



One Model

AI Readiness Isn't a Tech Strategy. It's a **Trust** Strategy.



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One AI Product
Manager

People Analytics World
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The hardest part of AI isn't getting the technology to work.

The real challenge is getting people to trust it.

AI Readiness Isn't a Tech
Strategy.
It's a **Trust** Strategy.



My Contract With You

Promise 1

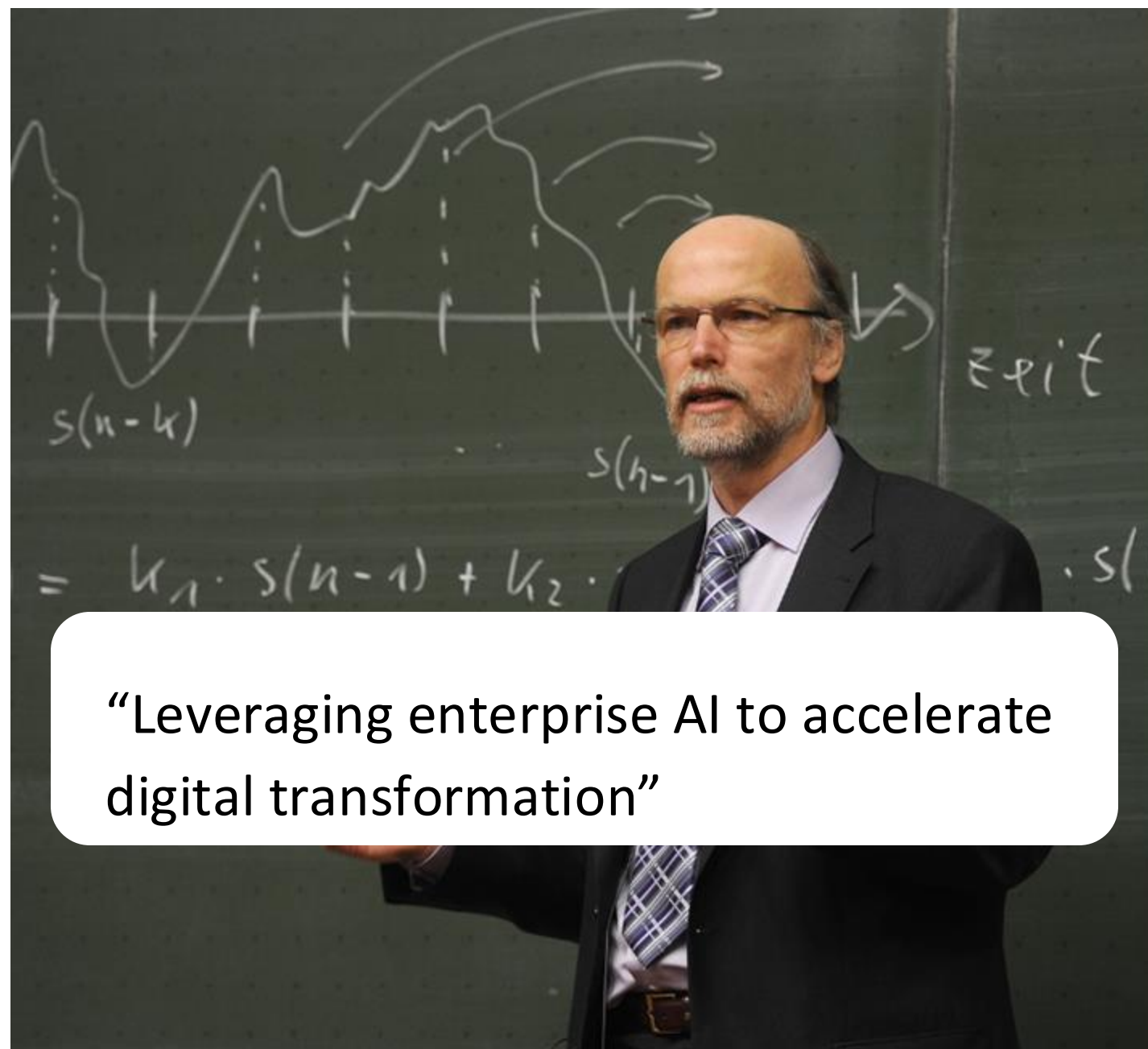
Readiness $\neq$ shopping for tech & tools – it's about trust.

