

AI FOR PEOPLE BY PEOPLE

A person is holding a large, translucent yellow cloth that covers the lower half of the image. The person's arms are raised, holding the corners of the cloth. The cloth is slightly wrinkled and has a soft, ethereal glow. The person's face is partially visible through the cloth, looking towards the right. The background is plain white.

**A RESILIENT AND FIT-
FOR-PURPOSE UNAIDS
JOINT PROGRAMME
TO SUSTAIN THE
HIV RESPONSE**

NOVEMBER 6TH, 2025

YOUR SPEAKER



DIPA SINHA

Dipanwita Sinha is a global talent management leader with **over 20 years of experience** across the **UN system and private sector**. She has dedicated her career to shaping talent management strategies that create **inclusive, engaged, and high-performing workplaces**. As Chief of Staff Development and Performance at UNAIDS, Dipa has led transformative initiatives and **global strategies in learning, performance management, leadership development, diversity, and inclusion**. Her work has shaped a more agile, diverse, and values-driven workforce, aligned with UNAIDS' mission to **end AIDS by 2030**.

CONTENT

- OUR ORGANIZATION, WORK AND CONTEXT
 - WHY AI IN THIS CONTEXT?
 - USE CASE 1: AI AGENTS
 - USE CASE 2: AI FOR DATA ANALYSIS
 - OPPORTUNITIES
 - LESSONS LEARNED
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OUR ORGANIZATION

Our Joint Programme: The Joint United Programme on HIV/AIDS (UNAIDS) was established in 1994. Operational by 1996. We work with 11 cosponsors. UNAIDS has and continues to shape the Global HIV response in achieving our Vision:

Zero new HIV infections. Zero discrimination. Zero AIDS-related deaths

What we do: We lead, build policy consensus, strengthen UN & country capacity, mobilize resources, and drive multisectoral action.

UNAIDS plays a pivotal role in:

- Coordinating global responses
- Supporting country-level implementation and ownership
- Advocating for human rights and inclusive health systems

Thematic areas of our work: Communities & Human Rights, Data & Evidence, Sustainability of the HIV Response

WHY OUR WORK MATTERS

AIDS CLAIMS A LIFE EVERY MINUTE

There were 40.8 million people living with HIV in 2024:

- 39.4 million adults .
- 1.4 million children .
- 53% of all people living with HIV were women and girls.
- About 5.3 million people did not know that they were living with HIV in 2024.

What is UNAIDS aiming for by 2030- a call to global action to ensure that by 2030, 40 million people living with HIV are on HIV treatment and that almost 20 million people are accessing HIV prevention, and that all people receive discrimination-free HIV related services.



NAVIGATING COMPELXITY

Operating in a volatile, complex global health and funding landscape.
Immediate impact`

- 60% funding cut for 2025 and beyond
- Major reorganization
- Fewer people, higher expectations
- Staff well-being at risk
- A workforce spanning 121 countries

Digital transformation is non-negotiable: The future demands smarter, adaptive tools and platforms to counter the epidemic

These seismic shifts demand bold, AI-powered HR solutions to keep UNAIDS resilient, inclusive, and ready for the future.

“We are very worried. You know you have put 95% of the people [living with HIV in the country] on antiretroviral treatment, something that you’re not supposed to skip. Firstly, for now, their hope is gone. That, if I go to the hospital, I’m told that I am not going to be able to get my medication.”



