

DTIHK-Working Group

Digitalization, AI & HR

Minutes of the 3rd Meeting

Date: Sept 17th 2025

Location: DTIHK

Minutes: Marie Ljunggren, trainee

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1) Survey Findings on AI in Business

- ~60% of managers say AI influences their decision-making; ~40% would let AI take over some decisions.
- Sentiment is optimistic but cautious: AI helps, but outputs should be verified.
- Internal pulse:
 - 86% of employees are aware of AI capabilities.
 - 92% know how to use internal AI tools.
 - 83% are curious to learn more about AI integration.

Top interest areas: automating repetitive tasks, analyzing data, asking better questions (prompting), and creating content.

2) Business Case for AI

- Build clear business cases with measurable impact, ROI, and productivity improvements.
- Tie adoption to company strategy and secure leadership sponsorship.
- Use pilot results to create before/after baselines and expand from proven wins.

3) Training & Learning with AI

- Active experiments include personalized learning paths, microlearning, digital skills, and competency modeling.
- Teams are exploring how to measure learning strategies and adaptation over time.
- Open questions to address in enablement:
 - Trust & verification: when to rely on AI vs. when to cross-check.
 - Critical thinking: build habits for source-checking and triangulation.
 - Minimum bar: define baseline AI fluency all employees should have.

4) AI Tools & Compliance

- Organizations are restricting which tools are allowed and differentiating internal (secure) vs. external (public) models.
- Strong focus on confidentiality and data residency; some firms run internal GPT-like systems.
- Provide clear use policies, examples of what's in-bounds, and request paths for new tools.

5) Bottom-Up Innovation

- Non-IT employees often spark the most practical AI uses.
- Effective formats:
 - Intern/junior-led workshops for peers.
 - AI contests and showcases to surface and scale good ideas.

6) Best Practices in AI Adoption

- Set clear goals, timelines, and executive backing.
- Mix online modules, live workshops, and peer learning; add gamification and storytelling.
- Share internal success stories to build momentum.
- Establish governance: allowed tools, red-lines, data rules, and review processes.

7) Employee Perception & Engagement

- Overall curiosity is high; people want practical, role-based guidance tied to daily tasks.
- Topics drawing interest: productivity, customer-service AI, prompting, building agents, and responsible AI.
- Points, badges, recognition, and spotlights increase participation.

8) Challenges Highlighted

- Over-reliance on AI without verification.
- Change resistance in some teams.
- IT capacity constraints → many initiatives start in business units.
- Privacy & compliance risks with external tools.
- Ensuring equitable access to training beyond technical roles.

9) Examples Shared

- Customer support: auto-analyzing tickets, sentiment detection, and agent performance scoring.
- Learning & HR: tracking learning strategies, competency gaps, and targeted upskilling.
- Personal wins: legal/admin troubleshooting, rapid prototyping, survey summarization.

10) Implementation Phases & Timeline

Phases (SAP-style):

1. Understand employees (baseline knowledge, roles, needs).
2. Strategic communication (why AI, benefits, leadership messages).
3. Customized AI education (role-based paths, resources, policies).

Timeline:

- September: campaign launch; survey completed.
- October–December: AI promotion campaign (awareness, showcases, gamification).
- Process cadence: finalize survey → approvals → promotion → ongoing survey pulse → analysis → education rollout.

Takeaways

- AI adoption is cultural as much as technical: invest in people and habits.
- Governance matters to balance innovation with security and compliance.
- Experimentation first: pilots, contests, and grassroots projects reveal tangible value fast.
- Leadership sponsorship and a strong business case prevent program drift.