



HR Social Camp

September 18, 2024

From a **Fear Mindset** to a
Growth Mindset
with **AI**

SCALE
 **HR**

The logo for SCALE HR features the word 'SCALE' in a bold, sans-serif font above a stylized blue icon consisting of two interlocking, curved lines. To the right of this icon is the word 'HR' in a bold, sans-serif font.

INTRODUCTION



Laura Lillie

- HR leader turned Executive & Manager Coach & Workshop Facilitator
- Over a decade of HR and Culture experience
- Led high speed growth at tech startups
- Passionate about building human centric organizations that enable human development



Carlos Blanco

- Fractional CTO with 15+ years in financial services & B2B SaaS
- A self-professed tinkerer - always looking to broaden technical dept
- Focused on collaboration between different domain experts to build and deliver sustainable, evolutionary solutions.
- Currently exploring emerging techniques, platforms, tools & frameworks around Artificial Intelligence and how to make sense and wield these advancements in our solutions.

WHO ARE YOU?

Raise your hand if....

- In HR or Talent
- Use AI daily
- AI weirds you out a little
- You're fully onboard with using AI

WHY ARE YOU HERE?

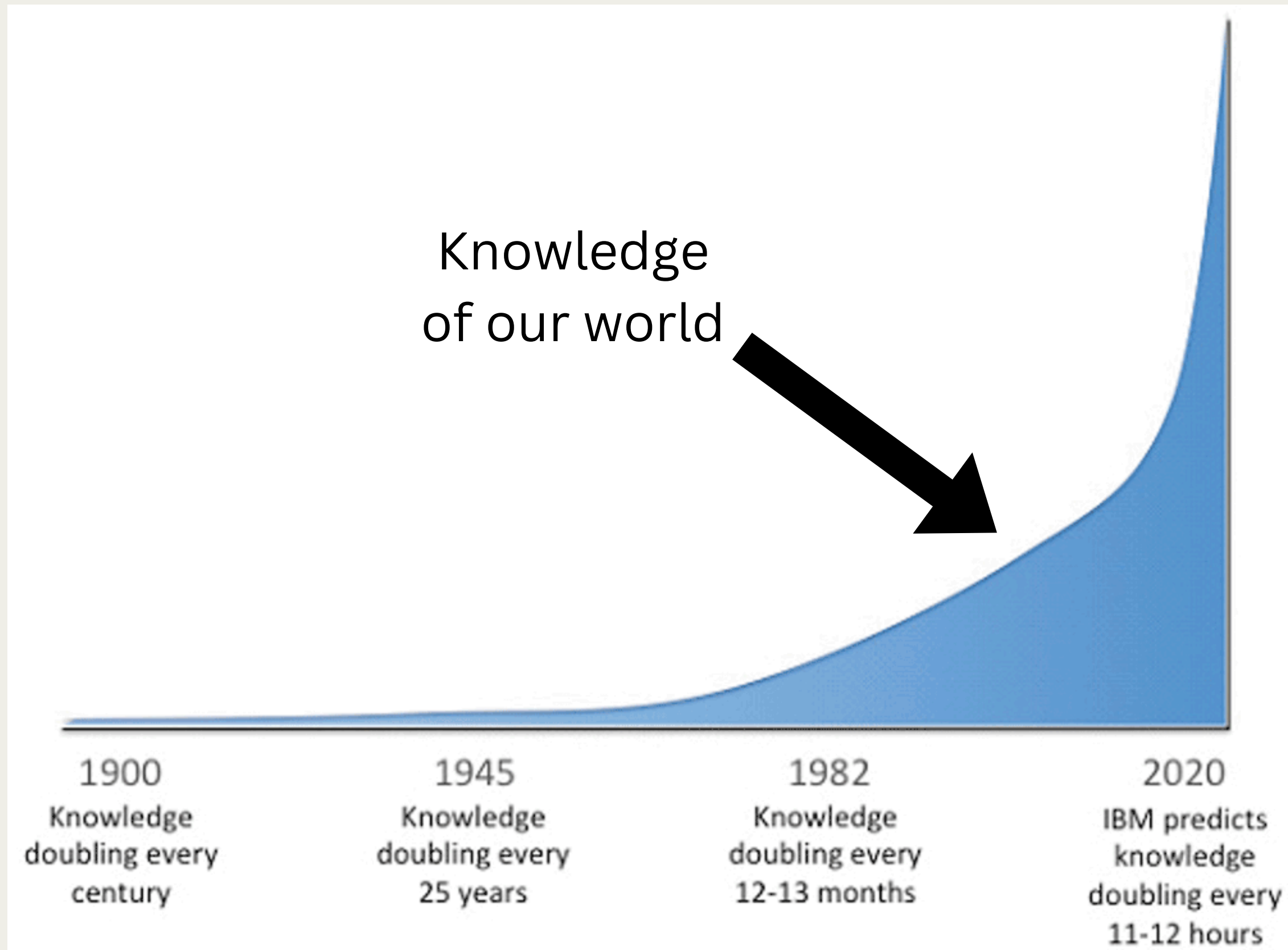
THE AIM: To have more understanding of when & why to use AI

