

TRANSFORMING THE GLOBAL WORKFORCE WITH THE POWER OF AI



According to research by ChatGPT creators OpenAI and the University of Pennsylvania, 80% of jobs in the United States will be influenced, changed, or augmented by Generative AI.

As companies invest so much to ensure their organization stays competitive, future-ready, and poised for innovation, how can they ensure the workforce they have is the one they need?

Businesses worldwide are struggling with skills gaps in their workforce because the skills needed for success change rapidly and constantly — it's not a problem leaders can hire their way out of. It requires a skills transformation.

But change is hard. To successfully transform, organizations need to focus on three crucial areas:



TECHNOLOGY



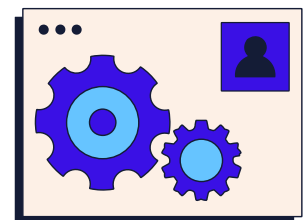
LEADERSHIP



RISK

Companies adopting new AI capabilities need to ensure that:

- Staff have the technical skills to take full advantage of the new tools.
- Leaders understand how to manage their teams through the changes while staying focused on the vision and mission.
- Every worker understands the new risks related to security, CSR, and other areas.



Skillsoft is an end-to-end trusted partner for enterprise-wide skills transformation across technology, leadership, and risk with measurable business results.

As customers feel pressure to incorporate GenAI into their skills transformation strategies, Skillsoft equips organizations with the skills to use artificial intelligence productively and ethically to drive business growth.

A GLIMPSE OF SKILLSOFT'S AI-FOCUSED SOLUTIONS

We incorporate AI into our transformative skilling platform to deliver the best possible experience for learners across the globe, and are proud to be recognized by the [Business Intelligence Group's 2023 Artificial Intelligence Excellence Awards](#).

Today, Skillsoft leverages AI within our platform to:

- **Personalize learning** for each individual, helping them progress from Point A to Point B efficiently.
- Improve **search and discovery**, making it easier for learners to find what they need.
- Link skills, roles, and learning together to **guide career paths**.
- Generate **new content assets and curation**, enabling learners to assess their skills as they grow and automatically curate relevant skilling paths for trending topics.

THE VALUE SKILLSOFT DELIVERS

1. GAIN ENTERPRISE SKILL VISIBILITY AND TRACKING

Skillsoft offers clients a complete picture of the current state of their entire organization's skills across technology and leadership.

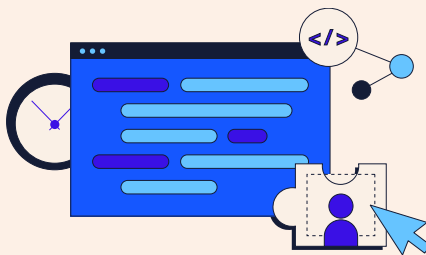
Skill Benchmarks for Generative AI

Assess, fortify, index, and track in-house skills with Skill Benchmarks — short diagnostic assessments that let you make informed, data-driven decisions based on a talent inventory and put the right people in the right roles.

Skill Benchmarks provide a score and level to measure individuals' proficiency and offer personalized online course recommendations to close gaps.

Skill Benchmarks targeted for release through January 2024 include:

- ChatGPT
- AI/ML for Decision-Makers
- Data for Decision-Makers
- Security for Decision-Makers
- GenAI Introduction
- GenAI Cloud Odyssey
- DevOps GenAI
- GenAI Security Tools
- GenAI Image Generation
- ML No/Low-Code
- Prompt Engineering
- RPA with GenAI
- MLOps
- GenAI Pair Programming

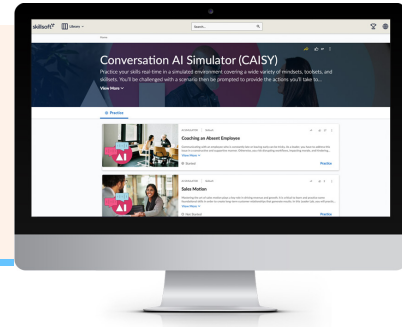


2. DELIVER AN END-TO-END SOLUTION TO SUPPORT EVERY LEARNER WITH HIGH-QUALITY INSTRUCTION

Skillsoft's learning program *inspires, motivates, and engages learners* by connecting with them as individuals and celebrating their successes. The transformative platform leverages AI to make the skilling experience more personalized than ever, while supporting the industry's broadest set of modalities — Coaching, ILT, Interactive Coding, Labs, Videos, Books, and more.

