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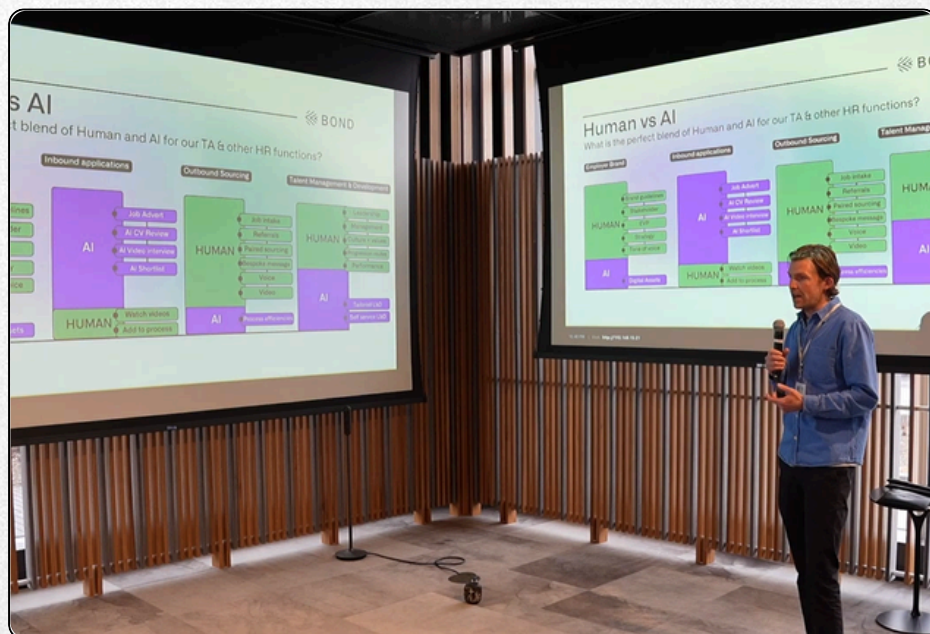
Future model for world class talent experience

What's the perfect blend of human & machine?

Thoughts from Bond



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Ben Rutter

Founder of the House of Visionaries

"If we want to hire and retain world-class teams, we've got to nail the experience - no two ways about it. But here's a thought... is world-class talent experience one of the few things that can still set us apart in an AI-driven world? How do we get the perfect blend of human & machine?"

60+



Leaders in TA & HR
attended the 2
workshops

275+



Residents in the
#Houseofvisionaries

I've been part of 2 high energy workshops in London and Boston and my big reflection is around the word "interview".

For most you rock up at an office, speak to a few people and then exit. It's cold and unmemorable.

If we do away with the word "interview" and replace it with "experience" how much more memorable will what we design be?

How do we leave our mark by making every candidate feel something, whether successful or not?



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The blueprint...



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There aint one... yet!



Today's visionary leaders create the reality of tomorrow!

So many organisations have yet to perfect and standardise what a world class end to end process looks like for them.

Let alone overlaying and introducing such a powerful tech like AI. That makes defining the perfect blend of human and machine a career defining mission.

