

NEOGOV
WEBINAR

What can I help with?

Debunk the Fear: The Evolution of AI is OK

In Association with:





Kerry Officer

VP of Product, HCM Suite
NEOGOV



Detective R Stilz

Department of Public Safety
Cobb County, GA

A woman with short, light brown hair, wearing a bright yellow long-sleeved top, is shown in profile from the chest up. She is looking out a window with light-colored vertical blinds. The scene is brightly lit, suggesting a sunny day. The image is framed with rounded corners and is set against a white background with decorative blue circular elements on the left and bottom right.

The Emotional Side of Innovation

Fear is a natural response to change — especially in government where stability is key. But behind every technology revolution is an **opportunity** to reimagine how we serve people.

What Everyone's Worried About

*“Will AI take
our jobs?”*

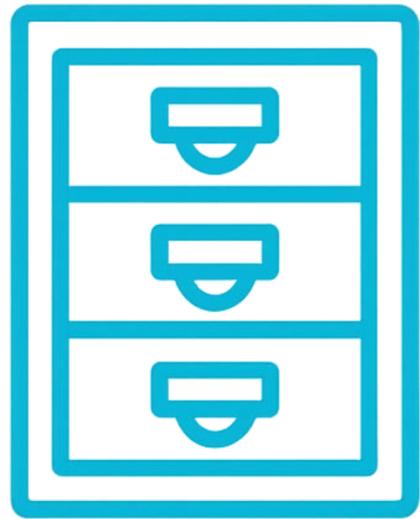
*“Can I trust it
to be fair?”*

*“Are we going to lose
the human touch?”*

When used right, AI actually **strengthens all three:**
jobs, fairness, and humanity.



The Evolution of AI



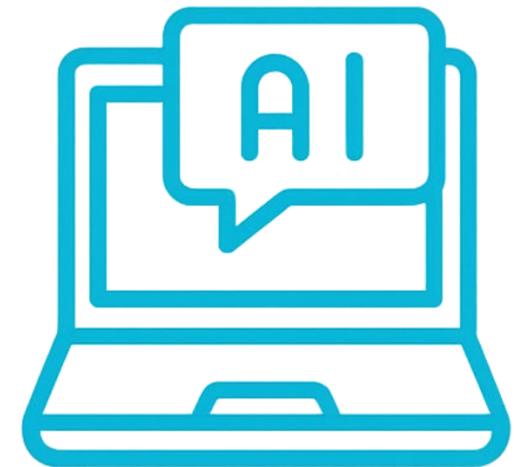
Card Catalog



Microfiche



Internet



ChatGPT

CHALLENGE



Should We Really Be Concerned About AI-Created Resumes?

AI isn't the barrier — it's the tool.

