

The CHRO's Playbook For Closing Skills Gaps

STEP 1. DIAGNOSE YOUR SKILLS GAPS WITH REAL-TIME INSIGHTS

- ☐ Conduct continuous (not one-off) skills assessments across your workforce.
- ☐ Use AI-driven skills intelligence to map current capabilities against future needs.
- ☐ Identify adjacent skills: where employees can transition with minimal training.

Top Tip: [Invest in an AI-powered skills platform](#) that integrates with your HRIS, LMS, and talent marketplace.

STEP 2. CREATE A UNIFIED SKILLS DATA ECOSYSTEM

- ☐ Centralize skills data across HR, recruitment, and L&D systems.
- ☐ Standardize skills taxonomies to enable skills-based hiring and internal mobility.

Top Tip: Use a connected skills intelligence system that [integrates with Workday, SAP, and learning platforms](#).

STEP 3. RETHINK HIRING – FROM CREDENTIALS TO SKILLS-BASED TALENT ACQUISITION

- ☐ Redesign job descriptions to prioritize skills over degrees & job titles.
- ☐ Use AI-driven talent matching to widen the pool and identify non-traditional candidates.
- ☐ Expand recruitment pipelines through bootcamps, universities, and partnerships.

Top Tip: [Implement ethical AI](#), structured skills assessments and blind hiring practices to reduce bias.

STEP 4. BUILD A SCALABLE UPSKILLING & RESKILLING STRATEGY

- ☐ Offer modular, AI-personalized learning paths in key areas.
- ☐ Provide on-the-job learning opportunities through project-based reskilling.
- ☐ Enable cross-functional mobility so employees can shift roles within the company.

Top Tip: Create skills-based career pathways with clear internal mobility options. AI can help you do this at scale.

STEP 5. LEVERAGE EXTERNAL TALENT AND ALTERNATIVE WORK MODELS

- ☐ Tap into freelancers, contractors, and external talent networks to fill immediate gaps.
- ☐ Use skills-based workforce planning to align hiring locations with talent availability.

Top Tip: [Use an AI-powered talent CRM](#) that can accommodate both internal and external talent.

STEP 6. EMBED SKILLS INTELLIGENCE INTO WORKFORCE & SUCCESSION PLANNING

- ☐ Develop real-time, dynamic workforce planning rather than static annual plans.
- ☐ Predict skills shifts using labor market data and internal workforce analytics.
- ☐ Design future-proof leadership pipelines for the critical roles of tomorrow.

Top Tip: Use AI-driven succession planning tools to identify high-potential talent.

STEP 7. MONITOR TRENDS & STAY AHEAD OF INDUSTRY SHIFTS

- ☐ Partner with universities and industry bodies to influence curriculum development.
- ☐ Advocate for government incentives around AI and digital upskilling in your sector.
- ☐ Embed external talent market insights into HR decision-making.

Top Tip: Use real-time market intelligence to track demand for emerging skills.
