

SHRM26

HR Executive Insights

A CHRO's View on Owning the Digital Workforce, Operationalizing Generative and Agentic AI, and the Future of Work

SHRM26



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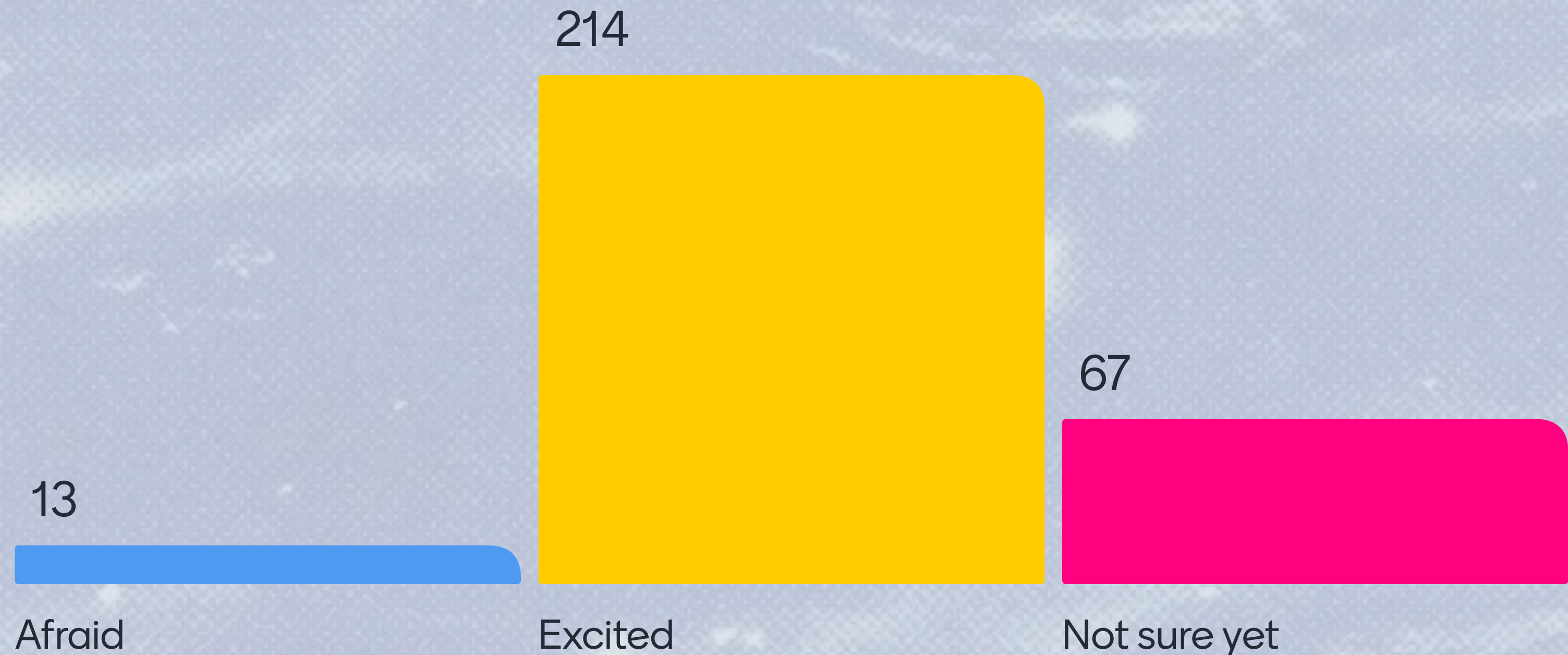