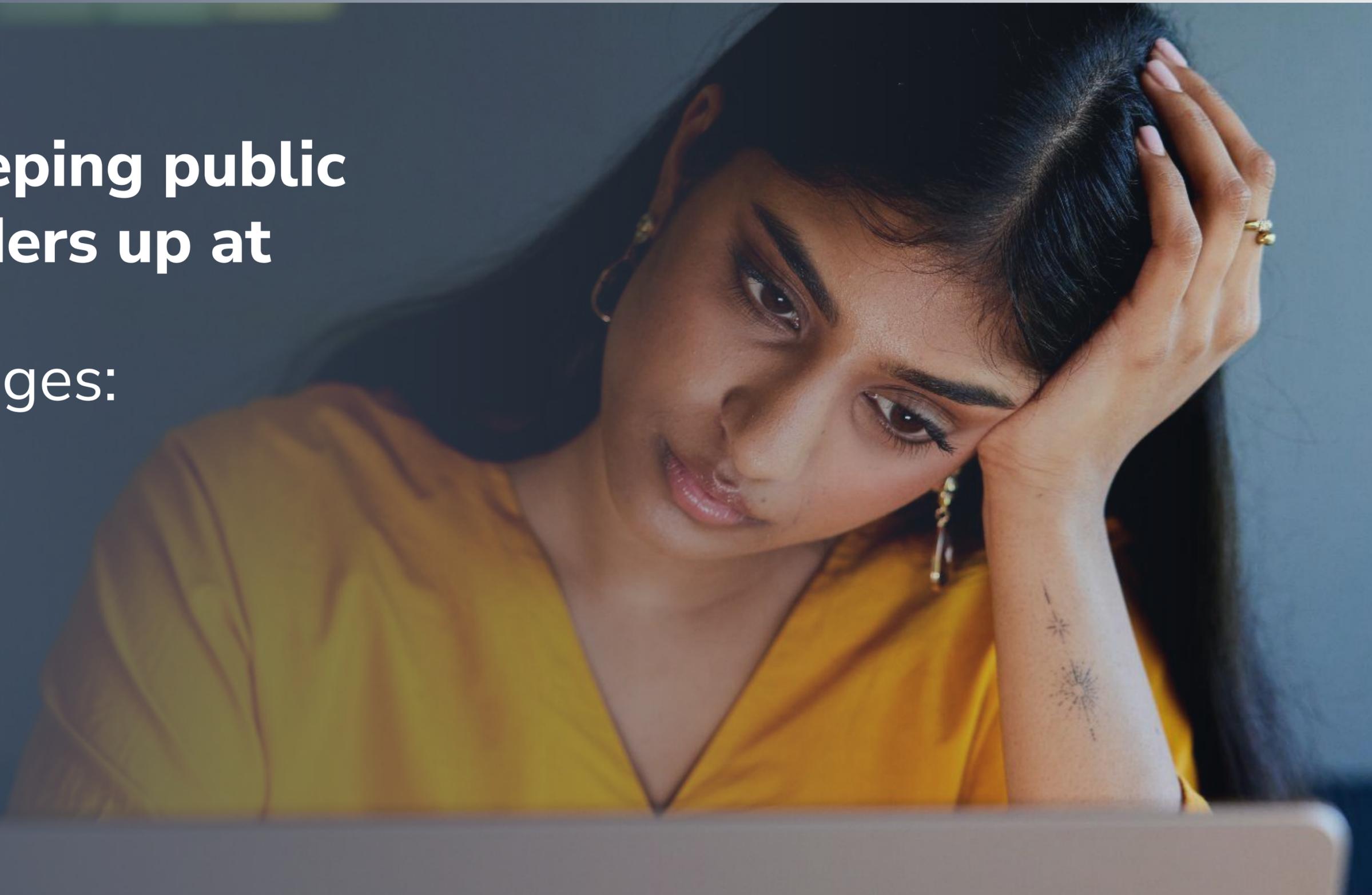
- Reality check: Job seekers are already using AI tools — it's not going away.
- Not the real problem: Every generation has adopted tools — from spell check to LinkedIn — to put their best foot forward.
- The real barrier: — *skills alignment and fair evaluation.*
- Opportunity: AI levels the playing field
- Our role: Shift the focus from how a resume was written to *what skills and competencies the candidate brings.*

Use AI to help evaluate skills more consistently and fairly and find the right fit for the role.

What's keeping public sector leaders up at night?

Top challenges:

