

Gartner for HR

Case study: Human-Centric AI Talent Roadmap

Red Hat

Did you know? Gartner clients have access to 120+ HR case studies across industries and regions.

These proven best practices help CHROs:



Make informed decisions with current, objective insights



Gain a competitive edge with forward-thinking expert analysis

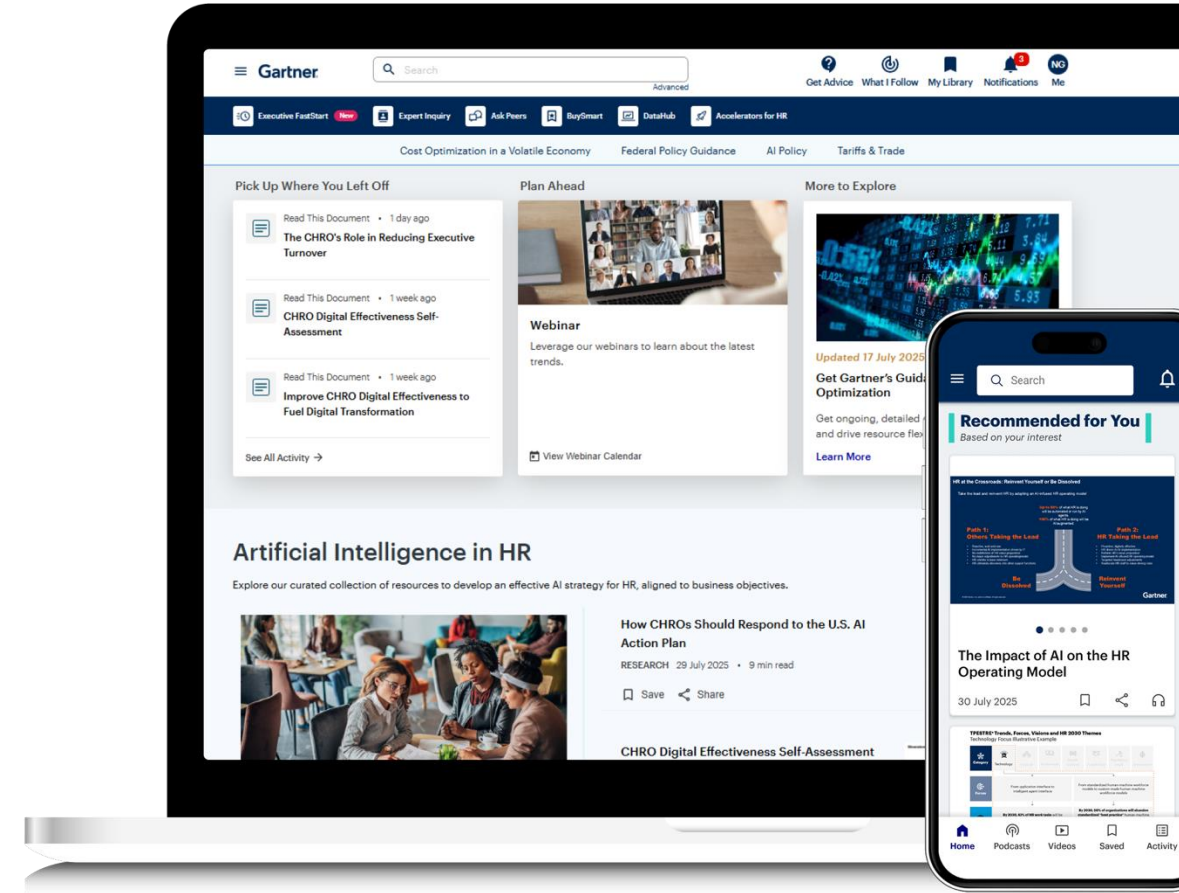


Review real-life examples of how organizations are executing proven practices



Benchmark against peers with robust Gartner data

Learn more about becoming a Gartner client today.



