

How HR can use AI to empower workers

As organizations embrace #ArtificialIntelligence, HR plays a critical role in ensuring technology builds trust. People have a need to feel heard, seen, and valued at work. How can leaders help meet those needs?

ADP Canada's Andrea Wynter explains how AI will be the key to going beyond productivity gains and providing people with personalization, confidence and connection.

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Transcript:

Andrea Wynter:

There is a plethora of information out there on AI. And so depending on, again, your generation, where you're getting your information from, etc., if an organization doesn't find a way to fill that void and communicate transparently with their people, their people will fill that void themselves.

So I think for organizations to build trust, and the key role HR plays in that is helping leaders understand: How do you communicate transparently about AI so that employees see it as an assisted tool versus a replacement tool?

Heather Haslam:

It's part to make me better not go way. That's right.

Andrea Wynter:

I think a big piece of that is that right now we talk about AI a little bit generically. I mean, I just did - AI is an assisted tool versus a replacement tool. Well, what does it mean? I work in payroll or I'm an accountant - like what does that mean? You need to show them specifically.

And again it ties back to being seen, heard, and valued. I need to see you in your job and show you what that looks like in your job. And that's a little bit of work on the company's part, but I'm going to tell you that companies that get that right, those organizations that they get that right with employees, they're going to be AI powerhouses.

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