

# Building the workforce of the future with AI-driven learning



## Introduction

# Why the workforce of the future requires AI-driven learning

Retirement surges, changing economic landscapes, and competitive pressures will result in you having to rapidly adjust your business models and talent strategies to operate and compete. However, workforce readiness and skilling aren't just an HR function. They're also business imperatives rising to C-suite and board-level priorities.

This eBook will discuss the skilling challenges most organizations face and how to overcome them to build the workforce of the future with AI-driven learning.



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## The workforce of tomorrow

It's harder than ever to keep up with changing economic landscapes, workforce shifts, and business demands. Even with all the advancements in technology and automation, people are still central to every organization's operations and viability. New talent strategies are needed to harness the efficiencies afforded by AI and technology while building skills to perform today and compete tomorrow.

The growing demand for upskilled talent in an evolving business landscape is now a C-level priority. An adequately skilled workforce directly correlates to an organization's ability to achieve its innovation, performance, and profitability goals.

- 63%** of IT leaders say that a “lack of skills has delayed digital transformation initiatives, most by an average of three to 10 months.<sup>1</sup>
- 39%** of skill sets will be transformed or outdated by 2030.<sup>2</sup>
- 60%** of employees lack adequate on-the-job coaching to support their core job skills.<sup>3</sup>



Whether supporting back office or frontline workers, organizations must leverage AI to align the right learning experiences to the right employees at the right time to meet its current compliance and skilling needs. But it doesn't end there. To build the workforce of tomorrow, they must have organization-wide skills visibility and invest in continuous learning programs to adapt as skills and jobs simultaneously decline and emerge.

#### Costs of an underskilled workforce

- Compliance risks and exposure
- Productivity losses
- Higher labor costs
- Lower employee and manager satisfaction
- Missed innovation and revenue opportunities
- Reputational risk or damage



# Common L&D challenges and how to solve them



If every organization has some form of learning and development plan or program, then why do skills gaps persist? Let's discuss the four most common challenges that are widening skills gaps for all types of organizations.

## Challenge 1

### **Lack of visibility or understanding of organizational skill sets and gaps**

Training shouldn't be viewed as just an operational expense—it can also be a powerful revenue generator. Many organizations miss the opportunity to monetize their expertise, relying on free or low-value resources that fail to capture their full market potential. Without a structured approach to premium training programs, businesses leave money on the table, reducing their ability to scale and maintain a competitive edge.

## Challenge 2

### **Traditional training methods such as classroom-based training and standardized assessments don't meet the dynamic, personalized needs of today's workforce**

With five generations in the workforce who all have varying knowledge and proficiency levels, learning preferences for length, style, and modality have evolved. If learners aren't engaged, they either won't do the training or will find workarounds. According to Skillable research, 57% of IT professionals want training that meets them where they are instead of generic development paths.<sup>4</sup>

### Challenge 3

## Organizations place a limited focus on continuous learning and learning programs remain the same year after year

In a fast-paced environment where skills quickly become obsolete, this sporadic approach is insufficient for ongoing upskilling and reskilling. Organizations won't be able to address emerging innovation initiatives or competitive pressures, nor will they be able to effectively retain employees seeking development opportunities.

### Challenge 4

## Disconnected or ineffective use of learning technology

Organizations will experience compliance risks and unresolved skills gaps that impact organizational performance. Disconnected technologies offer less desirable end-learner experiences, impacting completion rates and self-driven learning. They often don't have the same skills languages, making it difficult to translate data and insights to determine the performance and impact of talent strategies.



**To address these challenges, AI-driven learning technology provides support to your learning initiatives and larger goals in the following ways:**

- ✓ Manages compliance certification and recertification
- ✓ Balances compliance requirements with continuous learning
- ✓ Recommends personalized content to support different employee population needs
- ✓ Provides visibility into skilling capabilities and gaps
- ✓ Suggests learning program performance optimizations

## Where to start – Skills audit and a dynamic workforce plan

According to the World Economic Forum 2025 Future of Jobs Report, 63% of employers identify skills gaps as a major barrier to business transformation over the next 5 years. Of those surveyed, 85% plan to upskill their existing workforce, 70% plan to hire new skills, and 50% plan to re-deploy existing talent to new roles.<sup>2</sup>

To build the workforce of the future, organizations can benefit from starting with a skills audit and then building a dynamic workforce plan to align skills, jobs, and career paths. As roles decline due to transformation and automation, organizations need to understand the job composition and skills required to upskill or reskill talent to take on emerging roles. As roles emerge, organizations will be positioned to reskill and redeploy talent to new roles proactively.

Reskilling employees preserves intellectual and institutional knowledge and is much more cost efficient than hiring externally for a role. Reskilled employees contribute much faster than new hires due to their knowledge of the organization, its products and services, as well as its customers.





