### (st) breakfast **NEWS**

# GENERATIVE HUMANS & AI IN EARLY CAREERS

60

In partnership with

Institute of Student S



Institute of Se. blackbridge Cappfinity

# blackbridge Cappfinity







#BNews23

#### (sti) breakfast **NEWS**



Dame Tanni Grey Thompson



Andria Zafirakou MBE



In partnership

with

#### Sara McCorquodale



#### Priya Lakhani



#### Terry Waite CBE

### Institute of SE. blackbridge Cappfinity



#### Josephine Fairley



#### Adam Gordon



#### Chris Packham CBE





Institute of Se. blackbridge Cappfinity

#### In the last 12 months...



Countries

16

Video Interviews

62,000

Q

Attraction Campaigns

600



2,700

Applications

448,000



Assessment Centres



ž.

Assessments

180,000



4,300



Institute of Student Employers **ISE.** blackbridge Cappfinity

Educators



**Data-driven strategies** 

#### **Maximising Student Outcomes**

Student Research

cibyl

Employability development Personalised advice and guidance at each stage of Career Readiness

**Opportunities** Large and relevant range of opportunities

Wellbeing and student support Case management and risk assessment



Institute of Se. blackbridge Cappfinity

### In the last 12 months...



Countries





**Student skills evaluations** 





Universities & Colleges

91



Students

1.8m



16m



**Careers professionals** 

4,500



55,000



Institute of Se. blackbridge Cappfinity

## Early Careers and student community



#### (gti) breakfast **NEWS**

# Economic and Business outlook

Declan Curry

In partnership with

Istitute of student Employers ISE. blackbridge Cappfinity

### (sti) breakfast **NEWS**

# Who uses ai in recruitment?

## Stephen isherwood

In partnership with

Institute of Se. blackbridge Cappfinity



Institute of Se. blackbridge Cappfinity

# Which activities in the recruitment process are the most automated (92 organisations)





Institute of Se. blackbridge Cappfinity

#### Which sectors use AI the most in their recruitment process?

(92 organisations)



#### (sti) breakfast **NEWS**

In partnership with

Institute of Se. blackbridge Cappfinity



of employers use Al in the recruitment process

#### (st) breakfast **NEWS**

In partnership with

#### Why? Employers' reasons for using AI:

Institute of Se. blackbridge Cappfinity

"It will help in the first stages of recruitment to make the process more agile and rank candidates"

"To reduce the initial volume"

"Free up time in the team for strategy that AI can't do, eg. automate the assessment centres, scheduling and on day attendance"

#### (gti) breakfast **NEWS**

## How the UK is harnessing AI and Data Science to build a better future

Viscount camrose

In partnership with

ISE. blackbridge Cappfinity



#### Institute of Student Employers **ise.** blackbrudge **Cappfinity**



Viscount Camrose, Parliamentary Under Secretary of State (Minister for AI)

#### (gti) breakfast **NEWS**

## Al in action. Practical use cases for employment and graduate outcomes

## Tristan mathieson

In partnership with

ISE. blackbridge Cappfinity

#### (st) breakfast **NEWS**

# The psychology of candidate integrity

Nicky Garcea

In partnership with

Institute of Se. blackbridge Cappfinity



### Institute of Student Employers **ise.** blackbrudge **Cappfinity**



# ot breakfast **NEWS**

In partnership with

istitute of student Employers **ise.** blackbrudge **Cappfinity** 

	Online	Interview	Group	Presentation
Cognitive Reasoning	$\checkmark$		$\checkmark$	$\checkmark$
Business Curiosity	$\checkmark$	$\checkmark$		$\checkmark$
Customer Centric	$\checkmark$		$\checkmark$	$\checkmark$
Collaboration	$\checkmark$	$\checkmark$		$\checkmark$
Relationship Builder	$\checkmark$	$\checkmark$	$\checkmark$	
Drive	$\checkmark$	$\checkmark$		$\checkmark$
Growth	$\checkmark$	$\checkmark$	$\checkmark$	
Personal Responsibility	$\checkmark$	$\checkmark$	$\checkmark$	





#### Institute of Student S



### (st) breakfast **NEWS**

In partnership with

#### Institute of Student S





Candidate cheating occurs when a candidate deliberately takes steps to simulate their application, or uses a third party, human or AI, to complete the application on their behalf. However, different companies, countries and cultures have a variety of expectations around what is and is not acceptable, so it is important for companies to set out their own expectations, clearly and unambiguously.

