
AI for HR

Less hype. More **impact.**

Practical AI use cases
for People Teams

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 AllVoices

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Wrap Up

AI isn't waiting and
neither should you





The future is automated *and* human-centered

There's a moment in every profession when everything changes.

Not gradually. Not subtly. But in a way that forces you to sit up, pay attention, and decide whether you're going to lead change- or struggle to keep up with it.

For HR, we're at the center of that moment right now.

HR professionals who step up and embrace AI will be the ones leading the profession into the future.

The real question isn't: will HR use AI, because we're already using it. The real question is: will HR lead this shift or will AI be implemented without HR's guidance, making decisions that affect employees without HR's input?

**This isn't a future shift.
It's happening now.**

There's a misconception that AI is something HR leaders need to "prepare for," when in reality, the world of work is shifting faster than ever before. Let's be clear: AI is already here.

It's already embedded in the tools we use every day, making decisions, and changing the way we hire, develop, and retain talent.

Hiring platforms are ranking candidates before recruiters even lay eyes on a résumé. Performance management systems are identifying patterns that HR teams might have otherwise missed. AI Agents are answering employee questions, updating HRIS systems, and managing complex workflows to help employees get resolution in minutes.

For HR, we're at the center of that moment right now.

I've heard the same questions time and time again over the past two years educating HR teams on AI: "Do I need to become an AI expert to use it?" and "What if AI replaces HR roles?" And most commonly, "What happens if I get it wrong?"

If you've ever had any of those thoughts, take a breath. You're not alone. AI is new territory, and with anything new comes uncertainty. But here's what I want you to know: you don't need to be a data scientist or an engineer to make AI work for you.

You just need curiosity to get you started.

Because this shift isn't about replacing HR professionals with AI. It's about freeing HR from the mundane, the repetitive, the administrative tasks that have bogged us down for decades. It's about finally being able to focus on what HR does best - developing people, strengthening culture, and shaping organizations in ways that matter.



From administrators to strategic leaders

For a long time, HR was viewed primarily as an administrative function - managing compliance, processing payroll, and tracking PTO.

In the 2000s, the push to secure a strategic seat at the table gained momentum, but the reality was that many of the same backward, manual processes remained intact.

The job got bigger, but the tools and workflows didn't evolve at the same pace, leaving HR teams stuck juggling outdated systems while trying to shape culture, enhance employee experience, and drive long-term talent strategy.



Introduction by

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Founder of peoplepower.ai

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[People, Powered by AI:
A Playbook for HR Leaders Ready
to Shape the New World of Work](#)

AI is *changing* the game.

With AI handling the back-end administrative work, HR professionals can have the bandwidth to be more strategic.

From administrative	To strategic
Spending hours sorting through resumes	Engaging with the best candidates
Manually processing performance reviews	Coaching managers to give meaningful feedback
Reacting to turnover	Proactively addressing retention risks
Manually cleaning and prepping data	Providing context and making data-driven decisions
Reacting to employee relations cases	Proactively addressing outlier trends

This is the real promise of AI in HR- it's not about taking over the function, but about enabling HR leaders to do the work that actually moves organizations forward.

HR is — and always will be — a people-driven profession. AI allows HR to spend more time on the people part.



Employee Support

From endless admin to seamless support

Authored by:

KINFOLK

The old way: endless admin

Traditionally, employee support has been a labor-intensive process. HR teams are inundated with repetitive inquiries; questions about PTO policies, benefits, login issues, and more. Each query demands individual attention, leading to a backlog of tickets and delayed responses.

This manual approach not only strains HR resources but also frustrates employees who waste valuable work hours waiting for responses, following up on unanswered tickets, and watching critical issues fall through the cracks of an overwhelmed system.

The new way: seamless support

AI is bringing a human touch to employee support, making life easier for everyone involved.

When a remote employee needs help with benefits enrollment at 3am your time, or has an urgent payroll question when you're on vacation, AI is there to help - providing clear, accurate answers and taking care of the paperwork, system updates, approvals and coordination rapidly.

For HR teams, this means **fewer frantic emails** and **more time for high-impact work**. For employees, this means less time looking-for and waiting-on the support they need.

Plus, HR can see exactly what employees struggle with most, spotting trends like confusion around new policies or benefits that need better explanation before they become a bigger issue.

70%

of employee requests can be fully resolved with AI automation*

1.8



hours a day.

employees spend looking for information**

53%

of employees avoid using their help desk***

39%

of HR time spent handling manual, repetitive admin****

Sources

*Kinfolk first-party data

**McKinsey

***People Reign

****Personio



Meet Kinfolk

Kinfolk is an AI HR Assistant designed to streamline employee support. It integrates seamlessly with platforms like Slack, Teams, email, SMS, and WhatsApp, providing 24/7 assistance.