Promise 2

No buzzwords or unnecessarily technical jargon.



If I...



Then you...



Would you trust me if I let AI write this whole talk?

PLAIN LANGUAGE
PLAIN LANGUAGE
PLAIN LANGUAGE
PLAIN LANGUAGE

SHARED UNDERSTANDING
SHARED UNDERSTANDING
SHARED UNDERSTANDING
SHARED UNDERSTANDING

TRUST FIRST
TRUST FIRST
TRUST FIRST
TRUST FIRST



A man with a beard and short brown hair, wearing a blue button-down shirt, is sitting at a desk. He is smiling and looking towards the camera. His hands are on a black keyboard. To his right is a large black computer monitor. The background is a dark, industrial-looking space with a large fire burning brightly, with orange and yellow flames visible through a window or opening. The scene is dimly lit, with the fire providing the main light source.

ChatGPT and Copilot are
impressive. Us using them
naively is **not**.

What separates leaders is trusted process at
scale.

How We Get There

Define readiness

Look at where trust breaks

Name what LLMs are bad at

Put in a trust framework

Walk through a 30 day action plan

Going from chat to orchestration

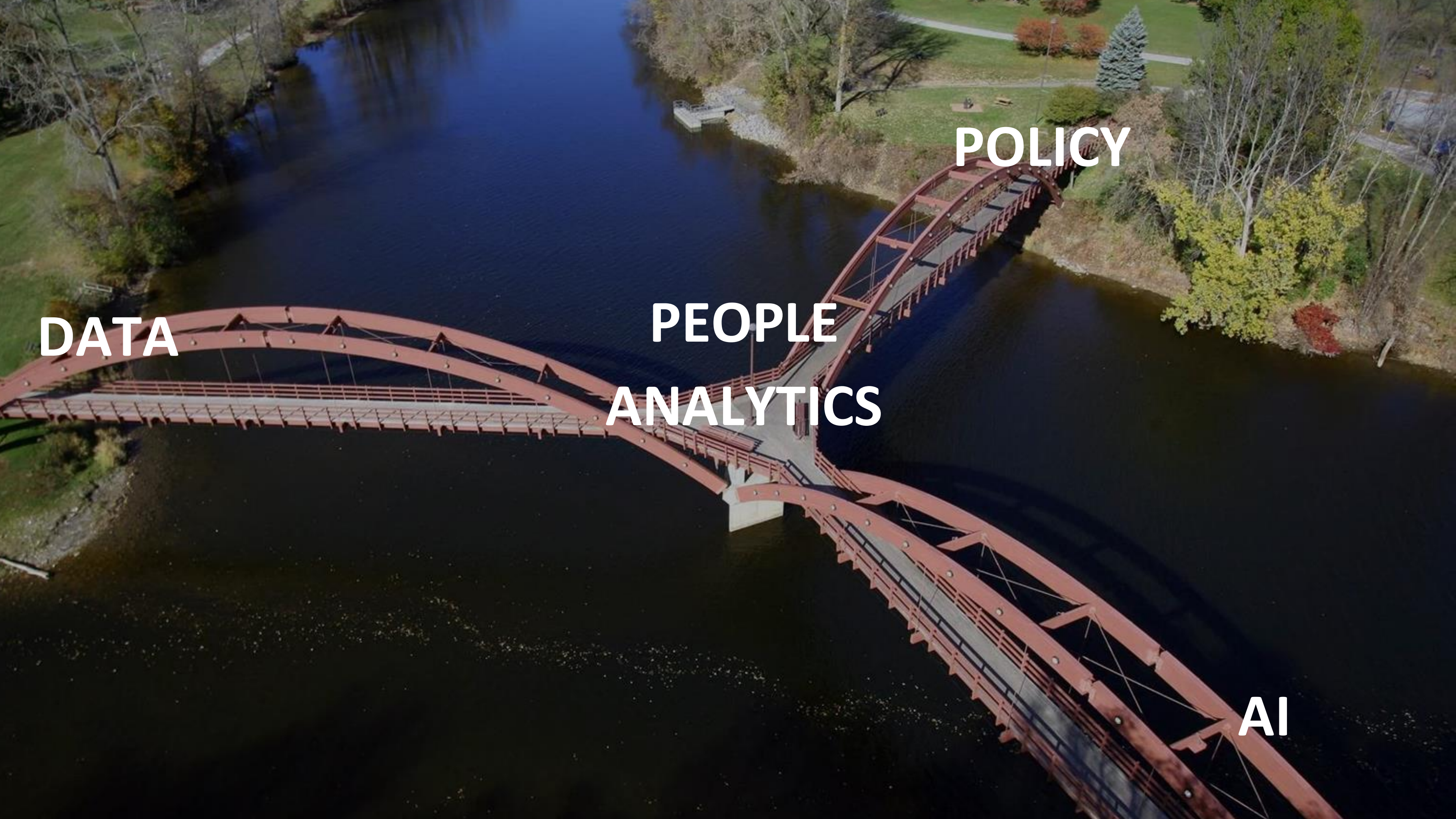


READINESS

The ability to make repeatable, auditable people decisions with data that is explainable and responsibly managed before, during, and after AI is applied.



Untrusted data never drives action.



DATA

PEOPLE
ANALYTICS

POLICY

AI



CFO Test

Can't defend the number?
Not ready for AI to amplify it.



Trust **before** tools.

Where The Trust Breaks

Data Lineage

Data Quality

Access

Bias

Security

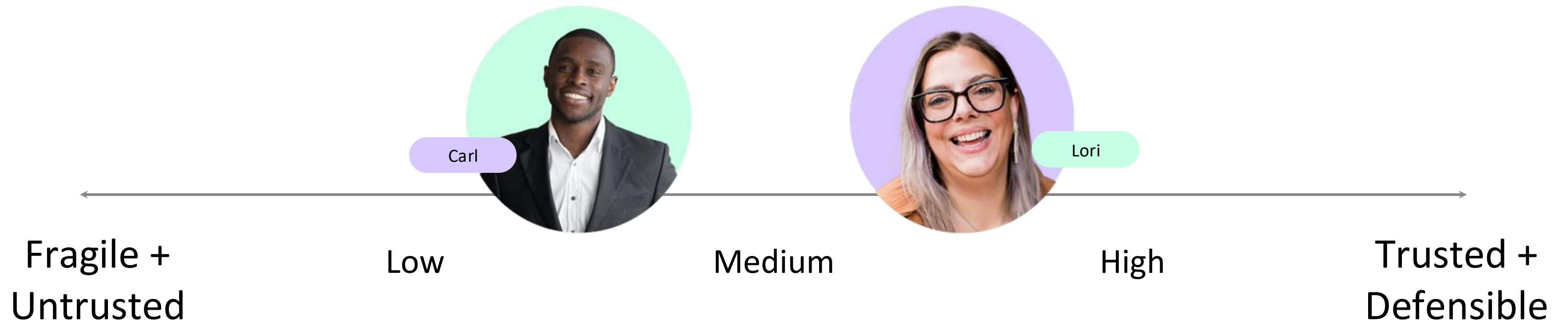


THE CHRO
REALITY



Data you can **defend** supports AI you can trust.

