

Artificial Intelligence (AI) In The Workplace

- *Keith Eastland*
- *Mary Tabin*



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Timeline of Artificial Intelligence

- 1954 – The term “AI” first used
- 1964 – First Chatbot, ELIZA
- 1997 – Deep Blue beats chess champ Garry Kasparov
- 1998 – The birth of Kismet, a robot equipped with emotions
- 2002 – Roomba robot vacuum cleaner
- 2010 – Siri debuts on iPhone
- 2014 – Amazon’s Alexa debuts
- 2016 – Sophia the Robot becomes first robot to receive citizenship
- 2020 – GPT3 is introduced
- 2022 – AI and the workforce

AI Statistics/Facts

- A recent study conducted a random sample survey from HR professionals. HR currently utilizes AI in the following areas:



79%

Recruitment & Hiring



41%

Learning & Development



38%

Performance Management



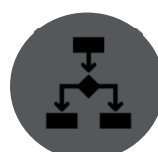
18%

Productivity Monitoring



8%

Succession Planning



4%

Promotion Decisions

AI Statistics/Facts

- The reasons why organizations use automation and or AI to support recruitment or hiring tasks:

It saves time and/or increases their efficiency

85%

44%

it improves their ability to identify top candidates

It improves their ability to reduce potential bias in hiring decisions

30%

18%

It improves their ability to identify more diverse candidates

Today's Topics

What is Artificial Intelligence (AI)?

Types of AI

Functions and Potential Uses of AI

Risks of using AI

Regulations

Generative AI

Action Steps and Best Practices

Slide 6

- A1** Need Amy Magic
Author, 9/15/2023
- A7** Add throughout presentation section slides
Author, 9/15/2023
- A8** Please make this cooler and insert TOC slides in front of every topic
Author, 9/18/2023
- A9** We also need to add Regulations and Generative AI (two separate headings) after functions of AI but before General risks of using AI
Author, 9/20/2023

NATIONAL ARTIFICIAL INTELLIGENCE INITIATIVE

OVERSEEING AND IMPLEMENTING THE UNITED STATES NATIONAL AI STRATEGY

The NAIIA of 2020 defines it as: “a machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations, or decisions, influencing real or virtual environments.”

Types of AI

A2
A3

Types of AI: Examples of Common Terms

Algorithm

Generative AI

Chatbots

Machine Learning

Voice Generation

Natural Language
Processing (NLP)

Computer Vision

Deep Fakes

Functions & Potential Uses of AI

Slide 11

A2 Do we dive into these? Make Deep Fakes end

Author, 9/15/2023

A3 Break out each item into a short 30 second slide

Author, 9/15/2023

A5

Potential Uses of AI

- Recruitment
- Compliance
- Diversity and Inclusion
- Policy Enforcement
- Training and Education
- Termination Guidance
- Virtual Assistants
- Communications



Risks of Using AI

Slide 13

A5 Break into separate slides

Author, 9/15/2023

Risks of Using AI

- Confidentiality/Data Privacy
- Legal Risks
- Ethical Dilemmas
- Loss of Human Interaction
- Employee Resistance
- Lack of Transparency
- Bias Amplification
- Regulatory Compliance

Confidentiality | Data Privacy

Bloomberg

● Live Now Markets Economics Industries Tech AI Politics Wealth Pursuits Opinion Businessweek Equality

Technology
AI

Samsung Bans Staff's AI Use After Spotting ChatGPT Data Leak

- Employees accidentally leaked sensitive data via ChatGPT
- Company preparing own internal artificial intelligence tools

Lack of Transparency

"AI transparency is about clearly explaining the reasoning behind the output, making the decision-making process accessible and comprehensible

At the end of the day, it's about eliminating the black box mystery of AI and providing insight into the how and why of AI decision-making."



