



## Navigating the AI Revolution in Recruitment: Balancing Benefits and Challenges.

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## Contents

1. Why AI?
2. What AI can do well
3. What AI can't do (yet)
4. Where AI is heading
5. How AI-involved should you be?
6. AI opportunities through the hiring process
7. Candidate Sourcing and Screening: New Vision in Talent Acquisition
8. Candidate Engagement: Reducing Ghosting
9. Interview Scheduling: Juggling Calendars
10. Interview Planning and Fit Analysis: Enhancing Precision
11. The Interviewing Process: AI's Role in Candidate Assessment
12. Post-Interview: AI in Reviewing Feedback
13. Evaluating Long-Term Success: AI in Post-Hire Analysis
14. When to Get Your Feet Wet
15. Resources

### About Qorums.

*Qorums is the first Hiring Process Management System (HPMS), supported with proprietary algorithms and AI, built to solve the process from the identification candidates to interview, through the interview and decision process. Qorums is not an ATS, but picks-up as where the ATS leaves off.*

*For HR professionals, Qorums offers a structured process to help hiring managers make clear and well supported hiring decisions. Hiring managers benefit from a platform that assists in the difficult task of creating and managing hiring teams, evaluating feedback, and keeping the entire process on track.*

*For senior managers, Qorums provides real-time insights into every hiring situation, with the capability to drill down whenever required.*

*For more information, visit:*

*Qorums.ai*

*or email [marketing@qorums.com](mailto:marketing@qorums.com)*



# Why AI?

Well, if you read the hyped up press you might think that it is the next best tech thing. Well, frankly, it is, if used wisely. But it isn't a panacea, and it isn't a threat.

Here's why:

AI can save time, save effort and, a few hours at the end of your workday. It can provide just about anything you need from agreements, policies, conflict solutions, web resources, images and more.

Many of us are already partially reliant on ChatGPT to cut corners and save time. But the results are sometimes inaccurate, or even fully concocted (aptly called hallucinations in AI parlance), often not exactly what you want or accurate and not strictly about your company and your situation.

For the hiring process, Artificial Intelligence is emerging as a game changer, influencing everything from candidate sourcing to post-hire evaluations. AI promises efficiency and data-driven insights, but it brings with it significant challenges.

So, now let's delve into the multifaceted impact of AI on the hiring process, examining its role in interview planning and preparation, interviewing for decision making, fit analysis, offer creation, post-interview evaluations, and long-term employee performance assessments. Additionally, we'll explore how AI's influence can be measured and optimized for the overall performance of the hiring team.

If you would like to discuss how AI could impact your company for the better, contact Qorums for an evaluation, at: [marketing@qorums.com](mailto:marketing@qorums.com)



*More than 55% of HR managers in a Deloitte survey believed that AI would become a regular part of HR within five years.*

*This included the use of AI in candidate assessments, where AI algorithms were increasingly being used to evaluate video interviews and other assessment tasks.*



*A 2023 LinkedIn report revealed that 67% of hiring managers and recruiters surveyed said AI was saving them time.*

# What AI Can Do Well

ChatGTP can do a lot. On its lowest level, think about it as a search engine on steroids. Move up a level and it can combine and construct summaries and even opinions.

Move up one more level and it can create versions of its output that fit your specific needs, and one more level, it can plug-in specific information you provide it in your prompt. Add graphics and videos, and it can be you...well, not quite, but a believable facsimile.

However, if I were to input the same prompts as you, I'd get an almost identical result.

In most basic situations, that's enough. If you want a policy on a new regulation it's a wonderful tool to get a draft. Maybe you want to know what to do in a specific difficult situation, it will probably provide you with some basic guidance and some links for more information. In short, it's like a junior assistant that is eager but not experienced. It requires supervision.



*A 2023 study by Korn Ferry indicated that 63% of HR professionals believed AI had changed the way recruiting is done in their organization.*



## What AI Can't Do (yet)

AI can't make decisions. Right now (and for the foreseeable future) It can't give you everything you want to know because it is bound by its access to data, and by what it has been taught. It can't formulate a response regarding your finite specific situation...at least, not quite yet.

