



## **CEO's Corner: Leading with Confidence in the Age of AI**

There's no question that AI is changing the game for HR and business leadership. But when I hear people talk about the "future of work," I find myself thinking less about algorithms and more about the people.

In my opinion, no matter how advanced the tools become, the success of an organization, in any transformation, depends on the mindset, adaptability, and judgment of its leaders. Especially now in a new turning.

I'm excited to be leading the closing panel at this year's Women in HR Tech Summit at the HR Technology Conference and I plan to dig into this very topic. We'll be talking about the human skills that matter most as AI becomes more integrated into how we hire, develop, support, and manage our people. Spoiler alert: the skills we'll need to lead effectively in this new era aren't all new. But they do need to be sharpened.

Over the last few years, I've worked with leaders navigating everything from remote work transitions to digital transformations to talent realignments and mergers and acquisitions. And the ones who succeeded didn't have the most impressive technology stack. They had the clearest perspective on how to lead people through change.

So, what does that look like in the age of AI?

It starts with **critical thinking**. As leaders, we'll need to ask better questions, not just of our systems, but of ourselves. We'll need to stay curious, pressure-test the assumptions behind our models, and avoid the temptation to automate for automation's sake.

We'll also need to lean into **ethical decision-making**. AI can move fast, but trust is still earned slowly. Whether it's in how we evaluate candidates or design feedback loops, people need to know that fairness, transparency, and accountability are not negotiable.

**Communication** will matter more than ever. Not just clear communication, but connective communication. In a world where AI might draft your emails or summarize your meetings, leaders need to bring the human back into the message. That means listening deeply, addressing concerns with empathy, and staying grounded in purpose.

And then there's **adaptability**. We're not going to get everything right the first time. There will be friction, learning curves, and course corrections. The best leaders will be those who can remain steady in ambiguity, learn from missteps, and model what it looks like to grow through uncertainty.

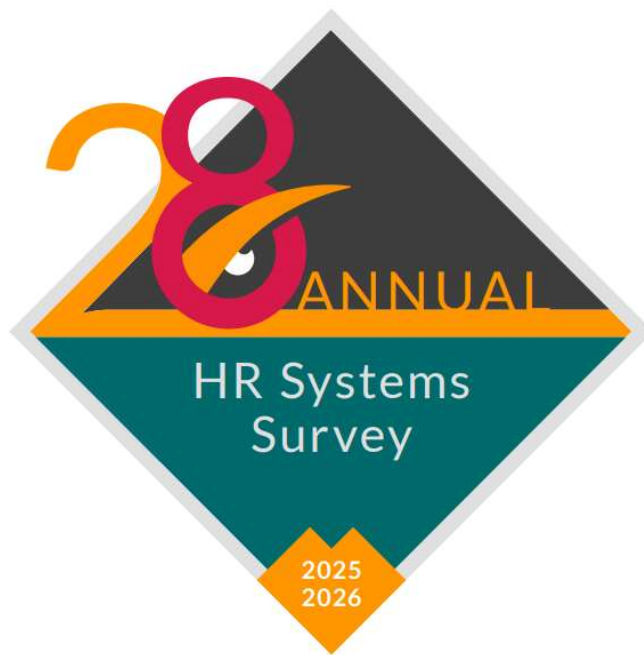
At Sapient Insights Group, we've seen how these qualities show up in our research and in the work we do every day with clients. In fact, some of the most telling data in our latest HR Systems Survey has little to do with specific technologies and everything to do with leadership readiness. Organizations that invest in adaptive leadership strategies tend to report stronger outcomes across the board — not just in HR, but in business performance as a whole.

So, while it might be easy to focus only on the tech side of the AI conversation, I'd challenge us all to look a little deeper. Ask yourself: What kind of leader do I want to be in this moment? What skills do I need to build or revisit to guide my team through what's coming next? Am I ready?

The age of AI isn't coming. It's here. And the choices we make today — about how we show up, how we lead, and how we grow — will shape the future of work in ways we can't yet predict.

I hope you'll join me in continuing this conversation at HR Tech and beyond.

Warmly,  
Teri Zipper



## ***Record-Breaking Insights from the 28th Annual HR Systems Survey – And a Special Offer You’ll Love***

A huge thank you to everyone who participated in our 28th Annual HR Systems Survey—you’ve helped us make history this year.

- 🌟 **10,000+ total responses**
- 🏢 **4,000+ unique organizations represented**
- 🌍 **60+ countries and over 30 million workers**

This year’s survey shattered records, delivering our most comprehensive view yet of the HR technology landscape. These insights are already shaping strategy for organizations, vendors, and advisors worldwide.

### **Missed participating this year?**

You can still access the insights with a special *buy-one-get-one* offer:

**Purchase the 27th Annual HR Systems Survey Report now, and you’ll receive the 28th Annual Report FREE** when it’s released. That’s two years of unmatched HR tech research for the price of one.

[Purchase Now!](#)

The 28th Annual HR Systems Survey isn't just data—it's a roadmap for navigating the rapidly evolving HR and HCM technology landscape.

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The State of HR Technology  
and the AI Imperative for  
Global HR Leaders

Featuring **Stacey Harris**  
Chief Research Officer, Sapient Insights Group

**Cliff Stevenson**  
Director of Research, Sapient Insights Group

**September 10 | 3pm BST**

**Register Today**

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WEBINAR SERIES

If you're mapping your HR tech strategy or evaluating AI opportunities, Stacey and Cliff's data-rich analysis offers practical, sector-wide insights. This webinar delivers a strategic vantage point—combining benchmark data and expert interpretation—to help you make confident tech decisions in 2025 and beyond.