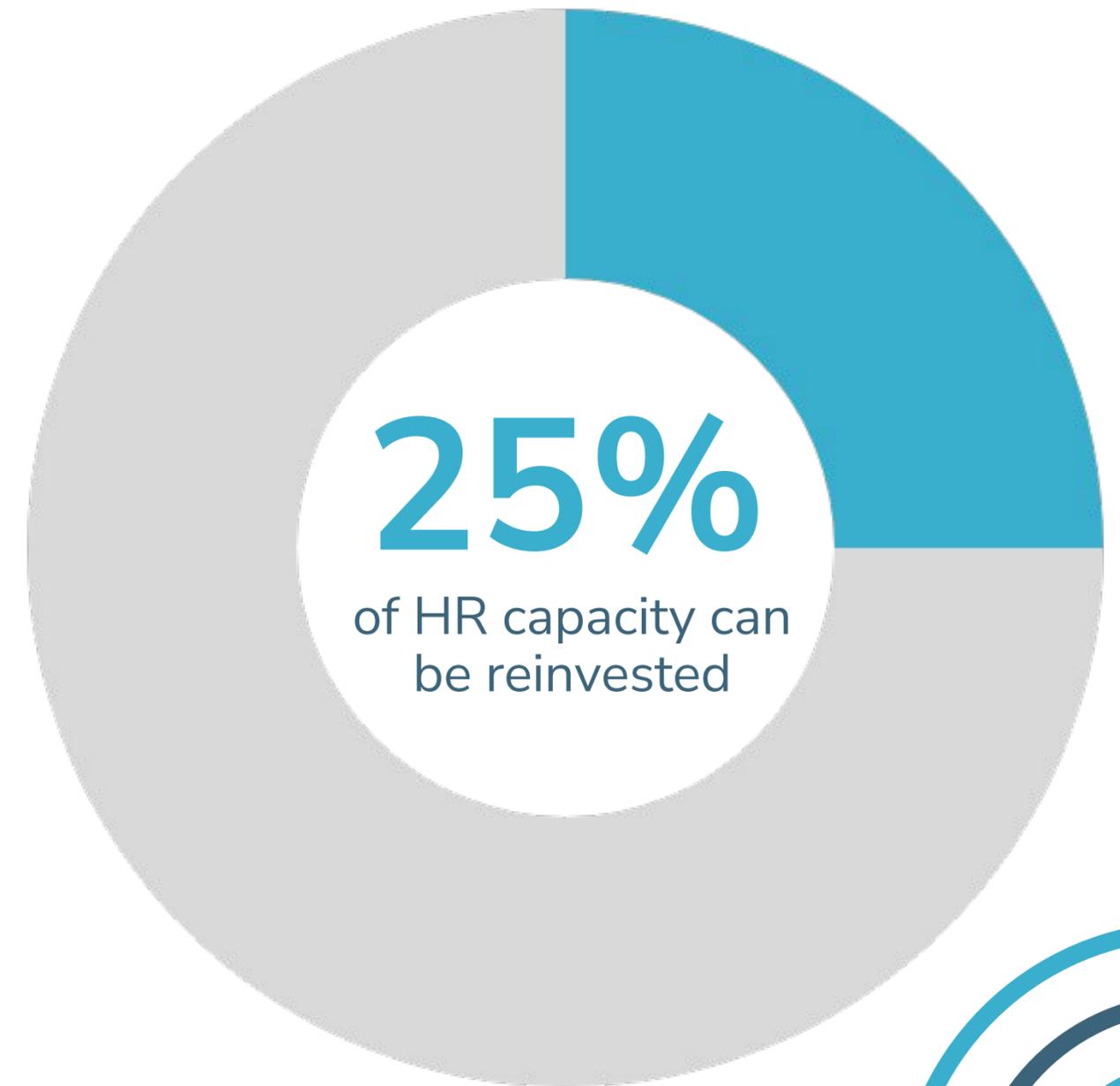
*Recruiting,
Retention,
Efficiency*



AI as a Capacity Creator

AI frees HR from administrative drag — freeing capacity for strategic, human work.

Deloitte found up to **25% of HR capacity can be reinvested** in leadership and innovation.





Cobb County, GA Dept of Public Safety

Cobb County Police Department

Northwest Atlanta Metro Area

Includes:

- Braves stadium/The Battery
- Cumberland/Vinings
- Multiple Fortune 500 headquarters

345 square miles

760,000 residents / approx 1 mil. during the day/major events

Authorized over **700 officers**

5 precincts and **25 specialty units**

Hiring Challenges

Update and Streamline

- **Update** hiring process on the departments side
- **Condense** the process timeline without sacrificing the quality of the process
- **Utilize technology** in a responsible way
- Ensure new technologies do not jeopardize **fair and equitable hiring**
- Obtaining **buy-in** from stakeholders



The Story of the Background Investigator

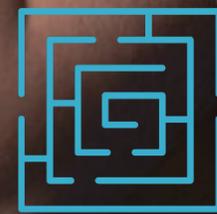
Capable. Committed.
But Burdened.



