

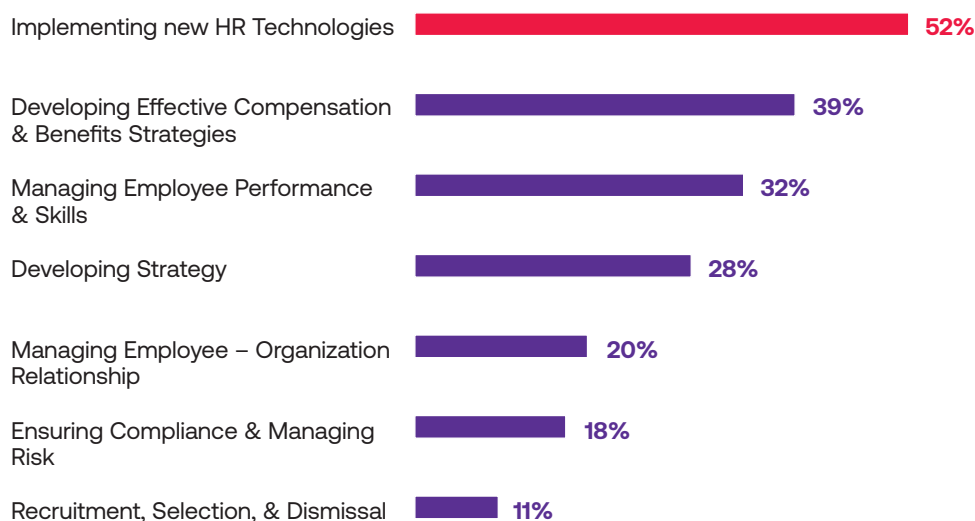
State of HR Spotlight:

HR Professionals and Technological Change

HR professionals feel unprepared to implement new technologies

The implementation of technology stands out as a preparedness weak spot for HR professionals, with fewer than half describing their department as completely or mostly prepared in this area. Similarly, just over half (52%) believe that implementing technology is one of the areas their organization's HR function is least prepared to deal with, far outpacing all other domains related to the practice of HR.

Areas HR Professionals Feel Least Prepared to Handle



47%
Completely or
Mostly Prepared to
Implement New HR
Technologies

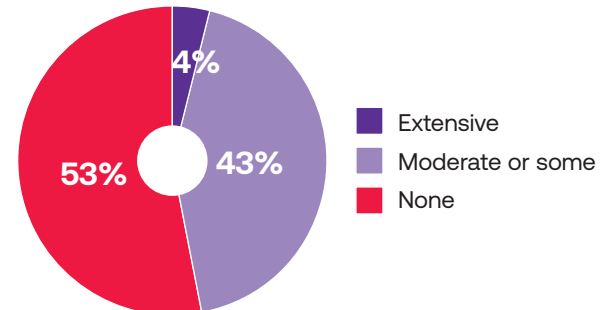
Artificial intelligence, of course, is a particularly hot button technology issue in 2026, with an impact that is not yet well understood. Here, too, we find a lack of preparation: just 47% of those surveyed have received any training from their company on how to use AI, with very little (just 4%) describing it as extensive.

Even as AI and other technologies reshape HR work

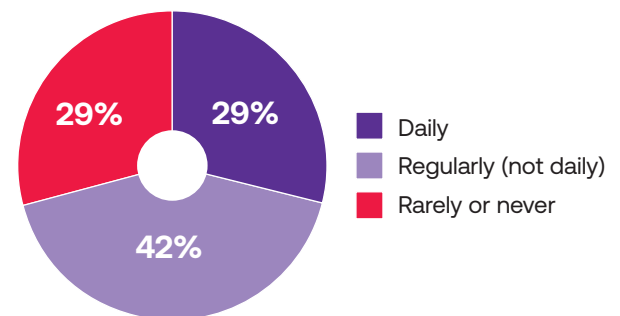
Nevertheless, technology marches on past the now commonplace adoption of HRIS within organizations. And it's being used by HR professionals, whether they feel properly prepared to implement it or not.

- 71% use AI in their job on a regular basis, nearly three in 10 daily.
- Much reported usage is for generic workplace tasks like generating letters, graphics, and notes, but almost half of professionals surveyed intend to use it for drafting policies, and approximately one-fifth anticipate using it for training or for hiring and screening tasks.
- 16% of HR professionals (and 23% of those under the age of 35) have already used AI technology to conduct initial interviews.

Extent of AI Training Offered by Organization



Reported Use of AI in Job



Commonly Reported AI Uses

Creating content and communications	78%
Finding answers to a question	75%
Drafting meeting notes and summaries	64%
Presentations	54%
Creating policies	48%
Creating graphics	31%
HR learning or professional development	26%
Training employees	21%
Hiring & screening	21%

Despite this clear lack of preparedness, technology learning is not the top priority.

Technology changes are coming fast. HR professionals feel underprepared to implement them. Yet just one-third name this area as a key learning priority for 2026, while nearly four in 10 place it among their lowest priorities. This suggests a “preparation gap” in the year ahead

Perhaps this is complacency—after all, most are not at all concerned about AI replacing their job. Or, it may stem from a belief that technology issues fall outside HR’s purview or belong to a specialized area of HR many professionals do not work in. It could be indicative of a technology arena changing so fast that people (and their organizations) are waiting to see what is hype, what is lasting, and what systems or technologies their companies adopt.

One way or another, HRCI Chief Technology Officer, Chris Scandlen, believes this gap may not persist for long:

“Technology can be a bit more nebulous than some other types of learning, because it is constantly changing. But options are certain to increase as the newer technologies continue to solidify. We should see a great deal of growth in training over the next 12 months.”

Areas of Focus for HR Professionals

