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AI IMPACT ASSESSMENT: FUTURE-CASTING WORKFORCE, JOBS, & SKILLS

Purpose

- Enable clients and communities to plan for the coming human-capital transformation – introduced by AI innovation and disruption.

- Define and clarify how AI will change job roles to amplify our current workforce.

- Identify when, where, and how the human element will continue to offer differentiation... and how we can leverage AI to amplify our current workforce.

- Understanding current state of job roles as a starting point, we define a future state that includes AI implications. We then identify the gap to chart the necessary human-capital transition to the new and coming future state.

Deliverables:

- Document current-state skills and competencies (*via job-descriptions*) and actual workforce behaviors (*via digital interviews*) and standardize them using a comparable skills database (i.e., customized ONET taxonomy).

- Document the AI impact on the current human capital infrastructure and estimate the resulting operating models of the future (performance/throughput).

- Document transformation assumptions. For example, technology solution's current state, future state, and estimated timeline of innovation/implementation.

- Develop a skills-based repository that can be leveraged for defining future required learning and certifications (used to develop L&D plans and to measure progress towards future roles). For example, what skills/ attributes will an individual need to possess to be high performing when AI tools are used?

- Summary document identifying methodology and findings.

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Commentary & Discussion: Questions the project will address

01 This methodology enables a company to define, understand, and transform jobs based on the introduction of new technological solutions.

02 Tactically, we describe how job roles will evolve with the inclusion of AI.

03 We help leaders and teams plan ahead to evolve with these changes (behavioral shifts).

04 We empower HR/departments to be prepared to incorporate functional job changes from AI into future job descriptions.

05 One key evolution includes how HR/ Performance-Management systems evolve to address the inclusion of AI into roles:

- For example, if a call center employee must service 10 of calls per hour, what happens when their throughput increases by 25% due to the use/inclusion of AI technology?

- Employees will be able to find information faster and process more automated transactions. Answers to customer inquiries will be more readily available and answered more easily. Therefore, how will organizations evolve individual performance metrics, business Key Performance Indicators (KPIs) or Key Risk Indicators (KRIs)?

06 Finally, we enable businesses to leverage new technological solutions – aligned with the right talent – to evolve their business strategy.

Methodology

Using existing data and survey insights, we'll blend this information to describe the current state and estimate the future state for jobs (as impacted by AI over time).

Inputs

- Using existing job descriptions, organizational charts, align the documented responsibilities to the ONET and Singaporean Workforce taxonomies to propose skills/competencies for the given role.

- Aligning this data against digital interviews of current workforce to document their perspective of AI applications/enhancements.

- Using digital interview data to model time spent on work activity (i.e., behaviors)

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>
> Insurance Executive Vice President

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