Lec 40: Adopting AI in Managing Company Culture (Part-2)

Hello learners, welcome back to the course on AI in human resource management. As part of the last module, as I've already mentioned, I'm trying to give you maximum exposure to what is happening with respect to some of the real-time tools and softwares that are used in industry, that are used in mainly in the HRM domain. So I have designed a part two for the lecture on adopting AI in managing company culture. We'll be looking into different possibilities, different tools, different softwares that are existing and are being quite relevant in the domain of human resource management today. Tomorrow, things might change.

It might evolve. There's no doubt about it. But let's look into what is happening today with the focus for tomorrow.

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Now, in the previous lecture, we have categorically emphasized on, you know, adopting AI in company culture, how it has been an enhancer or a facilitator in terms of easing the work or maybe increasing the effectiveness of the work. So today we look into some of such tools or some of such softwares or programs or platforms which actually enable and facilitate the work in a more streamlined and standardized way. Again, the word of caution would be you can go and explore because there are some free versions. We have essentially looked into the usability from the domain itself. So when we are discussing

With respect to this particular medium, we have our own restrictions, especially with respect to it not being a real time designation of knowledge. But that said, I'll try to bring out the maximum possibility of. knowledge transfer, especially with a lot of screenshots and how we can navigate from one equation or one form to another or maybe one platform to another. So let's look into that in detail. Let's start with PandaDoc.

PandaDoc is a cloud based document management platform. designed to simplify and streamline the creation, the sharing and approval of business documents. Now this has been a game changer in quite many organizations specifically if you ask me and there are this AI integration that is happening with respect to this particular tool where you can get things done in a real-time fashion without any actually hiccup. So let's look into that in greater detail.

Let's understand what is running in the background, how it is becoming a game changer altogether. When you are looking into, let's say, the purpose of PandaDoc, as I mentioned, it's a cloud-based document. Now, PandaDoc is especially valuable for businesses aiming to reduce the administrative workload improve the collaboration and enhance the overall productivity. Now, this should be or this must be the actual aim for any good organization, any organization worth its thought.

Now, when you talk about PandaDoc, We have to understand that there are certain critical purposes which this particular platform serves. And one is being an efficient document creator. Efficient document creation means it offers customizable templates for contracts, for proposals, and even quotes. So basically, it's an integration of all these aspects, whatever you want.

That's why whenever I'm trying to introduce you to a new tool or a software or platform for that matter, I generally say that, you know, please stick into what you actually require. Maybe let's say you are more keen on document creation specific to let's say you want some contracts being made or drafted proposals to be drafted or some quotations to be obtained. You have to essentially look into such options. Now it enables users to create professional documents quickly, reducing the manual effort if you ask me. So that is the basic purpose of Pandadoc.

It also gives a streamlined approval process. Please note, ladies and gentlemen, it automates the workflow for document approvals, saving time and eliminating the bottlenecks. So in effect, it supports the real time tracking of document statuses so that the stakeholders stay informed. They are always aware of what is happening specifically. Another significant purpose of PandaDoc could be seamless e-signature integration.

Now, we are quite familiar with e-signature because especially it has taken much of a front seat after the pandemic, if I can say like that. People tend to acknowledge and appreciate now the relevance and the importance and moreover, the ease of e-signature. Rather than having a physical signature, e-signature serves the purpose. legally binding e-signatures directly within the platform. And this is the beauty of PandaDoc in case of e-signatures.

It eliminates the need for third party signing tools, ensuring faster deal closures, faster integration, faster decision making. So all these things, the speed has been tremendously increased because of this technology integration. It also has a collaboration angle across the teams. Now, when you're looking into PandaDoc, it facilitates document sharing, document commenting, enabling feedback from multiple departments. Gone are those days where you actually work on a document, you send it to a different section, they download it, they work on it, and then they upload it and send it to a different section.