Brian Dickens
UT System
CHRO

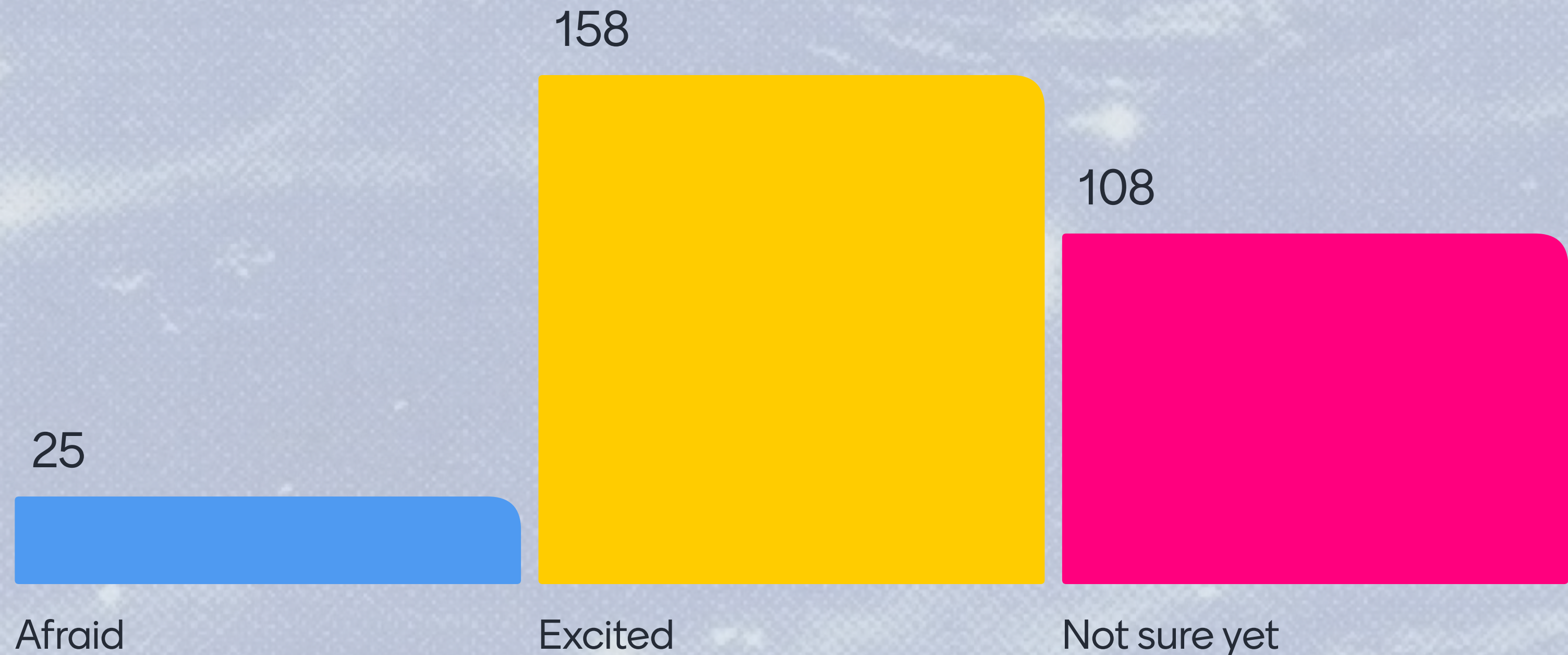


Kathleen Pearson
Opensity Solutions
CHRO

Are you afraid of or excited about what AI will do to your job personally?



Are you afraid of or excited about what AI will do to your team?



What type of AI solutions are you using or implementing today?

Claude

Copilot premier

Claude

Chat GPT

We are not using it as of yet.

Nothing yet!

Research on salary searches

Copilot ChatGPT

What type of AI solutions are you using or implementing today?

Copilot

HRIS platform

CoPilot

Gemini

Claude cowork

Co Pilot

Copilot, and ChatGPT

CoPilot

What type of AI solutions are you using or implementing today?

Chat GPT, copilot

GPT type products

Workflows, GPT, Claude,
search bots

Copilot integrated with
MS.

Chat Gpt

None

Copilot

Talent sourcing

What type of AI solutions are you using or implementing today?

ChatGPT HRIS

Lovable

Copilot & Harvey

Gemini

Copilot

Copilot

M365 Copilot

Gemini

What type of AI solutions are you using or implementing today?

Gemini

Claude and MS Copilot

ChatGPT

Claude

Gemini

Chat, Claude, co-Pilot

Basic AI personal
assistant

Gemini

What type of AI solutions are you using or implementing today?

Copilot

Glean and Cloude

Copilot

Co pilot

Copilot, chat, claude

Chat GPT

ChatGPT Agents

Copilot

What type of AI solutions are you using or implementing today?

Policy building / revisions

Claude

ChatGPT

Healthcare.

CoPilot, notebook LM,
ChatGPT

Claude

Copilot

Co-pilot

What type of AI solutions are you using or implementing today?

Whatever makes sense

EVERYTHING! All of it.