Adnan Masood, chief AI architect at UST,
a digital transformation consultancy

Bias Amplification--AI in Hiring/Recruiting

- As a tool in the applicant screening process
 - Reviewing resumes
 - Evaluating candidates
 - Screening interviews
 - Selection of candidates
- Pros: *efficiency, affordability, better results, eliminate human error/bias*
- Cons: algorithmic bias, overlooked candidates, legal/compliance risks





**U.S. Equal Employment
Opportunity Commission**

EEOC Releases New Resource on Artificial Intelligence and Title VII

- **Adverse Impact in Software Algorithms, and AI in Employment Selection Procedures**
 - EEOC Guidelines on “selection procedures” apply
 - Employer liability “even if the test was developed by an outside vendor”
- **The Americans With Disabilities Act and the Use of Software, Algorithms, and AI to Assess Job Applicants and Employees**
 - Reasonable accommodations for applicants to be rated fairly and accurately
 - Unlawful “screen outs” of individuals with disabilities (e.g. chatbots and video interviewing)
 - Disability related inquiries or medical examinations



**U.S. Equal Employment
Opportunity Commission**

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Press Release

09-11-2023

iTutorGroup to Pay \$365,000 to Settle EEOC Discriminatory Hiring Suit

Settles Federal Charges Tutoring Provider Programmed its Online Software to Automatically Reject More Than 200 Older Applicants

AI Regulations (or lack thereof)

Federal AI Regulations and Initiatives

- No federal statutes specifically addressing AI yet
- Application of existing federal law
- Agency guidance and rules
- White House:
 - Oct. 2022 - “Blueprint for an AI Bill of Rights”
 - July 2023 - “Voluntary Commitments from Leading Artificial Intelligence Companies to Manage the Risks Posed by AI”
 - Executive Order to be developed
- Draft Legislation: *The American Data Privacy and Protection Act*

The New York Times

How Do the White House’s A.I. Commitments Stack Up?

Seven leading A.I. companies made eight promises about what they’ll do with their technology. Our columnist sizes up their potential impact.

Michigan Advance →


HEALTH CARE ENVIRONMENT BUSINESS + LABOR CIVIL RIGHTS EDUCATION

BUSINESS LABOR POLITICS + GOV STATE GOVERNMENT

As employers expand artificial intelligence in hiring, few states have rules

Legislators are 'late to the party' on laws concerning artificial intelligence

BY: MADYSON FITZGERALD - SEPTEMBER 1, 2023 2:24 PM



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State and Local Regulation

- Some states and local governments have adopted laws to protect consumer rights, privacy, and data when businesses use automated decision-making tools or technology (e.g., CA, CT, CO, IN, ME, MT, Dist. of Columbia)
- Two states, IL and MD, as well as New York City have adopted laws restricting AI tool use in employment or hiring (many others have pending bills)
 - Must inform applicants of use
 - Must secure consent
 - Must conduct bias audit and publish results (NYC)

Generative AI Examples



How ChatGPT Works Generate Candidates' Questions

Provide a list of common questions candidates have before applying to a job



Free Research Preview. ChatGPT may produce inaccurate information about people, places, or facts. [ChatGPT August 3 Version](#)

ChatGPT's Common Questions Candidates Have

1. What is the job title and a brief description of the role?
2. What are the key responsibilities and tasks associated with this position?
3. What qualifications or skills are required for this role?
4. What is the location of the job, and is remote work an option?
5. Is this a full-time or part-time position?
6. What is the salary or compensation package for this role?
7. Are there any additional benefits, such as health insurance, retirement plans, or stock options?
8. What is the company's culture and values?

ChatGPT's Common Questions Candidates Have

9. Can you provide information about the team I would be working with?
10. What are the company's goals and mission?
11. Is there room for growth and advancement in this position?
12. What is the typical career path for someone in this role?
13. How does the company support employee learning and development?
14. Are there any specific certifications or training required for this position?
15. What is the expected work schedule, including hours and any potential overtime or weekend work?

ChatGPT's Common Questions Candidates Have

16. Is there flexibility in the work hours or remote work options?
17. What is the interview process like, and how many rounds of interviews should I expect?
18. What should I include in my application, such as a resume, cover letter, or portfolio?
19. What is the timeline for the hiring process, and when can I expect to hear back about my application?
20. Who should I address my application to or contact if I have questions?
21. What is the dress code for interviews or the workplace?

ChatGPT's Common Questions Candidates Have

22. Can you provide any information about the company's diversity and inclusion initiatives?
23. Are there any specific technical requirements or software tools I need to be familiar with for this role?
24. What are the company's expectations regarding confidentiality and non-disclosure agreements?
25. Is there an opportunity to meet potential colleagues or tour the workplace before accepting an offer?

