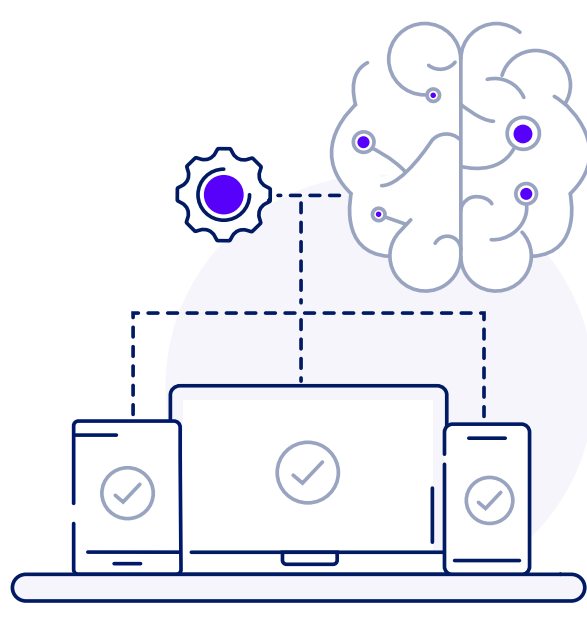


# Skilling up with AI

Insights from *The Business of Balance*, a global report analyzing trends in the distributed workforce

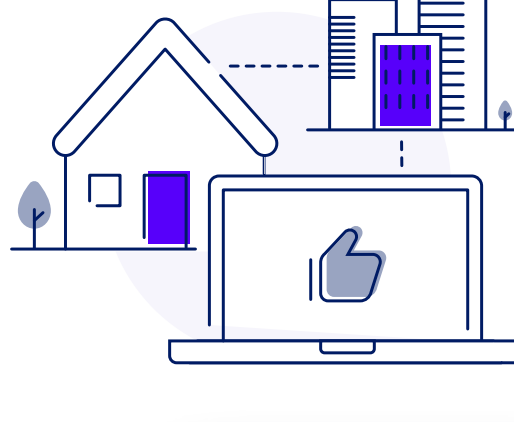
Conducted by Vanson Bourne, a new global survey of 2,960 HR, IT, and business decision-makers and employee-level respondents revealed that nearly every organization is experiencing some form of skills gap.<sup>1</sup> But there's reason for optimism: Most organizations have reported success over the last year in bridging these gaps, with flexible work policies and AI tools helping to power their efforts. Over the next year, many organizations plan to increase their use of AI to find skilled workers.



## Bridging the gap

Over the last year, organizations with remote policies have had **better success in closing skills gaps (84%) than those with purely in-person policies (67%)**.

The majority of respondents also believe that this flexibility is key for attracting diverse candidates and filling their most-needed positions.



“Hybrid/remote work has been an important factor in hiring more diverse candidates”



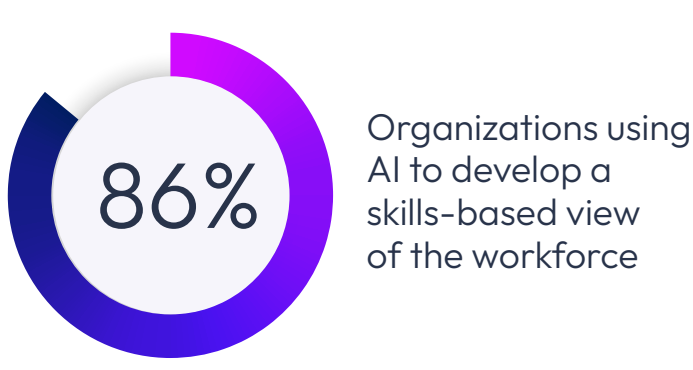
**85%** of respondents agree that hybrid/remote work has been an important factor in filling their most-needed positions.

## AI enables a skills-based view

The use of AI to develop a skills-based view of the workforce has helped organizations bridge their skills gap in the last 12 months.

Organizations using AI were **15% more likely to report successfully bridging the skills gap** than those not using AI at all.

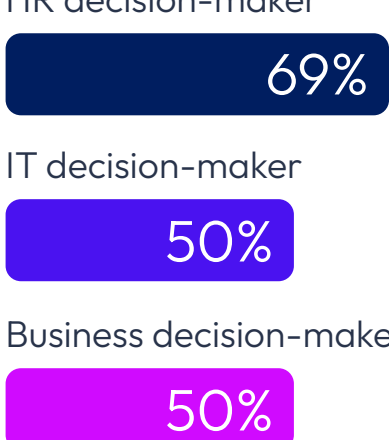
“My organization has been successful at bridging the skills gap over the last 12 months”