CAISY™

See how practice makes perfect with Skillsoft CAISY™ Conversation AI Simulator. Practice your skills in a simulated environment covering a wide variety of mindsets, toolsets, and skillsets, challenging you with scenarios that prompt you to take action and learn.



Skillsoft CAISY™ Conversation AI Simulator enables learners to practice important business conversations with an AI-powered trainer in a safe space and receive immediate personalized feedback to guide their development.

Learners can select from a range of real-world business scenarios like providing constructive feedback to an employee, giving a sales pitch, talking to an upset customer, leading a product launch discussion, and more.

By designing learning experiences that go beyond formal training and give learners the opportunity to practice and apply their skills in real-world relevant situations, organizations can prepare their employees to have effective business conversations, driving positive behavioral change and a stronger sense of company culture.

Ethical Use of AI in the Workplace

Ethical Use of AI in the Workplace can help build a shared language and goal around the appropriate use of AI and mitigate its potentially negative impacts.

Learners will further their education about the potential for biases perpetuated by the technology and the best ways to implement AI governance within the organization. By prioritizing ethics in your initiatives, you can build trust, mitigate risks, and contribute to the responsible and beneficial use of AI technology in your company and beyond.

CAISY Business Conversation Scenarios

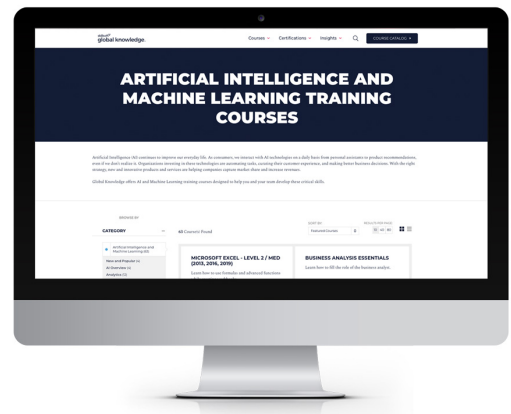
- Leadership (15 scenarios)
- First-Time Manager (14)
- Agile Tech & Product Teams (8)
- DE&I (5)
- Compliance (4)
- First-Time Managers in Tech (4)
- Coaching Your Team (3)
- Customer Service (2)
- Sales & Marketing (2)
- Well-Being (2)
- Procurement (1)

Ethical Use of AI in the Workplace

- What is AI?
- Common Uses of AI in the Workplace
- Potential for Bias in AI
- Importance of Ensuring Fairness with AI
- Best Practices for Using AI at Work

Instructor-Led Training

Skillsoft's Global Knowledge offers Instructor-led AI and Machine Learning training courses designed to help you and your team **develop critical skills and certifications**, including:

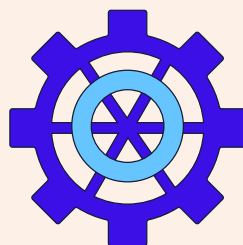


Applied AI and Technical AI Courses

- Artificial Intelligence Implementation Bootcamp
- Artificial Intelligence (AI) Overview for the Enterprise | Hands-On
- Exploring AI & Machine Learning for the Enterprise
- Building Intelligent Applications with AI and ML Level 1
- Building Intelligent Applications with AI and ML Level 2
- Exploring AI Operations: Strategies for Testing and Deploying Intelligent Systems for Success
- Build Chatbots! Chatbots and Conversational UI Development with Neural Networks
- Building Intelligent Web Applications
- Building Recommendation Systems with Python
- Implementing AI in Software Testing / AI in Test Automation
- (New) Exploring AI Operations: Strategies for Testing and Deploying Intelligent Systems for Success

Generative AI for Technical Users

- QuickStart to Prompt Engineering for Software Developers
- Turbocharge Your Code! Generative AI Boot Camp for Developers
- OpenAI JumpStart for Technical Users: Unleash the Power of AI in Your Projects



Generative AI for Business Users

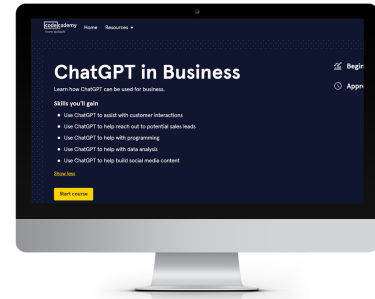
- QuickStart to Prompt Engineering for Everyday Business Users
- Beyond ChatGPT! AutoGPT in Action: Artificial General Intelligence (AGI) Basics for Business Users
- OpenAI Boot Camp for Business Users

3. RAPIDLY CLOSE SKILL GAPS TO CREATE COMPETITIVE ADVANTAGE

Skillssoft accelerates skill development through personalized skilling journeys. *After completing each Skill Benchmark assessment, learners reveal personalized, curated recommendations to close their skill gaps and improve their proficiency.* As organizations identify emerging, future requirements tied to new market or customer priorities, they can efficiently benchmark their workforce and launch new skilling pathways as needed.