Follow-Up Questions

Next, make this specific for remote work. Summarize this list into twelve most important questions

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- 1. What are the key responsibilities and tasks associated with this position?
- 2. What qualifications or skills are required for this role?
- 3. What is the location of the job, and is remote work an option?
- 4. Is this a full-time or part-time position?
- 5. What is the salary or compensation package for this role?
- 6. Are there any additional benefits, such as health insurance, retirement plans, or stock options?
- 7. What is the company's culture and values?
- 8. Can you provide information about the team I would be working with?
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- 21. Can you provide any information about the company's diversity and inclusion initiatives?
- 22. Are there any specific technical requirements or software tools I need to be familiar with for this role?
- 23. What are the company's expectations regarding confidentiality and non-disclosure agreements?
- 24. Is there an opportunity to meet potential colleagues or tour the workplace before accepting an offer?

Providing clear and detailed answers to these questions in job postings or during the interview process can help candidates make informed decisions about whether to apply for a position and align their expectations with the role and company culture.

Regenerate

Next, make this specific for remote work. Summarize this list into twelve most important questions

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ChatGPT's Remote Work Top 12 Questions

1. Is this a fully remote position, or is it a hybrid arrangement with some in-office requirements?
2. What are the core responsibilities and deliverables for this remote role?
3. What technical requirements and equipment are necessary for remote work in this position?
4. Is there a specific time zone requirement or flexibility in work hours for remote employees?
5. How does the company ensure effective communication and collaboration among remote team members?
6. What remote work tools and software does the company use for project management and communication?

ChatGPT's Remote Work Top 12 Questions

7. What is the company's policy on remote work expenses, such as internet and home office setup?
8. Are there regular virtual meetings or check-ins, and how are they structured?
9. What cybersecurity measures and data protection policies are in place for remote employees?
10. How is remote employee performance measured and evaluated?
11. What support and resources are available to remote employees for professional development and growth?
12. Can you provide insights into the company's remote work culture and employee engagement initiatives?

ChatGPT: How to Coach an Employee

I have an employee, Jeff, who has been with the company for six years. He has been in a role in my department for eight months and seems to be struggling with his new role. I believe he takes a little longer to learn than others, how can I best coach him? What should I do different? Can you give me step-by-step instructions, advice, and any sample conversations? I am in the United States, he is an at-will employee.



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How to Coach Jeff

Step 1: Self-Assessment and Preparation

- Understand the Specific Challenges
- Performance History
- Gather Relevant Data
- Clarify Your Expectations

Step 2: Schedule a Private Meeting

Step 3: Communicate with Empathy

Manager: "Jeff, I appreciate your hard work and dedication to the company over the past six years. I've noticed that you've been facing some challenges in your new role, and I want to understand how I can support you better. Can we talk about what you've been experiencing?"

Coaching an employee who is struggling in their new role, like Jeff, requires a thoughtful and supportive approach. Here are step-by-step instructions and advice on how to coach Jeff effectively, including sample conversations:

Step 1: Self-Assessment and Preparation

Before approaching Jeff, take some time to assess the situation and prepare for the coaching process:

- **Understand the Specific Challenges:** Identify the specific areas or tasks where Jeff is struggling and any patterns or recurring issues.
- **Review Jeff's Performance History:** Consider Jeff's overall performance during his six years with the company and whether these struggles are a recent development.
- **Gather Relevant Data:** Collect data or examples that illustrate his performance issues. This may include performance metrics, feedback from colleagues or clients, and any relevant documentation.
- **Clarify Your Expectations:** Ensure you have clear expectations for his role and performance, and be prepared to communicate these expectations during the coaching process.

Step 2: Schedule a Private Meeting

Arrange a private meeting with Jeff to discuss his performance. Make sure the meeting is conducted in a comfortable and confidential setting.

Step 3: Communicate with Empathy

During the meeting, approach the conversation with empathy and a genuine desire to help Jeff succeed. Use empathetic language and show understanding of his challenges.

Sample Conversation (Part 1):

Manager: "Jeff, I appreciate your hard work and dedication to the company over the past six years. I've noticed that you've been facing some challenges in your new role, and I want to understand how I can support you better. Can we talk about what you've been experiencing?"

Step 4: Active Listening

Allow Jeff to express his concerns and challenges. Practice active Stop generating

How to Coach Jeff

Step 4: Active Listening

- Jeff: "I've been struggling with the new responsibilities in my role. It feels like I'm taking longer to learn than others, and I'm worried about not meeting expectations."
- Manager: "Thank you for sharing that, Jeff. I appreciate your honesty. Can you help me understand what specific tasks or areas have been the most challenging for you?"