THE AGENDA:

- Evolution of Technology
- What are Large Language Models (LLMs)
- What are LLMs good for
- When & how do we use AI Technology

IT DOESN'T HAPPEN OVER NIGHT

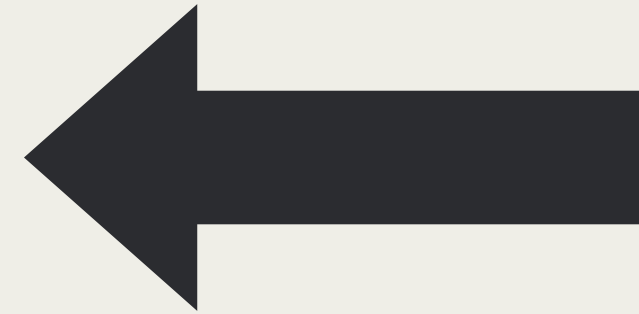
(BUT THINGS ARE MOVING FASTER)



TECHNOLOGY EVOLVES INCREMENTALLY

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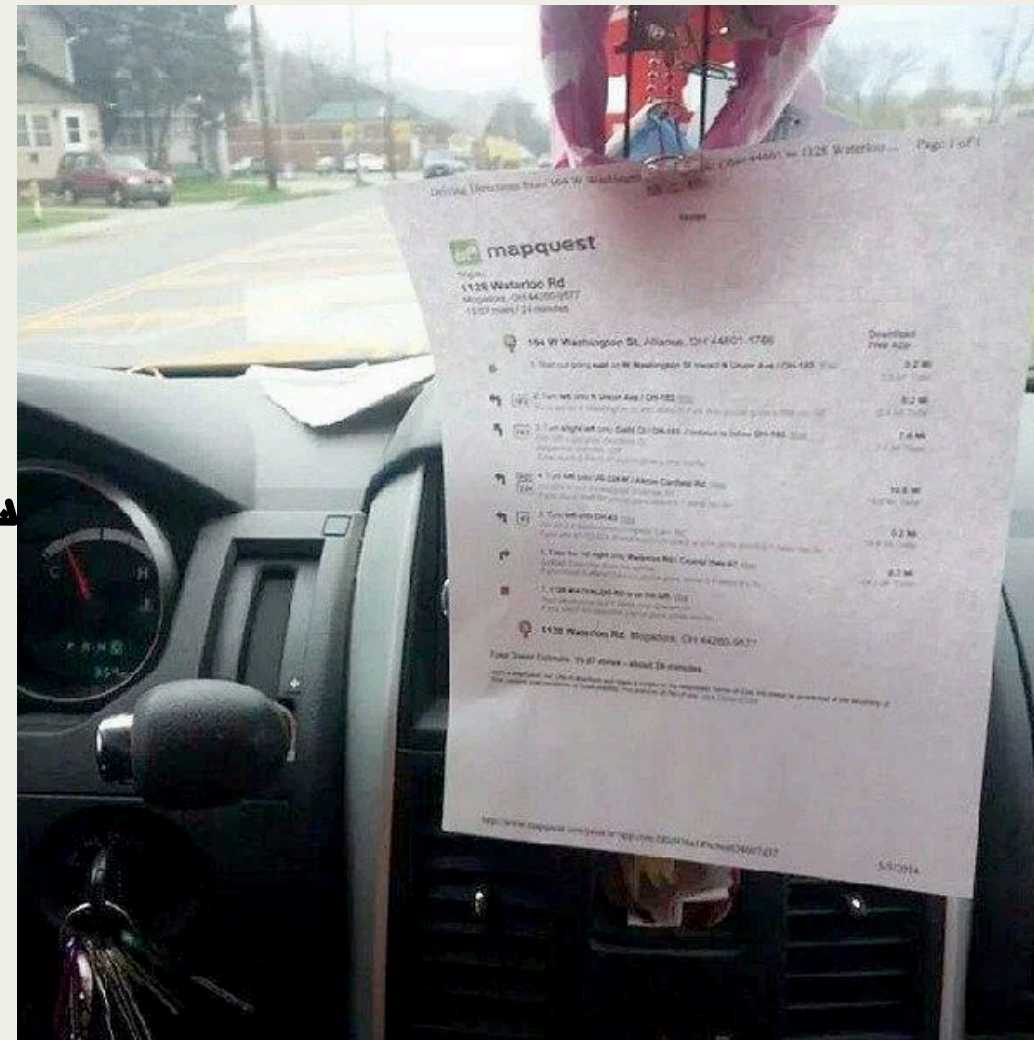
Pre-1990s



