EMPOWERING WOMEN
FOR DIGITAL & REMOTE HR CAREERS

MODULE 3 · HR Data, AI Literacy, and Digital Systems · LESSON 3.5

Artificial intelligence in the HR process chain

Understand what AI is doing in HR, how to prompt it effectively, where its recommendations can fail, and what information should never be pasted into an AI tool.



1.25 training hours · Phase 1 · RemoteHeR

WHAT THIS LESSON COVERS

From current status to active integration of AI

- **AI across the HR process chain:** See where AI is already used in sourcing, screening, matching, drafting, and administration.
- **Filters and recommendations:** Understand why rule-based filters and model-based recommendations fail differently.
- **Prompting for HR work:** Learn how instruction, context, constraints, and examples improve an AI task.
- **Drafting with AI:** Use AI to create HR content, then check what it produces.
- **Confidentiality and delegation:** Know what information should stay out of prompts and when AI should not be delegated the task.



AI does not replace the whole HR process. It supports specific tasks within it.

AI can help with finding candidates, organising information, generating drafts, identifying patterns, and supporting administrative work.

Where AI appears in HR

AI can enter the HR process at several points.

Sourcing

Finding or reaching potential candidates.

Screening

Extracting or comparing information from applications.

Matching

Estimating how well profiles correspond to requirements.

Beyond recruitment

AI can support HR work beyond recruitment.

Drafting

Creates a first version of HR text.

Administration

Summarises, classifies, or organises information.

Support

Support is not the same as responsibility.



An AI system can produce a recommendation without making the decision for you.

The system may rank, classify, summarise, or generate. A human still needs to decide whether the output is appropriate for the HR task.

Rule-based filters vs. model-based recommendations

Two different ways of filtering

Rule-based filters

"If qualification = required qualification, keep candidate"

- exclude a candidate because information is missing
- miss equivalent wording
- depend on how a field is structured
- apply the same rule to every case

Model-based recommendations

"This profile appears similar to profiles that have previously matched this role."

- use similarities that are not obvious to the user
- reflect patterns in its training or reference data
- produce different results from a simple rule
- be difficult to explain from one output alone

Differentiation of errors

The question is not only “Can the system make a mistake?”

Rule-based

- rule may be too rigid
- missing data can trigger exclusion
- rule may be visible
- changing the rules changes the result

Model-based

- pattern may be inappropriate
- similarity can reflect unwanted patterns
- reasoning may be harder to inspect
- changing the model or data may change the result



Ask what the system was actually asked to do.

Before accepting an AI output, clarify what information went into the decision, what rule or model was applied, what were the outcomes, and what might be missing.

A good prompt gives the task a shape

AI works better when the task is specific.

Instruction

What exactly should the AI do?

Context

What information does it need to understand the situation?

Constraints

What should it include, avoid, or follow?

Examples

Where useful, what should the desired result look like?

Instruction

Start by saying exactly what you want the AI to do.

⚠ Weak

“Write something about this job.”

Stronger

“Draft a concise job advert for a Customer Support Specialist. Include the main responsibilities, required skills, and a short description of the working environment.”

Context and constraints

The more relevant context you provide, the less the AI has to guess.

Context

- role
- audience
- organisation
- purpose

Constraints

- length
- tone
- required information
- information to avoid



An example shows AI what “good” should look like.

Instead of only saying: “Make it professional”, you can provide a short example of the preferred structure, tone, or level of detail. The example guides the output, but it does not make the output automatically correct.

From vague prompt to usable prompt

A useful prompt combines the four elements.

Instruction

Create a short interview guide

Context

Customer support role at Tinted Glass Services, customer-facing experience, written communication, digital support skills

Constraints

150 words, inclusive language, no unsupported claims.

Example

Follow the structure of the supplied example.

Drafting is where AI can save time

AI is useful for first drafts, not the final answer.

While the HR professional still needs to check the result, it can create a starting point for:

- a job advert,
- a policy summary,
- an interview guide.



Give AI the ingredients, then check the result.

Ask AI to include the actual responsibilities, the required skills, relevant working conditions, as well as a clear and inclusive structure. Then check whether anything has been invented, omitted, or overstated.





A summary can improve access to a long policy, but it can also leave something important out.

Ask AI to identify the main rules, use plain language, preserve important conditions and exceptions, and distinguish the summary from the full policy.

AI can help turn a role profile into structured interview questions.

A useful draft should relate questions to the role, avoid irrelevant personal questions, use consistent questions where appropriate, and leave room for human judgement.

Does AI need the information I am about to provide?

Do not paste confidential employee or candidate information simply because it makes the prompt easier. Remove or replace unnecessary identifying details.



What should stay out of a prompt?

Leave out personal or confidential information

Personal identifiers

Names, contact details, and other information that directly identifies a person.

Employee information

Private information about an employee that is not needed for the task.

Candidate information

Application or assessment information that identifies an individual.

Confidential business information

Internal information that the AI tool does not need to perform the task.

Delegate or not?

Not every HR task should be delegated to AI.

AI Support

- creating a first draft
- summarising non-confidential information
- generating alternative wording
- structuring ideas

Human Judgement

- making a hiring decision
- interpreting sensitive employee information
- deciding whether an AI recommendation is fair
- communicating a consequential HR decision

NOW IT IS YOUR TURN

Draft it with AI, then check it

Use AI to draft an HR document, then critically check the output.

Choose one of three HR tasks, write a structured prompt, generate a draft using only supplied non-confidential information, and check its accuracy, completeness, relevance, tone, fairness and confidentiality.

It feeds into

AI-assisted drafting & output review: The assessed artefact's section on using AI appropriately and documenting critical checks.

Read by your tutor

No mark, no score and no ranking. Your tutor reads your work and may give you feedback.

RECAP

Before you move on

- AI can support different points in the HR process chain, from sourcing to administration.
- Rule-based filters and model-based recommendations can fail in different ways.
- A useful prompt gives AI an instruction, context, constraints and, where helpful, an example.
- Do not paste unnecessary personal, employee, candidate, or confidential information into an AI tool.
- The more consequential the HR decision, the more important human judgement and accountability remain.

Complete “Draft it with AI, then check it” and take the knowledge check.

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Lesson 3.5 complete

The learner practises using AI for an HR drafting task while checking whether the output is accurate, appropriate and safe to use.

mountains of research

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Co-funded by the European Union

Erasmus+ 2025-1-PT01-KA220-VET-000365831

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

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