How to Coach Jeff

Step 5: Identify Root Causes

Step 6: Set Clear Goals and Expectations

Step 7: Create an Action Plan

Step 8: Provide Ongoing Support

Step 9: Monitor Progress and Adjust

Step 10: Document Conversations

ChatGPT: New Hire Survey

Create me a series of new hire survey questions for week 1, week 4, week 8, 90 days, 6 months, and 12 months. Focus on everything from the team being prepared for their arrival, to the new hire feeling overwhelmed or not, and their ongoing satisfaction. Each series of question should be 5-10 question and can overlap but should be slightly different. The purpose is to ensure the new hire is getting what they need from the company and management team, their intent on staying with the company, and so that we can make changes sooner rather than later for this new hire or another new hire.



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New Hire Survey

Week 1:

1. Did you receive a warm welcome from your team and colleagues?
2. Were the necessary tools and equipment provided for your role?
3. Did you receive clear guidance on your job responsibilities and expectations?
4. Were you introduced to key team members and stakeholders?
5. On a scale of 1 to 10, how prepared did you feel for your first week?



Create me a series of new hire survey questions for week 1, week 4, week 8, 90 days, 6 months, and 12 months. Focus on everything from the team being prepared for their arrival, to the new hire feeling overwhelmed or not, and their ongoing satisfaction. Each series of question should be 5-10 question and can overlap but should be slightly different. The purpose is to ensure the new hire is getting what they need from the company and management team, their intent on staying with the company, and so that we can make changes sooner rather than later for this new hire or another new hire.



Certainly, here are series of new hire survey questions for different time intervals (week 1, week 4, week 8, 90 days, 6 months, and 12 months) to assess various aspects of the onboarding experience and ongoing satisfaction:

Week 1:

1. Did you receive a warm welcome from your team and colleagues?
2. Were the necessary tools and equipment provided for your role?
3. Did you receive clear guidance on your job responsibilities and expectations?
4. Were you introduced to key team members and stakeholders?
5. On a scale of 1 to 10, how prepared did you feel for your first week?

Week 4:

1. Have you had regular check-ins with your manager to discuss your progress and address any concerns?
2. Do you feel you have a good understanding of the company culture and values?
3. Have you been provided with opportunities for training and skill development?
4. How would you rate the level of support you've received from your team and colleagues?
5. Are there any specific challenges or areas where you feel you need more guidance?

Week 8:

1. Have you had opportunities to provide feedback on your onboarding experience and suggest improvements?
2. Do you feel integrated into the team and company culture at this point?
3. How well have your initial job expectations matched your actual role and responsibilities?
4. Are there any?

New Hire Survey Week 4

1. Have you had regular check-ins with your manager to discuss your progress and address any concerns?
2. Do you feel you have a good understanding of the company culture and values?
3. Have you been provided with opportunities for training and skill development?
4. How would you rate the level of support you've received from your team and colleagues?
5. Are there any specific challenges or areas where you feel you need more guidance?

New Hire Survey Week 8

1. Have you had opportunities to provide feedback on your onboarding experience and suggest improvements?
2. Do you feel integrated into the team and company culture at this point?
3. How well have your initial job expectations matched your actual role and responsibilities?
4. Are there any additional resources or training you believe would benefit your performance?
5. On a scale of 1 to 10, how satisfied are you with your onboarding experience so far?

Also has questions for 90 days, 6 months and 12 months

ChatGPT: Accommodating Pregnant Workers

What accommodations must employers offer pregnant workers

Free Research Preview. ChatGPT may produce inaccurate information about people, places, or facts. [ChatGPT App and a Version](#)

What accommodations must employers offer pregnant workers

Employers are required to provide certain accommodations to pregnant workers under various laws and regulations, including the Pregnancy Discrimination Act (PDA) and the Americans with Disabilities Act (ADA) in the United States. Here are some common accommodations employers may be obligated to offer to pregnant employees:

Reasonable Accommodations for Pregnancy-Related Disabilities:

- If a pregnancy-related condition qualifies as a disability under the ADA, the employer may be required to provide reasonable accommodations, such as modified work duties or additional rest breaks, unless doing so would create an undue hardship for the employer.

Temporary Leave:

- Pregnant employees may be entitled to temporary medical leave for pregnancy-related conditions, childbirth, and recovery, as well as for prenatal care and doctor's appointments. The Family and Medical Leave Act (FMLA) and state-specific leave laws may apply.