Who Remembers
These Days?

TECHNOLOGY EVOLVES INCREMENTALLY

Pre-1990s



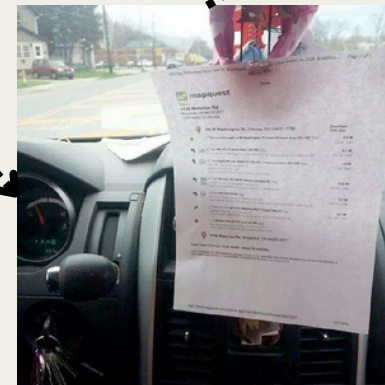
Mid to late 90s

TECHNOLOGY EVOLVES INCREMENTALLY

Pre-1990s



2000s



Mid to late 90s

TECHNOLOGY EVOLVES INCREMENTALLY

Pre-1990s



2000s



2010 & beyond



Mid to late 90s



HOW HUMANS USE TECHNOLOGY



? How many of you use Google Maps?

HOW HUMANS USE TECHNOLOGY



? How many of you use Google Maps?

? How many of you use Google Maps when you've been somewhere before?

HOW HUMANS USE TECHNOLOGY



- ? How many of you use Google Maps?
- ? How many of you use Google Maps when you've been somewhere before?
- ? How many of you use Google Maps when you've been somewhere before & don't follow the map?