So, gone are those days. We are looking into real-time teams. working on the same document across teams, across platforms, across functional departments. So this collaboration is essentially facilitated by PandaDoc. There is no denying the fact.

It also promotes transparency. And if you ask me, it also improves cross-functional communication to a great extent because of this collaboration. Now, it also has an analytics and insights element. When you look into PandaDoc, it tracks engagement with documents, such as how long recipients view specific sections. So that gives pretty good information on the reach, reachability, usability, and effectiveness of that particular document.

So in effect, it helps businesses refine their documentation strategies for better client interactions, if you ask me. So, when you ask me what PandaDoc is, I will definitely

conclude like this. PandaDoc is especially valuable for businesses aiming to reduce administrative workload. It typically improves collaboration, as we have seen just now, and no doubt it enhances overall productivity. Now, its intuitive interface and powerful automation features make it a go-to solution.

So, we have Specific to PandaDoc, we have certain requirements and aspects that can be obtained, and we will walk you through them. Specifically, in the next few minutes, I will try to walk you through a demonstration of PandaDoc, which will give you a seamless understanding of what it is all about. Let's look into that. Now, when you open PandaDoc, you get a dashboard like this, where you have the documents, the number, you know, what documents are sent, what are completed, and what are viewed.

You get a clear idea of expired, waiting for payment paid, a detailed understanding of all the documents that you are handling within that purview. Now, when you look into such a particular dashboard, what you can do is let's go to the template and select a desired template for a business document so this itself starts giving lot of options you can look into what is your requirement let's say what are you as an organization or as an as an entity you are interested in healthcare invoices legal manufacturing marketing a whole lot of options that is available real time. Having selected that, you can definitely have a proposal template, website development proposal, catering service proposal, whatever are integrated into it.

You have a host of such templates. You can go to the template and select a desired template for the business document. Once you have done that if you look into the next phase you see that you can add roles as per the requirement. So here you can specifically go for you know what is typical to the individual or who are the individuals who are the entities who need to actually review this. So you can definitely have a selection point with respect to that.

You also tend to see that there are some forwarding options, signature forwarding. So all these check ins can actually simplify your work and it can also be a routine work, let's say. some mundane activities like you know some of the aspects like signature and all those things there are chances that these are forgotten so checking that here itself will

ensure that there is consistency across the documents now when you go to the next aspect You can navigate to the required field and add the required details. Let's say you want to give the input of the client, client first name or last name.

Whatever is the input, you can have a detailed configuration with respect to who prepared the document. So all these possibilities are available here. We move further. We see that we have options to navigate the to content section at the right corner and add specifically fields such as you know the pricing the date the signature etc so here we are specifically looking into the pricing overview you have all sorts of possible filters that you can actually apply to you can add insert lot of you know different components which will actually be required in the document

So the content can be, you know, in terms of text, image, video, table, whatever is the requirement based on that, you can actually fill the particular document with. Then if you further navigate, you will see the pricing overview. Let's say you have selected a certain price level. So based on that would be the final price that would be calculated here or tabulated there. So this could also be a facilitator, you know, when you are looking into the pricing, especially.

And let's say you are looking into the options like, you know, the acknowledgement part. Let's say you are giving in an agreement sort of thing. So who is a signer? Who is the person who is giving access? Who is the person who is giving acceptance to that or agreeing to that?

All these parameters can be judged here itself and can be input or can be given here. Now, let's look into the next platform where we navigate to content section again. And all these aspects of client details, whatever is there with respect to the billing details, the signature, all this can be provided and it becomes a totally enriched document in a way that you wanted. Now, once you navigate further, the required fields are filled. The document should be assigned for the clients to be filled.

So who is assigned in this particular status or this particular situation that becomes relevant. So you can pick from that. Once you navigate further, you will understand that once the client fills, whoever we have picked him or her fills. the form they send it via

email or link so again the beauty of this is that everything is integrated you can always send via email via link sign in person so all these things are already integrated in just a clicks time you can send it everything you don't need to again log into your mail or make this as a practice again it is not a double work you can all have integrated platform here from directly you can shoot a mail from here so then you will see that We talk about the recipient analytics.