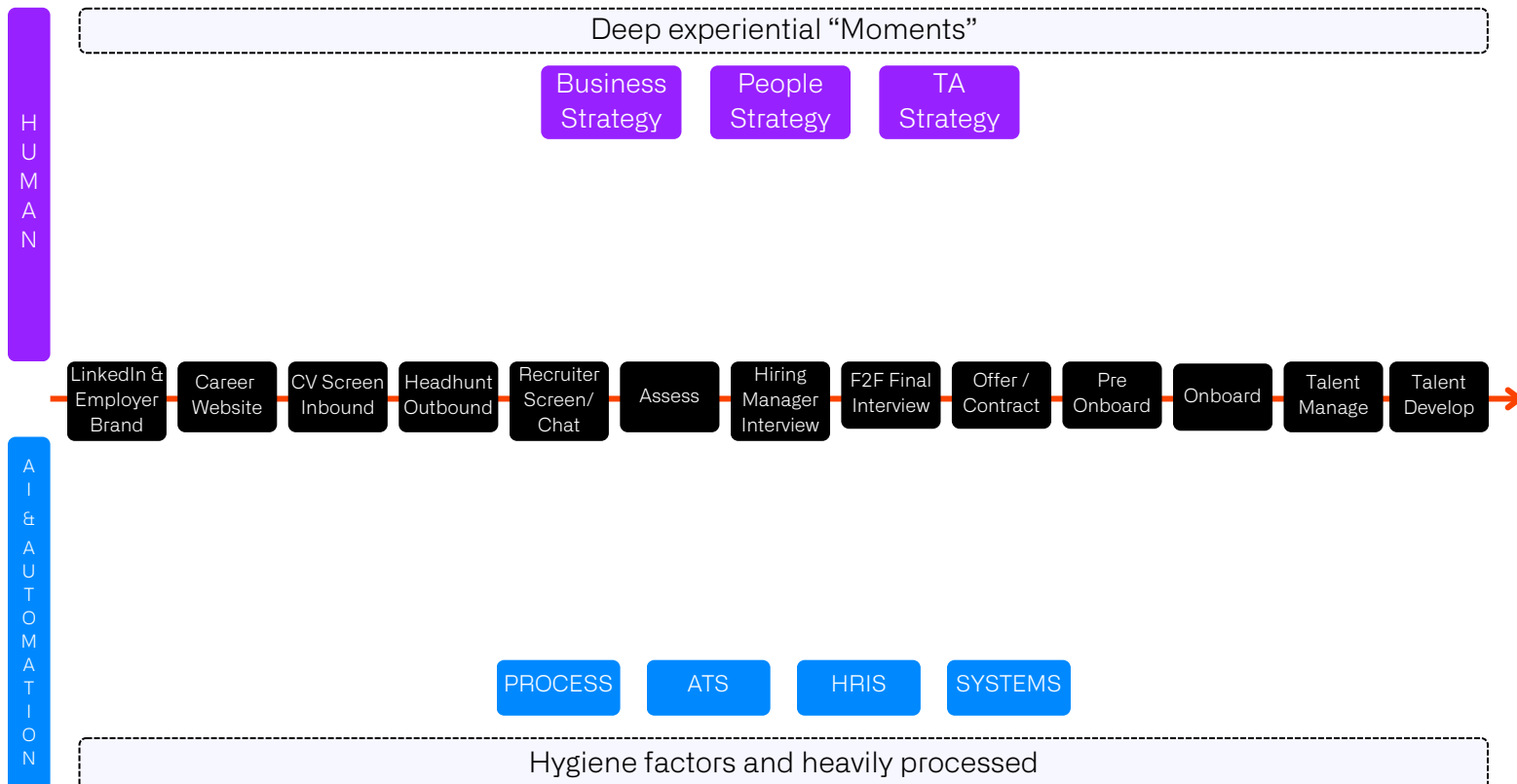
Whilst there was significant debate, as expected, this report outlines the summarised perspective of over 60 senior HR leaders.



Model for our discussion

We asked senior HR leaders to discuss which of these typical end to end talent stages would be more human or machine led in future?

We know our operating model will become increasingly tech led, human in loop, but what will be the moments that matter? Where will our human interactions make the biggest difference in delivering memorable talent experiences?



Above the line = more human weighted and opportunity for experiential differentiation

Below the line = more hygiene, process driven, more machine and automation

(there is of course significant nuance)

Awareness and inbound



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LinkedIn & Employer Brand

>80% of workshop groups in both countries felt this sat above the line.

Top of funnel EB content should be designed to make you feel something.

Although AI would play a role in the creative workflow and in asset creation, the research and development of an authentic, distinctive and memorable EB was felt to be a human activity.

This came out as a “moment that matters” more so within the UK residents and was less stand out for the US.