Be clear and define what cheating is



O YOUR CO



In partnership with

### Institute of Student Employers **ise.** blackbrudge **Cappfinity**

#### Pathways



#### Prepare build confidence in skills



#### Institute of Student Student Student Blackbridge Cappfinity





Detect

In partnership with

Institute of Student S

Detect and act, know your next action. Be prepared to evolve

50,000 candidates applied for roles in September 2023 their average scores are 1.5% times higher than the comparable mean scores of last year. This variation is entirely consistent with the typical historical variations we have seen across campaigns from yearto-year.

### (gti) breakfast **NEWS**

# Student panel Murtada dafalla, masharah powell, Heenal vyas, josh searson

In partnership with

Institute of student Employers **ISE.** blackbridge Cappfinity

#### (gti) breakfast **NEWS**

# Deploy responsibly - the opportunities and pitfalls of AI in Recruitment and Retention

## Trish shaw

© Beyond Reach Consulting Limited 2023

In partnership with

Institute of Se. blackbridge Cappfinity

# Quiz time

Go to Menti.com and type in Access code **7525 7909** 

OR use the QR Code below:



#### Mentimeter

# Recruiters: Have you used Al for talent acquisiton?



Applicants: Have you knowingly used a recruitment tool which used Al?



Login to edit this Menti

# What AI is happening in HR?

m

hand

m

mas

han  $\sim\sim$ Chillen II

han

Beyond Reach Consulting Limited 2023

 $\sim$ 





### Risks?

- Мар
- Measure igodol
- igodol
- Manage Mitigate
- Monitor




## PEOPLE

.....

400

02

-

100

-

•

#### A few of the Use Cases

In 2018: Amazon HR CV selection tool was biased against female applicants. 2020/21: Robo firing of gig economy workers based on perceived performance. May 2021: Appen (an Australian Gig working company) the online recruitment process included asking for skin tone to make a skin colour assessment

In November 2019: A US Privacy group filed a legal complaint against Hirevue for its use of Al for facial analysis to measure a job candidates' 'cognitive ability,' 'emotional intelligence,' and 'social aptitudes.' In 2021 it dropped that practice, had undergone algorithmic audit, and in March 2022 produced an Explainability Statement.

May 2022:

iTutorGroup (a China based tutoring company) was using AI to reject older applicants (age discrimination) March 2022 Estée Lauder agreed an out-of-court settlement with 3 make-up artists who were sacked after taking an automated job application assessment when reapplying for their jobs

## Deploying Al responsibly?

- Find your principled approach
- Consider the "real world" impact your AI implementation and use is going to have by engaging with your stakeholders
- Do your due diligence on any AI you procure or use (including open source)
- Build competence, capability, capacity and budget to oversee AI deployments and monitor them
- Prevent the creation, amplification and reinforcement of unwanted and unjustifiable bias
- Be clear with your users and staff what AI is being used and how it works
- Be prepared to give an explanation for decisions made using AI
- Be accountable for both the good and the bad outcomes
- Respect privacy, human dignity and flourishing
- Listen to your feedback