It can be found at the right corner. If you ask me, let's say who viewed it, at what point in time the timestamp becomes critical. You have a listing of who all viewed, whether action is taken, whether there is a lot of inaction that's happening or somebody, the document is still pending at some particular table. All these aspects can be clearly vetted out here. We also see that, you know, whatever details with respect to viewed total time spent this this talks volume, right?

Maybe he or she is not interested in forwarding, or he or she is quite interested. So, with respect to the total time spent, you can make conclusions, you know. You will also have a total analytics picture. So this will actually enable the person who is signing—let's say, in this particular case, Mr. Tyler—to be actually accepted by the customer. He has put a signature, the date of acceptance, and all these particular aspects are clearly covered here.

Now, once you move further, you have the document which is completed. It will be available as a PDF. You see how seamless the integration is. No need to download it again or, let's say, change the format or anything. And this is how this has become such a noteworthy document maker.

So, in case of multiple approvals for the document within the organization, That could be tricky, but before sending it to clients, the following steps can be followed. Let's quickly look into that. We go to the first step, which is we go to the navigation bar of the particular PandaDoc format or the PandaDoc dashboard. We go to these three dots.

From there, we can pick the workflow. So if you go to the workflow tab, you will see that there are possibilities with respect to the approval. So you can actually check in that and with respect to that tab being checked in, you can have members to approve which can be

added and also they can be arranged in order to approve. So basically you tend to finish off a function where you can assign people members

Approvers, group managers, whoever is supposedly a person to be approving the particular document, they can be given based upon the approval order that you can set. So a lot of such flexibility, lot of such ease of doing things have been embedded into this particular platform. We see further that the document approval conditions can also be added. And let's say a particular aspect can be created as a categorization or as a condition. Then it needs to go to a particular person or maybe some categorization acts as a filter to go to a particular person.

So all these aspects typically creates a lot of. standardization and streamlining within the process now further any doubts or clarifications can be asked seamlessly using the comment option in real time so let's say as i mentioned then gone are those days where people are working in different platforms you know one is completing a document downloading it sending it uploading it and sending it again the same process the iteration happens with respect to let's say five So functional managers are working on it. Five collaborators are working on it. Gone are those days.

So basically, you have a real-time option to actually give the comment. So things have gotten streamlined. Like when you are looking into situations where, let's say, somebody is working on a critical document, and it is certainly teamwork. But because of the lack of integration, you are working on it. Some work is done.

You send it to another person, maybe for approval or maybe for updated modifications. He or she does that again and sends it back. So this back-and-forth game happens many times. And this effectively eats into your productive time. So things like PandaDoc, platforms like these that have AI integration modules.

They are actually facilitating the work. They are easing out the work. Things can be done in a more prudent and pragmatic fashion without wasting time. And that's the interesting point. Specifically, if you look into this particular document, it's being edited in real time.

You can add on the comments. It's not like the comments are added. Then it is sent to some person. It takes another couple of days to make a decision there. Then it travels to another desk.

So this is not what we are looking into here. The things in the HRM domain, especially with respect to the document management, especially with respect to the management of the entire files, things are changing, things are becoming fast paced. So this is what I wanted to give you an insight. Let's continue with what we were discussing in terms of the PandaDoc demo specifically. So you have options here with respect to the different comments that you can input in real time.

We also see that, you know, There can be counter comments that are coming in, which gives a clarification of what you are specifically doing. So basically, any doubts, any clarifications can be asked seamlessly using comment option in real time. this is the beauty of panda doc and i hope that this small demonstration has elaborated on that now moving further to yet another important and interesting platform which is headspace app headspace app and ai is also interesting because it's a leading mental health platform that offers a comprehensive suite of tools designed to support employee well-being within organizations.