What you need is an AI tool that knows your company and issues as well as you do. Is that a reach?

Well, not if you are able to have your own AI personal, which ChatGPT5 promises to be, or if you can train a corporate AI so it has all your background information, or if you use a platform that has the tools and provides a high level of security.

## Where AI is Heading

Think “personal”. Yes, you’ll have your own AI assistant (the versions available right now are often less than effective, but that is changing fast) and if you’re a pioneer, you have a version already.

And if that’s an interesting thought, consider that’s true for candidates, hiring managers, and your hiring teams. All these will most probably eventually chat between themselves.

You’ll probably agree that that’s an interesting concept, but for HR it could offer an alarming concern. If hiring team members’ AI assistants are chatting with each other and you can monitor it, that’s ok (not great, but ok). But the idea of their own AI assistants discussing employment topics between themselves, asking and answering questions, and even talking off-topic can be disquieting.

# How AI-Involved Should You Be?

Risk aversion is one of HR professional's best traits. After all, HR is all about people, and people are unpredictable.

Adding AI is always going to be a risky issue: you're handing off control to some faceless computer and nobody in their right mind could feel sanguine. So the solution is to pick your implementations carefully, and that's best achieved by picking vendors and platforms that have implemented AI wisely and selectively. A totally AI platform could become "Terminator" and take control.

A platform that leverages AI to help, save time, summarize, and guide is usually the best choice for HR professionals and hiring managers who want to dip a toe in the water, and not get bitten by a crocodile.

# AI Opportunities through the hiring process.

We have structured the process from sourcing to post review in ten stages. It should be noted that these are not necessarily tackled in series and often overlap.

On the following pages you read about the impact of AI in each stage.

<b>Candidate Sourcing</b>	Simplifying the process of finding potential candidates.
<b>Candidate Selection</b>	Speeding-up the process of resume review.
<b>Candidate Engagement</b>	Reducing ghosting and candidate interview fatigue.
<b>Interview Scheduling</b>	Simplifying the complex process of synchronizing calendar availability.
<b>Pre-Interview Prep.</b>	Managing the interview process by guiding interviewers and their feedback.
<b>Interviewing</b>	Increasing the quality of feedback and reducing potential bias.
<b>Feedback Review</b>	Easing the time-consuming process of reviewing feedback.
<b>Decision Making</b>	Matching interview feedback results with “the ideal candidate”.
<b>Offer Creation</b>	Establishing winning parameters and creation of an offer.
<b>Post Hire</b>	Review of the entire process, establishing successes and failures.



# AI in Candidate Sourcing and Screening: Revolutionizing Talent Acquisition.

AI transforms candidate sourcing by leveraging vast data pools and predictive analytics to identify potential candidates who might not be actively seeking new opportunities but are a perfect fit. Platforms using AI algorithms can scan through online profiles, resumes, and job portals to suggest candidates who meet specific job requirements.

This proactive approach broadens the talent pool and reduces the time spent on manual sourcing. However, the reliance on AI for sourcing raises concerns about data privacy and the potential for algorithmic biases that could inadvertently exclude qualified candidates.

## Candidate Sourcing and Screening Best Practice:

First do several searches first, and then assess if there seems to be any obvious biases.



*Approximately 52% of talent acquisition leaders reported the hardest part of recruitment was identifying the right candidates from a large applicant pool. AI tools were increasingly being used to automate this process, with over 50% of companies using some form of AI for talent sourcing.*



*A CareerBuilder survey found that 70% of employers were using AI to automate some part of the screening process, with AI being particularly effective in handling routine tasks like resume screening.*



# Candidate Engagement: Reducing Ghosting.

Chatbots streamline the initial stages of the recruitment process. They can quickly answer common queries, provide information about the company and the role, and guide candidates through the application process. This efficiency can improve the overall perception of the company and keep candidates engaged.

AI can automate email communications to keep candidates informed at every step of the hiring process. From confirming receipt of applications to scheduling interviews and providing updates, these automated emails ensure that candidates are not left in the dark.

AI can personalize the communication based on the candidate's profile and previous interactions. For instance, if a candidate shows interest in a particular aspect of the role or company, follow-up communications can be tailored to provide more information in that area.

