



Empowering People & Organizations to Thrive

- 100+ years helping organizations recognize and engage their people
- Engagement solutions that work, with the data to prove it:
 - Recognition & Rewards
 - Surveys & Insights
 - Physical & Mental Well-being
- Trusted by 40,000+ organizations with millions of employees across industries



AI FOR GOOD

The Engagement Multiplier

Automate Tasks. Elevate People.

Marianne Doventry
Product Manager



AI should not
replace human
connection.



It should help
organizations
create more of it.

The Current State of AI in the Workplace

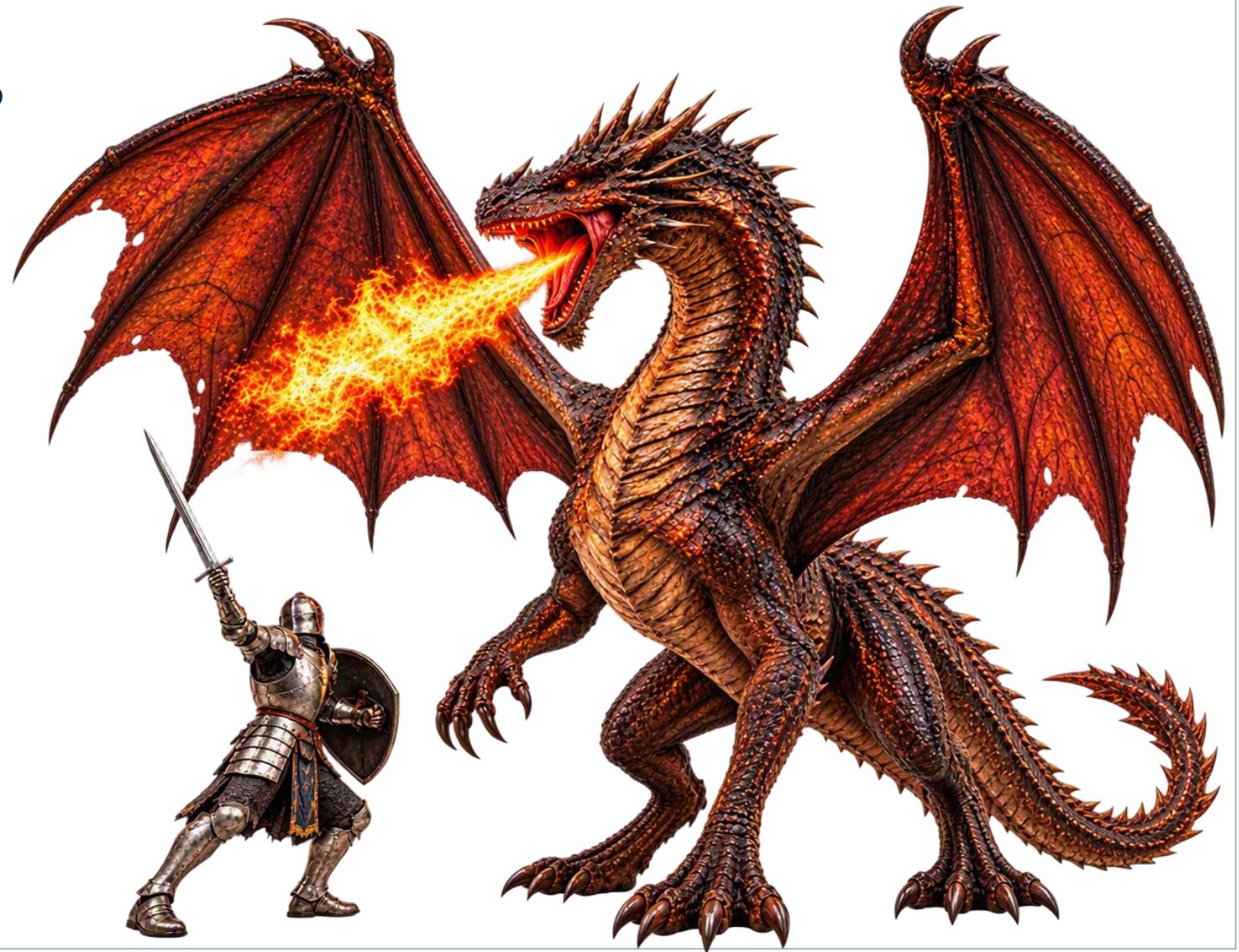
Wellbeing Decline
Trust Decline
Pressure Rising

Which region has the highest daily stress?

