

keeping up with

advancements in AI.



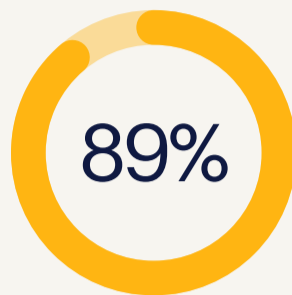
human forward.

about workmonitor pulse survey

The workmonitor pulse surveys provide quarterly insights into talent's expectations from employers in relation to current issues impacting the workplace. The survey was conducted online in March 2023 on 7,500 blue , grey, and white-collar workers in the U.S., the UK, Australia, France and Germany. (U.S. data is shown below.)

According to our latest workmonitor survey, both employees and employers are in agreement — learning and development are critical to the future of work.

Our survey reveals 89 percent of U.S. workers value job security. While current economic uncertainties may contribute to these concerns, today's workers also realize that continuing training and development are a must to remain employable during an age of rapid technological advances. Ultimately, your employees want to know they can grow with the company and remain relevant in the shifting job market.



of U.S. workers value job security

basic customer inquiries

schedule/manage appointments

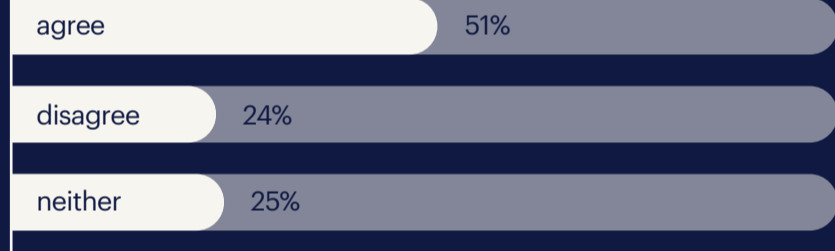
customer assistance

the impact of AI

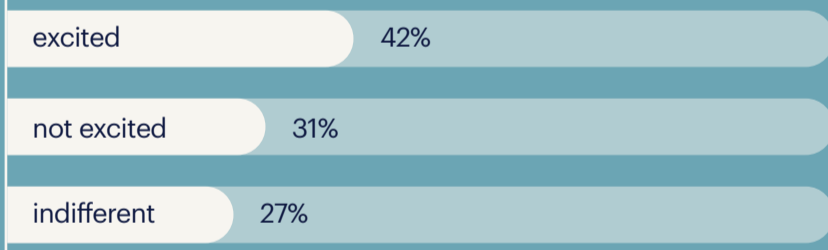
Artificial intelligence (AI) is changing the way of work at organizations across the globe. Businesses of all sizes and nearly every industry are now tapping into the power of AI technology. For example, AI-powered chatbots can handle basic customer inquiries, schedule and manage appointments and provide customer assistance. AI can also help employers with the recruitment process by identifying which candidates are the best match for specific roles. These are just a few of the many ways AI is changing the way of work at organizations of all industries.

Both employers and employees recognize this shift in the workplace and realize just how important it is to have the skills necessary to manage AI technology. For instance, the ability to track and analyze data is becoming an increasingly sought-after skill.

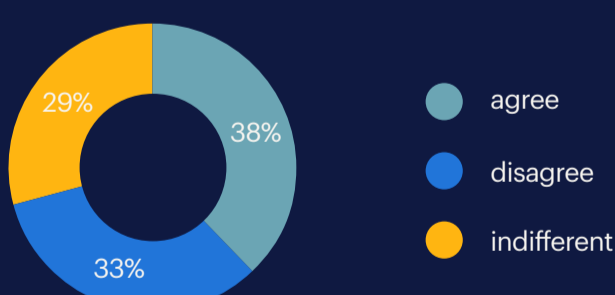
when asked if AI will impact their industry and specific role, respondents chose:



when asked if employees are excited about the prospects of AI in their workplace, respondents chose:



when asked if using AI will allow more time for human interaction, respondents chose:



Our latest Workmonitor shows that employees want to have the skill sets necessary to perform their current role and to gain more AI-related skills to ensure they remain relevant in the years to come. In fact, 1 in 5 survey respondents want more learning and development opportunities pertaining to advancement in AI. This rate jumps to 36 percent for those working in IT.



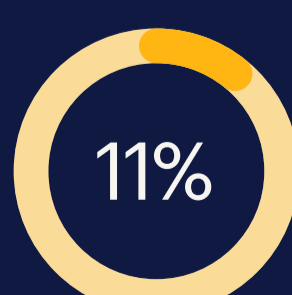
of U.S. workers in IT



and 1 in 5 survey respondents want more AI learning opportunities

how are employers responding?

On the plus side, more than half of the respondents to our survey believe that new hires are receiving the right level of training to use the technologies necessary to complete their roles. Unfortunately, only 11 percent of respondents admit to receiving AI learning and development opportunities in the workplace. It's important that employers don't stop the learning process at the hiring stage and make AI training an ongoing process.



admit to receiving AI related opportunities in the workplace



human forward.