

Women's Agenda, Australia: Cognizant's AVP, Digital Business, Discusses Using AI to Make Better Hiring Decisions

[Cognizant Digital Systems & Technology](#)



"It is an organisation's role to strike a balance between human and AI insight to recruit people from diverse backgrounds with different perspectives," writes **Dr. Susan Entwisle**. "Ensuring diversity is not only the right thing to do, but also the key to innovating and thriving in the digital economy."

Excerpts from Women's Agenda's article:

"Increasingly, Australian organisations are on a mission to create more diverse and inclusive workplaces. Workplaces need to allow people to bring their whole self to work; this will bring together people with different backgrounds and experiences across culture, gender, religion, LGBTI+, ability, and age.

However, diversity and inclusion is not yet mainstream. There is still a gap. The same study shows that less than half of Australians currently work in diverse teams. Many organisations still struggle with the 'comfortable clone syndrome' where recruiters and hiring managers tend to select individuals who share similarities with them. This unconscious human bias is negatively impacting our ability to drive diversity and inclusion in our workplaces.

Over the years, AI has been adopted across many industries and functions, including HR. The use of AI algorithms to automate the selection of candidate profiles can drive efficiencies and remove the unconscious human bias within the hiring process. This approach offers the potential of an improved candidate experience, business outcomes, and equal opportunity."

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