



October 2020

Shared Problem-Solving Discussion

Connect directly with your peers to share a success or seek advice on what isn't working.

We started the conversation discussing Sentiment Analysis.

Members said

- Initial comments expressed concern that this is a “slippery slope” along with questions regarding accuracy
- One member said this doesn't fit with the values and culture they are trying to create
 - Scanning employee emails to look for trends is a lot different than summarizing open text/comments in surveys
- Questions were raised about privacy and possible legal issues
 - Federal/State privacy issues
 - Comments made on business owned equipment vs employee owned
 - Personal posts and emails vs corporate posts and emails

We also discussed “Resume Redaction” and “Blind Recruitment”

Members said

- Process should start with an objective feeder system
- Resumes could be edited to remove certain identifies and help eliminate unintentional bias.
 - Is this always a good thing?
 - You may want to really know who you are hiring.
 - This doesn't allow for cultural fit analysis
- You could employ team-based interviewing

Additional information on Sentiment Analysis

Harvard Business School

<https://digital.hbs.edu/platform-rctom/submission/turning-feelings-into-data-applying-natural-language-processing-to-employee-sentiment/>

The Atlantic

<https://www.theatlantic.com/technology/archive/2016/09/the-algorithms-that-tell-bosses-how-employees-feel/502064/>

SHRM

<https://www.shrm.org/resourcesandtools/hr-topics/technology/pages/employee-sentiment-analysis-shows-hr-all-the-feels.aspx>