Aspire Journeys for Generative AI

We continue to delve deeper into generative AI in an ethical and well-thought-out approach, exploring many platform features and using that technology to enhance our content workflows. We have been working closely with our customers to understand their educational needs around comprehending the [ChatGPT](#) technology and [ChatGPT for coding](#), learning about prompt engineering, and the ethics and security concerns this introduces.



Here are the self-paced on-demand and interactive aspire journey courses launched so far:

- Introduction to ChatGPT – Interactive Codecademy course
- Introduction to Generative AI – Interactive Codecademy course
- Using ChatGPT in Everyday Life – Interactive Codecademy course
- ChatGPT in Business – Interactive Codecademy course
- Ethics and AI – Interactive Codecademy course
- Risks and Limitations of ChatGPT – Interactive Codecademy course
- Prompt Engineering with ChatGPT – Interactive Codecademy course
- ChatGPT Project: Effective Prompt Engineering – Interactive Codecademy course
- ChatGPT & Its Practical Use Cases – Video Skillssoft course
- ChatGPT Prompt Engineering Examples & Use Cases – Video Skillssoft course
- Creating Advanced ChatGPT Prompts – Video Skillssoft course
- ChatGPT’s Impact on Various Industries – Video Skillssoft course

We plan to launch additional Aspire Journeys before the end of the year, categorized by the following use cases:

Onboarding New Hires

- AI and ML for Decision-Makers Update
- Data for Decision-Makers Update
- Generative AI Introduction and Overview
- ChatGPT: From Practical Use Cases to Prompt Engineering and Ethical Implications
- Security for Decision-Makers Update

Digital Literacy

- AI and ML for Decision-Makers Update
- Data for Decision-makers Update
- Generative AI Introduction and Overview
- No/Low-Code Machine Learning
- Robotic Process Automation
- ChatGPT: From Practical Use Cases to Prompt Engineering and Ethical Implications
- Security for Decision-Makers Update

Upskilling and Reskilling Non-Technical Learners

- The Generative AI Cloud Odyssey: Exploring AWS, Azure, and GCP
- AI-Powered APIs and Tools in DevOps
- Levering GenAI Tools in Security
- Generative AI Introduction and Overview
- Image Generation
- No/Low-Code Machine Learning
- Prompt Engineering for Data Science
- Prompt Engineering for Programmers
- ChatGPT: From Practical Use Cases to Prompt Engineering and Ethical Implications
- Prompt Engineering Use Cases

Advanced Technical Upskilling

- The Generative AI Cloud Odyssey: Exploring AWS, Azure, and GCP
- AI Architect Update
- ML Architect Update
- AI-Powered APIs and Tools in DevOps
- Levering GenAI Tools in Security
- How to Detect Generative AI Use
- MLOps
- Natural Language Processing Update
- Robotic Process Automation
- Leveraging Generative AI APIs
- Pair Programming with Generative AI Tools
- Prompt Engineering for Ethical Hacking

4. WORK WITH A TRUSTED PARTNER — A HANDS-ON LEADER IN ENTERPRISE SKILLING TRANSFORMATION

Our mission is to help organizations and people grow together through transformational skilling experiences. Our comprehensive support model includes Customer Support, Customer Success, and Professional Services, and exists for one purpose — to help you achieve the outcomes that matter most to your organization.

The collective support model guarantees:

- Content, technology, and support that's just right for your program.
- Onboarding and implementation experiences designed to meet your objectives and drive adoption.
- The option to augment specific needs and address gaps with fee-based consulting and instructional design services.

We're proud to have been on this mission for 25 years, learning from our customers and evolving to meet the strategic needs of 70% of the Fortune 1000.

READY TO LEARN MORE? *Propel your organization and people to grow together.*

 **REQUEST A DEMO**