So if you ask me what they offer, they offer guided meditations they offer mindfulness exercises you know we had a detailed discussion about mindfulness in our organizational behavior course and which is also being run parallelly to this there are things with respect to sleep support there are things with respect to focus tools and movement content all accessible through their user friendly app so when you are looking into headspace app specifically It has a certain element to enhance personalized support. And for that, Headspace has introduced Ebb, an empathetic AI companion designed to help users navigate the life's challenges. So in short, Headspace is a leading mental health platform that offers a comprehensive suite of tools designed to support employee well-being within organizations.

So right from meditations, mindful exercises, the movement content, sleep support, focus tools, all these things are added into that. So in addition to these resources, If you ask me,

Headspace provides a 24-7 on-demand mental health coaching, timely access to therapy and psychiatry services, and work-life services, ensuring that employees receive the right care at the right time. Now, this is also critical, especially with respect to The Headspace introducing something called as Ebb, an empathetic AI companion, which we just discussed about.

So Ebb engages in conversations to explore emotions. It offers personalized recommendations and is available anytime within the Headspace app, if you ask me. So by integrating these resources. Headspace typically aims to create a supportive ecosystem that promotes the self-care, that promotes overall mental well-being, it reduces stress. So this is what Headspace is all about.

Organizations typically partnering with Headspace have categorically reported improvement in workplace culture, in employee satisfaction, etc. So when you are looking into implementing Headspace AI-driven mental health solutions, it can lead to a more resilient and productive workforce, fostering a healthier work environment to all. Now, having understood that, as we did in case of the PandaDoc, let's quickly move to a demo of Headspace app. Again, I urge you to go and explore this.

If it is suitable for you, you can go ahead and take a version of this with you. Now, when you are looking into Headspace, particularly the dashboard, again, looks something like this. you open the headspace app and you can notice this particular interface so let's look into this you have you know click on today which is at the bottom of the screen and once you have done that The app will typically suggest you have a lot of options, you know, meditate, sleep, move, focus, etc. So once you click today, the app will suggest you a variety of options to select as per the requirement.

So based on this, you can pick an option what is being rendered. Let's take an example of let's say meditation. When you're looking into the example of meditation, we'll see that you can explore meditation. There are courses and singers, timers, SOS techniques, supports, all these aspects. When you typically click on the courses part.

You'll see all the options right in front of your eyes. You can see courses with respect to self-esteem, acceptance, appreciation, patience, mindful eating, holding anger, balance,

basics, recovering, managing anxiety, etc. Whole lot of options that is available within the headspace is made available in front of your eyes. Now, when you click one of them, let's look into something which is useful for meditation. You get, let's say, a typical course and you can start playing that particular course.

we also have a variety of course to learn about focusing and let's say relieving stress so from that you can again take or adapt to one of the courses and can typically use or make use of this we also see that there are also you know variety of courses to typically learn from maybe stress release or such other typical topics that you are after from that you see that headspace also offers what we were discussing previously, AI mental health chart assistance named Ebb. Now, Ebb is very helpful because it gives you a real time understanding of what it is and what you are dealing with or what is your problem. A real time help with respect to that is obtained. Headspace gives you a certain level of

thought process or perspective with respect to what you're facing or what could be done or what are the ways whereby you can get out of some stress if you are it also suggests you as a friend you know hopeful compassionate and non-judgmental presence is always there you can always Work on the visual identity, UI, et cetera, with respect to that. And based on that, you can always customize this and get useful insights from the particular platform. Now, this was one of such significant platforms which actually makes a way into the mental health, specifically the mental health problems. Since it's since.

Since the mental health problems are emerging like anything these days, these platforms are actually very useful. Now, let's look into a headspace based on the chat history. Also, it it can recommend the courses. Let's say you are you already have a particular understanding with respect to some of the matter with respect to the mental health or some problems which are already being discussed. So based on what you have discussed, what is your chat history?