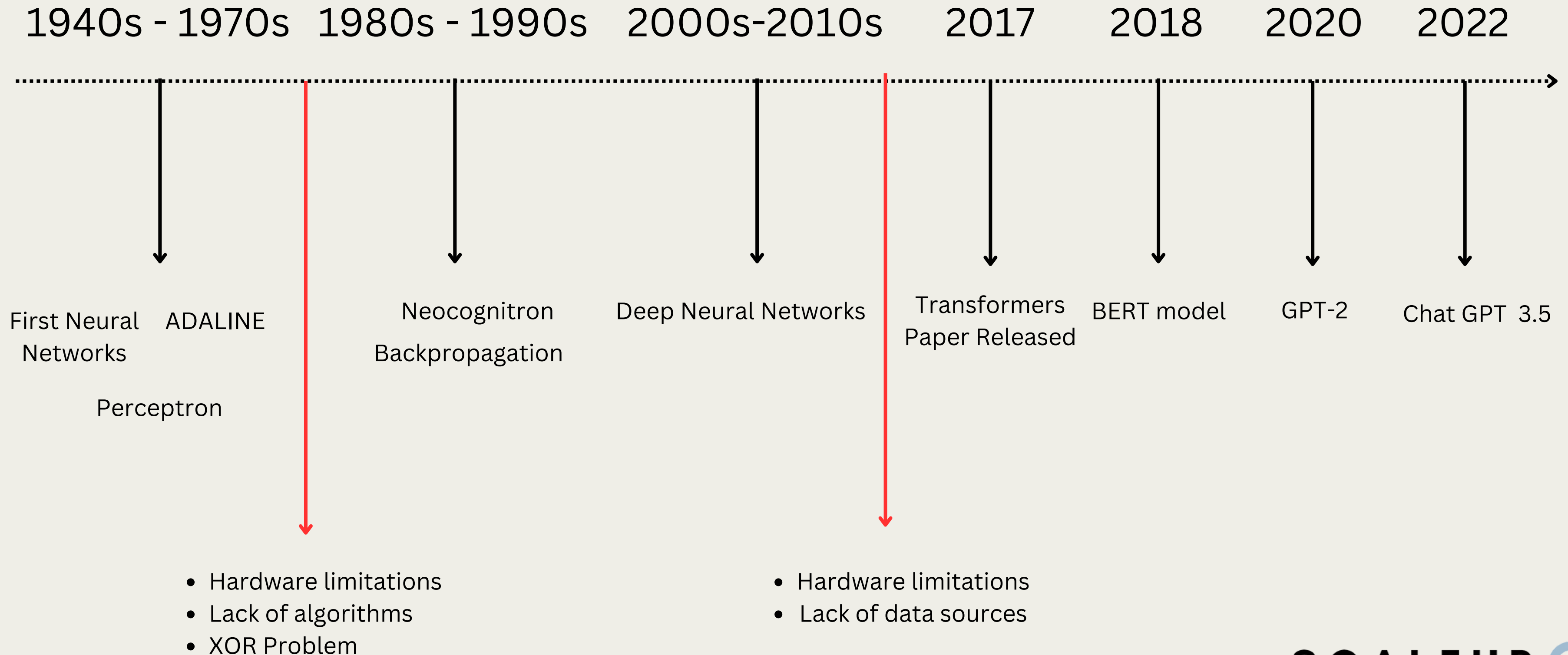
HOW HUMANS USE TECHNOLOGY



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WHY?