Kinfolk can resolve up to 70% of HR requests before they reach the help desk, handling tasks such as updating HRIS records, drafting documents, scheduling meetings, collecting employee data, and managing system access with the necessary approvals.

The automated part

Kinfolk handles repetitive, time-consuming tasks like answering policy, payroll and process questions, managing leave, updating HR systems when employee circumstances change, drafting documents for employment confirmation, ensuring employees get instant, accurate support without HR lifting a finger, beyond providing timely approvals along the way.

The *human* part

For more complex issues - like employee disputes, sensitive conversations, and unique policy exceptions - Kinfolk ensures the right HR pros are looped in at the right time, while providing them with the insights they need to make informed, people-first decisions.

Try Kinfolk at
www.kinfolkhq.com

Kinfolk has been life-changing for my team. They're visibly happier now. It's reduced so much of the manual, repetitive work. Now, we can actually focus on work that moves the needle.

Sarika Lamont
VP People, Vidyard



Written by:
Jeet Mukerji
CEO and Co-Founder of Kinfolk

KINFOLK



People Analytics

From data overload to real intelligence

Authored by:



The old way: data overload

HR teams are drowning in reports.

Every month, they spend hours manually pulling data, formatting spreadsheets, and trying to piece together a coherent story about hiring, turnover, and representation.

By the time leadership gets the numbers, they are already outdated.

The worst part?

Even after all that work, the data doesn't always lead to action. HR reports sit in inboxes, leadership asks for more details, and meaningful change gets delayed.

The new way: real intelligence

AI is transforming people analytics by surfacing insights in real time.

Instead of spending weeks scrubbing data and wrangling spreadsheets, HR teams now have dashboards that provide up-to-the-minute workforce trends and predict risks before they become problems.

84%

of HR leaders report low confidence in their ability to make data-driven decisions*

73%

of HR teams spend 15+ hours per week cleaning and prepping data**

60%

of HR Analyst time spent on data preparation**

21%

of HR decisions are made with data-backed confidence****

Sources

*PwC Survey

**Digital Analytics Association Survey

****Gartner



Meet Included

Included is an AI-powered people analytics platform that helps HR teams get ahead of workforce challenges. It provides real-time insights on hiring, retention, diversity, and pay equity - without the manual labor.

Instead of just reporting on what happened, Included predicts future risks and opportunities, helping HR leaders take action before problems escalate.

The automated part

Included pulls data from multiple HR systems, cleans and organizes it, and surfaces key insights instantly. No more manual reports, duplicate entries, or data errors.

The *human* part

HR leaders still make the big decisions. Included provides the data and recommendations, but strategy, policy changes, and workforce planning remain in human hands.

Try Included at
www.included.ai

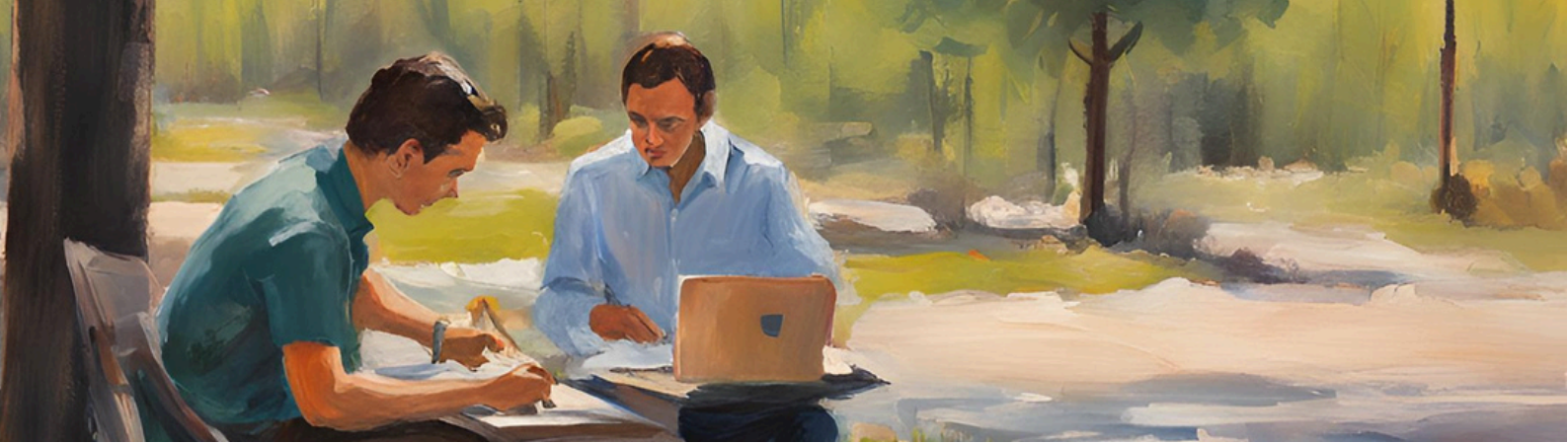
“Not only did Included facilitate expediency, it gave us access to technical expertise (ML experts, data scientists) that would have been difficult, slow, and expensive to source on our own.”

