Learning lessons:
Leveraging AI to deliver HR services

Less than 50% of over 500 talent development managers surveyed across the globe say their talent strategy is effective. 20% of respondents are HR high performers.

Who are HR high performers?
They have substantially improved 3 shared traits:

- Develop workforce skills to meet emerging opportunities
- Cultivate the next generation to lead a more flexible and diverse workforce
- Foster collaboration and knowledge sharing to drive efficiency and innovation

What do HR high performers execute better?
Strategies to build, buy, or borrow talent (train, hire, or consult talent)

- Somewhat or highly effective at build, buy, borrow
  - HR high performers: 51%
  - All others: 39%

Why do they execute better?
They deliver more for less.

- Average learning days per employee
  - HR high performers: 6
  - All others: 5

- 20% more

- Learning budget per employee
  - HR high performers: $159
  - All others: $176

- 10% lower

Why do they deliver more learning more efficiently?
AI helps set them apart.

- Have fully implemented cognitive computing capabilities
  - HR high performers: 20%
  - All others: 13%

- 54% more

Source: IBM Performance Data and Benchmarking, 2021.