

# 5 ways to bring AI-powered HR to your team

AI is transforming HR, but implementing it effectively requires a clear strategy and thoughtful execution.

This guide helps HR leaders take what they learned and turn it into real-world action—without losing the human touch that makes great workplaces thrive.

## Build skills— not just systems

AI isn't just changing how we do HR—it's redefining who we are as HR leaders. As Ashley Goldsmith (CHRO, Workday) shared, “HR isn’t just adopting AI—it’s transforming because of it.” At Workday, that means investing in both cutting-edge AI tools and deeply human skills—like curiosity, empathy, and problem-solving. Human skills matter more than ever: BetterUp’s research shows that employees with a “Pilot mindset”—those who have a sense of optimism and agency about AI—are 3.4x more productive and 3.1x more likely to stay in their jobs. This mindset shift depends on developing human skills alongside AI fluency.<sup>1</sup> And Workday’s research shows that over 80% of people crave more human connection—not less.

This shift requires leaders to foster a “Pilot mindset” where AI is a partner in creative, strategic work—not just a tool to offload drudge tasks. Whether it's resume screening like Pfizer’s initiative in partnership with Workday, employee sentiment analysis, or performance evaluations, HR must ensure AI works alongside humans, not instead of them.

 TRY THIS

Focus on integrating AI into everyday workflows to streamline tasks, improve efficiency, and enhance employee experience, including managing both Workday-native and third-party AI agents. Then encourage your teams to do the same. Start small—but start.

## Use AI to scale what matters

The most powerful AI use cases aren’t always flashy—they’re focused. Pfizer’s Sherry Cassano described how AI is already helping their team sort over a million annual job applicants, summarize employee feedback into themes, and draft action plans. Coca-Cola’s Tapaswee Chande emphasized using AI to remove friction from people managers’ lives—freeing them to set strategy, build relationships, coach their teams, manage conflict and other leadership activities that only they can do.

What sets top teams apart isn’t just using AI—it’s using it intentionally and intelligently. As Jordan Hochenbaum, VP of AI at BetterUp put it, “It’s about designing thoughtful and productive collaboration between humans and AI.” That includes letting AI draft a job description, categorize survey data, or suggest mobility opportunities—but keeping a human in an evaluative role.

 TRY THIS

Audit your HR workflows. What repetitive tasks could AI own? Where could human time be better spent on empathy, coaching, or innovation? What does that look like?

## Normalize AI-forward mindsets

Adoption depends on trust. People won’t use what they don’t understand or feel judged for using. At Pfizer, AI decisions are never final—humans always review. At Coca-Cola, Tapaswee encourages everyone to celebrate when they use AI. At BetterUp, leaders tag documents “written with help from AI” to model healthy transparency.

Communication is a factor, too. BetterUp and Stanford research found that how leaders frame AI use significantly impacts adoption. When AI is mandated and communicated well, employees are 21x more likely to feel confident and in control of its use—shifting from “Passengers” to “Pilots.”<sup>2</sup>

But the future isn’t just about using AI—it’s about partnering with it. That means onboarding AI “agents” the same way we onboard people: teaching them your company’s culture, ethics, and values. As Ashley predicted, “We’ll need to manage AI agents just like people.”

 TRY THIS

Develop go-to messaging points that frame AI usage in a positive, empowering light. Prepare information packets that help AI understand the unique context of your company, how it works, and what its values are.

1. Pilots vs. Passengers, BetterUp Labs in partnership with Stanford Social Media Lab, 2024  
2. Trends in AI Perceptions: Key Research Insights, BetterUp Labs in partnership with Stanford Social Media Lab, 2025

Design for well-being,  
not just efficiency

Burnout is real. And AI can go beyond productivity hacks to playing an active role in improving employee well-being. Specifically in the form of AI coaching. Tapaswee called this out powerfully: “AI has democratized coaching.” Once reserved for top executives, AI can now deliver real-time coaching and support to everyone.

Sherry envisioned AI nudging you when your calendar is jam-packed or your meeting tone is off—not to punish, but to protect. New capabilities being developed for BetterUp Grow™ enable your personalized AI coach to check in with reminders, or even schedule breaks in your calendar, when it detects you're overloaded with meetings or could otherwise use a moment to rest and recharge.

This isn't about surveillance—it's about support. Ashley said it best: “AI that works for me—not me working for it.” If AI can help employees break unproductive patterns, improve confidence, and protect energy, then it becomes a true wellness tool.

 TRY THIS

Consider where AI can reduce stress—not just streamline work. Where could a smart nudge help someone pause, reflect, or reconnect?

Rethink roles and  
create mobility

One of the most exciting themes in the session? AI helps people navigate their career journey and shift into new roles.

Ashley shared how AI can match employees to roles based on skills and interests—suggesting mentors, growth paths, and opportunities. Tapaswee emphasized the importance of knowing what your people know—and using AI to redeploy that talent where it's most needed.

AI isn't just a productivity lever—it's a job mobility engine. BetterUp's findings show that Pilots feel 10% more purpose and are 13% more emotionally energized at work. That suggests that AI can help workers feel more primed for growth, which opens the door to internal shifts, stretch roles, and new pathways to growth.<sup>3</sup>

 TRY THIS

Start tracking skills more intentionally. Then pilot an AI-powered talent marketplace to match people to stretch roles, projects, or mentors.

3. [Pilots vs. Passengers](#), BetterUp Labs in partnership with Stanford Social Media Lab, 2024

The bottom line:  
AI won't replace  
HR—but it will  
redefine it

As this panel proved, AI is already unlocking productivity, insight, and possibility across HR. But the boldest takeaway? The future of HR isn't about technology—it's about people.

So ask yourself: What's one HR skill you're developing that AI can't replicate? And how are you helping your team do the same?

Because AI can automate many things—but it can't replace the human heart of HR.

Bring the human edge  
to your AI-powered HR  
strategy

AI is reshaping HR—but it's your people who drive the real transformation. BetterUp helps you equip managers and teams with the emotional intelligence, adaptability, and the coaching support they need to thrive in a tech-augmented world.

See how BetterUp can help you scale human-centered leadership alongside AI.

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