Robert Kaskel
Chief People Officer,
Remitly



Written by:
Laura Close
Co-founder and Chief Business
Development Officer of Included





Performance Management

From one-size-fits all to personalized growth

Authored By:

opré

The old way: one-size-fits-all

Most people hate performance reviews. HR dreads the process, managers struggle to keep track of employee progress, it eats up days of valuable productivity, and employees stress over high-stakes conversations that only happen once or twice per year.

Reviews are often subjective, based on scattered notes and vague memories rather than real data.

The result?

Bias creeps in, feedback is inconsistent, and employees feel like their work isn't being fairly evaluated. Only 14% of employees strongly agree that their performance reviews inspire them to improve.

The new way: personalized growth

AI is shifting performance management from an outdated, top-down process to an ongoing, dynamic system.

Instead of relying on memory and manager opinions, AI collects real, objective data from meetings, team collaboration, and employee milestones - delivering timely, personalized feedback that actually helps employees grow.

29%

of employees think performance reviews are fair*

14%



of employees say performance reviews inspire improvement**

90%

of HR teams say performance reviews are too subjective**

80%

of employees who received meaningful feedback in the past week are fully engaged at work*

Sources

*Gallop

**Lattice research



Meet Opre

Opre is an AI-powered performance management tool that removes the stress and subjectivity from reviews. It integrates with meetings, Slack, and Teams, automatically generating monthly performance reviews for every employee - including a tailored version for managers.

Instead of forcing employees to wait for feedback once or twice a year, Opre ensures they get continuous, objective insights on their strengths, areas for growth, and evolving role expectations.

The automated part

Opre captures and analyzes performance data from meetings, messages, and real work - not just manager recollections. It pulls together all those moments that would otherwise get lost - the great presentation, the helpful Slack message, the way someone handled a tough client call - and weaves them into fair and consistent reviews.

The best part? HR and managers don't have to do any of the tedious admin work that usually makes reviews such a headache.

The *human* part

Managers and HR leaders still guide the process, train AI on company standards, and use the insights to coach employees, ensuring performance conversations remain people-centered and people-led. They provide the crucial human judgment needed to interpret performance data in context, set meaningful goals aligned with company values, and deliver feedback in a way that resonates with each individual's unique working style and career aspirations.

While AI generates the data-driven foundation, managers bring the emotional intelligence, mentorship, and strategic thinking that transforms performance management from a sterile review process into a powerful growth opportunity.

Try Opre at
www.getopre.com

"It's hands down the best software I've ever used for doing my most important job: people leadership and management."

Pete Peltier
Group Product Manager,
Rocket Mortgage



Written by:
Kate O'Neil
CEO of Opre

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Employee Engagement

From one-off surveys to real-time sentiment

Authored by:
superessence

The old way: one-off surveys

HR has been relying on employee engagement surveys for decades, and the results aren't great. Surveys are slow, outdated by the time they're analyzed, and, worst of all, unreliable. Employees either don't fill them out, lie on them, or forget how they actually felt months ago.

Even when they do respond, survey data is vulnerable to recency bias, questioning bias, and self-reporting bias, making it difficult to trust.

Even when HR gets the data, it takes months to analyze and act on - by then, problems have already snowballed. Employees get frustrated when they don't see change, and engagement continues to decline. Despite more engagement tools than ever, employee engagement has been on a steady decline over the past decade.

The new way: real-time sentiment

AI is transforming engagement tracking by eliminating surveys entirely.

Instead of waiting for employees to self-report how they feel, AI continuously analyzes patterns in workplace behavior, providing HR with real-time insights into sentiment, risks, and areas for improvement.

1 in 4 

employees won't participate in engagement surveys*

47%

of employees are fully honest when giving feedback to HR**

30%

of managers are actively engaged at work***

23%

of employees are actively engaged at work***

Sources

*Gartner

**AllVoices survey data

***Gallop



Meet Superessence

Superessence is the first employee engagement platform that doesn't rely on surveys. It continuously analyzes structured and unstructured workplace data - providing a dynamic, real-time view of engagement levels the moment HR logs in.

