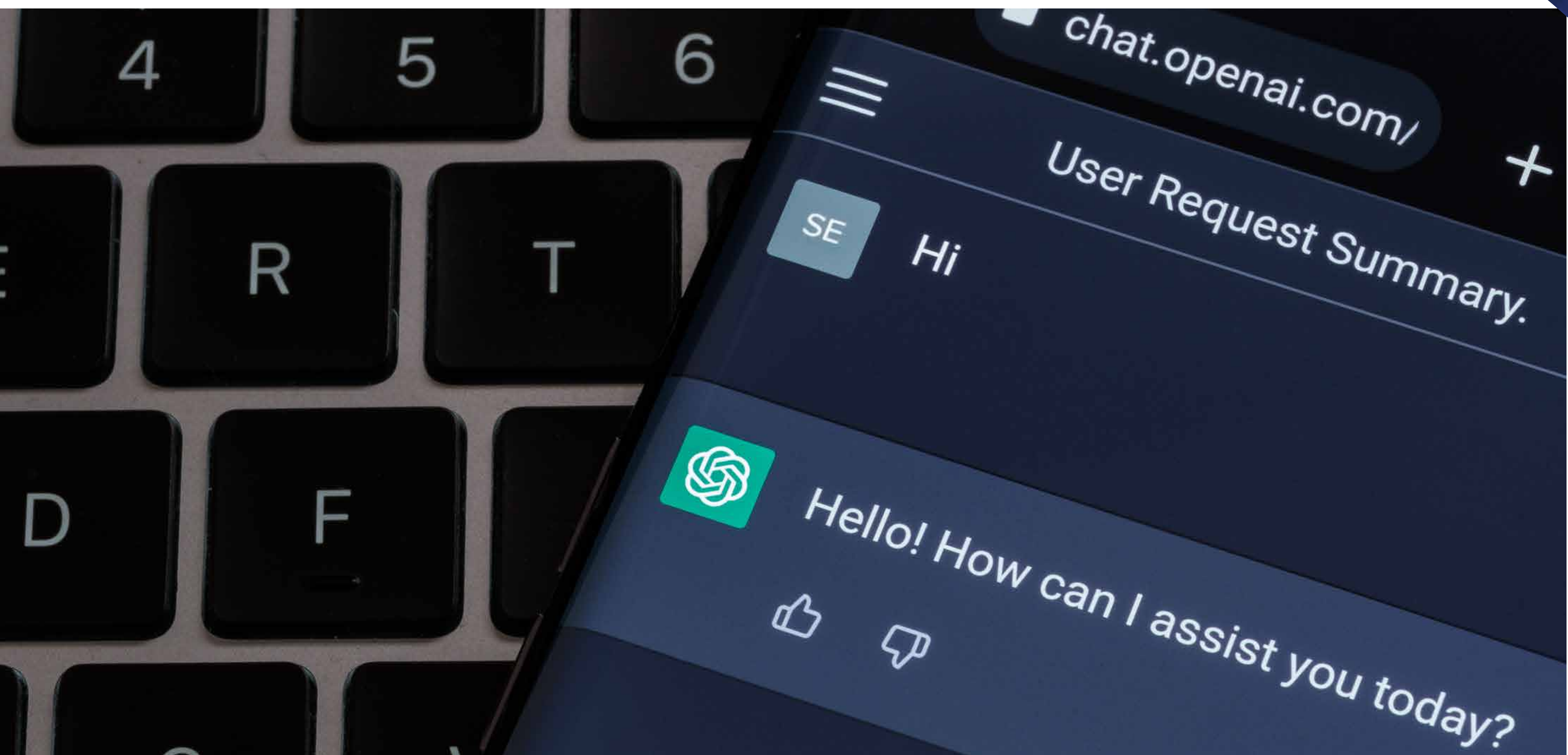
## **Monitor and evaluate AI tools**

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HR teams should regularly review the outcomes generated by Generative AI models and ensure they align with the organization's objectives. It is essential to gather feedback from employees and use it to improve the effectiveness of these models.



# What is ChatGPT?



ChatGPT crossed **1 million users within 5 days of its launch and 100 billion users in just two months!** Everyone is talking about ChatGPT. But if you are someone who doesn't know what ChatGPT is, then this is for you!

