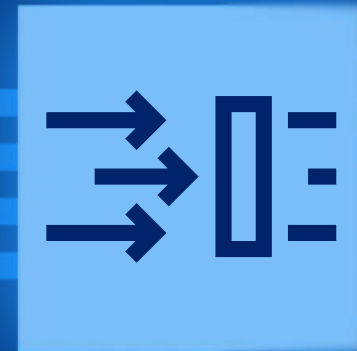


Modernizing HR for the AI Era

A CHRO playbook to transform
HR through AI



Transform HR through AI

HR is at a strategic crossroads. As AI rapidly reshapes how organizations operate, the HR function must either reinvent itself to deliver enterprise value in the AI era — or risk losing relevance altogether. This is not a future-state challenge. CHROs are already under pressure to move beyond experimentation and define how AI transforms HR's role, operating model and impact on the business.

However, only 31% of CHROs currently feel prepared to incorporate AI into HR's operating model.

As organizations pursue enterprise-level transformations, CHROs must build HR's "always on" transformation capability, positioning HR to lead ongoing workforce evolution while delivering strategic value in the AI era.

Gartner's stance is clear, CHROs must:

- **Align HR strategy** and technology roadmaps to enterprise goals and AI ambition — not isolated pilots.
- **Build a clear vision and roadmap** for an AI-enabled HR operating model that reimagines roles, workflows and decision making.
- **Establish** triggers for continuous strategy review, driven by emerging technologies, shifting priorities and new AI capabilities.

This roadmap equips CHROs with a disciplined, end-to-end path to transform HR into future-ready function that delivers higher business value in the AI era.

Your roadmap to success

AI offers HR the unique opportunity to shift from being a facilitator of talent processes to a true architect of enterprise transformation — by leading work redesign that aligns with business strategy. Yet legacy HR transformation models fail in an era of relentless change — one that AI further accelerates as it learns and reshapes how work gets done.

Gartner equips CHROs with a complete transformation framework: AI-enabled HR operating blueprints, role redesign and upskilling, AI governance frameworks, measurement guidelines and vendor comparisons to accelerate value and impact. With Gartner, CHROs have the confidence to transform HR into an agile, future-ready function that can deliver measurable business value on AI initiatives.

1. Create and deploy an HR strategy that supports AI transformation and enterprise goals.

2. Establish value metrics.
3. Create a high-value AI portfolio.
4. Deploy, track and automate value capture.
5. Continuously refine AI solutions.

Key outcomes to consider in step 1

Eliminated ambiguity and accelerated C-suite alignment through a clearly defined HR AI vision for enterprise value creation.

An HR strategy tightly aligned to the organization's mission-critical business priorities, with HR investments and decisions demonstrably driving growth, resilience and enterprise performance.

A future-ready, AI-enabled HR operating blueprint that systematically increases productivity, enhances employee and leader experiences, and accelerates high-quality business decisions.

Clear governance and execution in place to drive measurable impact, demonstrate early wins and continuously adapt to evolving business and technology needs.

Key questions to ask

Gartner clients can ask questions like these directly using [AskGartner](#).

Gartner clients can click to explore answers.

What are the most valuable and feasible AI use cases, and how should organizations prioritize them?

[Explore answer ↗](#)

How do we transition from tracking isolated AI HR activities to measuring outcomes tied to growth and CEO concerns?

[Explore answer ↗](#)

How do we stop chasing every interesting AI idea and focus our resources on the fewer bets that will actually impact our bottom line?