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Career Website

Was not considered a “moment that matters” by any group in either country.

People coming inbound thought to be more willing to interact with AI for discovery. Info / FAQs accessed through conversational Chatbots for example.

CV Screen Inbound

Very strong leaning towards harnessing AI, especially to combat high volumes of applicants for each open role. Paying talent partners good money to say no, no, no, maybe deemed unsustainable.

Consistent across both workshops. However, those with more advanced screening solutions already implemented, cautioned residents about the time needed to tune and configure them for the desired outcomes.

Headhunting and initial assessments



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HUMAN

Headhunt Outbound

Attracting highly skilled, in short supply talent requires a much more nuanced approach. AI may play a role in aspects of the talent pool analysis and analysing datasets, but the connecting, selling and convincing talent was thought to be a human led practice.

In the US residents were more open minded about the use of AI in the outbound outreach, and in the UK residents touched on training AI to re-engage candidates already in the ATS.

Recruiter Screen

Mostly in favour of more human approach. The nuance came in discussing junior / entry level roles and high volume hiring where AI / Chatbot style steps introduced. Scepticism remained over candidates willingness to engage with these processes if they had a choice.

AI & AUTOMATION

Assessments

Probably the most mixed set of views in both workshops. A slight leaning towards using AI to reduce the time burden and in sharpening the insights the TA team took away from them.

Much debate over their merit in technical roles with the increasing use of AI through interview processes by candidates.

One group decided this was a moment that matter opportunity, designing a feedback mechanism to candidates, powered by AI, to improve their performance regardless of whether successful in the application.



Check out full report on candidates using AI and what to do about it.

Interview, offer and pre onboarding



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Hiring manager
interview

Final F2F
Interview

Doing away with the word “interview” and replacing it with “experience” drove much of the “moments that matter” onward conversation in the UK.

Leveraging AI (scheduling, note taking, feedback assimilation etc) to support these and free up the headspace and time to be reinvested in creating and co-ordinating these experiences.

In the US there was open mindedness about using one sided video interviewing for entry level roles in place of any F2F.

However, meeting the hiring manager universally agreed to revolve around human to human connection and interaction.

Offer / Contract

Mixed views here. The contract aspect largely agreed to be an AI and process driven moment, but many thought the offer would always be human and ideally coming directly from a hiring manager. The simplest way to connect meaningfully with the successful candidate and deliver a final sell/reassure them.

Strong alignment that the majority of this could be hands off. Getting people setup for success with benefits, tech setup, calendar sync and therefore enable new recruit to focus on role and relationships through onboarding.

Pre
Onboarding

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Onboarding and talent strategy



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Onboarding (Early Careers)

Onboarding graduate talent, often in research based and nascent technology fields was a “moment that matters”. Where the experience and human contact can make or break the return on investment.

It was felt that AI would play a future role in disseminating values, mission, career ladder framework, and how do you be successful in this role content as part of onboarding. Covering FAQs and supporting business knowledge self discovery.

The human “moments that matter” revolved around bespoke first days, powered by insights from interviews, and making the all important first interactions memorable.

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Onboarding

The performance management and development stages are easily workshops in themselves.

Most groups focussed on how AI driven insights from earlier stages could power more bespoke talent support, early in their journey.

Human touch points, feeling heard and valued will always be at the centre of getting the best out of our best people.

The quality of HRIS data was discussed as a key enabler for delivering choose your own adventure and bespoke learning pathways, mentoring opportunities and internal career development opportunities.

Talent Management

Talent Development

Where next...

The community is co-created and we
will always design the value add
experiences you need.

Reach out to the team to kick around
your future focused ideas...

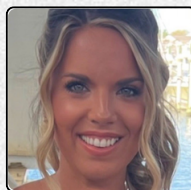
Ben Rutter

Founder of House of Visionaries
Managing Director @BondGlobal



Christina Harris

Managing Partner @BondGlobal



Robert Hussey

Managing Partner @BondGlobal



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