#### Brief A-Z of Al Terminology

	system including concept, design, data, development, deployment, operation and monitoring, and sunsetting.		produces an output which seems plausible, but which is not factually correct	
Artificial Intelligence (AI) tool or AI system	An Al system is a machine- based system that is capable of influencing the environment by producing an output (predictions, recommendations or decisions) for a given set of objectives. It uses machine and/or human-based data and inputs to (i) perceive real and/or virtual environments; (ii) abstract these perceptions into models through analysis in an automated manner (e.g., with machine learning), or manually; and (iii) use model inference to formulate options for outcomes. Al systems are designed to operate with varying levels of autonomy. (OECD Definition)	Large language model (LLMs)	Machine learning model that can generate text based on patterns from massive datasets. LLMs work by predicting the next term of sequence of words to devised a sentence.	
Algorithm	A software program that interacts with humans through conversational-style text or voice, as if it were a real person.	Machine Learning	A type of AI where the machine accesses data to acquire new learning without it being explicitly programmed (often within parameters)	
Algorithmic Bias	A skewed (often adverse and unwanted) result produced in and by an Al system which can be introduced at a number of stages of the Al lifecycle (including but not limited to through the data used to train the Al tool, or through the coded instruction that tells the Al tool how to function) which if perpetuated can lead to the Al tool creating discriminatory content or decisions. Bias can be unintentional and unconscious or deliberate and conscious.	Predictive AI	An Al tool that analyses data to make predictions.	
Chatbot	A software program that interacts with humans through conversational-style text or voice, mimicking a real person.	Prompt	A word, question or request you write for the AI tool to answer or solve. They can be simple or complex.	
Extractive AI	An AI tool that extracts data from the dataset it has been trained on (but can't create data)	Statistical accuracy	How often the AI system produces the anticipated output	
Generative AI	An Al tool that generates new, realistic content in the form of text, audio, computer code, data or images etc	Training data	a Data used to train the Al tool	
Guardrails	The rules that determine what an Al Tool can or cannot do. In the case of Generative Al, the Al Tool may be programmed not to give instructions or provide information in certain circumstances	Testing data or validation data	Data used to check the accuracy of the AI tool	

## Plotting Requirements and Responsibility

Description of AI Tool and its Intended purpose	Stakeholder(s) affected	Describe the requirements necessary to manage / mitigate / monitor the Al Tool	What if it goes right?	What if it goes wrong?	Consider who is best placed to manage / monitor and mitigate the Al Tool (RACI)

#### Patricia Shaw LLB (Hons), LLM, MIEEE, FRSA

#### CEO Beyond Reach Consulting Limited

#### Contact details:

► Email: <u>Trish@beyondreach.uk.com</u>

►LinkedIn: Patricia Shaw



How can Beyond Reach help you? We're a Responsible AI and governance Consultancy

Design and implement:

- Al/data ethics strategy
- AI/data ethics risk and impact assessment
- AI/data ethics public policy engagement
- Bespoke Al/data ethics Governance Operating Models

Provide:

- Expert advisor services
- Access to multidisciplinary and multijurisdictional experts and Al/data Ethics Advisory Boards.

#### (gti) breakfast **NEWS**

#### CHATACLYSM! AI, Robotics, and the end of the world of work as we know it

#### **Dr Paul Redmond**

In partnership with

Institute of student Employers **ISE.** blackbridge Cappfinity



## **CHATACLYSM!** AI, Robotics and the end of the world as we know it!

**Dr Paul Redmond** 



# ч

WORKERS were given By Calum Mulrhead a chilling glimpse of the future yesterday after would cut the jobs through BT said it would replace 10,000 staff with AI. The telecoms giant said it It snarted a flerce debate about

Senior City Reporter

increased 'automation' over the next seven years as part of a wider programme of layoffs.

the effect the 'march of the robots' is having on jobs - and on custom-ers' experience.

Many of the roles earmarked for replacement with computers are expected to be in BT's customer service department. It raised fears

Turnto Page 4

#### **Doctors deploy AI to analyse cancer scans**

SI2SH



#### The (robotic) doctor will see you now

Study finds patients are receptive to interacting with robots designed to evaluate symptoms in a contact-free way.

#### AI is already more creative than YOU: ChatGPT outperformed humans in creative thinking experiment

- Three chatbots were found to outperform 256 humans in creative thinking tests
- The task was to devise alternative uses for everyday objects

#### Google AI will be able to go to meetings for you – and help you out when you are late



# Robot receptionists to make NHS 'fit for the future'



## Points

## **#1. Scalability**

'So long as the number of persons who can be reached by a human voice is strictly limited, it is not very likely that any singer will ever earn more than the \$10,000 earned in a season by Mrs **Billington at the beginning of last** century.'

Alfred Marshal, 'Principles of Economics' 1920



Elizabeth Billington: \$10,000 in 1890 (\$1.5million in 2022)



Taylor Swift: \$92,000,000 (2022)



#### **The man behind The Body Coach** I started my i rney n m er 10 U b ge oot park. Ien years and 600,000 clients later can hardly believe how amazing that journey has been. elens about why people arnec 1 succeed at getting and staying fit, healthy and happy.