Based on that, it actually recommends courses, it actually recommends insights, which can be very, very useful. Now, let's look into a similar platform, which is called us Talmundo. Now, we have slightly touched upon this, but here I would like to give you again a detailed demo of this. please note talmondo is a cloud-based employee

onboarding platform during onboarding if you refer to the particular module you'll see that we have touched upon this It's an onboarding platform that streamlines the process of integrating new hires into an organization.

So it was founded in 2012. Almondo aims to modernize and simplify onboarding activities with employee experience as the main driver. So if you ask me the platform, what does it offer? It offers a range of features designed to enhance onboarding. the onboarding experience.

Let's say starting from automated workflows. You know, we are talking about automated workflows. Please note, it eliminates repetitive manual tasks, allowing HR teams to focus on more strategic activities specifically. It also has a provision of engaging content. You know, when you are looking into Talmundo, it provides interactive and personalized content.

to keep new hires engaged and informed throughout the onboarding process. We also see that there is a typical integration with HR systems. Seamlessly, it connects with existing HR systems to ensure a smooth data flow and reduce the administrative overhead. And we also see that there is a real-time progress tracking. It allows the HR teams and managers to specifically monitor

the onboarding progress of new hires, ensuring timely completion of the necessary tasks. So by leveraging these features, if you ask me, Talmundo helps, aids the organizations build a culture of employee engagement, you know, typically decreasing new hire time to productivity and to reduce the recruitment task. Now, very quickly, let's look into the demo of Talmundo. When you talk about Talmundo specifically, it's an onboarding platform, which we have already seen by Talentech. When we look into the platform or the dashboard, typically looks like, you know, the new hire will be invited based on the requirement.

So with respect to that, you get into the platform. You are welcome to Talmundo. You are welcome to create your account. You can create your account and then log in as per the directions. Once you log in, let's say you have a typical company.

Welcome to Company X. You are now officially part of the team. So basic details do get filled up here. So it gives a certain bit of understanding with respect to. What the company is all about in the coming stages. So you can fill up with respect to your family situation, partner's first name, last name, children, if any, what are the statistics with respect to that, then the new hire can actually explore the requirements.

Let's say what's in store for you this week. So before your first day, you know, you are just giving a snapshot towards Dalmando and what are the available features with respect to this particular platform. Also, you can explore your office, what your organization will look like from inside. All these aspects, all these details are very well populated here. Then you have, you know, a certain bit of, you know, onboarding practice, like what to wear at work, you know, go for regular hair care, suit up.

So basic alignments are basic things which are actually look for or look towards your strategy onboarding. factors, aspects that essentially the organization is looking for. Then it also gives a certain level of timeline. Once you are in three weeks and get to know offices around the world, it gives you a bird's eye view about the organization you're working for, different branches, different strategic business units of that. Different people heading these SBUs and what are the different portfolios these people are carrying.

So basically without having a direct site visit or direct visit to the particular places, you are getting a virtual tour of your organization if I can use a word. then you also have an assistant with respect to some typical queries which otherwise very difficult to get answer let's say as simple as something like where can i park my car so the chat assistance eva will definitely come up with a solution there's a parking space for employees just outside our office but it has limited slots so we recommend to come to the office by bike and it also adds on how have you seen our bike compensation policy yet so these are some of the prompts which not only resolves your questions your queries your problems your concerns but also give a positive feedback what else could be integrated what else benefits you can actually avail if you are not coming by a car rather you are using a bike for that instance so this is something which uh Normal feedback mechanism, let's say a one-to-one discussion with your co-worker. You might be thinking, this is something which I generally do in my organization also, but I don't go for the sophistication.

I can just go to any of my co-worker and ask, but many a times some of the aspects would be essentially hidden. Now, this is what is critical with respect to these AI assisted chatbots. They are very prompt. They are very transparent. And we see that it also allows feedback from the new hires regarding their onboarding experience.