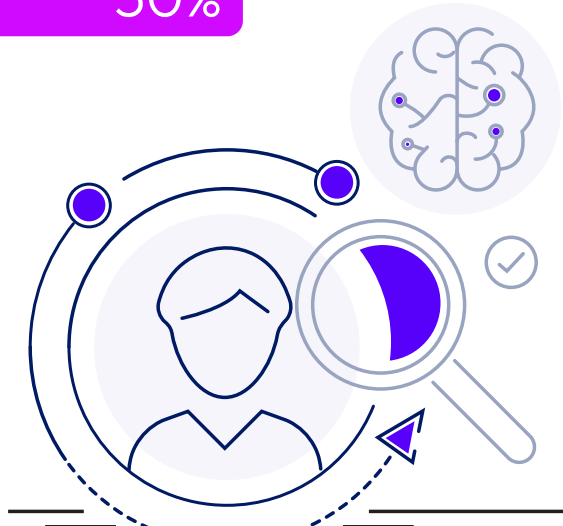
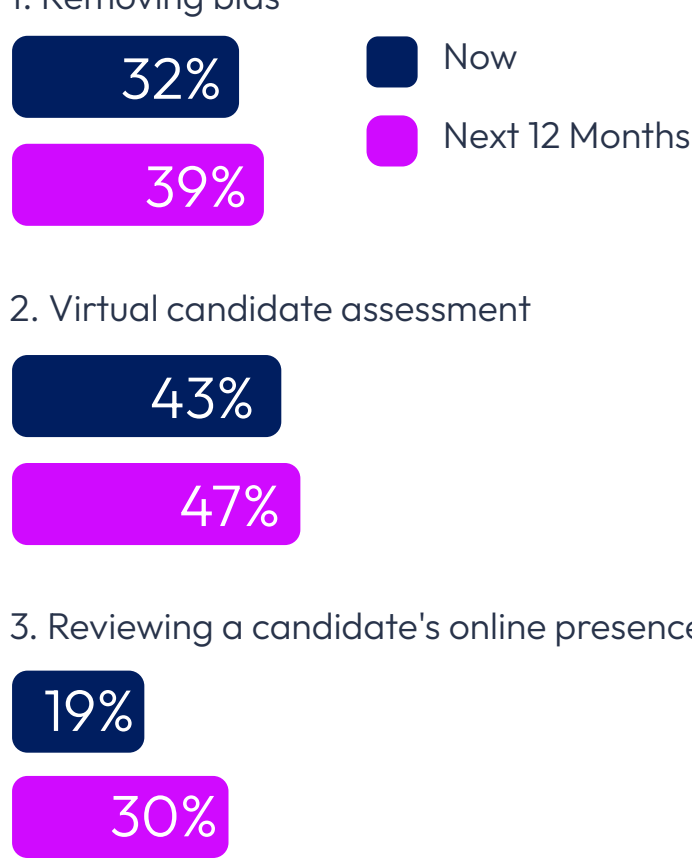
## “Intelligent” hiring

While many respondents are concerned that AI could introduce bias into the hiring process, the use of AI is only expected to grow over the coming year—and some are optimistic that AI will actually be helpful in removing bias from candidate selection.

“I am concerned that AI is biased against diverse candidates”



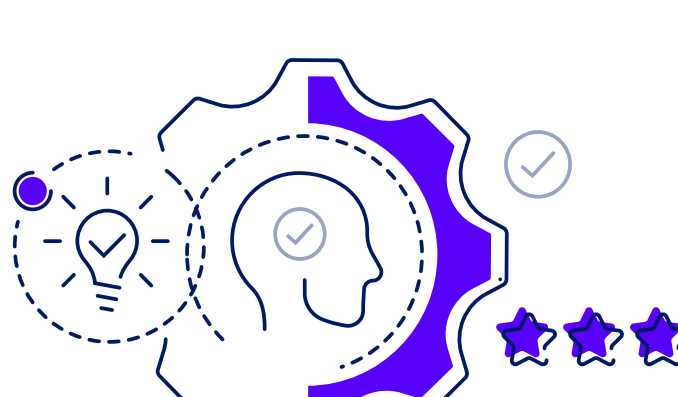
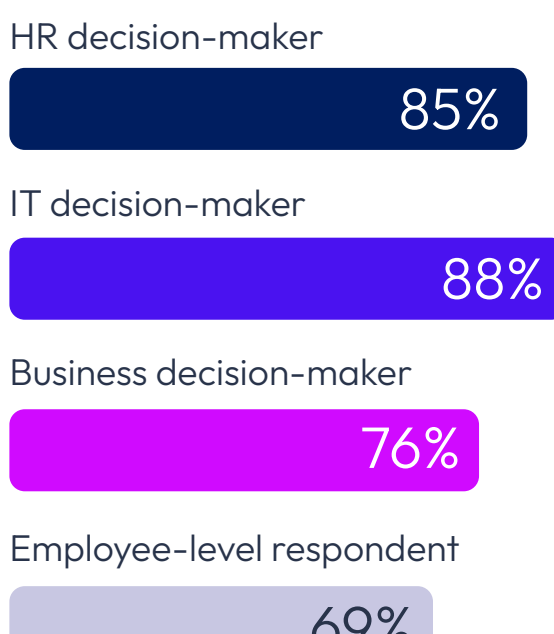
Plans for AI use during the hiring process will increase over the next year in three areas