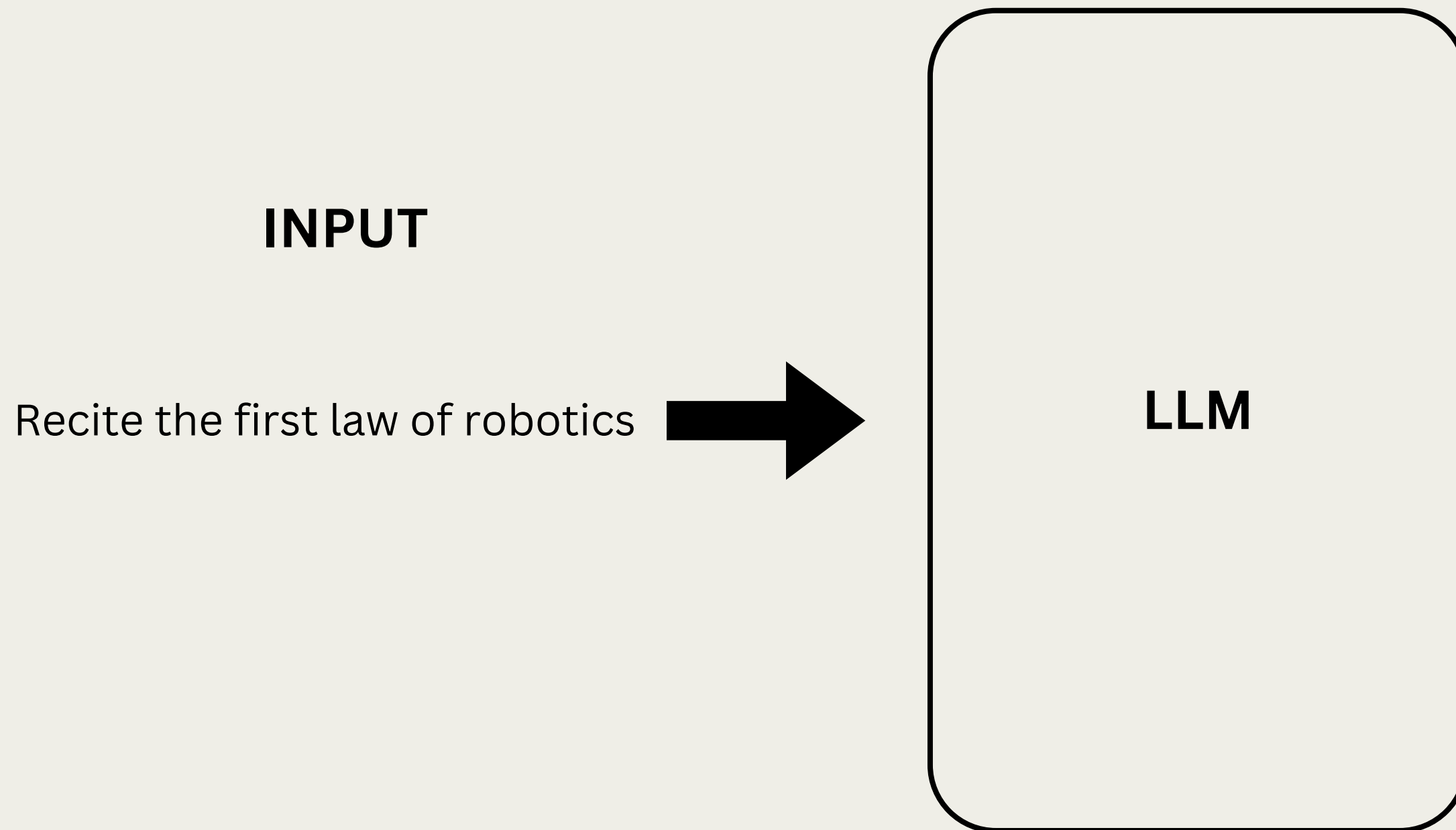
A CHERRY PICKED TIMELINE OF AI



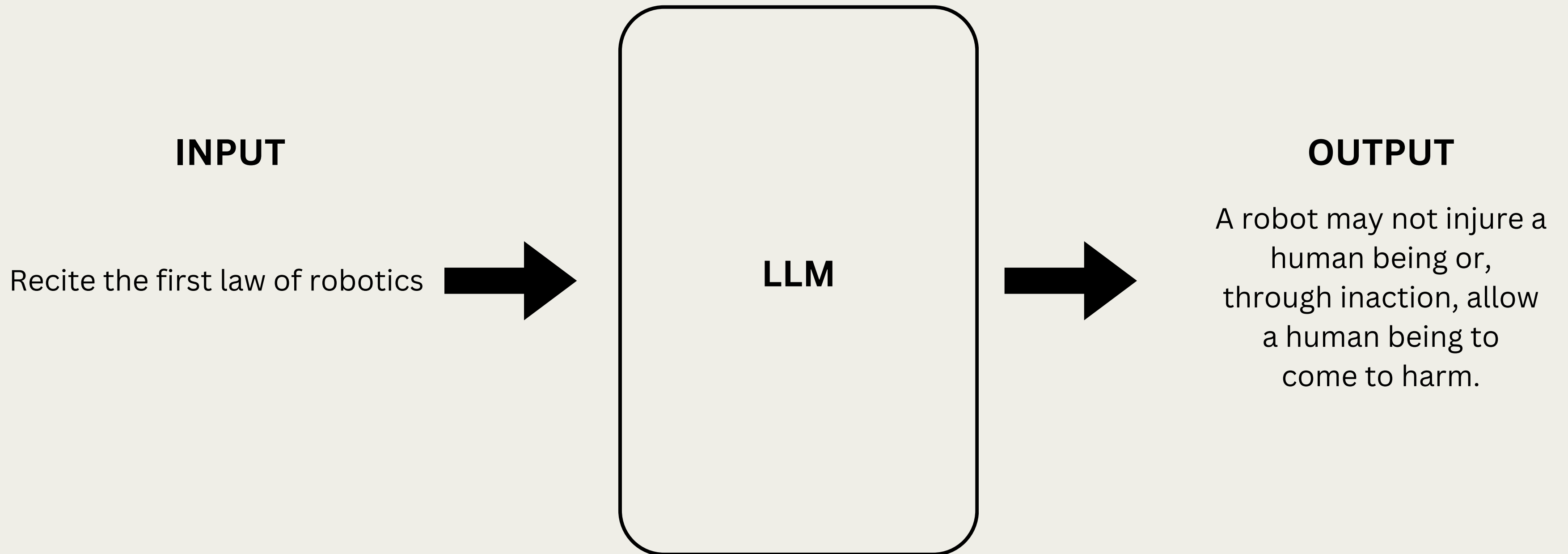
WHAT ARE LARGE LANGUAGE MODELS (LLMs)