## **Bridging the gap: What does it really mean to build skills?**

Skill building is more than taking a course. It takes practice, application, feedback, and testing. It takes time to build proficiency. And it looks different for every learner. Tailored learning programs that deliver the right content to the right person at the right time in the right modality drive relevant and engaging learning experiences that empower employees to perform optimally when organizations need them to.

Organizations that take a structured, skills-centric approach to upskilling — rooted in business needs and supported by continuous learning opportunities — are best positioned to close skill gaps, boost engagement, and drive innovation. To do this, they need a holistic technology ecosystem comprised of a common skills language that supports the entirety of the employee lifecycle from hire to retire and every inflection point in between.

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Interested in learning more about building skills or dynamic workforce planning? Check out these eBooks:

[!\[\]\(e10773081adcaeab632f9dd4c8931cd5\_img.jpg\) \*\*Build, Buy, Borrow, Bot\*\*](#)

[!\[\]\(9c4f697052545ae4fab36076e03db94f\_img.jpg\) \*\*The missing foundation: Unlocking intelligence for smarter talent investments\*\*](#)

# Orchestrate training and operationalize compliance



## Challenge

### Scaling compliance training across the workforce

Managing certifications and compliance at scale effectively is a challenge for many organizations. A key factor to success is an organization's ability to deliver relevant learning content and experiences to the right people at the right time, including certifications and recertifications across the workforce. A lack of compliance adherence exposes an organization to regulatory violations, work stoppages, output or productivity losses, and costly fines. It can also impact human or environmental safety and organizational reputation.

## Solutions

- ✓ Streamline the management of required training, certifications, and instructor-led training with position and role-based assignments
- ✓ Automated compliance training assignments/certifications with compliance reporting for audits
- ✓ Customize content to drive home the impact of compliance adherence on the organization and reaffirm the organization's policies
- ✓ AI-driven content curation to build skills aligned with organizational objectives, skills gaps, and compliance needs
- ✓ Audit-ready reporting: Centralized dashboards provide granular compliance metrics and audit trails for regulators

# Accelerating time to productivity: From onboarding to mobility

## Challenge

### Onboarding new joiners and transitioning employees

Supporting employees through transitions, such as joining an organization or starting a new role, is both an opportunity and a challenge for many organizations. The challenge lies in delivering relevant experiences based on role, location, department, and inflection point. These experiences can look different based on various factors, such as employee seniority, whether they are frontline or back-office workers, and what they were hired or promoted to do. The opportunity is to support employees through their first year of firsts to ensure they have the training, organizational understanding and context, and goals to contribute to their role effectively.

Without a structured onboarding or crossboarding program, employees struggle to understand what's expected of them, where to go for information, and how they are supposed to contribute. Managers are unsure how they're supposed to engage or support new hires or employees. In the end, no one wins. With a structured onboarding program, employees can receive both compliance and job-related training, set goals, meet pertinent stakeholders, and contribute to their role exponentially faster and are more likely to stay with the organization.



## Solutions

- ✓ Intentionally designed experiences based on role, location, and department
- ✓ Curated, continuous learning that balances compliance with job-related training
- ✓ Collaborative and cohort-based learning, buddy or mentor programs
- ✓ AI-driven learning paths based on skill proficiency and job requirements
- ✓ Customized content to contextualize learning to the individual role and organization and its goals

## How customers improved time to productivity with Cornerstone Learn

With Cornerstone Learn, organizations can deliver both push and pull learning opportunities across all modalities, like micro, macro, immersive, hands-on, and more. Meeting employees where they are with relevant experiences helps to keep employees coming back for more.

275% ↓

read-and-sign tasks to 12 essential learning experiences

— Exact Sciences

50% ↗

improvement in time-to-productivity

— GeoStablization International (GSI)

82% ↑

increase in internal promotions and widespread buy-in from both team members and managers

— FirstBank of Tennessee

\$2.4m

in time to productivity savings over three years by organizations that used Cornerstone.<sup>5</sup>

# Meet employees where they are: Next-gen learning experiences that deliver impact



## Challenge

### Traditional approaches to L&D don't align with employee learning preferences

In today's fast-paced and constantly evolving workplace, employees expect learning experiences that are personalized, relevant, and accessible on demand. If organizations only leverage organization-led or "push" training and don't provide opportunities for flexible, self-driven learning, it will result in employee disengagement from training programs, inadequate knowledge and skill retention, and wasted resources. According to Skillable research, 67% of IT professionals wanted more opportunities to practice what they're learning in real-world applications, and 55% are looking for feedback on whether they understand the material and can properly apply it to their jobs.<sup>4</sup> They want to build job-related skills, digital skills to help them stay current with the market, and interpersonal skills to help them navigate their relationships and careers effectively. They also want to build transferrable learning opportunities such as certifications and continuing education opportunities.