## Smarter skills

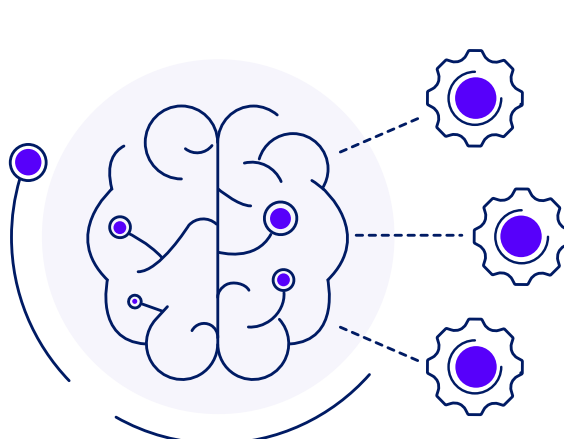
Beyond helping to fill positions, AI also holds tremendous potential in upskilling current employees. The majority of respondents agreed that AI can help them learn to do their jobs better—especially among those in HR and IT.

“AI has the potential to teach me new skills that could improve my job performance”

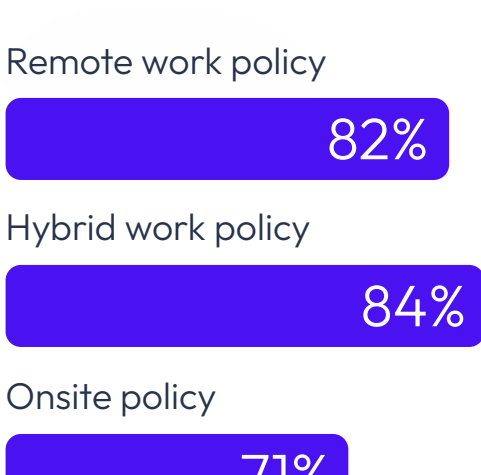


## AI's double-edged sword

While the majority of respondents believe AI can help teach employees new skills to fill gaps, respondents also anticipate that AI will create the need for additional skills—thus creating more gaps. Those with remote or hybrid work policies are more likely to anticipate needing new skills compared to those with onsite policies, perhaps because having a distributed workforce requires organizations to work “smarter” and embrace innovative tools.



New skills will be needed to fill the jobs created by AI in the next two years

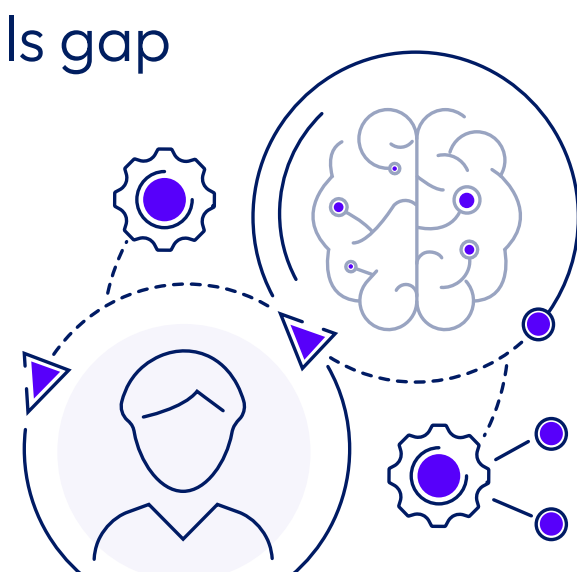


Employee-level respondents are less likely to anticipate the need for new skills. They'll need to recognize the new skills required of them if they are going to meet the moment.

Decision-maker	84%
Employee-level	70%

## AI creates—and eases—the skills gap

There's no question AI is here to stay, and organizations have already proven it to be an invaluable tool in developing a skills-based view of the workforce and in hiring candidates to fill skills gaps. However, AI will also require employees to learn new skills so that it can be deployed to its full potential. Leadership is encouraged to begin discussions with employees now about skills that may be needed in the future and to invest in trainings so there's no productivity lag as implementations occur—and so employees don't feel caught off guard.



[DOWNLOAD THE FULL REPORT](#)

1. VMware, Inc. and Vanson Bourne. "The Business of Balance: Organizations Grapple with the Impact of AI and Remote Work on Company Culture." 2024.