

Practical Tools for Embedding AI Learning into Everyday Workflows

The AI Skilling Toolkit will be available as a Zip file download from the AI Workforce Playbook page.

The purpose of the AI Skilling Toolkit is to:

- Provide ready-to-use assessments, guides, and benchmarks for AI skilling.
- Help organizations embed AI learning into daily workflows rather than rely on one-off learning.

Components and templates in the AI Skilling Toolkit include:

Toolkit Item	Description
AI Workforce Personas	Provide persona descriptions and sample job roles.
4E AI Adoption and Talent Readiness Framework	Describes the four stages of AI adoption and provides a scorecard checklist for individuals and teams.
4E Adoption Guide for Leaders	Recommendations for leaders to help progress teams and individuals through the 4E stages of AI adoption.
Learning Pathway Downloadable Template <i>Please refer to Learning Pathway Template Excel in zipped file</i>	Visual pathway tool to be used for mapping skills to learning recommendations.
Example Learning Pathway <i>Please refer to Learning Pathway PPT in zipped file</i>	An example Software Engineering skilling path.
OTJ AI Learning Framework	Describes how to embed AI skilling into daily workflows by integrating AI learning into daily tasks, tools, and collaboration platforms.
The Strategic ROI of AI	A framework for evaluating business outcomes and ROI to help organizations justify investments in AI skilling programs.

AI Workforce Personas

01 User

The **User role** utilizes AI technologies to achieve specific goals and improve processes. User Role includes:

- Utilizing AI Technologies to enhance business processes, decisionmaking, and customer experience
- Utilizing AI tools and applications to improve efficiency and productivity
- Analyzing AI-generated insights to inform business strategies
- Implementing AI driven solutions in various business functions like marketing, finance, and customer service

User role examples include:

- Support Agent
- Sales Representative
- Consumer Advocate
- HR Business Partner
- HR Generalist
- HR Coordinator
- HR Specialist
- Recruiter
- Administrative Assistant
- Data Entry Clerk
- Financial Analyst
- IT Support Specialist
- Accountant
- Controller
- Treasurer
- Auditor
- Attorney/Counsel
- Business Development/Sales
- Customer Support Representative
- Digital Marketing Specialist
- Learning and Development Specialist
- Supply Chain Analyst
- Process Specialist
- Project Coordinator
- Quality Control Specialist
- Operations Analyst
- Functional Architect
- Ethical Hacker
-and many more, including all
- Leader, Enabler and Builder roles

02 Leader

The **Leader role** inspires and guides team members to embrace AI as a key driver of change and innovation, including:

- Building a high-performing team proficient in using AI technologies to achieve business objectives
- Ensuring the seamless integration of AI into existing processes and workflows
- Actively championing the use of AI tools like GenAI to build team readiness and inspire and guide AI use
- Setting the vision and strategy for integrating AI into the team's workflow to maximize efficiency and innovation
- Leading by example by embedding AI into their daily workflows and encouraging others to do the same
- Encouraging upskilling and development opportunities for team members to enhance their AI proficiency

Leader role examples include:

- Technical Leader
- Business Leader (CFO, COO)
- Supply Chain Manager
- Operations Manager
- IT Leader (CIO Director)
- IT Manager
- C-Suite Executive
- People Leader
- Director, Hardware Engineer
- Director, Software Engineer

03 Enabler

The **Enabler role** focuses on enabling the successful creation, deployment, and maintenance of AI technologies within an organization, including:

- Providing the necessary support and infrastructure for AI development
- Focusing on integrating AI into business processes
- Managing infrastructure (e.g., cloud services, data storage)
- Developing and maintaining tools and platforms
- Ensuring AI adoption, including roles that facilitate AI solution creation and implementation
- Building and managing data pipelines
- Ensuring data security, privacy, and compliance
- Assisting customers with onboarding, upskilling, and support

Enabler role examples include:

- Technical Consultant
- Policy Advocate
- Policy Analyst
- Support Engineer
- Escalation Engineer
- Technical Domain Expert for AI Use Cases
- AI Infrastructure Engineer
- Data Analyst
- Java Developer
- Software Engineer
- Data Engineer
- UI Engineer
- UX Designer
- AI Solutions Architect
- AI Solutions Engineer
- AI Technical Architect
- AI Compliance Officer
- AL/ML Program Manager
- AI Technical Program Manager
- AI Business Analyst
- AI Policy Advisor
- AI Researcher
- Agency Chief AI Officer
- Business Intelligence Analyst
- Cyber Thread Intelligence Consultant
- Digital Technical Specialist
- Digital Marketing Specialist
- Incident Response Consultant
- IT Support Specialist
- Site Reliability Engineering
- Security Consultant
- Software Architect
- Full Stack Developer
- Software Developer
- Automation Engineer
- Cyber Security Analyst
- DevOps Engineer
- Embedded Engineer
- Network Administrator
- Cloud Data Platform Engineer
- Principal Software Engineer
- Security Architect
- Systems Administrator
- Compliance Officer
- Environmental Engineer

04 Builder





The **Builder role** focuses on the creation and technical development of AI models and systems, including:

- Designing, developing, and implementing AI models and systems.
- Engaging in the entire lifecycle of AI model development, from data collection to deployment and ongoing maintenance
- Working on various technical aspects of AI including:
 - Algorithm development
 - Data preprocessing
 - Model training
 - Integratio

Builder role examples include:

- Technical AI Product Developer
- AI/ML Architect
- ML Scientist
- AI Product Manager
- AI Responsibility Engineer
- LLM/NLP Engineer
- AI Researcher
- Cloud/ML Ops Engineer
- AL ML Scientis
- AI Engineer Product Manager
- AI Security Engineer
- ML/AI/Ops Engineer
- AI /ML Engineer
- AI Data Scientist
- AI Applied Scientist
- AI Application Developerfor Government and industry partners

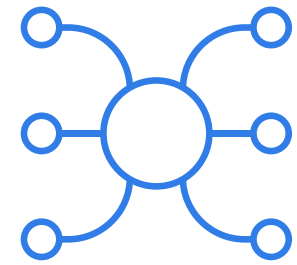
4E AI Adoption and Talent Readiness Framework

	 Engage	 Explore	 Experience	 Embed
Individual	<p>Discovering AI</p> <ul style="list-style-type: none">• Understands AI impact on work and some AI tools• Engages with organizational AI tools on at least a weekly basis, using basic prompts and general use cases• Recognizes responsible approaches to AI use and development	<p>Learning AI</p> <ul style="list-style-type: none">• Actively explores new ways to enhance productivity and innovation• Seeks opportunities to share learning with team and cross-functional peers• Explores job or task specific AI uses	<p>Applying AI</p> <ul style="list-style-type: none">• Takes an “AI First” approach to tasks and processes• Documents use cases, processes and learning for sharing across organization• Uses or develops AI responsibly• Makes AI-powered decisions (most roles)	<p>AI Co-creation</p> <ul style="list-style-type: none">• Uses AI as part of daily workflows• Accesses enablement to apply AI to common challenges, or solve common challenges with AI• Recommends ideas to uplevel and sustain process improvement and learning
Team/ Organization	<ul style="list-style-type: none">• Understands basics but lack applied skills• Experiments basic chat prompts for simple questions or general use cases• Encourages AI adoption at the leadership level	<ul style="list-style-type: none">• Uses AI tools, but skilling is inconsistent• Explores job-focused use cases and ways AI can be applied to workflows• Encourages AI experimentation, application, and iteration at the leadership level	<ul style="list-style-type: none">• Maintains a repository of learning and best practices• Engages cross-functionally to enhance internal/external customer experiences using AI• Organizes defined goals for AI adoption	<ul style="list-style-type: none">• Embeds AI skills as a core capability across all roles and functions• Documents procedures on using AI embedded into workflows• Supports iterative improvement process for AI use• Actively seeks out new skilling to keep up with rapid pace of AI change