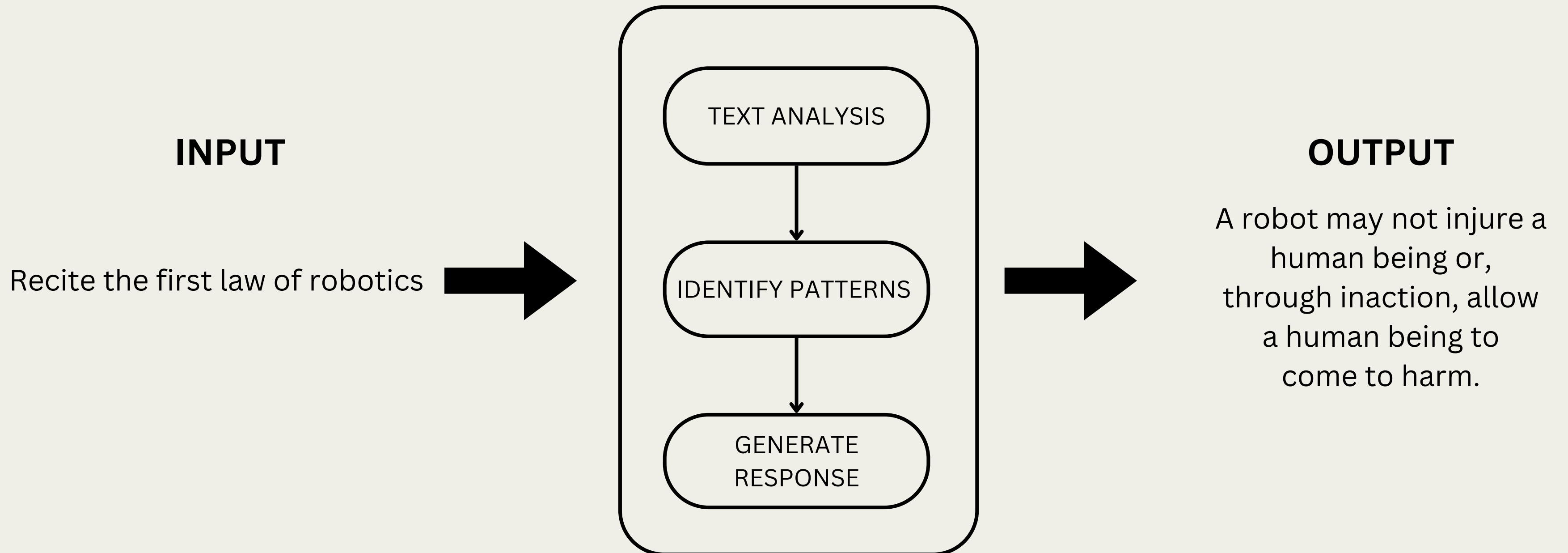
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WHAT ARE GPTS

Generative Pre-Trained Transformer Models

Generative

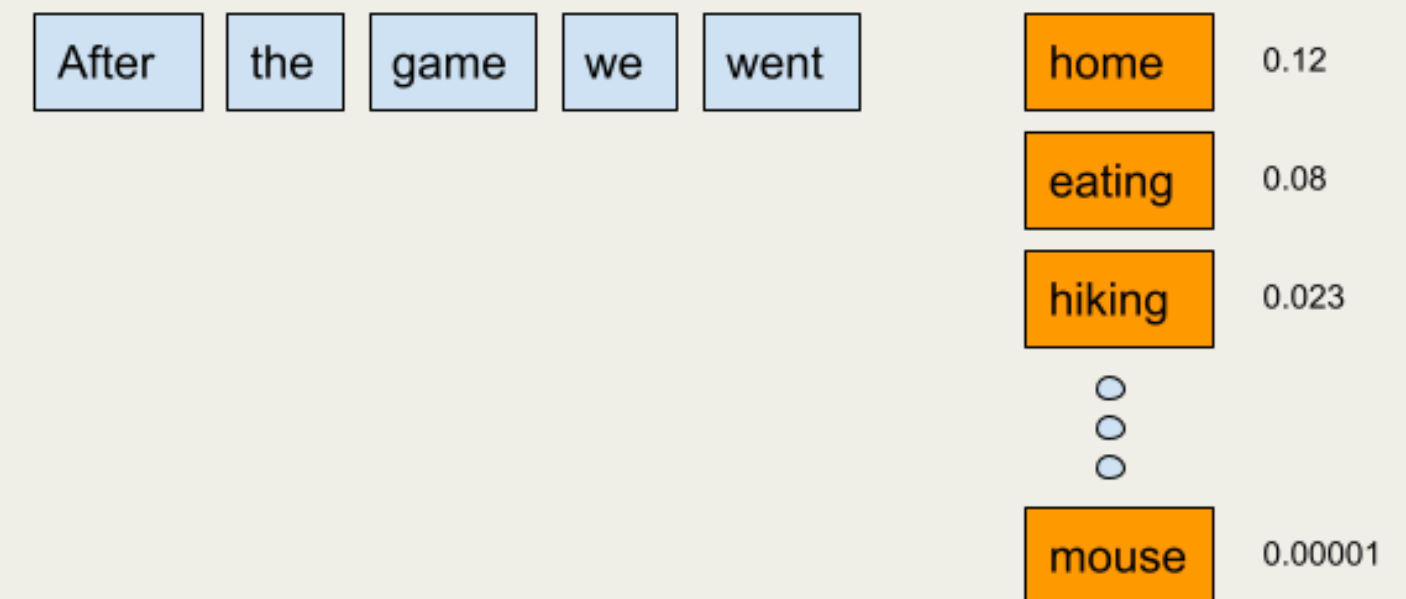
- Produce output that is unique but similar to provided examples

Pre-Trained

- In order to produce coherent output, we train our model with different sources of text e.g. webpages, books, etc.