[Register Here](#)

# 🍁 This Fall with Sapient Insights Group: Events, Insights, and Where to Find Us! 🍁

We're embracing the crisp air and hitting the road this fall! From keynotes to client sessions, Sapient Insights Group is on the move this fall—bringing fresh insights, bold conversations, and a burst of energy to every stop.

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**September 16-18, 2025 | Mandalay Bay, Las Vegas**

## Join Us at HR Tech — Insights, AI, and Expert Advice You Can't Miss

We're bringing fresh research, practical strategies, and expert perspectives to the HR Tech Conference this September. Whether you want to dive into the latest AI trends, learn how to leverage assessments, or get answers to your toughest HR questions, we've got a session for you.

### Our Sessions:

- **Leveraging the Power of Assessments** with *Stacey Harris*  
📅 **Tuesday, Sept. 16 | 9:30 – 10:10 pst**  
Discover how assessments can unlock performance potential and support smarter talent decisions.
- **Hurry Up, Catch Up: Women in HR Getting Ahead of the AI Game** with *Teri Zipper*  
📅 **Tuesday, Sept. 16 | 11:30 – 12:15 pst**  
Explore how women leaders in HR can take the lead in shaping AI adoption and impact.

- **Ask the Expert** with *Teri Zipper & Stacey Harris*  
📅 **Wednesday, Sept. 17 | 1:00 – 2:00 pst**  
Bring your burning questions—our experts are ready to share insights and practical solutions.
- **Sapient Insights Group 28th Annual HR Systems Survey – Key Findings**  
with *Stacey Harris*  
📅 **Thursday, Sept. 18 | 8:15 – 9:00 pst**  
Be the first to hear the latest data and trends shaping HR technology strategy in 2025.
- **Ask the Expert** with *Stacey Harris & Cliff Stevenson*  
📅 **Thursday, Sept. 18 | 9:15 – 10:15 pst**  
A second chance to get personalized answers from our research leaders.

Mark your calendar—we'd love to see you there!

Want to connect while we're there? Schedule a 1:1 with our team

✉️ Just reach out to [Kendall@sapientinsights.com](mailto:Kendall@sapientinsights.com) to reserve your spot.


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🎤 **Don't Miss Susan Richards Live at the event the 2025 Insurance Insight Conference!**

She will be taking the stage to lead a powerful session on **Leading Change through the Era of AI: Chaos to Calm** packed with real-world insights, practical takeaways, and her signature no-fluff approach.

Whether you're looking to spark change, sharpen your strategy, or just think differently about today's biggest challenges, this is one session you'll want front-row seats for.

 Add it to your agenda—you won't want to miss it!

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# Dayforce Discover

Oct. 6-9, 2025 | Wynn Las Vegas

Headed to **Dayforce Discover in Las Vegas**? So is our own Stacey Harris—and trust us, you'll want to connect while you're there.

She's bringing fresh insights, data-backed trends, and plenty of candid perspectives to the HR conversation. Whether you're looking to geek out over survey results or just want to pick the brain of one of the sharpest minds in the biz, don't miss your chance.

💡 Haven't registered yet? There's still time to make it happen.

👉 [Click here to register](#) and we'll see you under the neon lights!

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Join Cliff in the heart of the action as Oracle rolls out its newest innovations and next-gen tech at **Oracle CloudWorld 2025**—one of the most anticipated events of the year.

From game-changing updates to bold product reveals, this is where the future of cloud, data, and HR tech takes center stage. Don't miss your chance to connect with Cliff and get the inside scoop on what it all means for your organization.

🇺🇸 Ready to dive in? [Make sure you're registered and come say hello!](#)

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# UKG Aspire

## 🎤 Stacey + Cliff + UKG Aspire = A Must-Attend Event 🎤

Get ready for **big ideas, bold conversations, and meaningful connections** at this year's **UKG Aspire!** Whether you're diving into innovative sessions, collaborating with peers, or just grabbing coffee between keynotes—make sure to connect with **Stacey Harris and Cliff Stevenson** while you're there.

They'll be on the ground sharing insights, swapping stories, and exploring what's next in the world of HR tech.

## 💡 Heading to Aspire? Let's connect!

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If you would like to see a schedule of all the events our team is participating in, check out our [Events Calendar here](#)

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## **Sapient Insights Group and OutSail Partner to Simplify HR Tech Selections with Unbiased, Data-Driven Support**

We are excited to announce our new strategic partnership with **OutSail**, a free, vendor-neutral HR technology marketplace. Our collaboration is designed to help HR and business leaders streamline their HR technology selection process using a combination of unbiased data, expert advisory support, and customized solution shortlists.

Through this new partnership, Sapient Insights Group and OutSail will provide an integrated approach to HR tech evaluations—offering clients the research-backed insights from Sapient’s Annual HR Systems Survey alongside OutSail’s real-time market expertise and personalized vendor matching services.

Read the full article here: [Sapient Insights Group and OutSail Partner to Simplify HR Tech Selections with Unbiased, Data-Driven Support](#)

To learn more about the partnership and request your custom HR Tech Shortlist, visit: [Outsail – Sapient Insights Group](#)