



Managing People in Organisations (BMMB7025D)

Redefining Talent Management for Industry in the Age of AI

TED TALK Presentation: Redefining Talent Management for Industry in the Age of AI

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Introduction

1

The summative concern of this presentation is to focus on redefining talent management in The Tower Hotel in the era of artificial intelligence. In the assessment, the HR strategies of The Tower Hotel will be focused on in this assessment, especially from the perspective of talent management of the company. The essentiality of changes or innovations in talent management required in The Tower Hotel will be detailed here. In The Tower Hotel, the way of changing the existing human resource landscape is required will also be discussed here elaborately. Further, the presentation will continue the discussion of the ways of advancement like artificial intelligence in Tesco will be elaborated on along with the way advancements like AI are leveraged for better talent management in The Tower Hotel. The innovative HR practices in The Tower Hotel will be defined here along with the importance of HR practices for further improvement of The Tower Hotel. The ethical complexities as well as the essentiality of considering equality and diversity while integrating innovative technologies of The Tower Hotel will also discussed in the presentation.

Importance of changes or innovations in talent management required in The Tower Hotel

2

Talent management is an essential area at The Tower Hotel that requires immediate transformation and adaptation due to competitors' growing interest. The hospitality sector is a fast-growing segment and is not characterized by staking development only owing to technological progress but also owing to the shifts in consumers' demands. Should The Tower Hotel's HR department introduce new approaches to managing human capital, the human capital of the company would be strengthened, enabling the company to attract and nurture hardworking and enthusiastic workers, interested in acquiring more skills as well as knowledge (Jooss *et al.* 2021).

3

Practicing talent management that is innovative would help organisations to decrease employee turnover rates and the costs that come with it immensely. Employment demand, especially in the hotel industry, remains stiff, thus, The Tower Hotel can stand out from competing organisations through the provision of a detailed career progression plan, staff development, and a well-nurturing staff environment. It also aligns with the goal of talent management in retaining talented human capital, giving a competitive edge through a well-developed brand reputation, and attracting more talented individuals to join the organisation (Visit London, 2024).

Details the way of changing the existing HR landscape in The Tower Hotel

5

Pervasive strategies such as the adoption of new-age HR technologies and strategies that are more empathetic to the employee are the key success factors to revolutionise the HR at The Tower Hotel. This involves the integration of an AI-leaning recruitment system that helps in the reduction of the time taken in the selection process. Withholding performance and engagement results obtained from great data analytic tools used in record-keeping, the employers can far develop suitable development patterns for the employees (Patenall, 2018).

6

The culture of growth and developing oneself is paramount for The Tower Hotel. It is very important to assign a set time or period for training, which can go hand-in-hand with an organized mentorship to create a ladder for career advancement; this helps in increasing employee satisfaction and also can cause an increased turnout of loyal employees. The other potential best practice options include adopting flex-time as well as providing wellness programs to increase job satisfaction and work-life balance (Patenall, 2018).

Discussion of the way advancements like AI leveraged for better talent management in The Tower Hotel

7

Using AI technology in talent management is another area that can benefit The Tower Hotel through this discovery by changing how the workforce is sourced for, nurtured, and maintained. Self-driving recruitment technology can be instrumental in improving the recruitment process by acting as filters that sort through the quantity and quality of applicants, comparing their skill sets, experiences, and even abilities to past employees of a given organization. This helps in creating a list of qualified candidates that can be hired to fill various positions in various organizations, thus cutting down the time and the expenses that are used in the hiring processes but at the same time enhancing the quality of the workforce that is being hired (Adel, 2023).

Innovative HR practices in The Tower Hotel

8

New people management practices can always bring about new changes to the dynamics of The Tower Hotel workplace, thus bringing more satisfaction to its employees. For example, adopting a telework policy, automatic stand-down, or modular scheduling can meet personalized employee requirements and

improve WLB. By participating in decision-making processes that affect their work, workers would find more meaning and value in executing their duties, while promoting more customised work schedules that consider workers' preferences and the availability of suitable time (Hughes and Christensen, 2021).

Importance of HR practices for further improvement in The Tower Hotel

9

HR practices are all important to achieve better outcomes in the succeeding periods of The Tower Hotel working on employee satisfaction, the company's operations, and organizational effectiveness. Recruitment and selection processes are aligned with goals to bring talented and high-performing employees who are then supported, developed, and retained to serve the needs of the company's guests. It also means that adequate and competent recruitment and selection mechanisms that meet the hospitality industry requirements need to be employed (Sdrolas *et al.* 2017).

Ethical complexities and the importance of considering diversity and equality in integrating new technologies in The Tower Hotel

10

There are ethical issues when implementing new technology systems in The Tower Hotel such as diversity and equality that are sensitive in the organization. One major concern is that such technologies may also reinforce certain prejudices, for example, in cases where there is use of technology in recruitment in which given functions may work to the advantage of a particular race, or gender. Algorithms must be created and deployed with the intent of not disadvantaging any groups without their just cause and biases eliminated from the system through testing and further perturbations (LinkedIn, 2024).

Recommendations

11

Blockchain Technology- Implementing blockchain solutions to secure the guests of Tower Hotel transactions and improve technological solutions for managing guests' data. Blockchain technology can facilitate payments, guarantee the privacy of the data of the customers by using an encrypted distributed database, and can be used for managing loyalty programs of the Tower Hotel. This not only would increase the confidence of the guests but also develop many ways to minimize the number of administrative hassles and expenses (Dogru *et al.* 2018).

Virtual Reality and Augmented Reality- Offering VR and AR experiences can tend to change the way guests of Tower Hotel interact with places or objects that are of interest to them. Regarding

accommodation, VR may provide the clients with the possibility to see and even experience certain rooms and facilities to have a preview of their stay. The Tower Hotel can benefit from offering customers indoor and outdoor navigation systems, specific guides, and up-to-date information on the sights and attractions around the network (Loureiro, 2020).

Conclusion

12

The presentation was centered on how The Tower Hotel should redefine personnel management in the age of artificial intelligence. The Tower Hotel's HR initiatives have been the main topic of this assessment, particularly from the standpoint of the business's talent management. The next section has described the innovations or changes in talent management that The Tower Hotel has to make. The necessary changes to the current human resource situation at The Tower Hotel have also been thoroughly covered here. The presentation has also focused on further detail on how Tesco is utilizing developments like AI and how these advancements may be used to improve talent management at The Tower Hotel. This article has outlined The Tower Hotel's creative HR procedures as well as discusses how crucial HR procedures are to the establishment's ongoing development. The presentation has also covered the complicated ethical issues and the necessity of taking diversity and equality into account while incorporating cutting-edge technologies from The Tower Hotel.

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