And I feel so lucky that I can put all that experience into this app.

GET THE APP

My dream is for it to help millions of people, no matter how fit you are, to smash your goals and feel amazing.

10e NIC



#### Mrs Hinch earns more than £1million as UK's most successful home Instagram starstudy says

MRS Hinch has been named as the UK's most successful 'homefluencer' in a new influencer rich list.

# **EXCLUSIVE:** Mrs Hinch is really cleaning up as she earns more than £3 million in just a year

British cleaning icon Mrs Hinch enjoys 'fairytale' year as former hairdresser's earnings reach £5m in just two years - and there's more to come

#### # D R P A U L R E D M O N D

#### AN AI POWERED DIGITAL MODEL STUDIO FOR THE NEW CREATORS

# TALAN

Show your 3D designs on lifelike models. Change the way you do wholesale forever and enrich your product designs. Become a more inclusive, sustainable, and digital-minded brand. All with the help of generative AI.

START YOUR FREE TRIAL →

0

**'Technology will enable more** professions to become **SCALABLE. It will allow** more individuals to serve more customers in more locations. **These individuals will take** business away from their peers.

Dror Poleg, 'The Scalable Imagination' 2022

## #3. 'EVERY GENERATION IS A NEW PEOPLE.'

Alexis DeTocqueville, 1831

# D R P A U L R E D M O N D









#### **BABY BOOMERS** 1942-1965

## GENERATION X MILLENNIALS GENERATION Z 1966-1980 1981-1996 1997-2010

# D R P A U L R E D M O N D

#### Generation Z was born into a world of ...

- Ubiquitous computing
- Ubiquitous communication
- Ubiquitous information
- At unlimited speed
- About everything
- Everywhere
- From anywhere
- On all kinds of devices



#### making it ridiculously easy to

- Connect
- Organise
- Share
- Collect
- Collaborate
- Publish ...



#### but ridiculously *difficult* to

- Concentrate
- Engage
- Remember
- Prioritise
- Pay attention ...

## #3. YOU'RE NOT PAYING ATTENTION.



# D R P A U L R E D M O N D

## Homo Distactus



## No. of times per day the average smartphone user touches their phone.

Source: Dscount





## Proportion of teenagers admitting to being addicted to their smartphone

Source: Common Sense Media

# D R P A U L R E D M O N D

Proportion of Gen Z respondents who check their social media profiles every hour.

Source: Juice.com



# According to repeated nationwide surveys, More Doctors Smoke CAVELS than any other cigarette!




### **Continuous Partial Attention**

### **'Paying partial attention continuously**'

Linda Stone

## **'... leading to an artificial sense of constant crisis.'**

# **Knowledge is Power Information is Power Attention is Power**

MATTHEW CRAWFORD

## **'Attention is a commodity. A person has only so much of it.'**

PAUL REDMOND

# D R P A U L R E D M O N D



## Average amount of time spent by office workers on single tasks?

## 3 MINUTES

## 23 MINUTES

## FINAL POINT



# D R P A U L R E D M O N D

## THE HOTEL

HOSPITALITY MANAGER

# **"We used to hire people for their skills and sack them because of their attitude.**

PAUL REDMOND

# D R P A U L R E D M O N D

HOSPITALITY MANAGER

"We used to hire people for their skills and sack them because of their attitude. Now we hire them for their attitude and train them the skils."





### Paul.Redmond@liverpool.ac.uk

### (sti) breakfast **NEWS**

### Not business as usual. Al and the future of jobs

### Jason Bradbury

In partnership with

Institute of student Employers **ISE.** blackbridge Cappfinity



In GTI's realm, where knowledge finds its way, We gather here to greet the break of day. With purpose true, we seek to light the spark, For students' futures, in the world, so dark.

- ABN

In unity, we share insights and lore, With values strong, GTI stands at the fore. At Breakfast News, in morning's gentle gleam, We'll learn of AI, a visionary dream.

Dope

In GTI's realm, where knowledge finds its way, We gather here to greet the break of day. With purpose true, we seek to light the spark, For students' futures, in the world, so dark.

