WORKPLACE TECHNOLOGY TRENDS

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Using Technology to Improve Onboarding

Leveraging technology effectively during onboarding can help employers create efficiencies, reduce costs and improve the candidate experience. Employers are looking to improve this process, and many tools today are user-friendly and feasible to implement.

Improving the Onboarding Process

Here are a few ways employers are leveraging technology during onboarding:

- **Collecting employee information**—To reduce time spent on manual entry and eliminate errors, employers can use technology to accurately gather and manage employee information. For instance, an applicant tracking system (ATS) can collect and then transfer new hire information directly from the recruitment process to onboarding.

- **Completing onboarding tasks**—Processes such as completing Form I-9 and tax forms or setting up direct deposit can be tedious for both the new hire and the employer. Cloud-based and digital tools can ease processes and improve accuracy.

- **New hire training**—Learning management system (LMS) can help an employee learn efficiently as they go through new hire onboarding. Standardized training can educate employees about the organization and ensure they are aware of policies and expectations, while personalized courses can help new hires get up to speed and ready to contribute.

Technology can also help standardize an onboarding process for remote and onsite employees alike. The business need and feasibility of investments in technology will vary by organization, but consider what steps could improve your onboarding process.

Artificial Intelligence in HR

Artificial intelligence (AI) is generally used to create efficiencies in the workplace, allowing employees to focus on more value-added tasks. Some human resources (HR) professionals may be intimidated by AI, but an increasing number of workers are optimistic about its uses within HR.

Uses of AI in HR

Here are some ways AI is utilized within HR:

- **HR employee service**—Some employers offer AI chatbots 24/7 to respond to common questions that employees may have. For example, a bot might be able to respond to an employee's request regarding benefits or paid time off.

- **Automation**—AI can be used to automate time-consuming HR tasks, allowing HR professionals to focus on meaningful work and reduce excessive workloads. For example, some tedious payroll tasks may be able to be automated.

- **Workforce analytics**—Analyzing multiple points of reported data can help recognize how current challenges, such as how employee concerns, requests, learning and skills gaps or attendance trends can impact workplace productivity. AI can help analyze trends and aid managers in making data-driven decisions.

These AI initiatives won't be feasible for every workplace, but employers can consider what their biggest needs are, and how AI may play a role in creating improvements. For more resources on workplace technology, contact Leavitt Group Northwest today.

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