



betterworks

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# AI SOLUTIONS:

ELEVATING HR WITH FLEXIBLE, SAFE,  
AND HUMAN-CENTRIC INNOVATION



As organizations face increasing complexity in managing talent and performance, Betterworks provides the tools to turn these challenges into opportunities. By integrating AI into performance management, we empower HR leaders to drive meaningful change with solutions that are as flexible and secure as they are innovative. This document explores how Betterworks AI can elevate your HR strategy.

This document provides a comprehensive overview of how Betterworks leverages AI to enhance HR processes, highlighting our unique approach, customizable tools, and the benefits they deliver.

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# BETTERWORKS' APPROACH TO AI

## HUMAN-CENTERED AI (AI AS A COPILOT)

At Betterworks, we believe that AI should enhance human capabilities, not replace them. Our Generative AI tools are designed to act as copilots, providing HR professionals and managers with suggestions that they can review and approve. This approach ensures that human judgment remains central to decision-making, with AI serving as a powerful tool to streamline processes and reduce workloads.

- **Philosophy:** We prioritize a human-centered approach where AI supports rather than supplants human decision-making.
- **Functionality:** AI tools within Betterworks provide recommendations—such as how to phrase feedback or set goals—that users can accept, modify, or reject based on their expertise and context.
- **Customer Assurance:** Our tools are designed to assist, not automate, human roles, ensuring that the final decisions are always in the hands of people.





### Configurable and Flexible AI Tools

Betterworks understands that each organization is unique, with varying levels of readiness for AI adoption. Our AI features are fully configurable, allowing companies to turn on or off specific tools according to their needs and comfort levels. This flexibility ensures that organizations can integrate AI at their own pace, making the transition to AI-enhanced performance management seamless and stress-free.

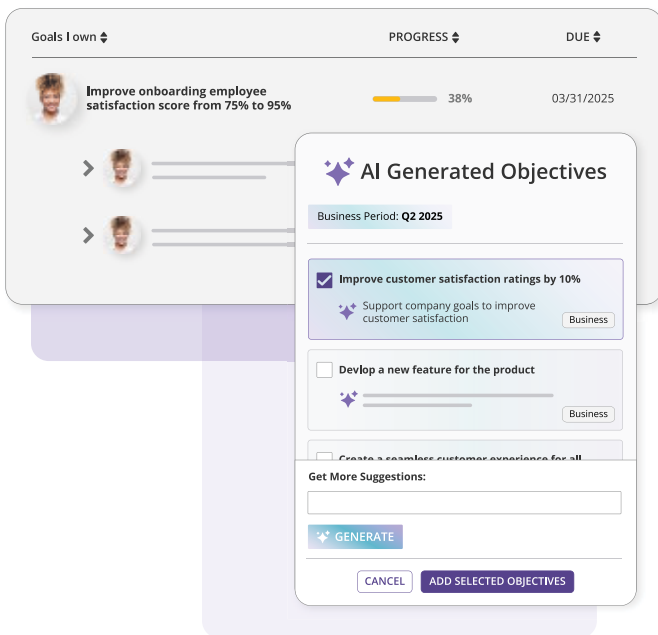
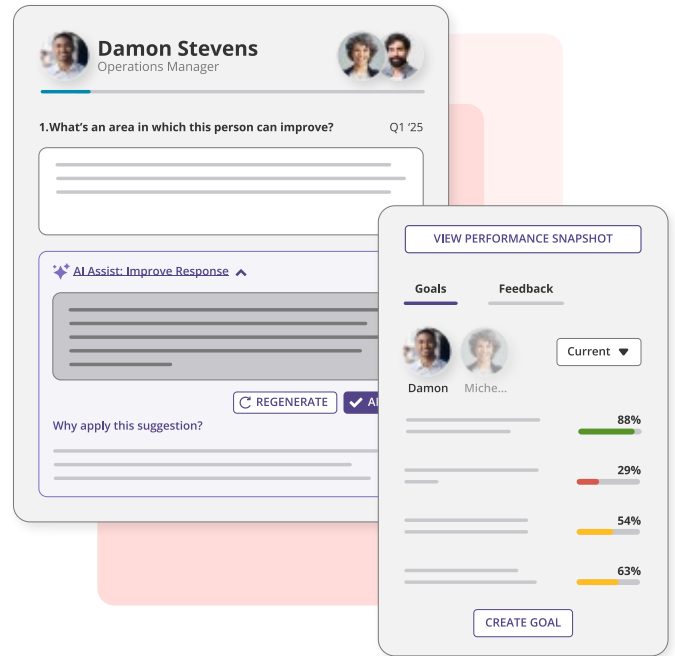
- **Configurable AI Usage:** Each AI tool within Betterworks can be activated individually through admin settings, giving organizations control over how and when they implement AI.
- **Scalable Solutions:** As your organization evolves, so can your use of AI. Whether you're ready to dive into AI now or prefer a gradual adoption, Betterworks accommodates your pace and needs.
- **Private LLM for Enhanced Security:** Betterworks' private LLM ensures that all data remains within a secure, self-hosted environment, providing unmatched control and privacy. This allows organizations to benefit from AI without compromising on data security or compliance.



