Assessing Readiness and Skills for AI-Driven Role Changes: A Practical Guide

This brief guide walks you through the key questions to ask and the KPIs to measure in order to assess your organization's readiness and your team's skills for AI-driven role changes.

Getting Started: Role Analysis

Role Transition Overview

- What is the current role of the employee(s) and manager(s)?
- What are the primary tasks or activities that AI will enhance, automate, or replace?
- What is the anticipated new role or set of responsibilities due to AI integration?

Strategic Objectives

- How does this role transition align with the organization's strategy?
- What key outcomes is the organization aiming to achieve with AI adoption?

Organizational Readiness

- What systems and processes are currently in place to support employees transitioning into AI-enhanced roles?
- Are leadership and management equipped to introduce the change, guide, and support employees during the transition, and measure the results?

Skills Assessment

Identifying skill gaps

Current Skills Inventory	Future Skills Inventory
• What are the core skills and competencies of employees in this role today? • What are the skills and competencies of the employees' managers today? • Which of these skills will remain relevant in the new AI-augmented role?	• What technical skills are required for the new role? • What soft skills (e.g., adaptability, critical thinking, emotional intelligence) are critical for navigating AI-driven changes? • What are the skills required for leaders to support employees in their new roles? • Are there specific AI-related skills (e.g., understanding AI ethics, leveraging AI outputs) needed?

Skill Gaps
• What skills or competencies are missing in the current workforce for the new role? • Are there domain-specific skills (e.g., understanding AI's application in customer service, operations, etc.) that need to be developed?

Competencies for Change Management

Assessing organizational readiness

Competencies for Adaptation	KPIs & Metics
Adaptability and Aptitude • How proficient is each employee in learning new skills? • What is their comfort level with change and ambiguity? • Can you identify the segment of employees most likely to adapt successfully to the upcoming change?	• **Skill Baseline:** Current level of skills required for specific roles and tasks. • **Change Readiness Index:** A survey-based measure assessing employees' perceived readiness and openness to change. • **Adaptability Score:** Collected through assessments or 360-degree feedback, evaluating behaviors during periods of transition. • **Resilience Scores:** Surveys assessing psychological resilience and stress management during ambiguity.
Problem-Solving and Decision-Making • How equipped and open are employees to make decisions using AI-driven recommendations? • Do they have the skills to identify opportunities to optimize AI usage?	• **Problem-Solving Metrics:** How employees navigate ambiguous situations, measured through scenario-based testing or real-world examples. • **AI Utilization Rate:** Percentage of tasks where employees effectively leverage AI tools. • **Decision Accuracy or Efficiency:** Improvements in decision-making speed or outcomes when using AI recommendations.

Training, Development and Feedback

Planning for an effective and measurable training program.

Training Strategy	KPIs & Metrics
Training Methods • What type of training will employees need to acquire new skills (e.g., hands-on workshops, e-learning, mentoring)? • Are there existing learning resources (internal or external) that can support skill development? 💡 *TIP: Remember to consider that different employee demographics respond better to different types of learning.*	• **Speed of Skill Acquisition:** Time taken to complete training and achieve proficiency in new tools or technologies. • **Training Completion Rate:** Percentage of employees completing required training programs.
Competency Validation • How will you measure the success of employees in acquiring these new skills? • What benchmarks or certifications might be necessary for the new role?	• **Post-Training Assessment Scores:** Average scores from tests or simulations conducted after training. • **Task Completion Rate:** Percentage of completed tasks. • **Error Reduction Rate:** Decrease in errors or issues due to AI-enhanced processes. • **Output Quality Score:** Quality of work outcomes as measured by internal or customer feedback.

Measuring Impact

Assessing the impact of AI-driven role transformations

Business Impact	KPIs & Metrics
• How will you measure the success of the AI-driven role transformation for the business? • How will you measure the impact of the transformation on employee engagement and retention?	• **Revenue or Cost Impact:** Increase in revenue or cost savings attributable to employee performance in AI-augmented roles. • **Customer Satisfaction (CSAT):** Improvement in customer feedback due to faster or higher-quality service. • **Operational Efficiency:** Reduction in bottlenecks or inefficiencies following the adoption of AI tools. • **Employee Satisfaction Score:** Survey results indicating employee satisfaction with AI-driven role changes. • **Retention Rates:** Retention of employees in AI-transformed roles compared to similar roles without AI.

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