**Khanyakwezwe Mabuza,
Eswatini’s principal secretary of
the Ministry of Health.**

OUR CONTRIBUTION

To the fight against AIDS



Leadership
Development
and Career
Support

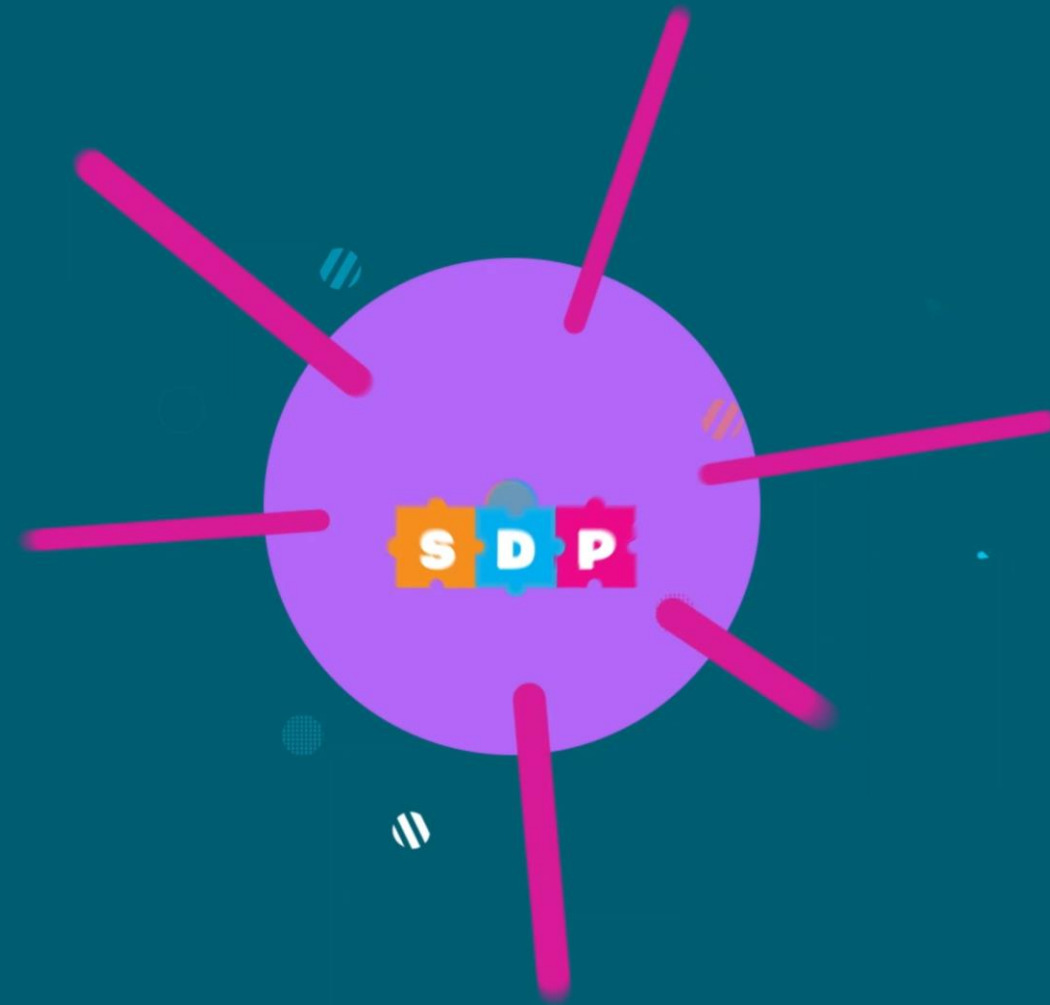
Performance
Management

Staff
Engagement &
Organizational
Development

Young
Talent &
Pipeline

OUR CONTRIBUTION

To the fight against AIDS



OUR OPERATING PARADIGM

MULTILINGUAL

All materials available in English, French and Spanish

Delivery of service through the inclusivity lens

PERSONALIZED, AGILE & INCLUSIVE

We appreciate diverse perspectives and needs to drive a culture of innovation and continuous learning.

OUR ROLE AS INTERNAL PARTNERS

We serve our staff in the frontlines

Proactively identify and resolve role challenges, fostering a culture of transparency, reliability, and innovation.

OUR ROLE AS STRATEGIC ENABLERS IN THE AIDS RESPONSE

Interventions designed to advance and support organizational strategy and align with strategic outcome areas



WHY AI?

- Personalized learning experience for staff
- Scalable learning solutions
- Automation of the repetitive tasks to free up capacity to focus on mission
- Rapid adaptation to the AIDS response priorities
- Fast, data-driven insights to identify and cover skills and needs gaps

OUR TWO-PRONGED APPROACH: A delicate balancing act

Maximize efficiency and personalization to close skills gaps, allowing users to **self-direct** and **self-generate** content

while

Keeping some control/**overview** of **output** and ensuring we apply **clear policies** and safeguards for confidentiality, data security and ethical use



Experimentation with different tools and platforms and strategic selection

USE CASE 1: AI AGENTS

For career support and leadership development

INTERVIEW PRACTICE

Helps staff prepare for competency-based interviews by simulating questions and providing tailored feedback to strengthen performance.

CV/ COVER LETTER REVIEW

Offers personalized feedback on CVs and cover letters, helping staff present their skills and experience more clearly and effectively

CONVERSATION SIMULATORS

AI-driven case studies that let staff practice difficult conversations in a safe space, experiment with different roles, and build confidence in handling real situations.

USE CASE 1: AI AGENTS

For Knowledge Management and Organizational Development

SKILLS PROFILING

Helps colleagues analyze their goals, preferences, experience and skills *vis-à-vis* their professional growth.

It then generates suggested roles in different thematic areas.

LEARNING NAVIGATOR

Provides staff with guidance on internal and external information, learning and development resources according to their area of expertise and their needs.

KNOWLEDGE LINK

Guides colleagues through capturing institutional knowledge, making transitions smoother and ensuring valuable insights are not lost.

USE CASE 2: AI FOR DATA ANALYSIS

ALIGNING INDIVIDUAL PERFORMANCE WITH UNAIDS STRATEGY

We harnessed AI to analyze over **2,850 individual staff objectives** across the organization. Using pattern recognition and clustering, we developed **four tailored standard objective libraries**, customized for colleagues at **national, regional, and global levels**. The result: a smarter, more unified approach to performance objectives, driven by data, designed for impact.

UNAIDS COUNTRY DIRECTOR (UCD) SELECTION

We used AI to match country requirements with candidate profiles by analyzing qualifications, experience, performance reports, and responses to standardized questions, enabling a data-driven, multi-source evaluation of fit and readiness.

STAFF ENGAGEMENT

We used AI to analyze and cluster open staff feedback, including comments, suggestions, and opinions. This generated actionable insights that informed **strategic decision-making**, guided **targeted organizational development interventions**, and shaped **culture-strengthening efforts** across the organization.



OPPORTUNITIES

Skills Mapping

- **Map internal capabilities** against role requirements
- **Spot growth requirements** and foster cross-functional collaboration
- **Use AI-driven insights** to define future talent requirements aligned to UNAIDS' targets
- **Empower staff** to build future-ready skills and career pathways

Succession Planning

- **Integrate** skills mapping findings, leadership assessments, staff potential and aspirations
- **Leverage AI insights** to identify talent pools and high-potential candidates
- **Ensure continuity** in critical roles while positioning HR as a strategic partner in building UNAIDS' future leadership

We leverage AI to transform our HR Talent Strategy from reactive to visionary, aligning talent development with UNAIDS' long-term mission for a more agile, skilled, and connected workforce.

LESSONS FROM OUR AI JOURNEY



Beware of
sensitivities

Constant
revision and
iteration of
tools as
technology
evolves

Experimentation
with different
tools and
compromise
according to
priorities

Trust
matters

GET IN TOUCH:
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THANK YOU!