## Candidate Engagement Best Practice:

We all know that hiring the best talent is probably the hardest task for a hiring manager. It's a two way street: the candidate must feel that the company is a place they really want to work at. So the focus is as much on frequency of contact as it is messaging. Sell your company AND the position, and talk about your team and how the role will integrate and add value.



*About 58% of candidates who have interacted with AI-powered recruitment chatbots reported a positive experience, according to a Talent Board study. These chatbots are used for initial queries, scheduling interviews, and providing feedback.*



# Interview Scheduling: Juggling calendars.

AI streamlines interview planning by scheduling interviews at mutually convenient times, thus reducing administrative burdens; however, this requires interaction with everyone's calendar, and that can be an issue.

Some people don't want to allow others (including AI) to add to their calendar.

Some companies are anxious about their employee calendars potentially being leaked.

Integration with video conferencing platforms and apps like Qorums that have integral video, AI can automatically generate and include video conferencing links in calendar invites, providing a seamless experience and eliminating "which video platform is the interview on?" confusion.

For remote positions or global companies, AI can effectively manage different time zones, ensuring that interview times are appropriate for all participants, regardless of their geographical location.

## Interview Scheduling Best Practice:

Combine a human scheduler with an automated system until you are comfortable that automation isn't causing a high drop-off in interview no-shows.



*"Synchronizing calendars for a meeting is like solving a puzzle where all the pieces are constantly changing shapes."*



*"AI transforms the maze of meeting scheduling into a harmonious symphony, effortlessly orchestrating calendars to find the perfect ensemble of time and availability."*



# Interview Planning and Fit Analysis: Enhancing Precision.

When it comes to fit analysis, AI tools analyze candidate responses from previous stages and compare them against company culture and job requirements.

This process ensures a higher degree of precision in shortlisting candidates who are not just skilled, but are also likely to thrive in the company's environment.

On the flip side, over-reliance on AI in this phase could lead to a homogenized workforce, potentially stifling diversity and innovation.

Probably the most contentious AI implementation at this moment is AI's capability to quickly analyze resumes and online profiles to match candidates' skills, experiences, and educational backgrounds with the job requirements.

This initial screening attempts to ensure that only the most suitable candidates are considered, saving time and resources in the recruitment process. However, several cities in the US have already created laws that force these platforms to prove that no bias is "built into" their system. More cities are likely to follow, and so you must be wary of looking for candidates in those cities, if you use this AI function.

One useful function is that AI can also identify patterns and nuances in a candidate's career trajectory that might indicate their suitability for a role.

AI can analyze a candidate's responses from past experiences, social media activity, and behavioral assessments to predict how well they will align with the company's culture and values. This includes assessing communication styles, work preferences, and personality traits to ensure a good cultural and team fit. This may evolve into a 360 degree view of teams that assess everyone's fit as a work group.

**Interview Planning and Fit Analysis Best Practice:** Use one single feedback platform and don't allow interviewers to send via email, text, phone messages, Slack etc. Use AI to condense videos and text, but be willing to dig into the originals for the top candidates. In other words, don't rely 100% on AI.



*AI-driven assessment platforms can evaluate candidates through online tests and simulations, providing valuable insights into their competencies and potential cultural fit. These intelligent screening and assessment tools enable recruiters to identify the most promising candidates efficiently and effectively.*

*Denise Terry - LinkedIn Article June, 2023.*



# The Interviewing Process: AI's Role in Candidate Assessment.

AI-integrated interviewing tools like video interviews with real-time analysis provide insights into candidates' communication and interpersonal skills.

These tools can assess non-verbal cues and speech patterns to give a more comprehensive view of the candidate. However, this raises ethical concerns about privacy and the risk of AI misinterpreting cultural and individual nuances, which could lead to unfair assessments.

AI can also take long videos and text and condense them into relevant snippets that a hiring manager can use to shorten the process of trolling through reams of comments and videos.

## The Interviewing Process Best Practice:

It's all about consistency. Provide guidelines for interviews, include suggested questions, force interviewers to take notes while the interview is in process or immediately afterwards.