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**ChatGPT and other Generative AI platforms will have huge implications for business productivity**

— *Hendrith Vanlon Smith Jr, CEO of Mayflower-Plymouth*

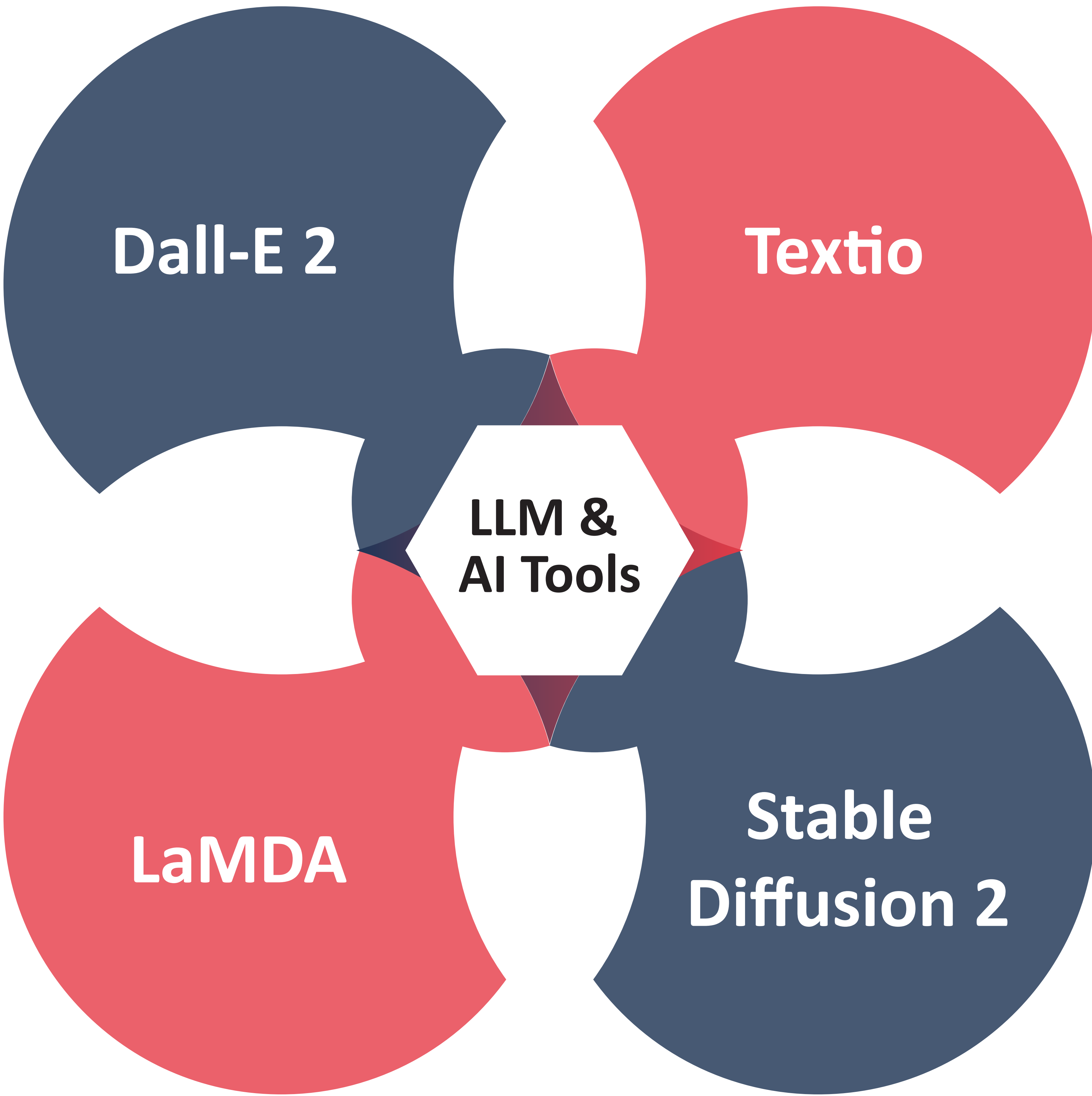


ChatGPT is an AI program that communicates with humans like a chatbot. It uses LLMs to understand and respond to natural language. ChatGPT can answer questions, provide information, and generate text based on prompts. It has been trained on a vast amount of data, including books, articles, and conversations, increasing its intelligence on various topics.