MANGN

In unity, we share insights and lore, With values strong, GTI stands at the fore. At Breakfast News, in morning's gentle gleam, We'll learn of AI, a visionary dream.

Dope



















#### The Intuitive Linear View Versus the Historical Exponential View

When the first transhuman intelligence is created and launches itself into recursive self-improvement, a fundamental discontinuity is likely to occur, the likes of which I can't even begin to predict.

-MICHAEL ASISSINOV

In the 1950s John von Neumann, the legendary information theorist, was quoted as saying that "the ever-accelerating progress of technology . . . gives the appearance of approaching some essential singularity in the history of the race beyond which human affairs, as we know them, could not continue."<sup>5</sup> Von Neumann makes two important observations here: acceleration and singularity. The first idea is that human progress is exponential (that is, it expands by repeatedly multiplying by a constant) rather than linear (that is, expanding by repeatedly adding a constant).



Linear versus exponential: Linear growth is steady; exponential growth becomes explosive.

The second is that exponential growth is seductive, starting out slowly and virtually unnoticeably, but beyond the knee of the curve it turns explosive and profoundly transformative. The future is widely misunderstood. Our forebears expected it to be pretty much like their present, which had been pretty much

















### **High Level AI Classifications:**

Machine Learning: Includes everything from basic algorithms to deep learning and reinforcement learning (Pattern Recognition)

Natural Language Processing (NLP): Deals with understanding, generating, and translating human language.

**Computer Vision:** Involves processing and understanding visual data.

**Robotics:** Entails AI systems that interact with the physical world.

Knowledge-based Systems: Involves systems that mimic human decisionmaking using domain-specific knowledge.

**Predictive Analytics and Decision Systems:** Uses AI to predict future events and make recommendations.



### **High Level AI Classifications:**

Machine Learning: Includes everything from basic algorithms to deep learning and reinforcement learning (Pattern Recognition)

Natural Language Processing (NLP): Deals with understanding, generating, and translating human language.

**Computer Vision:** Involves processing and understanding visual data.

**Robotics:** Entails AI systems that interact with the physical world.

Knowledge-based Systems: Involves systems that mimic human decisionmaking using domain-specific knowledge.

**Predictive Analytics and Decision Systems:** Uses AI to predict future events and make recommendations. **Legal Profession** 

### **High Level AI Classifications:**

Machine Learning: Includes everything from basic algorithms to deep learning and reinforcement learning (Pattern Recognition)

Natural Language Processing (NLP): Deals with understanding, generating, and translating human language.

**Computer Vision:** Involves processing and understanding visual data.

**Robotics:** Entails AI systems that interact with the physical world.

Knowledge-based Systems: Involves systems that mimic human decisionmaking using domain-specific knowledge.

**Predictive Analytics and Decision Systems:** Uses AI to predict future events and make recommendations.

### **Legal Profession**

Car Repair Industry
#### **High Level AI Classifications:**

Machine Learning: Includes everything from basic algorithms to deep learning and reinforcement learning (Pattern Recognition)

Natural Language Processing (NLP): Deals with understanding, generating, and translating human language.

**Computer Vision:** Involves processing and understanding visual data.

**Robotics:** Entails AI systems that interact with the physical world.

Knowledge-based Systems: Involves systems that mimic human decisionmaking using domain-specific knowledge.

**Predictive Analytics and Decision Systems:** Uses AI to predict future events and make recommendations.

#### **Legal Profession**

Car Repair Industry Recruitment

# **UPSIDE DOWN Q&A**

## INCLUSION WELL-BEING REFERENCE

BESS PURCHASE

# Al Best Plactice

BROGBANNING Unlocking the Arbieck FOR DUEBSED

Della Priveros

### evs for software or humans?

HUMAN ALTERNATIVES

ALGORITHMIC

"We need to move from thinking about "humans in the loop" to "computers in the group"

# 3

Prof Thomas Malone MIT

"We invented fire, repeatedly messed up, and then invented the fire extinguisher, fire exit, fire alarm and fire department."



Max Tegmark





In partnership with

Institute of Se. blackbridge Cappfinity

Thank you for joining us!

#BNews23