RESTRICTED

Case overview

Summary

Many CHROs struggle to address AI's impact on the employee experience. Red Hat created a talent roadmap focused on employee-centric outcomes, not technology use cases, to proactively center employees in their AI strategy. This approach energizes the workforce to boost productivity with AI.

About the company

- Company name: **Red Hat**
- Industry: Technology
- Headquarters location: Raleigh, North Carolina, U.S.
- Revenue: \$6.5 billion
- Employees: 19,000

Case overview

Problem	Actions	Results
<ul style="list-style-type: none">• Evolving AI landscape: HR faces a moving target as employee needs change alongside innovation and adoption.• Low trust: HR must address anxiety in the workforce caused by the replacement threat of technology.• Varied experience impact: HR needs to adjust support as employee experience disruption differs by role and workflow.	<ul style="list-style-type: none">• Define roadmap by talent outcomes, not technology use cases: Establish human-centric outcomes that anchor enterprise AI deployment on long-term employee needs.• Secure trust through a two-way “AI deal”: Formalize shared commitment to AI exploration with employees through two-way principles.• Design HR solutions for AI’s unique role impact: Segment roles by level of AI-driven disruption to the employee experience to design HR solutions that meet varied employee needs.	<ul style="list-style-type: none">• Red Hat’s approach has boosted workforce trust, accelerated AI adoption and learning, and increased talent mobility.

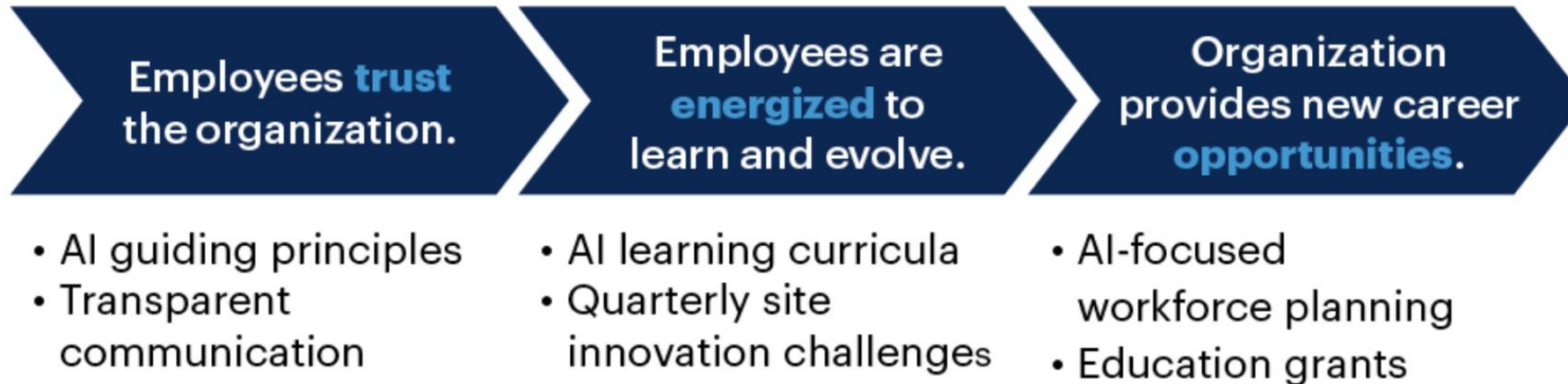
Recommendations

CHROs seeking to address AI's impact on the employee experience should:

- Identify aspirational human-centric outcomes for the employee experience with AI to anchor enterprise AI deployment on long-term employee needs.
- Co-create foundational guiding principles for AI use with associates to establish trust.
- Evaluate the talent implications of AI use across roles as part of your workforce planning process to meet varied employee needs.

Define roadmap by talent outcomes, not technology use cases

Establish **human-centric outcomes** to anticipate employee needs regardless of how technology use cases evolve.



Result: Workforce is excited about the positive possibilities of AI, seeking new ways to be productive.

Design **complementary HR initiatives** aligned with target outcomes to support employees in achieving AI-enhanced productivity.

Design HR solutions for AI's unique role impact

