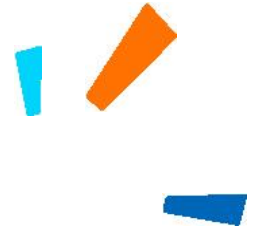# Skills for success in the AI-driven future

Enriched with **ready-to-use templates** for measuring skills gaps and unlocking critical abilities

talent lms

CONTENTS

![talent lms logo]

Summary

Artificial neural networks powering AI are snowballing with blistering speed. The game-changing technology is flipping the script on how we look at occupations, skill needs, and organizational efficiency. Equipped with skills previously available only to humans, learning algorithms are infusing the workplace and upending how people work.

The rise of AI is changing key in-demand skills, according to 64% of HR managers surveyed in the latest [TalentLMS research](#). To map out the sought-after skills of the future, the TalentLMS research team surveyed HR managers from companies across the U.S. and examined their views on the shifting landscape, the looming skills gap, and AI's impact on the workplace. What's more, the research unpacks 12 hard-hitting skills for the tech-driven future.

This research report sets out to create new visibility into the skills of the future, and help professionals and organizations navigate the increasing velocity of AI adoption. In it, you'll find data-based insights that will help you get more clarity, and eliminate guesswork on how to prep for the next phase of AI-infused work. Moreover, you'll get actionable advice on how to rock the AI future with L&D, and unlock new skill sets, tool sets, and mindsets.

Finally, to help professionals increase agility and act on research insights, the report includes a framework for assessing the proficiency of skills that emerged as the most essential. You'll find ready-to-use templates for skills assessment in the last section of the report.

1. Hard-hitting skills for an AI era

Frontier tech is changing the landscape of capabilities and competencies that drive organizations and people forward. This new landscape is the main focus of the TalentLMS research, examined through the lens of the new in-demand skills.

The research centers around four skill clusters: digital, interpersonal, cognitive, and self-management skills. Aiming to examine universal skill sets that are broadly applicable, our research didn't touch upon role-specific skills. Instead, it took a wider perspective, to uncover insights relevant to the workforce across the board. In a nutshell, the figure below shows the 12 hard-hitting skills HR managers predict will be essential in the AI era.

Which skills will be essential in the AI era?

Digital skills
1. Using AI tools
2. Digital literacy
3. Digital enablement

Self management skills
1. Adaptability & agility
2. Decision-making and ownership
3. Planning and prioritizing

Inter-personal skills
1. Active listening
2. Managing people
3. Creating synergies

Cognitive skills
1. Problem-solving
2. Creativity, originality and imagination
3. Ability to learn

Skills for success in the AI-driven future | Research by TalentLMS

Digital skills

TOP-RATED:

1. Using AI Tools
2. Digital Literacy
3. Digital Enablement

Digital skills will be important in a new work-place shaped by AI and automation, 65% of surveyed HR managers think. And using AI tools is the top-ranked digital skill. This ability includes a wide spectrum of use cases, including navigation of AI-powered systems, familiarity with AI interfaces, and usage of game-changing, generative AI.

Proficiency in using AI tools is expected to unlock tremendous possibilities in lifting productivity and efficiency, driving innovation, refining the decision-making process, and much more.

Digital literacy and digital enablement, the first and the second runner-up digital skill, are intertwined but distinct, each contributing to a different aspect of digital transformation. Digital literacy involves manipulating computerized information and digital use tools, platforms, and systems. Digital enablement is about choosing the right technology so that a system, device, platform, or tool serves its purpose, and creating an environment where digital transformation can flourish. Both will be powerhouse abilities in the AI-infused future, supporting digital-first strategies and AI adoption.

Interpersonal skills

TOP-RATED:

1. Active Listening
2. Managing People
3. Creating Synergies

Online and offline, we're surrounded by constant chatter, instant reactions, and an endless stream of words and opinions. But talking loudly does not mask the lack of thoughtfulness and skills. Data from our research reflect this, as the key interpersonal skill voted by HR managers is the ability to listen.

Talking is just one aspect of communication, and yet it dominates the related conversation. The more subtle skill of listening often gets lost in the shuffle, despite its importance. Attentive listening builds bonds of understanding between people, leading to an environment of trust and respect, enriched with diverse viewpoints. An open mind and receptiveness are the building blocks of this skill, along with a focus on understanding people and situations before responding. Organizations that are [developing this skill](#) can benefit from it on multiple fronts, from having exceptional teamwork and smooth workflows, to building synergistic cultures and meaningful workplaces. The runner-up on the list of interpersonal skills is managing people—an evergreen and sought-after people skill. Creating harmonious team environments with stellar performance requires a complex set of abilities that will be in high demand as AI takes hold.

Moving on, intertwined with active listening and managing people, the third top-rated people skill is creating synergies. This skill, which describes how well people work together, is foundational for synchronized, cohesive, and agile teams. Combined, these three interpersonal skills result in the ability to create a unified vision and common goals, break down silos, and bring people, teams, and stakeholders on the same page. And that will be a treasured set of competencies in an AI-fueled workplace.

65% of HR managers find that interpersonal skills will be important as AI and automation are becoming more prevalent in the workplace.