4E Adoption Guide for Leaders

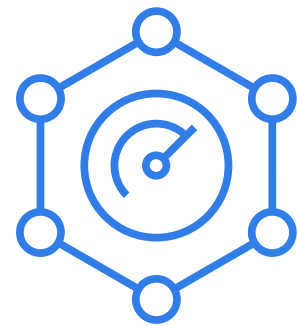
	 Engage	 Explore	 Experience	 Embed
<div>1</div> <div>Individual Adoption Level</div> <div>Assess where your team or individuals stand in the adoption cycle, and identify specific behaviors and performance outcomes associated with each stage</div>	<ul style="list-style-type: none">• Understands AI impact on work and some AI tools• Engages with organizational AI tools on at least a weekly basis, using basic prompts and general use cases• Recognizes responsible approaches to AI use and development	<ul style="list-style-type: none">• Actively explores new ways to enhance productivity and innovation• Seeks opportunities to share learning with team and cross functional peers• Explores job or task specific AI uses	<ul style="list-style-type: none">• Takes an “AI First” approach to tasks and processes• Documents use cases, processes and learning for sharing across organization• Uses or develops AI responsibly	<ul style="list-style-type: none">• Uses AI as part of daily workflows• Accesses enablement to apply AI to common challenges, or solve common challenges with AI• Recommends ideas to uplevel and sustain process improvement and learning
<div>2</div> <div>Conversation Starters</div> <div>Initiate discussions with team members to understand challenges and needs regarding AI adoption, and recommend appropriate learning activities and resources.</div>	<ul style="list-style-type: none">• How are you progressing on AI training?• Have you thought about how to use AI in your work?• Is there anything that makes you hesitant to use AI?	<ul style="list-style-type: none">• How are you using AI in your work?• What’s an idea you’ve had about how to uplevel your Generative AI use?• What roadblocks do you have with AI and how can I help?• What’s one work process or challenge the team has where you’d love to apply AI?• Have you found any new AI resources to explore?• What AI training are you taking?	<ul style="list-style-type: none">• What does “AI Mindset” mean to you?• When was the last time you used AI?• How are you keeping up with new AI applications?• What was the last time you struggled to apply AI to a workflow?• How did you resolve?• What do you need to make it work?• What’s a use case you’ve documented recently?• What AI-related skills do you want to develop over the next year?	<ul style="list-style-type: none">• When was the last time you used AI?• Where is AI not working as it should?• Thinking outside the box, what do you envision as our next steps for AI?• What would you like to learn about AI that you don’t know today?• What is your biggest concern with AI?
<div>3</div> <div>Leader Actions</div> <div>Develop a plan to move individuals and teams from their current stages to the next, set goals and provide feedback, and facilitate ongoing development</div>	<ul style="list-style-type: none">• Identify team member’s adoption and knowledge of AI to support growth• Address perceptions about AI to build a shared understanding about the role of AI in the team’s work• Communicate your organization’s vision for AI and its application to the team’s work• Set clear guidelines for AI use	<ul style="list-style-type: none">• Encourage team members to iterate and improve AI application• Create a ritual for the team to share AI use• Organize a platform or location for team to share learning and/or use cases• Create a tiger team or nominate a champion to create a process to document use cases	<ul style="list-style-type: none">• Engage team to design workflows that embed AI• Collaborate cross-functionally on shared AI initiatives that benefit internal/external customers• Set measurable goals for team AI use• Identify AI skill needs for team members and incorporate into development goals• Share success stories about the value AI brings to the team	<ul style="list-style-type: none">• Implement iterative improvement practices• Validate that AI is integrated into all relevant tasks and processes• Encourage continued proficiency in AI skills

OTJ AI Learning Framework



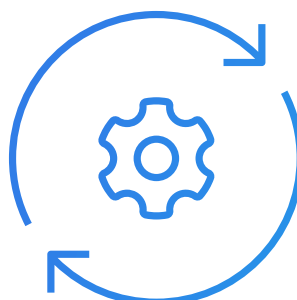
Try AI First

Experiment with AI and AI tools in everything you do.



Keep a GenAI Tool Open

Open a GenAI tool and refer to it throughout your day.



Start with Routine Tasks

Repetitive tasks can easily be automated or enhanced with AI.



Enhanced Communications

Let AI assist with writing and editing content, ensuring clarity and reducing errors.

Explore Use Cases

Use the Use Case Library, or explore complex uses of AI, like creating marketing campaigns or risk assessment.

Stay Updated

Evaluate and adopt new approved AI tools and features that could benefit you and your work.



Continuous Learning

Understand AI capabilities and limitations to use tools effectively and make informed application decisions.

