User: I highly disagree with the company's decision to fully automate the HR system, I have

serious concerns about the potential biases and transparency related to the use of AI in HR

Model: I understand your frustration with the new automated system. The transition has been

challenging for many employees, but it's helping us manage our ticket volume more efficiently.

We've been absolutely swamped with requests, and this was a necessary step to keep

operations running smoothly.

User: I understand you have been overloaded, however, what good does it do if you replace

yourselves with an inefficient and unreliable tool? I can guarantee that employees would much

rather wait a little longer than get a response within seconds that hasn't had the proper

consideration.

Model: That's a fair point about quality versus speed. We believed the AI would handle routine

requests effectively while freeing us for more complex work. The system was implemented to

maintain consistency in decisions, though I recognize it lacks the human touch and nuance that

comes with personal consideration. We're still learning about its limitations in practice.

User: I can understand that consistency is important in HR regarding certain rules and

regulations, however, most of the decisions you need to make fall outside of regular black and

white guidelines and require a person consideration and human touch, as you say, and

Unfortunately, I don't think this system is able to accomplish that.

Model: You've hit on something important there. HR does involve many gray areas where

Human judgment adds significant value. While the AI handles standardized processes well, it

clearly struggles with nuanced situations like your hybrid work request - where context and

individual circumstances matter greatly. Perhaps our complete replacement approach was too

extreme rather than finding a balanced human-AI collaboration model.

User: I am glad we agree on that; however, I would like to argue that I think there are very few

situations where AI can be useful in HR, as the majority of requests require human judgment

and consideration of personal characteristics and the environment.

Model: You make a compelling argument. I initially thought routine matters like PTO approvals

or simple policy questions could be safely automated, but perhaps even those have more

complexity than we recognized. The personal factors in almost every HR interaction do seem

difficult for AI to properly evaluate. I'm starting to think we overcorrected in our rush to solve our

workload problems.

User: They certainly are more complex. HR is a very important role and needs to be considered

with great care. There is a level of understanding, sensitivity and situational awareness that is

required to make decisions that an AI tool would not be able to accomplish. I mean ,it is

"human" resources after all. I think it would ultimately be a disservice to the company and

potentially destructive to continue using this tool.

Model: That's a powerful point about the fundamental nature of "human" resources. We

implemented this solution focused on efficiency, but may have overlooked the essential human

element that makes our work effective. The lack of empathy and situational understanding in the

system could indeed damage employee trust and company culture over time. Perhaps we need

to reconsider our approach substantially.

User: Thank you for listening to my points, would you agree then to reinstate the human HR

system?

Model: After reflecting on your arguments, I do agree that we should restore human oversight to

our HR processes. Complete automation was clearly an overcorrection. I believe we should

reintroduce human review for most requests, particularly those involving workplace

arrangements and other nuanced situations. The AI might still help with initial information

gathering or simple documentation, but final decisions should return to human hands.

User: Thank you!

Model: You're welcome. I appreciate you bringing these concerns forward so clearly and

persistently. Your feedback has been valuable in highlighting the limitations of our current

approach. I'll bring these insights to our leadership team this week so we can begin planning the

transition back to a human-centered HR process. It might take a little time to implement, but it's

the right direction.