



#5 2026: Smarter Ideas at Scale: Using AI to Transform Employee Engagement

Speaker: Courtney Redding, Digital Communications Coordinator,
Ricoh UK Products Ltd

Date: Tuesday 12th May 2026

Time: 10.00am GMT / 1.00pm GST

Duration: 45 minutes

Overview:

AI is changing not just how we work, but how we innovate. In this session, Courtney Redding will share how they have implemented AI chatbots at Ricoh UK Products Ltd to enhance both employee suggestions and recognition scheme nominations.

By guiding employees in real time on what makes a strong idea or nomination, the chatbot makes it easier for individuals to raise and submit with confidence. It helps structure their thinking, ensures the right level of detail is included, and reduces the number of submissions that require follow-up due to missing or unclear information.

Courtney will talk through the practical approach that has been adopted, how the tools were developed, and how they support a shift from high volumes of ideas to more actionable, high-quality contributions.

In addition, this session will explore the potential impacts of using AI in this space, alongside the benefits achieved and some of the challenges and considerations to think through when introducing AI into innovation processes.

Dial-in details as follows:

Join Zoom Meeting

<https://us02web.zoom.us/j/88236568831?pwd=dU0zK25GZWl3bGlHUFEzSlZnRVBpUT09>

Meeting ID: 882 3656 8831