RANK	REGION	% EXPERIENCING STRESS
1	United States and Canada	50%
2	Australia and New Zealand	49%
3	Middle East and North Africa	48%
4	East Asia	46%
5	Sub-Saharan Africa	46%
6	Latin America and the Caribbean	43%
7	Europe	39%
8	South Asia	30%
9	Southeast Asia	25%

Gallup’s [State of the Global Workplace: 2026 Report](#)

What worries you about AI?



What worries you about AI?

Job loss

In Deloitte's Human Capital Trends, Workers identified the **threat of technology** taking over jobs as a **top challenge** facing organizations today.

Deloitte's *2026 Global Human Capital Trends*

Surveillance

The American Psychological Association found that **45% of monitored workers** say their workplace has a **negative impact** on their mental health.

APA's *2023 Work in America*

Loss of human connection

One-third of employees rarely or **never have conversations** with colleagues that go beyond transactional work tasks in a given week

Workday's *2026 Human Connection Workplace Index*

How can AI help people thrive?



How can AI help people thrive?

- More support
- More recognition
- More feedback
- More wellbeing
- More connection



91% of surveyed employees say engagement programs would work better if they were connected.



AI can help leaders act

- Spot barriers sooner



AI can help leaders act

- Spot barriers sooner
- Surface feedback themes



AI can help leaders act

- Spot barriers sooner
- Surface feedback themes
- Reduce administration



AI can help leaders act

- Spot barriers sooner
- Surface feedback themes
- Reduce administration
- Tailor communication



AI can help leaders act

- Spot barriers sooner
- Surface feedback themes
- Reduce administration
- Tailor communication
- Prompt manager follow-through



AI can help leaders act

- Spot barriers sooner
- Surface feedback themes
- Reduce administration
- Tailor communication
- Prompt manager follow-through
- Make recognition more timely



Organizations making meaningful progress on human capital issues are nearly twice as likely to achieve desired business and human outcomes.

Deloitte, 2024



The human benefit rule

Use AI to automate tasks. Use people to build trust.



Six pillars guide the work

Leadership + Purpose

Do leaders act credibly?
Does the work matter?

Belonging + Wellbeing

Do people feel included?
Are they supported?

Empowerment + Equity

Can people contribute?
Is opportunity fair?



How could recognition be more meaningful?

- Identifying overlooked contributions
- Helping managers write meaningful recognition
- Connecting recognition to values and behaviors
- Increasing consistency across teams



Remove everyday friction; Support Wellbeing

- Reducing repetitive administrative work
- Providing personalized wellbeing recommendations
- Improving access to resources and information
- Helping employees focus on meaningful work



How could more voices be heard?

- Analyzing open-ended feedback at scale
- Surfacing trends leaders would otherwise miss
- Identifying emerging concerns earlier
- Moving from annual surveys to continuous listening



How could AI make room for coaching and connecting?

- Summarizing feedback and sentiment patterns
- Suggesting discussion topics for 1:1s
- Identifying team wellbeing risks
- Reducing administrative workload

AI is the tool. Trust is the outcome.

Does this increase or decrease trust?

Does this strengthen or weaken human connection?

Does this help employees do meaningful work?



Welcome to Strategyland

Programs exist. People are not feeling the benefit.

- Wellness participation is low.
- Recognition feels hollow.
- Listening rarely leads to action.



Who gets seen?

The same villagers win every time. What might be missing?

- Work beyond the castle walls
- Specific, personal appreciation
- Consistent and meaningful rewards



Recognition with meaning

AI reminds and suggests.

- Leaders verify and personalize.
- Employees help define what feels meaningful.



An empty tournament

Why are villagers not taking part?

- Can they access it?
- Does it fit their lives?
- Do they feel included?



THE DRAGON HELPS

Find barriers. Then redesign.