The Mission



The Tools



The Reality

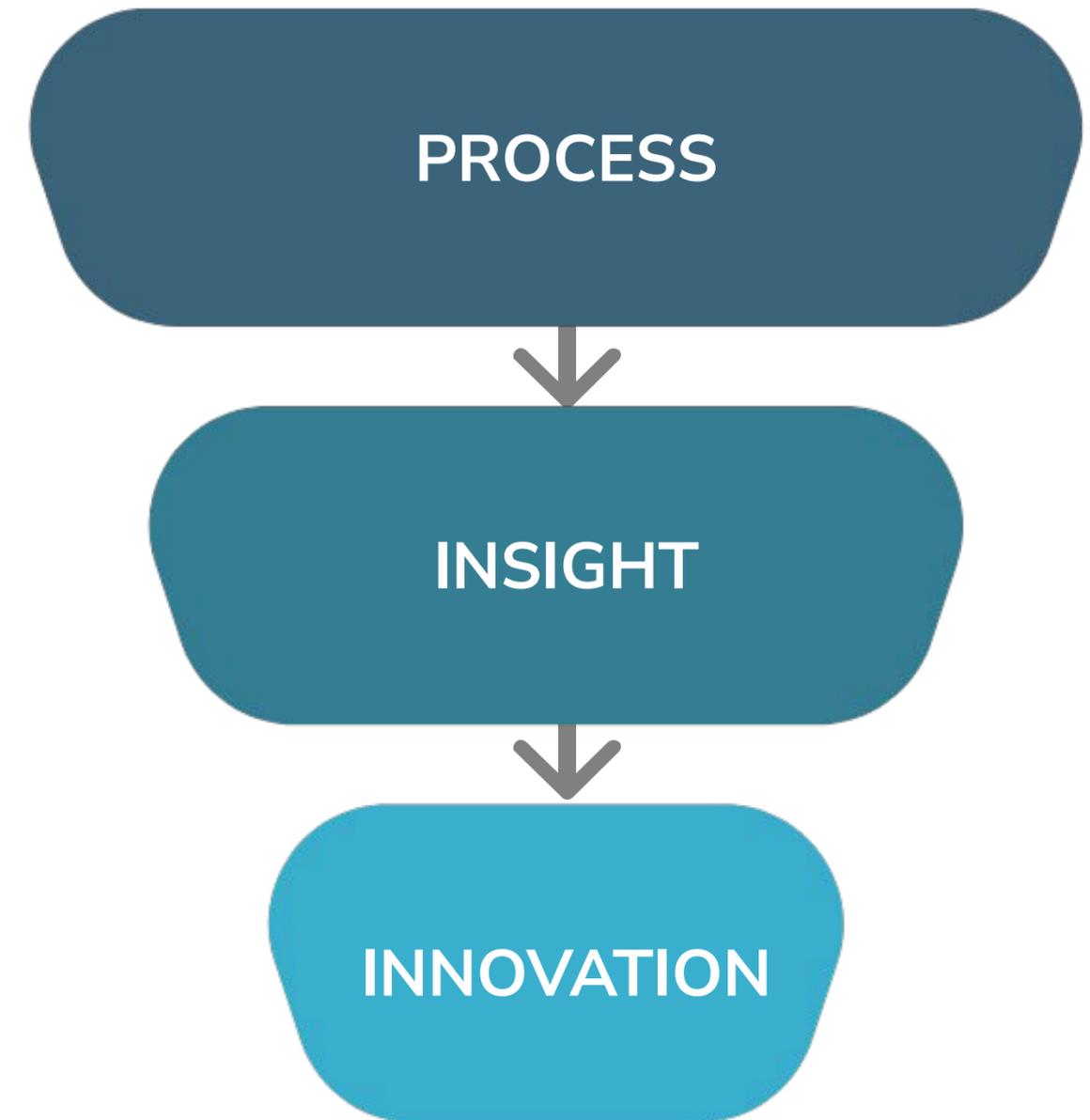
Background Investigations: Reference Summaries

What does AI summarization save you?