*Around 35% of companies reported using AI to reduce unconscious bias and promote a more diverse workforce. AI applications were being designed to ignore demographic information about candidates to focus solely on skills and qualifications.*



# Post-Interview: AI in Reviewing Feedback.

AI dramatically enhances post-interview processes by aggregating and analyzing feedback from various interviewers.

This consolidated analysis helps in making more informed hiring decisions and identifying areas of inconsistency or bias among interviewers. While this leads to a more structured and fair evaluation process, it can also lead to an overemphasis on quantifiable metrics, potentially overlooking the nuanced judgments of experienced human recruiters.

Overall though, it makes perfect sense. Say you have 6 candidates, 5 hiring team members and a total of 20 interviews. Interviewers have taken notes on the top three skills required for the position, that's 60 documents to review, and all this is delivered to the door of the hiring manager for evaluation. Now pass all the feedback through a knowledgeable and focused AI platform and the hiring manager will have two or three pages of summaries at most.

This provides a way to pick out the top candidates and then focus attention on them when digging into the actual feedback.

## Post-Interview Best Practice:

Be sure to use an AI platform or app that has been educated to understand what's important about the specific position to be filled. Generalizations and partially related chatter isn't going to help the decision process.



# Evaluating Long-Term Success: AI in Post-Hire Analysis.

The true test of a successful hire is their performance over time. AI tools can track and analyze a new hire's performance at six and twelve-month intervals with the guidance of their manager, providing insights into their progress and the effectiveness of the recruitment process.

This data can be invaluable in refining future hiring strategies, because AI's most significant advantage may lie in its ability to assess the performance of the hiring team.

By analyzing the success rate of hires and correlating them with the involved team members, AI can also highlight areas of strength and improvement for each recruiter. This feedback loop can drive continuous improvement in the hiring process.

## Evaluating Long-Term Success Best Practice:

The challenge here is ensuring that this analysis promotes constructive growth without fostering a culture of blame or over-reliance on metrics. This suggests periodic training and feedback to the hiring team, and recruiters are required to gain buy-in and active, positive involvement.



# When to get your feet wet.

AI in recruitment is a double-edged sword, offering unparalleled efficiencies and insights while presenting new challenges and ethical considerations.

The key is to strike a balance, leveraging AI's power to enhance human decision-making without becoming overly dependent on it.

As we embrace this AI revolution, it's crucial to remain vigilant about maintaining diversity, ensuring fairness, and respecting candidate privacy.

The future of recruitment lies in a collaborative approach where AI tools and human expertise work in tandem to create a more dynamic, inclusive, and effective hiring process.

**Testing AI Best Practice:** Caution rules the day. Every company is different, so pick the places where AI could provide a positive benefit. Find a good, reliable partner that has an implementation this fits your needs, and test it.

The most viable vendors will have used AI selectively to enhance their offering, rather than diving in.





# Resources

These companies are either AI based or have added AI to their platform. Most offer free trials. Check them out, you'll get a low impact experience of how the use of AI can help solve a wide range of hiring process challenges.



Qorums takes over where your ATS leaves off, or it replaces the common use of spreadsheets to track and manage candidates and interviews. Qorums also uses proprietary technology to weight voting and responses from hiring teams. It speeds-up the hiring process, provides real-time access to status of all open positions, and a detailed audit trail.  
<https://qorums.ai>



Holly Hires applies AI to searches on all the major job banks, and LinkedIn. They offer a generous free account level.  
<https://hollyhires.ai>



Clipr uses AI to take video interviews (and any other video recording) and condenses it into bite sized chunks. This makes the task of the hiring manager, HR and senior managers to evaluate candidates much quicker and less cumbersome. Clipr partners with Qorums and is currently being integrated.  
<https://clipr.ai>



Seekout is a AI sourcing application, similar to Holly. It focuses on connecting with potential candidates.  
<https://seekout.com>



XOR provides recruitment process capabilities that focuses on candidate engagement.  
<https://xor.ai>



For more information, contact Qorums:  
[marketing@qorums.ai](mailto:marketing@qorums.ai)

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