Organizations must go beyond passive forms of training to include dynamic, immersive experiences that provide real-world practice. Organizations should facilitate social, self-driven learning, peer support, and knowledge sharing to instill a continuous learning culture, especially among frontline workers. Companies with strong learning cultures have double the retention rates compared to those with moderate learning cultures (57% vs 27%).<sup>6</sup>

## Solutions

- ✓ Develop and invest in a continuous learning culture that prioritizes skills development through a variety of styles and modalities
- ✓ Deliver personalized upskilling and reskilling opportunities with AI-driven content recommendations aligned to skilling needs and proficiency levels
- ✓ Incorporate hands-on labs and immersive simulations to practice real-life scenarios in safe environments for better knowledge and skill retention
- ✓ Continually improve learning programs with insights into content engagement and consumption as well as benchmarking against relative peers

## How customers have empowered employee-driven development with Cornerstone Learn

With Cornerstone Learn, organizations can deliver both push and pull learning opportunities across all modalities, like micro, macro, immersive, hands-on, and more. Meeting employees where they are with relevant experiences helps to keep employees coming back for more.

“

We're seeing engagement grow. In fact, we have seen four times as many course completions in the past eight months than we did for the previous full financial year with other providers.”

Rory O'Callaghan  
Learning & Development Leader, Konica Minolta



“

Cornerstone has enabled us to create a learning culture that is adaptable, innovative, and aligned with our mission. It's not just about meeting regulatory requirements but empowering our employees to be their best.”

Angie Roach  
Director of Learning and Development, Exact Sciences



**\$6.2 million**

The average value of an upskilled employee base by organizations that used Cornerstone over three years.<sup>5</sup>



# Build a productive workforce of the future with Cornerstone Learn



Orchestrate training and manage the certification, renewal, and recertification of compliance training at scale, reducing compliance risks and costs

Deliver intentionally designed onboarding and crossboarding experiences with AI-driven recommendations aligned to skilling and proficiency level needs

Meet employees where they are with mobile-first, AI-driven learning opportunities across all modalities to support organizational initiatives and in-demand digital, business acumen, and interpersonal skills

Provide opportunities for practice and feedback to drive faster knowledge and skill retention

Create a unified learning and development ecosystem, maximizing your learning technology investment with deep insights into content performance, engagement, and the supply and demand for skills across your organization

# Why Cornerstone

Cornerstone powers the potential of organizations and their people to thrive in a changing world. Cornerstone Galaxy, the complete AI-powered workforce agility platform, meets organizations where they are with Cornerstone Learn, Cornerstone Elevate, Cornerstone Transform, and more.

With Cornerstone Learn, you can unify talent development experiences and data to give your organization and people a clear path forward to high performance. Also, your organization can integrate Cornerstone Learn directly into your current talent ecosystem for better insights and better experiences for employees, contractors, partners, and customers.

For more than two decades, we've been at the forefront of talent and people innovation, helping our customers stay ahead of the curve. As the market leader in developing people to advance workforce agility, we help you deliver the growth your people want, as well as the skills and insights your organization needs.

**7,000** customers and  
**140** million users in  
**186** countries

**45K** skills in **35** different  
languages for AI-driven  
personalization

**200+** integrations  
with our  
open platform

**14** top analyst reports rank  
Cornerstone  
as leader (2023)



# Endnotes

- 1 White, S., Rao, R., & Gross, G. (2025, April 11). Fearing disruption? A skills-based talent strategy builds business resiliency. CIO. <https://www.cio.com/article/2519083/fearing-disruption-a-skills-based-talent-strategy-builds-business-resiliency.html#:~:text=In%20a%20report%20on%20enterprise,quality%20issues%2C%20and%20revenue%20loss>.
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- 3 McRae, E. R., Aykens, P., Lowmaster, K., & Shepp, J. (2025, January 22). 9 trends that will shape work in 2025 and beyond. Harvard Business Review. <https://hbr.org/2025/01/9-trends-that-will-shape-work-in-2025-and-beyond>
- 4 Skillable. (2024, October 16). Accelerating IT job readiness through practical experience [exclusive research]. Skillable. <https://www.skillable.com/resources/hands-on-learning/it-training-preferences-research-brief/>
- 5 Cornerstone and Forrester Consulting. (2024). Forrester Total Economic Impact Study. Cornerstone. <https://www.cornerstoneondemand.com/resources/article/forrester-total-economic-impact-study/>
- 6 Trisca, L. (2024, July 11). Employee development statistics you need to know right now. The Future of Global HR. <https://www.deel.com/blog/employee-development-statistics/>

Cornerstone Galaxy, the complete AI-powered workforce agility platform, allows organizations to identify skills gaps and development opportunities, retain and engage top talent, and provide multimodal learning experiences to meet the diverse needs of the modern workforce.

[Schedule Demo](#)