Hundreds
OF HOURS
 PER YEAR

Beyond Efficiency: Reinvesting Time

As AI takes on process work, HR can **focus more on strategy and people solutions**. This is about reinvesting time, not removing roles.



The Human Side of AI

AI can analyze, but only humans can empathize, mentor, and lead.

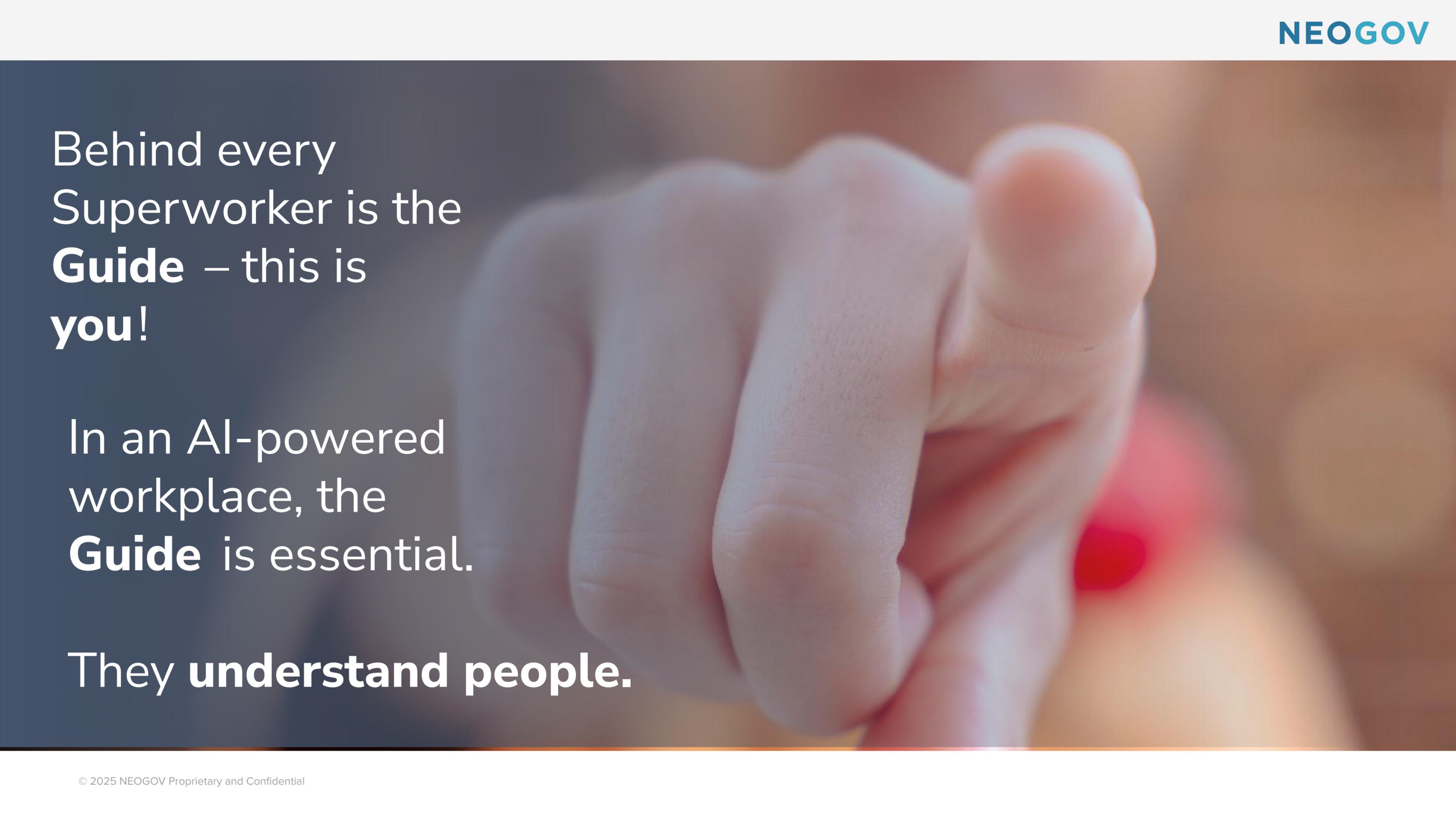
The future of HR is a partnership — **AI augments judgment, not replaces it.**



Superworker: An employee **empowered** and **supported** by AI.

