9-10 October 2019 Kronwell Hotel-Brasov, Romania



## Communicating the value of testing for HR

#### **Cicek Svensson**

SVP Business Development & Marketing Comms Multilingual **2019 Board Chair Association of Test Publishers** 

#### William G Harris

**Chief Executive Officer Association of Test Publishers** 

### **ATP – the Association of Test Publishers**

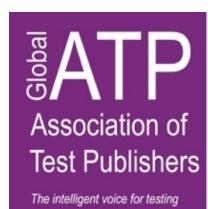
- A global, nonprofit trade organization that represents test and assessment tool providers as well as services related to these assessments
- Our members are the leading publishers and assessment service providers within the testing industry

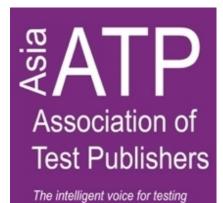
#### **Our Practice Area Divisions:**

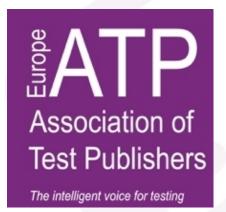
- Industrial/Organizational (I/O)
- Clinical
- Certification/Licensure (C/L)
- Educational
- Workforce
- Special Interest Groups (SIGS): Public and Health Sector

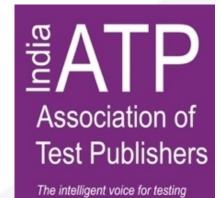


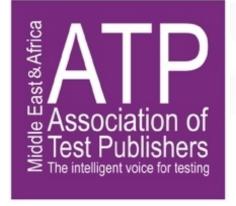
#### ATP - Global Reach













## Al Bias

"when an algorithm produces results that are systematically prejudiced due to incorrect assumptions in the machine learning process"

Gender Classifier	Darker Male	Darker Female	Lighter Male	Lighter Female	Largest Gap
Microsoft	94.0%	79.2%	100%	98.3%	20.8%
FACE**	99.3%	65.5%	99.2%	94.0%	33.8%
IBM	88.0%	65.3%	99.7%	92.9%	34.4%

Gender Shades: Intersectional Accuracy Disparities in Commercial Gender Classification\*





Unknown unknowns

• Imperfect processes

Lack of social context

The definitions of fairness



## There are three key stages to focus on:

- Framing the problem
- Collecting the data
- Preparing the data



## **Intelligent Voice for Testing (Measurement)**

• 20 year Motto → Timeless

Conceptual / Communication "THREAD"

Stitches Actions / Activities → Vision
 / Mission

Off-spring of test publishing / delivery organizations

Functions as the GLOBAL HR for Testing





ATP	HR		
Service Organizations	Service Employees / Employer		
Member Experience	Employee Experience		
Monitor Regulatory / Legislation	Monitor Regulatory / Legislation		
Compete for Member Organizations	Never-ending "Talent War"		
Retention means Relevancy / Value	Retention means Hi Quality Employee Experience		
Safeguard Privacy / Personal Data	Safeguard Privacy / Personal Data		





Meet demands and expectations of a global market

 Market needs and assessment maturity are uneven

Promote and Maintain a universal appeal of "Inclusiveness

 Combination of AI, Machine Learning (ML), and DATA is posed to change the character of ATP and HR

 We have witnessed such transformative innovations before: Telecommunication, Combustion Engine, Electricity, Internet etc.

## To Summarize Cicek's Remarks about AI:

- Data Integration, Free of Bias
- Defensibility, Transparency
- Explicability / Interpretability
- Reproducibility vs. Replicability



# Technologies that Will Transform Work and Work Flow:

- AI → ML → Big Data
- BlockChain Technologies
- Immersive Learning including AR / VR
- Open Source Platforms; Interoperability
- Employee Experience



## **BCT** inspired HR Applications:

- A Revolutionary Influencer
- Mainstream in Every Industry < 5 years</li>
- Manages Employee Data from Recruitment to Job Separation



#### What is BCT?

- A database where all data is "securely locked and stored in blocks that link to each other by means of cryptography" (Hackernoon, 2018).
- It's tampered proof → Replaces a Candidate's Verification, Secures Employee Data
- Creates Smart Workforce Contracts
- Manages Compliance and Regulations, and Tracks
  Payments and Benefits



## **An Artificial Recruitment Agent**

- Identifies a Prospect using digital footprint to build a database
- Searches external databases for verification
- Permissioned Job Candidate takes a VRinspired Job Preview and completes an Adaptive Experience Inventory





Receives Feedback

Al Specialist Prepares the Hiring Manager's interview

 Decision to hire includes 24 months immersive learning program

 Benefits and Opportunities are outlined (AON, 2017; modified) • Simply put, ATP and HR operate at the intersection of at least 3 forces:

Digitalization,

Rapidly shifting business environment, and

 The ongoing search for exceptional talent (i.e., Organizations)



The Amara's Law ... says that People

Tend to overestimate the effect of technology in the short run; and Underestimate its effect in the long run!

• "The future is already here. It's just not very evenly distributed." (W. Gibson)