Themes for leadership
conferences

Copilot

Claude

Gamma

ChatGPT

Chat GPT

What type of AI solutions are you using or implementing today?

Gemini

I am a heavy user of
Claude Cowork, code
and chat.

Copilot

Policy and process
writing. Application
screening

Claude, ChatGPT

ChatGPT

Microsoft Cowork

Copilot and ChatGPT

What type of AI solutions are you using or implementing today?

Claude, Gemini

Copilot

All of the above

Copilot. Chat GPT.
Gamma. Claude.

Copilot

Curriculum development

Co-Pilot

Claude ChatGPT

What type of AI solutions are you using or implementing today?

Chat GPT

Claude

ChatGPT

Chat GPT

Chat GPT

ChatGPT for
communication only

Mentimeter

Claude Chatgpt

What type of AI solutions are you using or implementing today?

MS Office/excel help.

Copilot. Claude. Internal tool

Copilot

Cloude

ChatGPT Copilot

Claude

Co-pilot

ChatGPT and Claude

What type of AI solutions are you using or implementing today?

Copilot

Claude ChatGPT

Copilot

ChatGPT, agentic AI

Co-pilot

Claude for select
number of employees,
but not all employees

Notebook on and gemni

ChatGPT and claude

What type of AI solutions are you using or implementing today?

Dashboards

CoPilot

Chat, Claude

ChatGPT and Claude

ChatGPT

ChatGPT

Copilot, Chat GPT

Paycom ask now

What type of AI solutions are you using or implementing today?

Synthia for Learning and Development. We are also utilizing CoPilot

Claude

Copilot

chat GPT, Claude, GenAI

Copilot ChatGPT HRIS

Copilot, chat gpt, claude

CoPilot

Copilot, Claude, Gemini, chat gpt

What type of AI solutions are you using or implementing today?

Claude

Claude

Translations

ChatGPT

ChatGPT, agentic AI

Chat

Copilote

Gemini

What type of AI solutions are you using or implementing today?

Chat GPT

Co-pilot, ChatGPT,
Claude

CoPilot

Copilot

Claude, ChatGPT, co-
pilot, gamma, heygen

ChatGPT

ChatGPT

Claude. ChatGPT,
CoPilot, Sudowrite

What type of AI solutions are you using or implementing today?

Claude, ChatGPT, built in AI solutions within HR platforms- lattice, ADP,

ChatGPT and Claude

Clude Gpt Co pilot

Claude

Copilot and PowerBI

Claude and chatgpt

Microsoft copilot and chatGPT

Generative AI to create document drafts, analyze data, conduct baseline research

What type of AI solutions are you using or implementing today?

ChatGPT Claude

Gemini, atlassian rovo

Microsoft CoPilot

Editing communication

Claude, ChatGPT,
CoPilot and CoCounsel
for legal work

chat GPT

Copilot ChatGPT

Copilot

What type of AI solutions are you using or implementing today?

Plaude

Claude

Claude and Copilot

Our organization has
not own's GPT

Chat Gpt, Claude and
Seamless

Claude, copilot,
ChatGPT

Claude, Perplexity,
Microsoft365

Claude

What type of AI solutions are you using or implementing today?

Copilot

ATS CRM Sourcing
Dashboards Analytics
PPT Decks

To create job
descriptions and
interview questions

Genspark.ai

Copilot

Copilot and ChatGPT

Crafting
communications

Copilot

What type of AI solutions are you using or implementing today?

Copilot

Report analysis,
employee replacement,

Chat GPT

All Voices for Employee
Relations

Claude, Gemini also Dooe AI
for AI security monitoring
(not sharing sensitive data).

Chorus

Claude, Copilot, outside
vendor strategy partners,
building chatbots.

Chat GPT/CoPilot

What type of AI solutions are you using or implementing today?

Agents within iCIMS

Performance Reviews
Disciplinary Actions Seeking
employment law info

Copilot

Co pilot for work, Claude
for personal

Gemini Claude and
ChatGPT

Claude & ChatGPT

Claude, ChatGPT, Some
Gemini

Chat GPT wave

What type of AI solutions are you using or implementing today?

Canva, Grok

Wave.ai

Copilot Claude

Automate tasks, create
spreadsheets,
summarize
presentations.

Claude

Claude and co pilot

Granola

Claude CoWork

What type of AI solutions are you using or implementing today?

Agentic, chat bot, bot creation, O365 assisted, summary and meeting notes

Dictation. Summarizing surveys.

