

6 reasons employees are your greatest asset in the age of AI

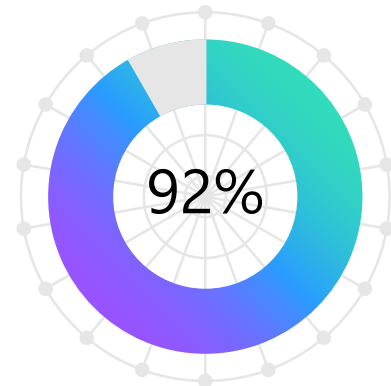
In March of 2020, Microsoft surveyed over 10,000 employers and employees from around the world on artificial intelligence and worker skills. The key insight?

A focus on skills is the key to unlocking AI's full potential.

Here are six reasons why worker skills and AI technology are force multipliers in any organization.

1 Employees want AI skills

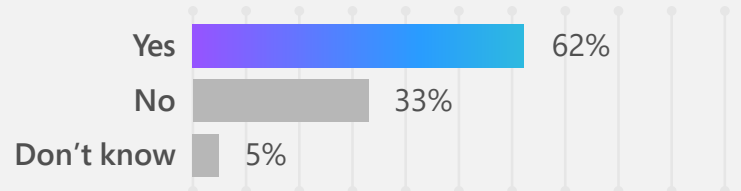
Our global survey revealed that the overwhelming majority of employees are eager to develop their ability to use AI.



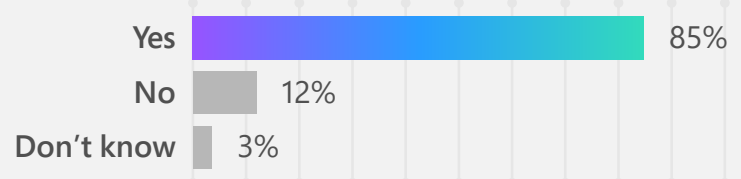
● Share of employees who are highly motivated to acquire AI skills

2 Employees report feeling amplified by AI

Workers at AI-leading firms see themselves differently. At firms that have developed robust AI infrastructure, the majority of employees consider themselves augmented workers, empowered by their AI skills.



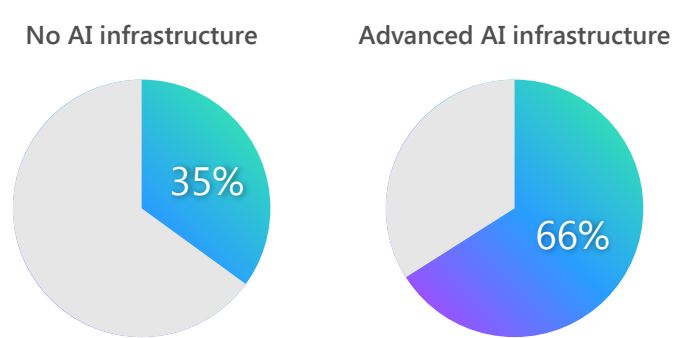
Employees who see themselves as augmented workers



Managers who see themselves as augmented workers

3 More AI-powered workers means more innovation

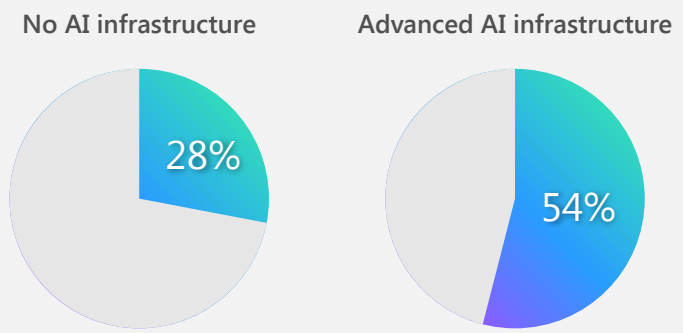
Organizations with more AI-skilled workers report a higher degree of new product and service development.



● Share of firms that report the development of new products and services

4 More AI-powered workers means happier customers

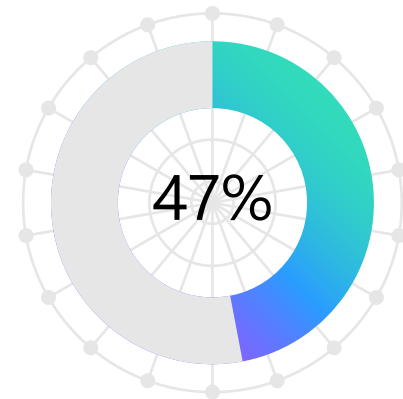
Organizations with more AI-skilled workers also report a greater number of enhanced customer experiences.



● Share of firms that report enhanced customer experiences

5 AI workers aim for continuous improvement

When workers were asked how they would like to spend their time as AI creates efficiencies, learning was the top response.

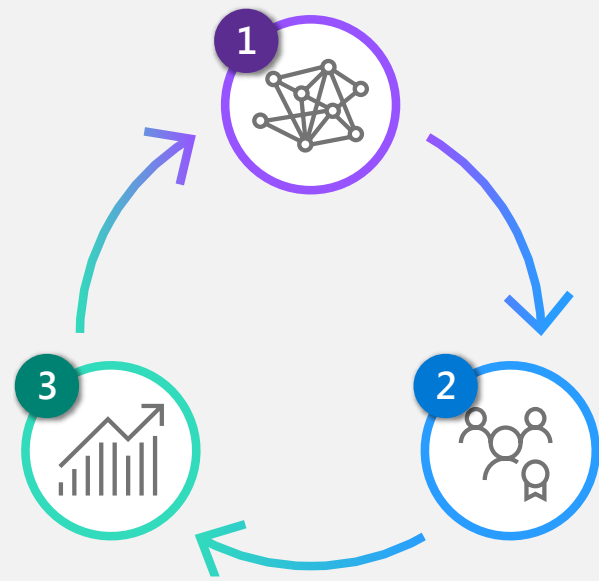


● Share of employees who value learning as a top skilling opportunity

6 Skilling fuels a valuable fly-wheel effect

Pairing AI technology with employee skilling initiatives accelerates business opportunities which leads to growth which then allows for more development of worker skills.

1. Firm develops AI & worker skills
2. Workers create business opportunities
3. Opportunities lead to growth



Are you ready to put AI into action in your organization?

1. Discover best practices at Microsoft's [AI Business School](#), a specialized online course designed for business leaders.
2. For anyone looking to strengthen their professional technology skills or digital literacy, [Microsoft Learn](#) offers free trainings for people of all backgrounds.
3. Read the [full whitepaper](#) to learn more about the research and insights.