[Explore answer ↗](#)

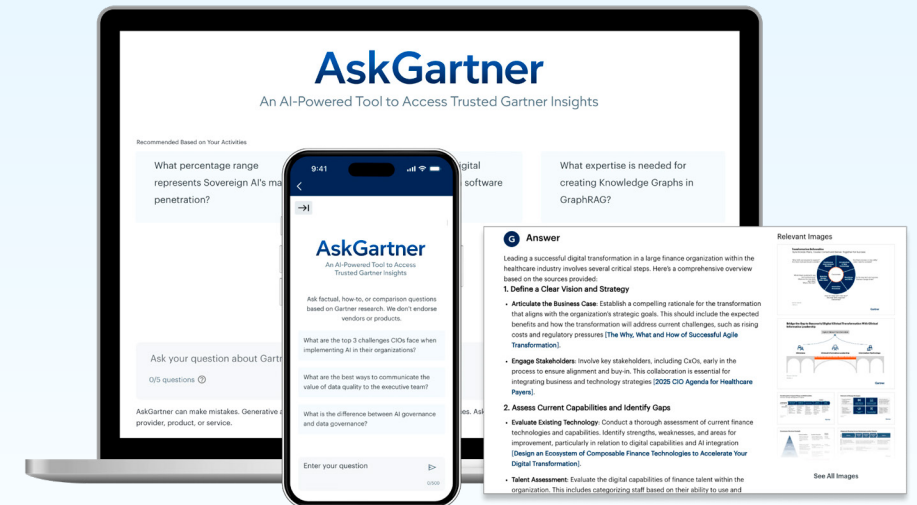
How do we move from one-off experiments to a repeatable process that gets AI live and proves the payoff?

[Explore answer ↗](#)

How do we manage AI as a living product so it stays accurate and affordable — rather than a liability — as it grows more complex and costly?

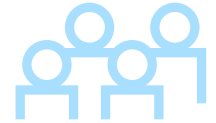
[Explore answer ↗](#)

Get fast, expert-backed answers with AskGartner.



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Who needs to be involved?



Chief human resources officer

Oversees the partnership between all HR leaders when transforming the function and communicates the HR strategy and its value to senior and functional leaders.

Head of talent management

Develops the right internal skills for driving the HR functional transformation; adapts and evolves service delivery with focus on driving employee experience; works with peer HR leaders on integrating service delivery model.

Head of talent acquisition

Hires the right internal skills for driving the HR functional transformation; adapts and evolves service delivery with focus on driving employee experience; works with peer HR leaders on integrating service delivery model.

Head of learning and development

Builds the right internal skills for driving the HR functional transformation; adapts and evolves service delivery with focus on driving employee experience; works with peer HR leaders on integrating service delivery model.

Head of HR technology

Focuses HCM technology on driving strategic impact and operational excellence; drives service delivery standardization and automation efforts.

Head of talent analytics

Uses data to help understand how to drive strategic impact and operational excellence; works with peer HR leaders on integrating analytics into service delivery.

Client Story

Coca-Cola Bottling Company United Created a Unified Vision on AI in HR

Mission-critical priority

Coca-Cola Bottling Company United's Senior Vice President and Chief People Officer needed to establish a unified HR vision on AI and determine the best AI use cases for the HR function and business as a whole.



How Coca-Cola Bottling Company United leveraged Gartner resources

The Senior Vice President and Chief People Officer, Gianetta Jones, partnered with her Gartner Executive Partner and the Gartner business and technology insights network to develop her AI strategy. She also used Gartner benchmarking tools, diagnostics, insights on AI use cases and strategic toolkits for success, talent development and compensation.



Mission accomplished

With Gartner support, Gianetta successfully developed a unified HR vision, improved cross-functional alignment and identified opportunities to use AI to automate routine tasks.

Her team also was able to accelerate decision making, save time and enhance HR's ability to drive business value.

[Watch the full story ↗](#)



Address your other mission-critical priorities



Transform HR through AI.

31% of CHROs feel prepared to incorporate AI into HR's operating model.



Shape work for the human-machine era.

78% of CHROs agree that workflows and roles need to change to get the most out of their investments in AI.



Mobilize leaders for growth amid uncertainty.

75% of CHROs believe leadership and people management skills will become more important as they integrate AI into business practices.



Strengthen culture to power performance.

77% of HR leaders expect AI to impact the organization's culture over the next 12 months.

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