Gemini

ChatGPT Copilot

Co pilot Gemini Chat GPT

Genome

We are currently using Claude and have recently been exploring Glean for an all company rollout.

Claude

What type of AI solutions are you using or implementing today?

Paycom

Posters

Claude, Co-Pilot, Manus

Quick

Copilot. Chief AI Officer
building internal tools.

Copilot & claudet

Copilot, email assistance,
nothing specific mainly just
general stuff.

Gemini, gems, chat,
granola

What type of AI solutions are you using or implementing today?

Harvey and copilot

Copilot, Gemini

Plaud

Claude Note takers
Transcript

Copilot, ChatGPT

Copilot

Gen Ai - chat gpt and
co-pilot enterprise level

Copilot

What type of AI solutions are you using or implementing today?

Copilot mostly and some linked to our HRIS. Not enough in my opinion

Gemini

Note taking in medical

Forms Investigation forms Letters Note taking meetings

Lovable

ChatGPT

Co pilot, prompt engineering, Claude

Claude, ChatGPT, CoPilot tools

What type of AI solutions are you using or implementing today?

Claude

ChatGPT Copilot
Claude Beautiful AI

ChatGPt Copilot
Grammer Google

Copilot, Claude, teams

Implementing Claude,
some ChatGPT and
within HRIS and CRM

Co pilot

Claude, Copilot, Scribe

Chat GPT and Copilot

What type of AI solutions are you using or implementing today?

Data analytics for time and attendance (missed meals, missed punches,)

Claude ChatGPT Co-Pilot Replit

ChatGPT & Gemini

Chat gpt AI reader

Copilot- OPUS for many many things!

Internal built data AI tool

Claude

ChatGPT

What type of AI solutions are you using or implementing today?

MS 365 Copilot &
Claude CoWork

Cursor

ChatGPT

Data Analytics

Applicant AI assessment
tool

Streamline reporting,
process improvement,
filtering data

Copilot ChatGPT

ServiceNow, zoom,,
copilot, ChatGPT,

What type of AI solutions are you using or implementing today?

Claude

AI Scribe for medical notes ,
Claude and Chat GPT for
things like editing job
descriptions and policies
etc

Copilot

Chatgpt

Large language model within
operational team. Chat/claude
for internal communications
Enterprise wide AI for
proprietary information analysis
Note taking across all meetings

Co -pilot - being managed
at the corporate level.
Personally - I really
appreciate Claude

LLMs

A.(a-dot)

What type of AI solutions are you using or implementing today?

Copilot

Recruiting, dashboard reporting, presentations, online interviewing, note taking, communication

BambooHR AI, Gemini, CoPilot, ChatGpt

All the above

Using Copilot to identify stakeholders across M365 for 360 feedback

Agents

Chat gpt

Cloude

What type of AI solutions are you using or implementing today?

Glean

Claude Cowork, read.ai,
copilot, gemini

Chat GPT, Gemini,
Calendly Notetaker,
Canva Magic Studio

Copilot ChatGPT

Claude Design

Copilot, Chat, Ropes &
Companion

Claude

Claude Victor Chat GPT

What type of AI solutions are you using or implementing today?

Claude

Mtakent management
Customer experience

Claude Copilot
ChatGPT Layered on
HRIS Gemini

Notebook LM

ChatGPT - cloude-
copilot, drafting info

Copilot and ChatGPT

A little chatGPT

Attendance
management, benefits
eligibility

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**Let's do some
demos...**

From Machine Learning to Agentic AI

The evolution of artificial intelligence across three eras



Rule-based analysis → generative content creation → autonomous multi-step workflows



How do you deal with the pace of change?

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3 Paths, no conflict, same destination

Micro Path

Macro Path

Institutional Path

Which is right for you?

When do you switch tracks?

How do you get buy-in?

The Adoption Gap and achieving real ROI

Studies suggest there is often a gap between your AI strategy and successful adoption or execution. How do you bridge that?

There are many solutions. How do you vet and sell them internally?

There is a lot of “AI Activity.” How do you turn activity into outcomes or measurable ROI?

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The agentic horizon and the future of work

Where are we going?

What does that mean for our operating model?

What does that mean for our enterprise business model?

What is does that mean for our workforce and our society?



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Chris Courneen



Brian Dickens



Kathleen Pearson



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YOU

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