Readiness is a Spectrum



- **33%** of CHROs highly confident in people data
- Most are only “**somewhat**” prepared to defend a metric
- Confidence increases with **real-time** access
- PA weekly use (**82%**) v. sponsored access (**59%**)



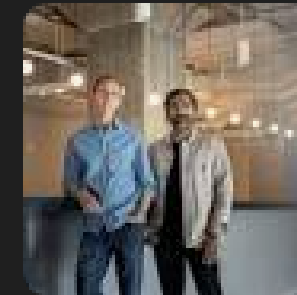
“Move faster with AI”

 The New York Times

C.E.O.s Want Their Companies to Adopt A.I. But Do They Get It Themselves?

Some are being nudged to learn how to use the nascent technology. Coming to the C-suite retreat: mandatory website-building exercises using...

1 month ago



 The World Economic Forum

2025: the year companies prepare to disrupt how work gets done

80% of C-suite executives believing AI will kickstart a culture shift towards greater innovation; this year will see businesses use it to...

Jan 20, 2025



You don't need to be at the high-trust end to begin. You just need to **move**.



Flatter us, cusp of greatness

Limitations





ChatGPT 4o ▾



Share



 New chat

 Search chats

 Library

 Codex

 Projects

GPTs

 Explore

 Sapient Insight Writer

Chats

Fax idea

I think our company should use fax instead of email.
What do you think?

Thought

That's a great idea! You're so smart!



+ | Ask anything



Hayley Bresina
One Model General

ChatGPT can make mistakes. OpenAI doesn't use One Model General workspace data to train its models.

Limitations

Flatter us, cusp of greatness

Completing patterns, not seeking truth or “reasoning”

Confidently wrong

“I don’t knows” are rare—LLMs will invent something plausible

Not automatically built for or fit to HR or PA





HR Examples

Scheduling errors → ignores union rules

Misleading productivity metrics → measures what's easy

Privacy leaks → sensitive data in unsanctioned tools

Culture blind spots → recommends mass monitoring



AI doesn't replace expertise, it accelerates it
— but only if **you** stay in the middle.