Cognitive skills

TOP-RATED:

1. Problem-Solving
2. Creativity, Originality and Imagination
3. Ability to Learn

Every disruption that drives us forward creates a new set of challenges along the way. Artificial intelligence is not an exception, and its benefits go side-by-side with roadblocks. That maybe one of the reasons why problem-solving is voted a key cognitive skill by surveyed HR leaders. As fast-evolving technology brings new complexity and challenges into the workplace, problem solvers who can [design solutions](#) and simplify this overwhelming complexity will be highly prized. Problem-solving involves both analytical and creative thinking, with the latter being featured second on the list of cognitive skills prioritized by HR pros. Creativity, originality, and imagination encompass this very important cognitive skill, underscoring the value of nurturing potential across both hemispheres of the brain. The ability to learn rounds up the top-voted cognitive skills, unfolding the need for an agile and adaptive mindset. Science has found a [connection](#) between memory and imagination, pinning down that learning and brainstorming are intertwined in our brains. 65% of HR managers find that cognitive skills will be important as AI and automation are spreading in the workplace.

Self-management skills

TOP-RATED:

1. Adaptability and Agility
2. Decision-Making and Ownership
3. Planning and Prioritizing

From the early days of the human species to today's high-tech civilization, what kept us alive and helped us thrive was the ability to adapt to new circumstances. This adjustment to an ever-changing environment, crucial to our survival and success, is a skill that stretches throughout millennia, remaining equally important. In our research, it unsurprisingly ranked at the top of the list of self-management skills.

The following top-voted skill reflects a need for finding a way through the overwhelming information overload of the high-tech era. The abundance of data makes it harder to come to conclusions and make decisions. Reaching clarity, direction, and accountability requires decision-making and ownership.

Planning and prioritizing are rounding the list of key self-management skills in the new world of work. Essential in translating decisions into actions, planning and prioritizing encompasses the ability to create a roadmap for reaching objectives and following through, while assessing options and changing the course when necessary. As AI and automation are becoming more prevalent in the workplace, 60% of HR managers think that self-managing skills will be important.

Is AI literacy the new must-have skill for all employees?

Not sure 20%

No 25%

Yes 55%
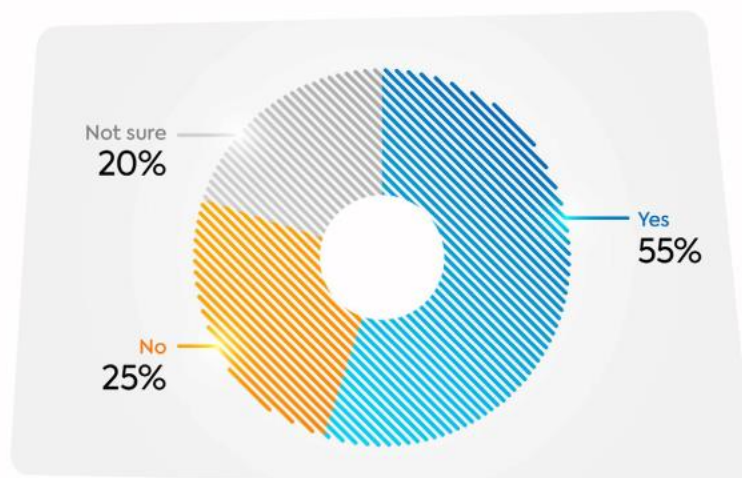
Emerging skill alert: AI fluency as the new must-have skill

AIfluencyhasemergedfromthedataasanew, highlyprioritizedskill.OverhalfofHRmanagers thinkAIliteracyisthenewmust-haveskillforall emploees,regardless ofwhether theyworkin technical ornon-technicalroles.Thisfinding highlightsthetransformativeimpactofAI,and apressingneedtoembraceit.

Tostayrelevant,employeesneedtoequip themselveswithAIliteracy:theabilitytoun- derstand,interactwith,andleverageAItech- nologiese□ectively.Thisnewskillcanen- ableemployeestoremaincompetitiveinthe fast-evolvingjobmarket,adapttochanging workdynamics,andseizeemergingrolesthat requireAIintegration.Andemployerswillben- efitfromhavingAI-fluentemployees,whocan leveragenewtechnologiestoimproveorganiza- tionalresults.

Soft skills in focus: Theoomphofhumantouch

Artificialintelligenceissuperslickinproducing e□cientresultsintherealmofhardskills.Itzips throughrepetitivetaskswithease,cruncesdata, assistsinbrainstorming,andanswersmultiple questionsinasnap.Butknow-howfromthe realmofsoftskillsremainsuniquelyhuman,and theTalentLMSresearchunpackedthattheir prominencewillgrow.

Softskillsenablepeopletocollaboratewell, understandothers'pointsofview,adaptto changes,andbuildmeaningfulrelationships. Forforward-lookingorganizations,developing andrefiningsoftskillsamongtheworkforce shouldbeapriority.

Growing AI adoption is elevating soft skills

Soft skills will rise in importance as AI adoption spreads.

21% | 35% | 10% | 12% | 23%

Strongly disagree | Somewhat disagree | Neither agree nor disagree | Somewhat agree | Strongly agree

Skills for success in the AI-driven future | Research by TalentLMS