AI flags patterns in participation and feedback.

- People check the explanation.
- Leaders remove the barriers.



Why the silence?

Another survey. Few responses. What might explain it?

- Fear of being identified
- Too much asking
- Too little visible action





THE DRAGON HELPS

Listen. Act. Close the loop.

- AI surfaces themes.
- People validate the meaning.
- Leaders show what changed.

THE TRUST QUEST

Heard. Supported. Recognized.



How we win

Explain

Purpose, data use, and employee benefit

Protect

Access, privacy, and accuracy

Own

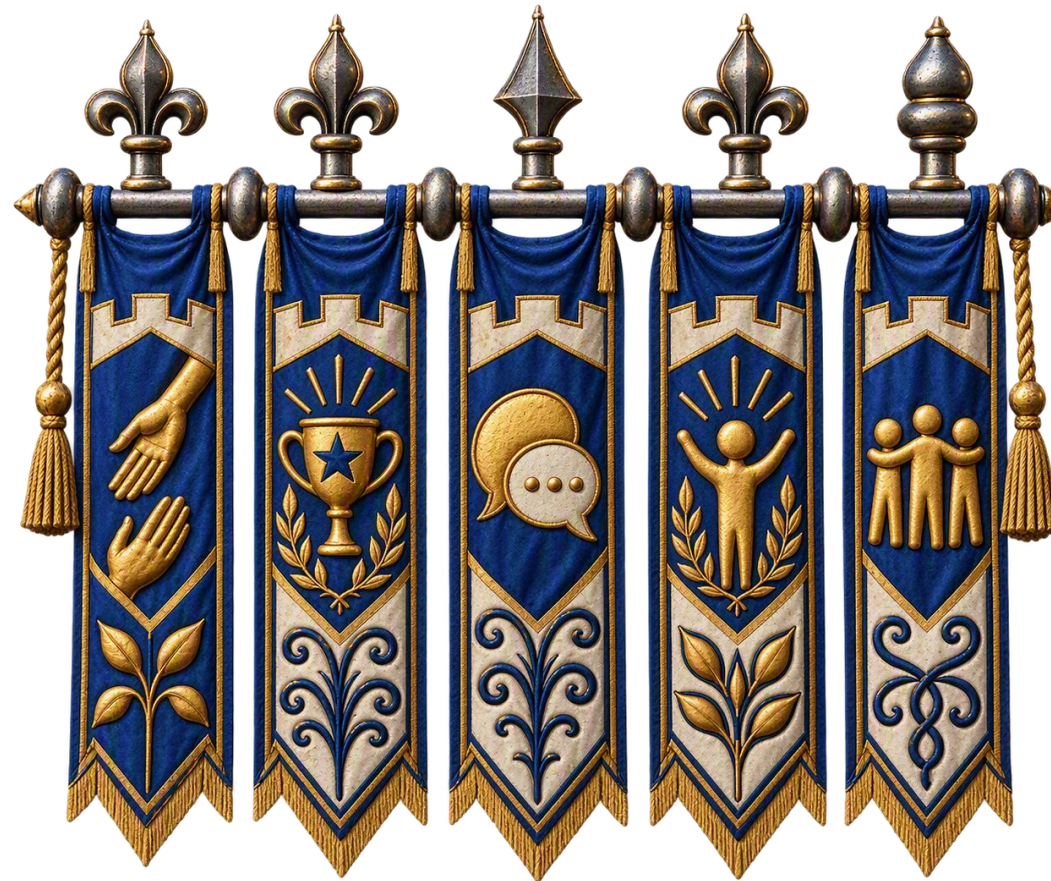
Training, accountability, and challenges

Ten guidelines. One human purpose.

- Listen safely
- Protect privacy
- Act visibly
- Personalize support
- Make recognition meaningful
- Design for access
- Keep humans accountable
- Measure trust, not just activity
- Connect the employee experience
- Use AI for human benefit

Automate tasks. Elevate people.

The best AI strategy helps people feel safer, seen, supported and able to do their best work.



QUESTIONS FOR THE AUDIENCE

What will you automate? What will you protect?

Marianne Doventry

mdoventry@terryberry.com



terryberry