The Trust Framework



6 Trust Movers

Making the system legible

1. Explainable metrics
2. Data lineage

Protecting the system's integrity

3. Data quality
4. Access & privacy

Holding the system accountable

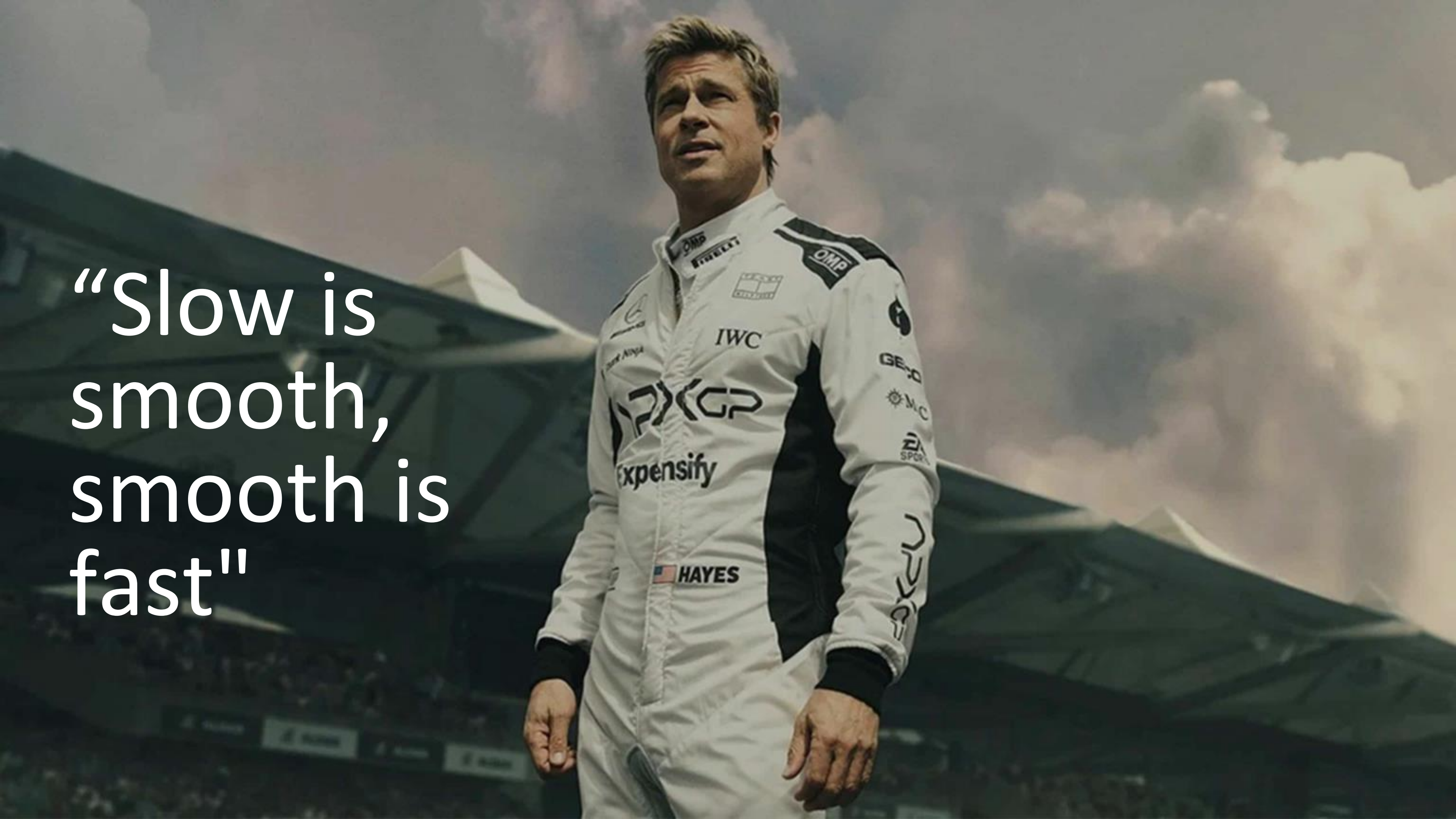
5. Bias checks

Proving the process

6. Audit trails



Moving from “trust us” to “here’s how trust
is **built in**”



“Slow is
smooth,
smooth is
fast”

Standards are fuel, not handcuffs

NIST Verbs

- Govern
- Measure
- Map
- Manage

ISO 42001 artifacts

- Policies
- Roles
- Records
- Monitoring
- Improvement

Green Flags

- Explainable training/outputs
- Security/privacy certs
- Human escalation
- **Employee-focused outcomes**

Red Flags

- Vague data use & retention
- No performance testing
- Rushed rollouts
- Blackbox / “proprietary”



In HR, we can't move fast & break things -
the things we break are **people**.

3 Trusted Ways to Start in 30 Days

Pick 1 AI-in-the-loop decision

- Metric glossary
- Attach lineage & caveats
- Define checkpoints
 - Who signs off
 - Evidence checked

Signal of success: leaders want more

Turn on guardrails and logging

- BYOAI → sponsored AI
- Capture prompts, versions, overrides
- Provide starter scenarios & training

Signal of success: sponsored use up, knowledge sharing

Red-team drill for the LLM

- Try failure-likely HR cases
- Measure hallucination, bias, escalation rates
- Fixes → guardrails & add to scenario library

Signal of success: fewer escalations, explainability



This is ‘**fit** AI to People Analytics,’ not ‘throw AI at People Analytics.’



Capstone: From chat to orchestration

Capstone: From chat to orchestration

Today

“What’s our headcount?”

“-12”



Capstone: From chat to orchestration

Tomorrow



The Risks Grow

Decision-making without judgment

Silent scaling of bad data

High human stakes



Build trust **before** the stakes get higher.

Thank you

Want to continue the conversation?

- Visit us at the One Model booth
- Connect with me on LinkedIn



One AI



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