# BETTERWORKS' AI ASSISTANTS

## Conversation Assist

Betterworks' Conversation Assist enhances performance feedback by providing managers with suggestions for how to improve their proposed feedback to be more actionable, constructive and to address potential bias or inflammatory language. The Assist also shares coaching with feedback to managers, sharing context about why suggested changes were made. This AI-driven tool ensures that conversations are not only informed and balanced but also focused on employee development, ultimately leading to more productive and meaningful interactions.

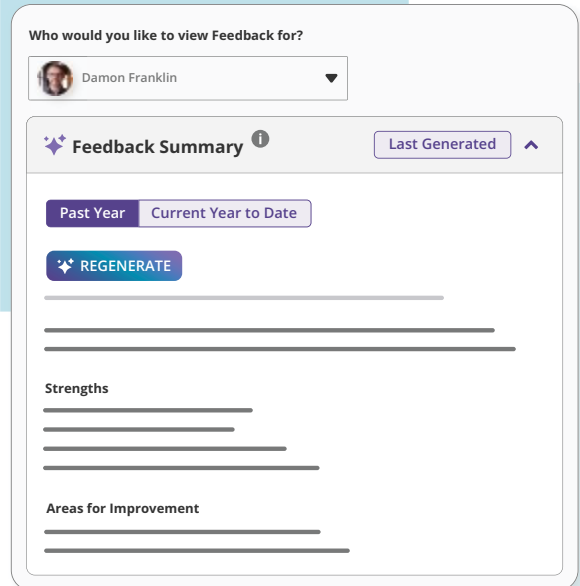


## Goals Assist

The Goals Assist feature leverages AI to help employees and managers set clear, aligned, and achievable goals. By analyzing organizational objectives, and individual performance data, and individual job titles, it suggests goals that are specific and measurable, ensuring that every team member's efforts contribute directly to broader business success.

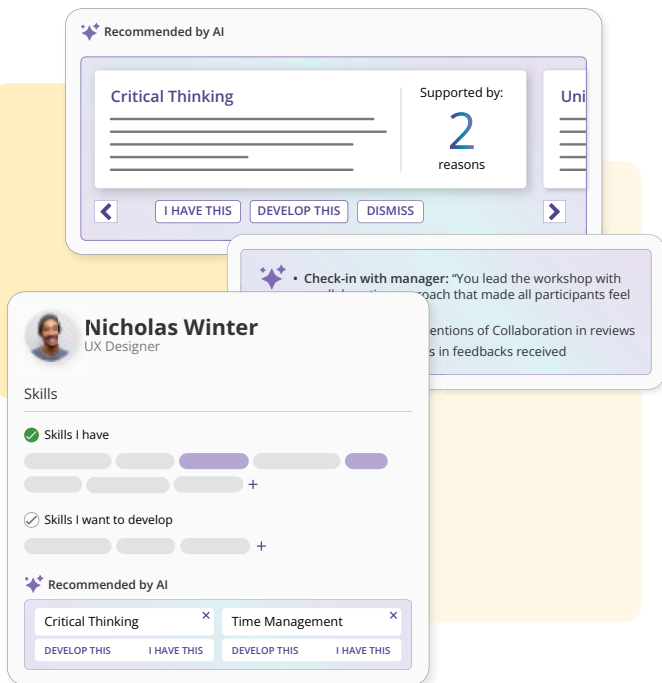
## Feedback Summary Assist

Feedback Summary Assist synthesizes feedback from multiple sources, using AI to create comprehensive and unbiased performance summaries, identifying areas of strength and opportunities for improvement. This tool helps managers address recency bias, and saves managers time while helping to provide balanced and actionable insights during reviews. This makes feedback more constructive and reduces the potential for bias in evaluations.



## Skills Assist (Winter 2024)

Betterworks' AI-powered skills validation identifies and confirms employee skills by analyzing real performance data. This approach integrates skills management directly into everyday performance tracking, ensuring that skills assessments are accurate, up-to-date, and aligned with strategic workforce planning needs.



# BETTERWORKS' PRIVATE LARGE LANGUAGE MODEL (LLM)

## Security and Privacy

In an era where data privacy is paramount, Betterworks offers a unique advantage with its private Large Language Model (LLM). Unlike open-source models, Betterworks' LLM operates entirely within our secure infrastructure, ensuring that all data remains protected and compliant with stringent privacy regulations.



### Data Protection

All AI interactions are contained within Betterworks' infrastructure, minimizing exposure to external threats and ensuring compliance with data protection laws such as GDPR and CCPA.