*“In a world where AI agents support every employee, a Superworker can **step up their value, productivity, and output** by learning to **optimize their use of AI systems**.”*

– Josh Bersin, HR Global Industry Analyst

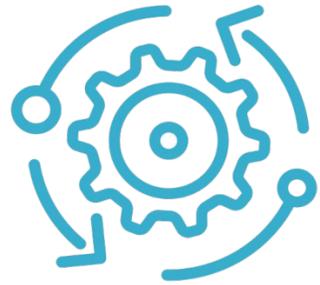


Behind every
Superworker is the
Guide – this is
you!

In an AI-powered
workplace, the
Guide is essential.

They understand people.

Pathways: Which Future Will You Choose?



Business as Usual



Cost Efficiency



Value Creation

Only one path — Value Creation — positions
HR as the architect of the future workforce.

AI & DIGITAL
ENABLERS

HUMAN
SKILLS

DYNAMIC WORK
MODELS

Three Building Blocks of an AI-Enabled HR Function

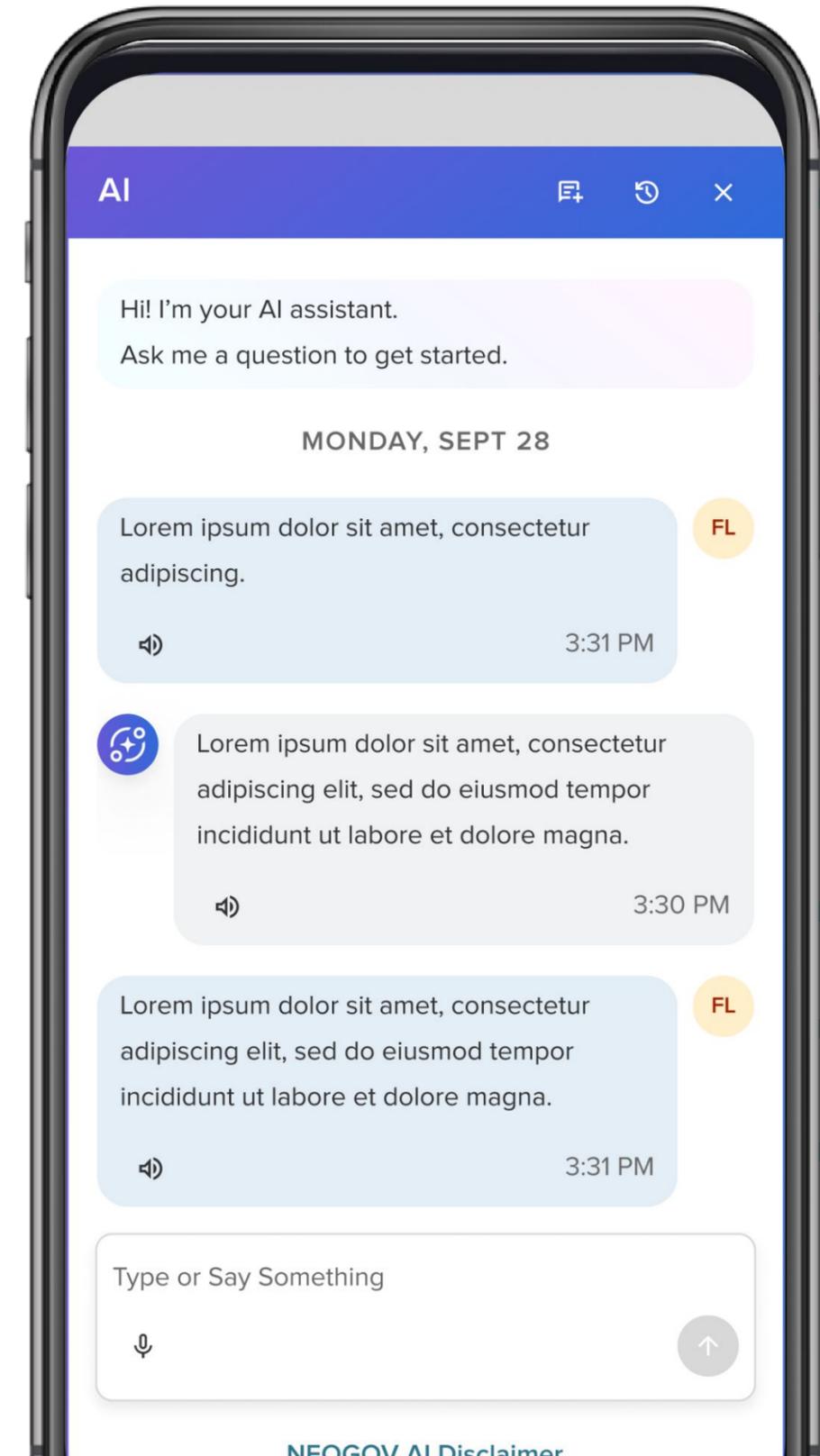
Transformation happens at the intersection of **tech, talent, and trust.**