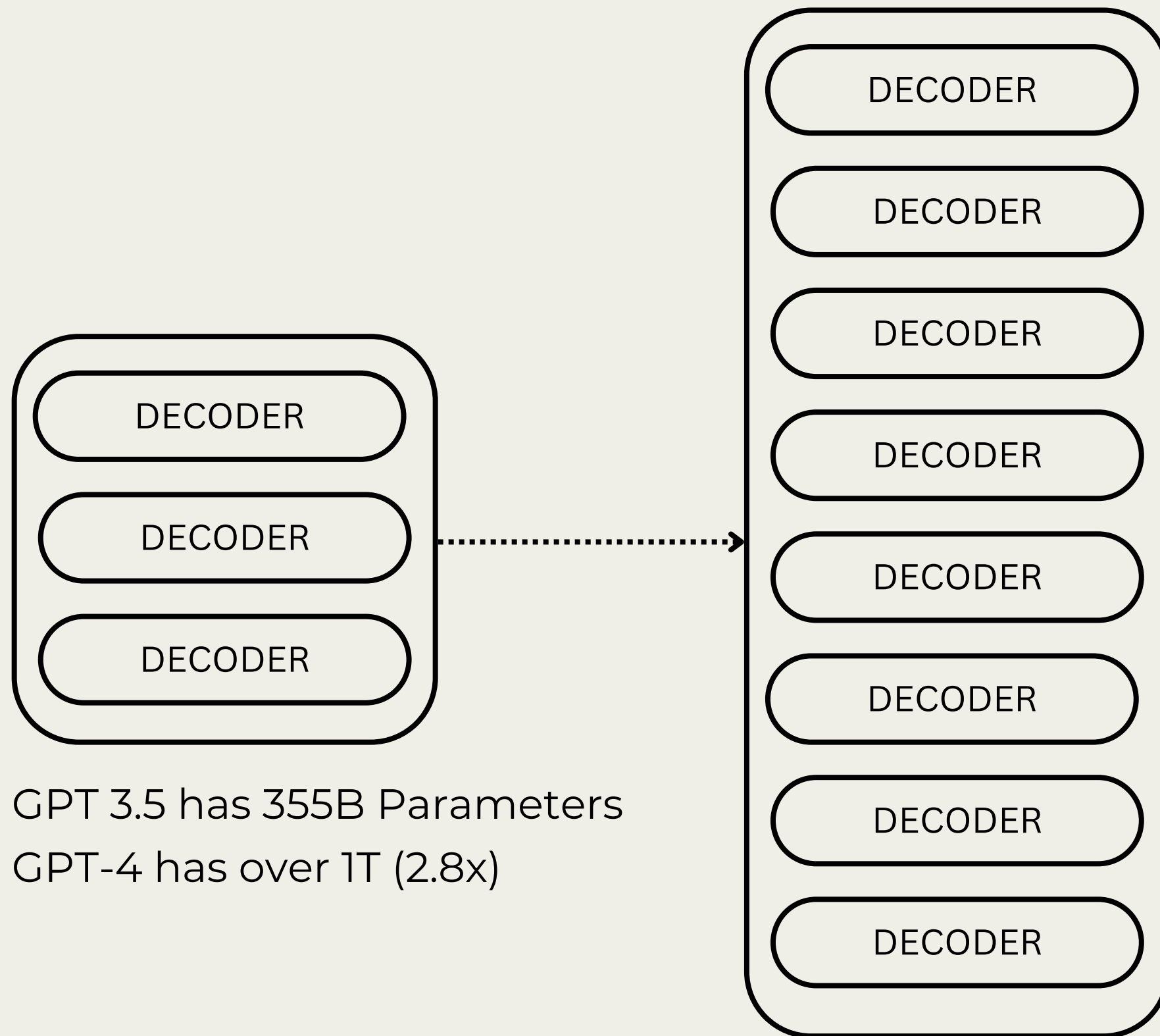
Transformers

- The underlying model architecture that predicts the next word. The most common in use for LLMs is a decoder



WHAT ARE GPTS

Generative Pre-Trained Transformer Models



- GPT 3.5 has 355B Parameters
- GPT-4 has over 1T (2.8x)