# Different LLMs and Generative AI Tools for HR

Aside from ChatGPT, there are several other Generative AI tools and LLMs that HR professionals can use to enhance their processes and decision-making. Here are a few examples:







## Dall-E 2

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HR professionals are responsible for developing and delivering training programs to employees. DALL-E 2 could be used to create engaging visual aids that would help to reinforce training material and make it more interactive.

## Textio

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Textio is an AI-powered writing enhancement tool designed to improve the quality of written content for job postings and other HR communications. It helps HR professionals create more inclusive, engaging, and appealing job descriptions by highlighting potential biases, suggesting alternative phrasing, and predicting the impact of the language on the intended audience.

## Stable Diffusion 2

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HR departments can use Stable Diffusion 2 to generate synthetic training data for machine learning algorithms. This data can simplify various HR operations like resume screening, employee performance analysis, bias detection and mitigation, and candidate matching. Moreover, Stable Diffusion 2 can help HR experts to identify at-risk employees by providing predictive analytics and taking proactive measures to retain them.

## LaMDA

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Language Models for Dialog Applications, or LaMDA, is a state-of-the-art LLM that powers chatbots. HR departments can use these chatbots to interact with employees and candidates searching for jobs to provide necessary information and assistance. LaMDA is designed to excel in dialog-based interactions, allowing it to engage in more human-like conversations with users. This capability is precious in HR, as it enables more effective communication.



# How Harbinger Automated Recruitment for a Technology Company



Harbinger helped a global technology company integrate the GPT API into their recruitment process to automate screening and enhance candidate quality.



## Problem Statement

To design and implement an automated system that streamlines the end-to-end recruitment process for organizations.

## Business Need

To incorporate GPT API with the existing recruitment process to automate the screening process, accelerate hiring, and enhance the candidate experience.

## Key Highlights

- Automated JD Generation
- Automated Candidate Sourcing, Shortlisting, and Screening
- Automated Assessment and Evaluation

## Solution

Leveraging the latest GPT Generative AI model for multiple solutions in the recruitment workflow, right from the creation of job requisitions in the system. These include below:

- AI-based solution for JD creation using the position description
- Solution for AI-based resume parsing and analysis
- Generate a list of matching resumes with ranking based on experience, skill level map, and descriptive analysis for the recommendation/rejection
- Generate a list of questions based on job descriptions and resume descriptions for screening the candidates
- Autogenerated evaluation scoring and feedback description for candidate selection for the next level of the interview process

## Result

- Reduced time-to-hire
- Exposure to high-quality candidates
- Effective hiring and onboarding of candidates
- User-friendly recruitment

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# **GENERATIVE AI** is an Ally for Your HR Strategies

Incorporating Generative AI in HR is a massive leap toward improving efficiency and elevating business outcomes. Although this technology has its share of drawbacks, utilizing it thoughtfully and responsibly can accelerate your HR team's progress.

It's important to remember that Generative AI should be viewed as a helpful resource, not a replacement for human intelligence. So, embrace it as an ally in your HR strategy and see how it can enhance your team's capabilities.



# About Harbinger Group



Harbinger is a global technology company that builds products and solutions transforming the way people work and learn. For 30 years, we have been innovating alongside organizations that are in the people business – serving the Human Resources, eLearning, Digital Publishing, Education, and High-Tech sectors.

At Harbinger, we understand that building a great solution requires in-depth knowledge of the user, the nuances of the business, and expertise in technology. That is why we provide both end-to-end Product Development and Content services.

Our pedigree in eLearning and building next-generation products has fostered a culture of continuous learning. We experiment with new technologies, easily embrace new ideas, and creatively apply them to our customer’s products.



**THANK YOU**



**Harbinger  
Group**

**Transforming The Way  
People Work and Learn**

[contact@harbingroup.com](mailto:contact@harbingroup.com)

[www.harbingroup.com](http://www.harbingroup.com)