- **AI and digital enablers** — the tools that make work more efficient.
- **Second, human skills** — empathy, ethics, creativity.
- **And third, dynamic work models** — the structures that let people and AI collaborate effectively.

Digital Enablers in Action

AI reduces repetitive work — giving hours back to the mission.

- Writing Assistants
- Agents to Automate
- Voice/Talk to Text
- Conversational
- Summarization Assistants
- Advisors - content



Human Skills Matter More Than Ever

As AI evolves, **human leadership** becomes the differentiator.

Emotional intelligence, ethics, and empathy are **irreplaceable**.



Dynamic Work and New Roles

Products will **evolve** to provide AI tools to utilize. Future HR teams will include **new roles** focused on leveraging AI responsibly.

AI doesn't shrink teams—it **redefines them.**

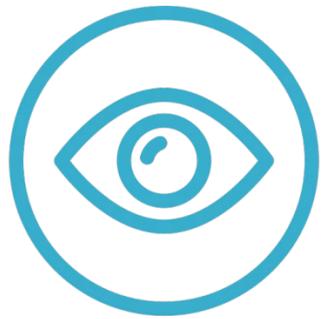
HR PROCESS OWNER



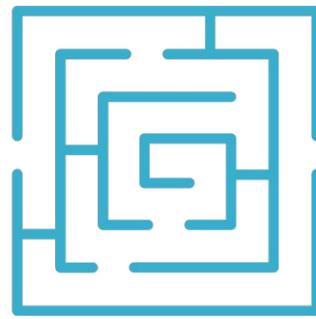
WORKFORCE SOLUTION
ARCHITECT

AI PROGRAM PARTNER

Building Trust and Governance



Trust is earned through **transparency and accountability.**



Every organization should define **clear guardrails** for how AI is used.



NEOGOV builds **governance and compliance** into every product we deliver.

A smiling man with a beard, wearing a yellow button-down shirt and dark pants, stands with his arms crossed. He is positioned in front of a whiteboard covered in colorful sticky notes. The image is framed by a light gray rounded rectangle. To the left of the image, there are three concentric blue circles. To the right, there is a teal circular graphic element.

Change Management: Think Big, Start Small

Start with small pilots — performance review narratives, policy searches, candidate communications.

Collect feedback, measure outcomes, **scale what works.**

Debunk the Fear

- Here's the truth: **fear fades** when we replace it with understanding.
- AI isn't replacing HR — **it's reenergizing it.**
- This is not the end of the HR profession. It's the **evolution** of it.



Let's Build the Future Together

AI is not slowing down, let's embrace it responsibly. We need to evolve and **enable your Superworkers.**

Key Takeaways

- **AI creates capacity, not chaos** – freeing HR to lead, not react.
- Human skills will define success – **empathy, judgment, leadership.**
- **Public sector HR is ready** – AI can make government work faster, fairer, and better.
- Fear fades with understanding – **HR can and should guide this evolution.**

Q&A



THANK YOU

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