So over the period of time, let's say, what was your experience that can be detailed here that will typically give you a lot of inputs. And not only to you, but also to the employer so that that can facilitate a creative refurbishment if required, or maybe remodeling of the entire organization if required. So a lot of such positive feedbacks can add value to the organization in the later part. So when you are looking into the software, the software also allows feedbacks from new hires, as I've already told. So based on that, you can have specific questions.

The employer can ask you, how was your hiring experience compared to other organizations? Let's say you have good amount of experience in some other organization. So that happens to be a test dose where you can actually state what you are or how you felt the onboarding was and how you you know, the company fared in comparison to your previous organization or vice versa. So, this could be some of the inputs that the employer also gets in behalf of you without having any trouble.

You know, otherwise, please note there's always a social cost which is involved when you are asking a particular person about something and that is not required here and that is the benefit of the whole equation. Now, when you are looking into financial these platforms typically. Adopting AI in managing company culture is what we started with. We looked into some of the pretty much active scenarios where some AI integration is happening and how it is making your work easy in a real-time aspect.

Now let's look into a real-life case study. Now organizations are increasingly leveraging AI in to cultivate a strong company culture by enhancing employee engagement, collaboration, and if you ask me, the recruitment process also. So, for instance, let's look into Accenture. Accenture utilized these AI-driven sentiment analysis tools, which I've touched upon in one of the previous classes, if you recollect.

To assess employee feedback, you know, it identified factors like like recognition, like flexible work policies that improve the engagement. So if you ask me, this particular initiative led to a. 20% increase in the employee satisfaction and it typically marked a reduction in the attrition rates. So when you look into this particular case of Accenture, you will see that this initiative was useful, no doubt about it, and it has brought in certain level of laurels and significance to the organization. Similarly, another particular case would be of Microsoft.

Microsoft integrated the AI features into Microsoft Teams, such as, let's say, the automatic meeting transcription and real-time language translation, fostering seamless communication across the global teams and boosting the productivity by 30%. This is very significant. You look into the numbers and you're looking into the productivity increase by 30%, which is nothing less than massive. So in recruitment, we have similar situations where Hilton adopted the HireVues, which we have discussed in detail, AI-powered video interview platform to evaluate candidates' verbal and nonverbal cues, reducing time to hire by 90% while enhancing the candidate experience and employee retention to a great extent. So what we typically understand is that

You are looking into a world where all these examples demonstrate how AI can be a transformative force in managing and enhancing company culture. So when you are looking into such platforms, typically you see that there are a lot of them. I've discussed a few, but something I would like to give you food for thought as part of today's conclusion. And I generally do this as part of every single lecture. When you are looking into something as important as AI integration in human resource management, please understand the concept of the social cost. I've already touched upon it if you have observed that when you have some query in mind, you know all these things which are getting automated and AI integrated.

Chat boards, chat assistants, etc., will directly give you responses that are accurate, transparent, real-time, and 100% true. But the thing is, it comes for free. Now, when you are looking to ask a particular question, you can act as a devil's advocate and ask me, let's say— I can do the same task with my friend who has been working there for some time.

He is part of the organization. He knows the organization like the back of his hand. Why can't I go to him and ask him about the requirements?

Let's say as simple as a question like, where is the parking space? I can go and ask him. Why should I go all the way, you know, use the company's resources, the AI platforms, the fancy stuff? But then again, If you ask that person, there's a social cost involved. And many times, we are not aware of that.

We seldom recognize that. So this is what happens. AI prevents you from it. This is what the AI integration with respect to the human resource management domain does: it makes the whole system more transparent, efficient, reachable, and inclusive, which is not the case with traditional systems. Thank you for listening to me patiently.

We'll see you with another topic in the next class. Till then, take care. Bye-bye. Amen.