

CAN AI HELP WITH EMPLOYEE RETENTION?



SOLVING PROBLEMS WITH ROBOTS

The “Great Resignation” is a real thing and with cybersecurity workforce shortages being what they are human resources professionals are turning to AI to determine if an employee is “at risk” to leave an organization. Employee surveys are nothing new, but they have historically been static, meaning you are directed to a survey put in your responses and then the leadership team looks at the results, some as granular as knowing which employee said what, to get a sense of how employees are feeling at the moment in time. Now organizations are using chatbots to gauge employee sentiment in real-time. The more interaction an employee has the more the application can provide metrics, and it seems that some of these bots can predict up to 66% of employees that are about to leave an organization.

This presupposes the organization has a good culture and employees believe the organization is looking out for their best interest. However, as with anything, there is a bad side. When the culture is bad an HR chatbot may worsen the environment. An HR chatbot, no matter how intelligent, isn’t likely to do much to address culture issues and according to research published in the Harvard Business Review, a toxic company culture is the single biggest predictor of attribution.

In practice, HR chatbots may be a good way to survey your employees on a regular basis to get a sense of culture and offer relevant insights. But as with anything the more we take the “human” out of human resources the more we are moving away from real leadership and into a place where the machines are running everything.



MiC Community Call scheduled for April 15th
will be canceled due to the holiday.

CEO MESSAGE



Hey MiC Community,

Are you guys familiar with the term situational awareness? The technical definition is being aware of what is happening around you in terms of where you are, where you are supposed to be, and whether anyone or anything around you is a threat to your health and safety. Being former FBI, this has a particular meaning. But how can one apply this to people leadership?

As a people leader, you must be aware of a multitude of things as it relates to your team. You are asked to be a mentor, coach, psychologist, counselor, therapist, motivator, and confidant. To be a successful leader you must be able to communicate clearly, but you also need to know when to use different tools in your tool belt to effectively lead.

Any hiring manager in the cybersecurity space understands that finding talented cybersecurity professionals is a challenge. If you are a new leader taking on the responsibility of a new team, your first order of business is to understand each member of your team, their needs, desires, complaints, and how you can help ease their day-to-day struggles. You must assess the talent and find any gaps that need to be filled. The worst thing you can do is come in and take the savior approach believing that nothing has been done before you and you and only you know all the answers to all the problems. In fact, the easiest way to make things harder on yourself is to believe your way is the only way and force everyone to follow your direction.

This is where situational awareness comes in, your job as a new leader is to listen. Find out what has been done before your arrival, find out what happened to the previous leaders who held the role, what mistakes were made in the past, and solicit opinions about how they would go about correcting any challenges. Otherwise, you run the risk of alienating people who have historical knowledge and could be an asset to you in your attempts to win over your new team.

You must find a way to hold on to your talent because there are **one million** other jobs out there.