



## **COMMUNICATIONS REGULATORS' ASSOCIATION OF SOUTHERN AFRICA (CRASA)**

**Workshop Name:** Artificial Intelligence for HR professionals

### **WORKSHOP CONCEPT**

#### **Background and Introduction:**

Artificial Intelligence (AI) is rapidly transforming the Human Capital Management landscape—reshaping how organizations attract, manage, and retain talent.

AI in Human Resources (HR) refers to the application of AI technologies to transform traditional HR functions and processes. It involves using a combination of algorithms, machine learning models and intelligent systems to automate repetitive tasks, gain deeper insights from HR data and support decision-making across an organization. These technologies also improve the employee experience by reducing friction and empowering HR professionals to focus on more creative or sensitive personnel issues.

AI in HR deploys various technologies capable of analysing vast amounts of data in real-time, recognizing patterns, generating content and simulating human-like interactions. These capabilities are changing how HR departments operate, allowing them to move from primarily administrative functions to more strategic roles within organizations.

Today's HR leaders face multiple challenges including evolving employee expectations, employee retention, employee engagement and motivation, performance management and feedback, management of remote work and compliance with legal requirements.

With AI disrupting the business landscape at such a rapid pace, HR departments stand to play a significant role in managing this change. It is against this background that the CRASA Human Resources Development Committee (HRDC) is organising an interactive 1-day workshop specifically for the benefit of the HR professionals, leaders, and technologists of CRASA Members with the aim of exposing the power and implications of AI in Human Resource Management.

The workshop seeks to provide hands-on insights into how AI can drive smarter recruitment, workforce planning, employee engagement, and performance management— while ensuring that ethical and responsible AI practices are upheld. With real-world examples, practical exercises, and group activities, participants are expected to leave with a clear understanding of where AI can add value in HR and how to strategically and ethically implement AI-enabled solutions in their respective organisations.

### **Specific Areas of Interest and Workshop Objectives:**

By the end of the workshop, participants will:

1. Understand the foundational principles of AI and their relevance to HR.
2. Learn how AI is revolutionizing talent acquisition and workforce planning.
3. Explore AI tools used for boosting employee engagement and optimizing performance.
4. Identify and mitigate ethical risks such as bias, privacy violations, and transparency issues.
5. Begin designing a responsible AI adoption roadmap tailored to their HR context.

### **Proposed Workshop Format:**

Given the nature of the discussions and the expected outputs of the Workshop, the proposed format and order of discussions is as follows:

**Session 1: Introduction to AI in Human Resources**

**Session 2: AI in Talent Acquisition & Recruitment**

**Session 3: AI in Engagement & Performance Management**

**Session 4: Ethics & Responsible AI in HR**

**Session 5: AI in Workforce Planning**

**Session 6: Future Trends & Case Studies**

**Wrap-Up, Q&A, and Evaluation**

- Recap of key insights
- Questions & next steps
- Participant evaluation
- Resource handouts and certificates.

**Venue:** Dar es Salaam, Tanzania

**Proposed Dates:** 25<sup>th</sup> August 2025

### **Target Audience:**

This workshop is ideal for:

- HR Managers, HR Business Partners, Talent Acquisition & L&D Specialists
- HRIS & HR Tech Professionals
- Organizational Leaders involved in digital transformation
- IT/Data Officers working with HR systems and tools

**Working Languages:**

The Workshop will be conducted in all three (3) SADC Official languages, namely; English, French and Portuguese.

**Contact Information:****CRASA Secretariat/Host**

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**Meeting Name:** Workshop on Artificial Intelligence for HR Professionals

**Venue:** Dar es Salaam, Tanzania

**Meeting Dates** 25<sup>th</sup> August 2025

**For more information:** [bgmothibi@crasa.org](mailto:bgmothibi@crasa.org) / [crasa@crasa.org](mailto:crasa@crasa.org)

### DRAFT AGENDA

Monday, 25 <sup>th</sup> August 2025			
SESSION NO	TIME (CAT)	SESSION	LEAD PERSON
	09:00- 09:15	Welcoming of Guests and Introductions	Director of Ceremony, TCRA
	09:15-09:25	Remarks	Executive Secretary
	09:25-09:35	Welcoming Remarks	HRDC Chairperson
	09:35-09:50	Opening Remarks	TCRA DG
	09:50-10:00	Group Photo	All
	<b>10:00-10:30</b>	<b>HEALTH BREAK AND NETWORKING</b>	<b>All</b>
	10:30-10:45	<ul style="list-style-type: none"> <li>• Introductions &amp; expectations</li> <li>• Workshop objectives</li> </ul>	CRASA Secretariat & Workshop Facilitator
1.	10:45-11:45	<b>Module 1: Understanding AI Fundamentals</b> <ul style="list-style-type: none"> <li>- What is Artificial Intelligence?</li> <li>- The evolution of AI in HR: why now?</li> <li>- Overview of AI application areas in HR</li> <li>- Business drivers: Pace, personalization, data-informed decision-making.</li> </ul>	Facilitator
2.	11:45-12:45	<b>Module 2: AI in Talent Acquisition &amp; Recruitment</b> <ul style="list-style-type: none"> <li>- AI tools for sourcing, resume screening, candidate scoring, and chatbots</li> <li>- Automating interview scheduling and pre-screening assessments</li> <li>- Enhancing candidate experience through personalization</li> </ul>	Facilitator

		<ul style="list-style-type: none"> <li>- <b>Case Study:</b> How an organization reduced time-to-hire and improved candidate quality with AI.</li> </ul>	
	12:45-13:00	<b>Knowledge Exchange Session</b> - Open Q&A	
	<b>13:00-14:00</b>	<b>LUNCH BREAK</b>	<b>All</b>
3.	14:00-14:30	<b>Module 3: AI in Engagement &amp; Performance Management</b>  <ul style="list-style-type: none"> <li>- AI tools for engagement, sentiment analysis, and performance reviews</li> <li>- L&amp;D enhancements</li> <li>- Activity: Designing AI-powered employee lifecycle</li> </ul>	Facilitator
4.	14:30-15:00	<b>Module 4: Ethics &amp; Responsible AI in HR</b>  <ul style="list-style-type: none"> <li>- Ethical issues and GDPR compliance in the use of AI</li> <li>- Protecting employee data: Privacy, consent, and compliance (GDPR, POPIA, etc.)</li> <li>- Transparency and accountability in AI recommendations</li> <li>- Creating a Human-Centred AI Ethics Framework</li> </ul>	Facilitator
5.	15:00-15:30	<b>Modul 5: AI in Workforce Planning</b>  <ul style="list-style-type: none"> <li>- Key challenges in traditional workforce planning</li> <li>- Role of AI in enhancing planning accuracy and agility</li> </ul>	Facilitator
	<b>15:30-16:00</b>	<b>HEALTH BREAK AND NETWORKING</b>	<b>All</b>
6.	16:00-16:30	<b>Modul 6: Future Trends &amp; Case Studies</b>  <ul style="list-style-type: none"> <li>- <b>Drafting Your AI Roadmap</b></li> <li>- Real-world examples of AI in HR from leading companies</li> <li>- Emerging tools and technologies</li> </ul>	Facilitator
	16:30-17:00	<b>Wrap-Up, Q&amp;A, and Evaluation</b>  <ul style="list-style-type: none"> <li>• Recap of key insights</li> <li>• Questions &amp; next steps</li> <li>• Participant evaluation</li> <li>• Resource handouts and certificates</li> </ul>	All
	<b>17:00</b>	<b>Close of the Workshop</b>	<b>HRDC Chairperson</b>