By integrating with HRIS and other workforce tools, Superessence identifies key engagement drivers, uncovers risks, benchmarks against market trends, and provides clear action plans backed by expert insights.

The automated part

Superessence scans workplace data at scale, detecting meaningful patterns in how people communicate, collaborate, and engage day-to-day. All without asking employees to fill out yet another survey.

The platform spots those subtle early warning signs of team friction, burnout, and disengagement that managers might miss, giving HR teams a chance to step in with support before good people start heading for the exit. Instead of reacting to problems months after they've started, HR can finally get ahead of issues while there's still time to make a difference.

The human part

HR leaders still make the final decisions on engagement strategies. Superessence provides the insights, but people leaders take action, choosing how to address issues, support teams, and improve workplace culture with the context only humans can provide.

They bring the crucial judgment, empathy, and organizational knowledge needed to interpret data meaningfully and implement solutions that actually work for their unique teams and company culture.

Try Superessence at
www.thesuperessence.com

"Most amazing platform, nobody does this. This actually solves problems."

Rachel Williams
Former Chief Diversity and
Inclusion Officer,
Motley Fool



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superessence



Employee Relations

From scattered docs to data-backed decisions

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The old way: messy spreadsheets

Managing employee relations is typically a messy, reactive, and manual process. HR teams juggle crucial information spread across spreadsheets, emails, and scattered notes to track complaints, investigations, and workplace issues. Documentation is inconsistent, cases slip through the cracks, and employees lose trust in the process.

When issues drag on or go unaddressed, they *fester*.

Employees stay silent out of fear of retaliation, toxic behaviors spread, and HR is left scrambling when a crisis finally erupts.

70% of employees who experience misconduct never report it.

70%

of employees who experience misconduct never report it*

64%

of organizations track employee relations cases manually**

The new way: data-backed decisions

AI is transforming employee relations by bringing structure, consistency, and proactive insights into the case management and investigations process.

Instead of relying on manual tracking and gut instinct, HR teams now have automated documentation, real-time trend analysis, and AI-powered case summaries that help them respond quickly, consistently, and fairly.

78 days

average to resolve a case without AI assistance**

72%

faster case resolution with AI assistance**

Sources

*EEOC

**AllVoices first-party data



Meet AllVoices

AllVoices is the only employee relations platform that integrates AI throughout the entire workflow—speeding up case intake, documentation, investigation, and resolution. It ensures every case is properly recorded, tracks patterns in workplace issues, and helps HR teams make fair, data-driven decisions.

Unlike legacy systems that feel like police reports, AllVoices creates a safe, anonymous channel for employees to report concerns—improving trust and transparency.

The automated part

AllVoices automates documentation, summarizes key case details, and surfaces trends in employee concerns, helping HR teams focus on resolution instead of paperwork. This ensures no case or trend gets overlooked.

The *human* part

HR professionals still lead cases and investigations, make judgment calls, and ensure fairness in every case.

AI assists by automating data entry, drafting comms and reports, and surfacing relevant policies and trends— but decisions about workplace issues remain human-driven, ensuring empathy and context are always part of the process.

Try AllVoices at
www.allvoices.co

"AllVoices is like having an executive assistant and project manager on my team for every ER case."

Paul Chichester,
Senior Director
Employee Relations,
Scopely



Written by:
Claire Schmidt
Founder, Executive Chairman at AllVoices

 **AllVoices**

HR's moment: AI isn't waiting, and neither should you

AI is shaping the way organizations operate, and it's HR's job to make sure that this transformation is ethical, human-centered, and aligned with business goals.

The companies that get AI right won't be the ones that just automate processes- they'll be the ones that use AI strategically to build stronger, more engaged, more innovative workforces..

The biggest mistake HR can make right now is assuming that AI adoption is someone else's responsibility—that IT will figure it out, or that leadership will handle it. That's not how this works.

HR must be at the forefront of AI adoption, ensuring that AI is used in ways that enhance work, rather than diminish it. That means developing AI literacy, collaborating with IT to implement AI ethically, and being transparent with employees about how AI is being used (and should be used) in the workplace.

This isn't the time for HR to sit on the sidelines.

AI isn't waiting, and neither should you. The HR leaders who take action now will define the future of work—not just react to it. If you're ready to start leading AI transformation in HR for your organization, we're ready too!

Book an AI Strategy Session or AMA with Theresa Fesinstine and get a customized roadmap for integrating AI into your HR function.

Book it here:

https://calendly.com/peoplepower_ai/ai-education-chat