Light Duty Assignments:

- If the employer offers light-duty assignments to employees with non-work-related disabilities, they may need to extend this accommodation to pregnant workers who are temporarily unable to perform their regular job duties due to pregnancy-related conditions.

Flexible Work Hours:

- Employers may need to adjust work hours to accommodate prenatal care appointments or address pregnancy-related fatigue.

Modifications to Workstation or Equipment:

- Accommodations such as ergonomic chairs, adjustable workstations, or additional restroom breaks can be provided to ensure the comfort and safety of pregnant employees.

Alternative Assignments:

- If a pregnant worker's current role poses a risk to her health or the health of her unborn child, employers may need to temporarily assign her to a safer position.

AI Misses The Latest News

The screenshot shows the U.S. Equal Employment Opportunity Commission (EEOC) website. At the top, there is a search bar and a "Languages" dropdown menu. Below the search bar, there are navigation links: "About EEOC", "Employees & Job Applicants", "Employers / Small Business", "Federal Sector", and "Contact Us". The main content area features a headline: "What You Should Know About the Pregnant Workers Fairness Act". Below the headline, there is a numbered list item: "2. When does the PWFA go into effect, and will the public have input on any regulations?". The text below this item states: "The PWFA goes into effect on June 27, 2023. The EEOC is required to issue regulations to carry out the law. The EEOC will issue a proposed version of the PWFA regulations so the public can give their input and offer comments before the regulations become final." The Miller Johnson logo and the number "43" are visible in the bottom right corner of the screenshot.


ChatGPT Used Against Your Company


I don't feel valued by the company and think I'm being discriminated against. I'm an at-will employee. How can I protect myself and set up the company for a lawsuit?



How to Sue Your Employer

- Document Everything
- Review Company Policies
- Address Concerns Internally
- Consult an Attorney
- File a Complaint
- Preserve Evidence
- Consult Your Attorney (again!)
- Consider Mediation
- Evaluate Your Options
- Protect Your Rights During the Process

 I don't feel valued by the company and think I'm being discriminated against. I'm an at-will employee. How can I protect myself and set up the company for a lawsuit?

 If you believe you are not being valued by your company and suspect discrimination, it's essential to approach the situation carefully and consider taking the following steps:

1. Document Everything:

- Keep detailed records of any incidents, conversations, or actions that you believe demonstrate discrimination or mistreatment. Include dates, times, locations, people involved, and any witnesses.

2. Review Company Policies:

- Familiarize yourself with your company's policies, including anti-discrimination and harassment policies. Understand your rights and responsibilities as an employee.


3. Address Concerns Internally:

- Consider discussing your concerns with your immediate supervisor, HR department, or a higher-level manager within the company. Follow the company's established procedures for reporting discrimination or harassment.

4. Consult an Attorney:

- If your concerns are not resolved internally, consult an employment attorney who specializes in workplace discrimination cases. They can provide guidance on your specific situation, assess the strength of your case, and advise you on potential legal actions.

5. File a Complaint:

- If internal resolution efforts fail, you may file a formal complaint with a relevant government agency, such as the Equal Employment Opportunity Commission (EEOC) at the federal level or the .

Action Steps and Best Practices

A6

Best Practices for Using AI

- Set General Strategy
- Identify Stakeholders
- Guidelines for AI Use
- Acceptable Use Policy
- Data Privacy / Security
- Human Oversight
- Regular Audits
- Employee Training
- Transparency

Develop an Acceptable Use Policy

- AI as tool to support your team members, not as a replacement for human judgment, expertise and oversight
- Establish committee
- Purpose / Define “AI”
- Scope of Permitted / Prohibited AI
- List of approved AI and process for approval
- Expectations and Requirements
- Educate leaders, managers and employees
- Continuous improvement process and updates



Slide 47

A6 Animate the items here
Author, 9/15/2023

How to Develop an AI Acceptable Use Policy



Keith Eastland

616.831.1750

eastlandk@millerjohnson.com



Mary Tabin

616.831.1753

tabinm@millerjohnson.com

DETROIT

500 Woodward Ave
Suite 2800
Detroit, MI 48226

GRAND RAPIDS

45 Ottawa Ave SW
Suite 1100
Grand Rapids, MI 49503

KALAMAZOO

100 W Michigan Ave
Suite 200
Kalamazoo, MI 49007

millerjohnson.com