- Decoders know all about a target language and can be trained as small pieces in large data sets
- These decoders are invoked by the model to predict the next word
- The more decoders within a model, the more parameters to work with, hence the 'large' in LLMs

WHAT LLMs ARE GOOD AT

Translation

Le stylo est bleu



The pen is blue

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Text Summary

France,[a] officially the French Republic,[b] is a country located primarily in Western Europe. Its overseas regions and territories include French Guiana in South America, Saint Pierre and Miquelon in the North Atlantic, the French West Indies, and many islands in Oceania and the Indian Ocean, giving it one of the largest discontinuous exclusive economic zones in the world. Metropolitan France shares borders with Belgium and Luxembourg to the north, Germany to the northeast, Switzerland to the east, Italy and Monaco to the southeast, Andorra and Spain to the south, and a maritime border with the United Kingdom to the northwest. Its metropolitan area extends from the Rhine to the Atlantic Ocean and from the Mediterranean Sea to the English Channel and the North Sea. Its eighteen integral regions (five of which are overseas) span a combined area of 643,801 km2 (248,573 sq mi) and have a total population of 68.4 million as of January 2024.[6][8] France is a semi-presidential republic with its capital in Paris, the country's largest city and main cultural and commercial centre.



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Text Classification

I enjoyed my visit to Paris.



Travel

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Question & Answer

How much area does France cover?



France is about 643,000 sq km in size.

AI: HUMAN-LEVEL, NOT HUMAN-LIKE

Trait	AI	Human	Key Insight
Breadth	★ ★ ★	★	Als have an internet-level breadth of source material
Depth	★ ★	★ ★ ★	Humans experts know better
Insight	★	★ ★ ★	Als are less capable of “Aha”/”Eureka” moments
Speed	★ ★ ★	★	Als are much faster than you
Availability	★ ★ ★	★	Als can be available 24/7
Scalability	★ ★ ★	★	Als can be run at scale
Context	★	★ ★	Als probably know nothing about your business
Memory	★	★ ★	Als have brittle memory but improving

CHOOSING THE WORK FOR AI

CHOOSING THE WORK FOR AI

Good Uses:

- Explicit Context Available
- Data & Analytics review
- Small Scale Tasks
- Fast Feedback



CHOOSING THE WORK FOR AI

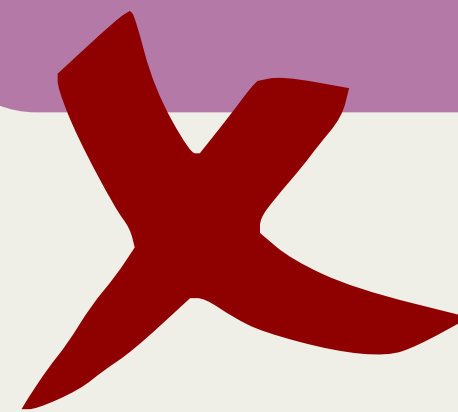
Good Uses:

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Poor Uses:

- Forcing it
- Implicit Context Only
- Exclusive Decision Making



Create Policy Template :

- Pull from sources
- Use current legal information
- Create basic template
- Provide basic legal parameters & recommendations



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Allowing AI to Exclusively Create:

AI will not pick up on:

- The culture being driven
- Adaptations based on needs/wants
- Implementation of the process & how it will be received



Collecting Performance Management

Data:

- Provide procedural “next steps” & templates
- KPI tracking
- Capturing notes & action items
- PIT of how the person is performing



Collecting Performance Management Data:

Data:

- Provide procedural “next steps” & templates
- KPI tracking
- Capture notes & action items
- P.I.T of how the person is performing



Allowing AI to Exclusively Decide:

AI has a lack of:

- Empathy
- Situational context & awareness
- Learning capabilities & needs
- Relativity of improvement

WHAT DO WE KNOW SO FAR?

- ✓ The evolution of AI
- ✓ The principles of Large Language Models
- ✓ We use LLM's to enhance our experience day to day
- ✓ How & when we can use it in HR

CLOSING THOUGHTS

Be aware, not scared, of the evolution:

- It requires conscious thought

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It's not always the what...it's the **HOW** you **CHOOSE** to use it!

THANK YOU!



Laura Lillie Goodridge

From "Oh shit" to "I got this" in 90 days. The
Manager Coach | Executive Coach | Human...



Carlos Blanco

Staff Engineer | Solutions Architecture |
Principal Consultant | Fractional CTO



Q&A