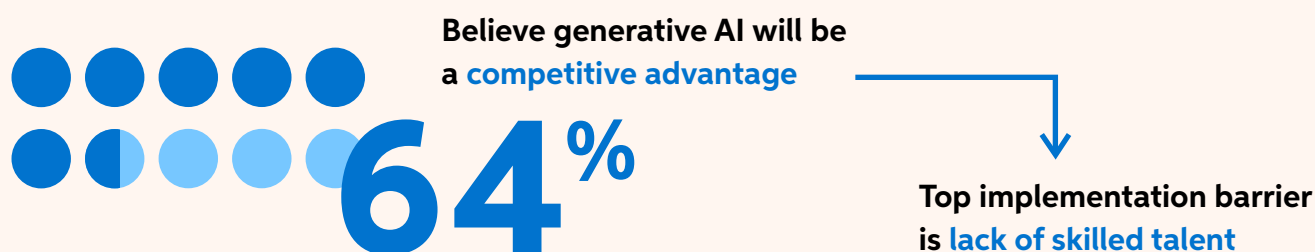
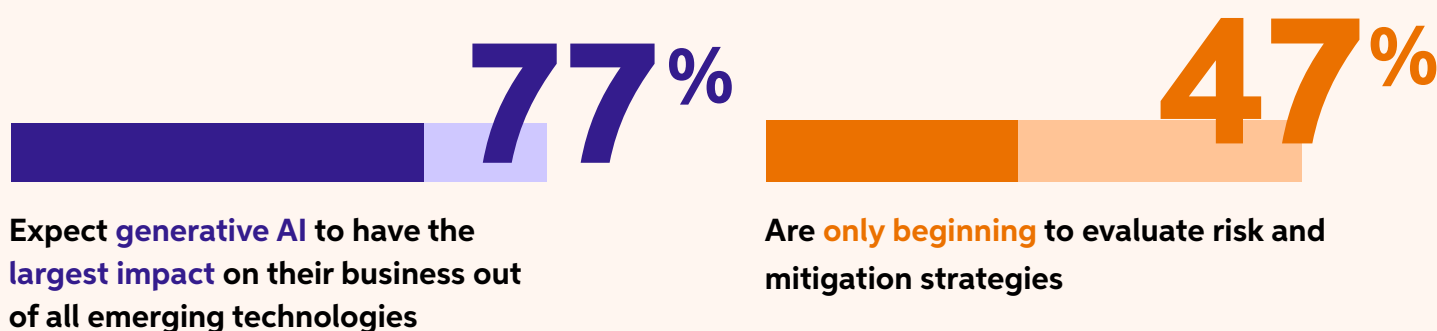


# Leading Companies are Getting Started With These Steps to Incorporate Ai in The Workplace

A recent 2023 survey of the world's top corporate executives highlights the rapidly evolving state of AI's impact on business.<sup>1</sup>



The businesses that will be at an advantage in the age of AI are the ones that look within to upskill their existing workforce. As AI continues to develop and improve, businesses and their

L&D leaders have an opportunity to lead their industries by embracing AI and training their workforce to leverage it across the enterprise. AI is already proving to be invaluable in improving customer experiences, driving efficiency, and reducing costs. Leaders have the chance to proactively plan how this revolutionary technology can be used to benefit society and the organization in meaningful and responsible ways.

## Did you know?

AI is being used across enterprises and has the capability to revolutionize every job role, not just technical ones.

# Take These 5 Steps

## 1. Assess the current environment

Each organization will have different resources, processes, and skills that should be considered in leveraging AI in day-to-day operations. Assessing the current environment will help to identify any skill gaps that need to be addressed. Determine the applications of AI within each team in your organization. Assessing existing business processes through evaluating specific jobs, tasks, and roles within each team will identify areas of improvement that AI can support, thus creating potential use cases for AI-driven solutions. Additionally, collect feedback from employees and customers to determine new needs and potential areas where AI will be beneficial. Once identified, map out and track these use cases to help focus organizational resources on teaching and implementing AI-driven solutions.

*Note—If implementing AI across your organization seems daunting, consider running one or more pilots on teams that have a clear ROI case for implementing AI that can document their process and report back on results to get buy-in for further roll-outs across the business.*

## 2. Build, Buy, or Curate Your AI learning solutions

Build robust AI learning solutions that are scalable and ready for deployment by leveraging existing infrastructure and technology stack, or partner with a learning provider with expertise specifically in accessible AI training to help you create and curate an AI-specific training program that ensures that you can get started with AI skilling with the correct investment initially. Whether internally or externally developed, it's important to ensure that your learning plan can evolve as AI continues to evolve.

## 3. Ensure you don't overlook non-technical employees in your training plan

As AI revolutionizes the professional landscape, using AI effectively is now an essential skill for forward-thinking professionals to harness in their career growth. Provide lightweight and easy-to-understand introductory courses on AI fundamentals and how they can use AI in their roles today. For example, employees in customer service roles today can leverage AI to improve response times leading to a more content customer.

## Build or Buy? Be sure to consider the following when doing your assessment

- ▶ Budget — existing or incremental
- ▶ IT/IS support resources
- ▶ Existing tech stack
- ▶ Executive sponsorship



# >>> Take These 5 Steps

## 4. Develop key skills based on use cases for each team

Determine specific skilling needs related to the identified use cases in your AI strategy. Leverage your skills development plan by carefully evaluating the identified use cases and determining the specific skills needed to successfully implement AI-driven solutions. Once the list of skills has been identified, create a development plan that outlines each step needed to acquire the skills, such as providing a specific training program, allocating additional funds to hire AI experts, or collaborating with external partners on key projects.

## 5. Adjust and improve solutions

Track performance of AI solutions through data on user engagement, customer feedback, and system performance. Use this data to adjust, refine, and improve solutions over time. For the most effective data collection, results analysis, and solutioning, partner with a learning provider for expert support in tracking performance.

## What exactly is AI?

A broad range of technologies that can extend human problem solving and decision making. It's often powered by machine learning algorithms that improve over time through data exposure.



Training the workforce in AI is crucial for companies to remain competitive in today's rapidly evolving business landscape. By ensuring that employees have the necessary skills and knowledge in AI technologies, companies can harness the power of AI to improve efficiency, drive innovation, and make data-driven decisions. Moreover, investing in AI training shows employees that the company is committed to their professional development and can help attract and retain top talent. Ultimately, companies that train their workforce in AI will be better positioned to adapt and thrive in the age of AI, leading to long-term success and growth.