### Customer Data Integrity

We do not use any customer data to train our LLM, maintaining the highest standards of data privacy and confidentiality.



# THE ADVANTAGE OF BETTERWORKS AI SOLUTIONS

Betterworks distinguishes itself in the crowded HR tech market by combining state-of-the-art AI technology with a human-centered design philosophy. Our tools are not just about automating tasks but about empowering HR professionals to make smarter, more informed decisions that enhance both employee engagement and organizational performance.



**We believe it is essential to develop and deploy generative AI in a responsible manner.**

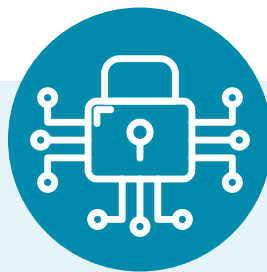
That's why we have a comprehensive responsible AI governance program in place. This program ensures that our generative **AI solutions are aligned with our privacy principles** and are developed and used in a way that **minimizes risk and maximizes benefits.**

— Doug Dennerline | CEO, Betterworks



## Human-Centered Design

Betterworks' AI tools are designed to assist, not replace, human judgment, ensuring that the human element remains at the forefront of all HR processes.



## Security and Compliance

Our private LLM offers unmatched security, keeping all customer data within our secure infrastructure and ensuring full compliance with global data protection regulations.



## Scalable and Flexible

Betterworks provides a scalable AI solution that grows with your organization, allowing you to implement AI at your own pace and according to your specific needs.







We tested Betterworks AI by putting in some sassy comments, and it turned into a really professional-sounding response. There was **care and deliberateness in the way they created their AI experience** so that it would be reliable and safe.

— **Deanna LaPierre** | Global Head of Talent Development, LivePerson



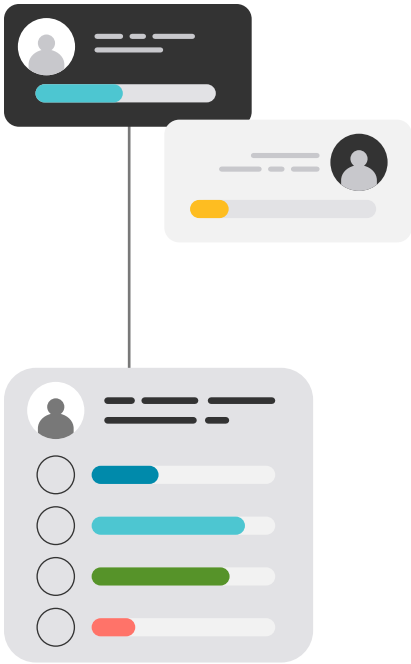
## Awards and Accolades

Betterworks' innovative approach to integrating AI into performance management has not gone unnoticed. We are proud to have been recognized as one of the "Top HR Products of 2024" by Human Resources Executive® and the HR Technology Conference & Exposition. This award underscores our commitment to delivering groundbreaking solutions that meet the evolving needs of HR leaders.

Betterworks, the leader in intelligent performance management solutions, has been shortlisted in the 2024 AI Awards in the "Best Use of AI in HR" category. This recognition highlights Betterworks' innovations to reshape performance management through advanced AI. By thoughtfully and responsibly integrating AI into performance processes, Betterworks is already seeing customers dramatically boost goal completion over traditional methods, improve the quality of conversations and feedback, and notably reduce bias.



# ADDITIONAL RESOURCES



**Responsible AI Policy:** This page outlines Betterworks' commitment to the ethical and responsible use of AI in their products, detailing the principles and guidelines the company follows to ensure transparency, fairness, and data privacy in AI-driven performance management solutions.

[Responsible AI Policy](#)

**AI Terms and Conditions:** This resource provides the legal terms and conditions related to the use of AI features within Betterworks' platform, including details on data usage, customer responsibilities, and compliance requirements.

[AI Terms and Conditions](#)

**Responsible AI in Performance Management:** This article discusses the integration of AI in performance management at Betterworks, focusing on how the company ensures that AI enhances fairness, reduces bias, and supports ethical decision-making in workforce management.

[Responsible AI in Performance Management](#)



## Discover Betterworks

Founded in 2013, Betterworks is the pioneer in intelligent performance management solutions that help workforces and organizations achieve their highest potential. Betterworks reimagines performance management for all with an enterprise-ready platform that fosters greater manager effectiveness and employee performance, leading to higher satisfaction and retention and better business outcomes.

Our customers' employees are proven more engaged and satisfied in their roles, which is why industry leaders like Colgate-Palmolive, Intuit, ATB Financial, Freddie Mac, Arcesium, and the University of Phoenix rely on Betterworks to manage and enable excellent performance. Betterworks is backed by Kleiner Perkins, Emergence Capital, and John Doerr.

For more information, please visit [www.betterworks.com](http://www.betterworks.com).



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