

# Five Good Ideas®

for building a human-centred workplace in the AI era

SEASON  
**22**

**Zabeen Hirji, Strategic Advisor, Leadership, Talent and Culture and former Chief HR Officer RBC**

Monday, May 26, 2025 - 1:00 to 2:00 p.m.

Artificial Intelligence is reshaping the nature of work and redefining the relationship between employers and workers. Why should people choose to work for your organization? Can a machine become a trusted collaborator? As AI becomes more embedded in the workplace, these questions are gaining urgency. Six in ten workers already consider AI a coworker. Organizations must consider how to help their people thrive where AI is reshaping work, clarify why employees join and stay, and create the conditions for them to do their best work. In this session, Zabeen Hirji, Strategic Advisor, Leadership, Talent and Culture and former Chief HR Officer RBC, will present her five ideas to build a human-centred workplace in the AI era.



**Zabeen Hirji** is a strategic advisor and speaker across all sectors, as a thought-leader in leadership, culture, purpose, AI and work, skills, and diversity, equity, and inclusion. Zabeen had a distinguished career at RBC, culminating as Chief Human Resources Officer until her retirement in 2017. In addition to overseeing 80,000 employees, she held responsibility for Corporate Citizenship / social impact. Now in her Purposeful Third Act, she strives to create impact by activating her inspiring purpose – “to unlock human potential and build inclusive prosperity.”



[Find her full bio here](#)

## Five Good Ideas

1. Make purpose tangible – help every employee connect their role to the organization’s mission.
2. Learn together, start small, stay curious (pilot one tool or workflow at a time, provide AI learning nudges, create small wins, involve teams in feedback and iteration).
3. Build AI fluency, not technical mastery – knowing what AI can and can’t do, when to use it, how to use it responsibly, how to evaluate its output, how to integrate it into work thoughtfully.
4. Change management is 70% of success. Be transparent with employees about how AI is used. Involve staff in decisions and create psychological safety so employees can raise their fears.
5. Invest in human skills (e.g., adaptability, creativity, collaboration, communication, empathy, and judgement).

## Resources

- [Modern Employee Value Propositions in the Age of AI](#) – Chapter from Deloitte 2025 Human Capital Trends Report
- [A New Wave of Entrepreneurship Podcast \(Link to Podcast\)](#)
- [Google for Nonprofits AI Resources](#). Save your nonprofit time and focus on what matters most with a little help from AI.
- [AI for Nonprofits Resource Hub](#)
- [The AI Revolution Arrives at Your Nonprofit: A Guide for Leaders](#)

# Five Good Ideas Podcast

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## FIVE GOOD IDEAS

PRACTICAL STRATEGIES FOR NON-PROFIT SUCCESS

Edited by **ALAN BROADBENT AND RATNA OMIDVAR**

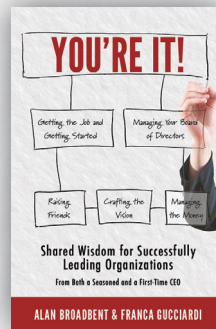
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