Iteration

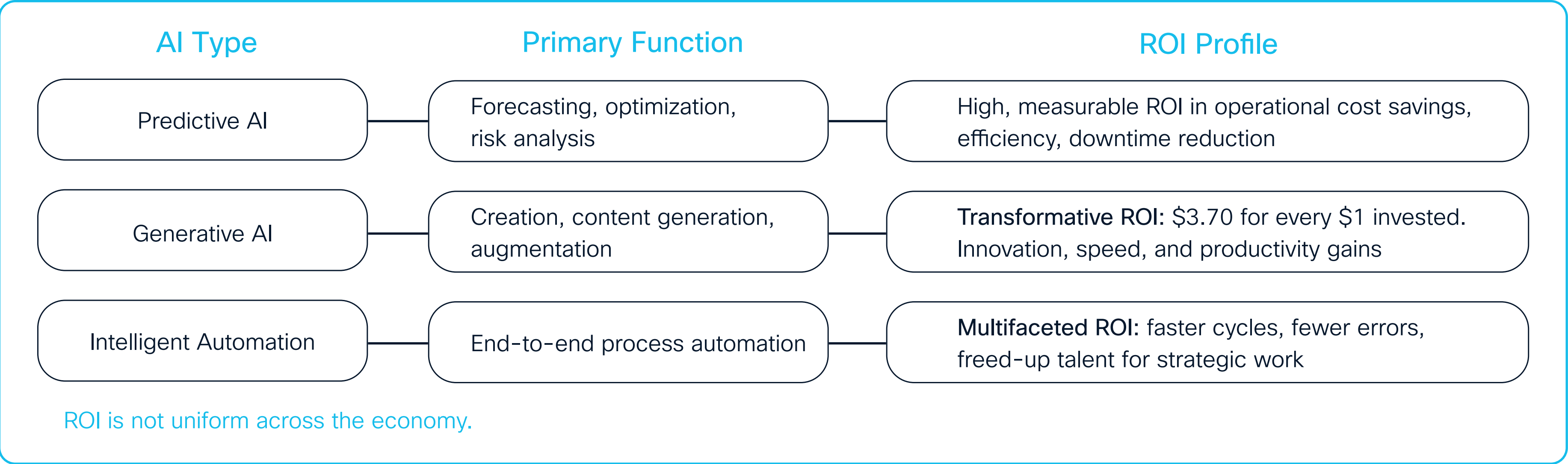
Use AI tools iteratively to improve their effectiveness and better fit your needs.

Responsible AI

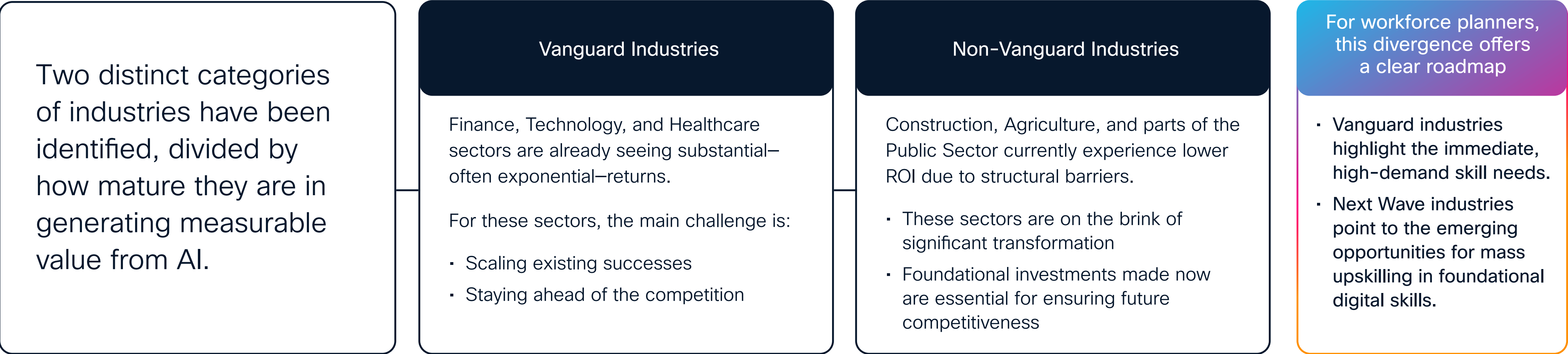
Stay mindful of responsible uses by adhering to relevant guidelines and policies.

The Strategic ROI of AI

AI has moved from speculative to strategic. The question is no longer if AI provides ROI, but where, how, and for whom.



AI-led organizations experience **2.5x higher revenue growth** and **2.4x greater productivity** than their peers, yet returns vary significantly by sector.



The Strategic ROI of AI

