



The essential AI questions for HR leaders evaluating vendors

AI is rapidly reshaping hiring, assessment, and talent decisions. Many vendors say they are “AI-powered,” but not all are transparent about how their systems work, what data they rely on, or whether their models are fair, compliant, or defensible.

For HR leaders this creates risk including potential bias, regulatory noncompliance, and diminished trust among candidates and employees.

Before you trust any provider with your people decisions, these are the questions that separate rigorous, responsible AI from the rest.

Questions to ask

- Can you explain how your AI model works in language a hiring manager, regulator, or candidate can understand?
- Are your assessments validated for fairness and predictive accuracy across demographic groups?
- Can I enable or disable specific AI features to meet local legal or cultural requirements?
- How do you align with laws like the EU AI Act or GDPR?
- Have your assessment offerings successfully stood up to legal and regulatory scrutiny?
- Are your insights based on real data or just digital guesswork?
- Can you provide technical documentation on how AI is used in your offering?
- Do you already have validated tools and data sets in place to support your offering?

A vendor who can't answer these questions clearly and confidently is a vendor worth reconsidering. Use these as your benchmark and hold every provider to the same standard.