THE POWER OF SKILLING UP
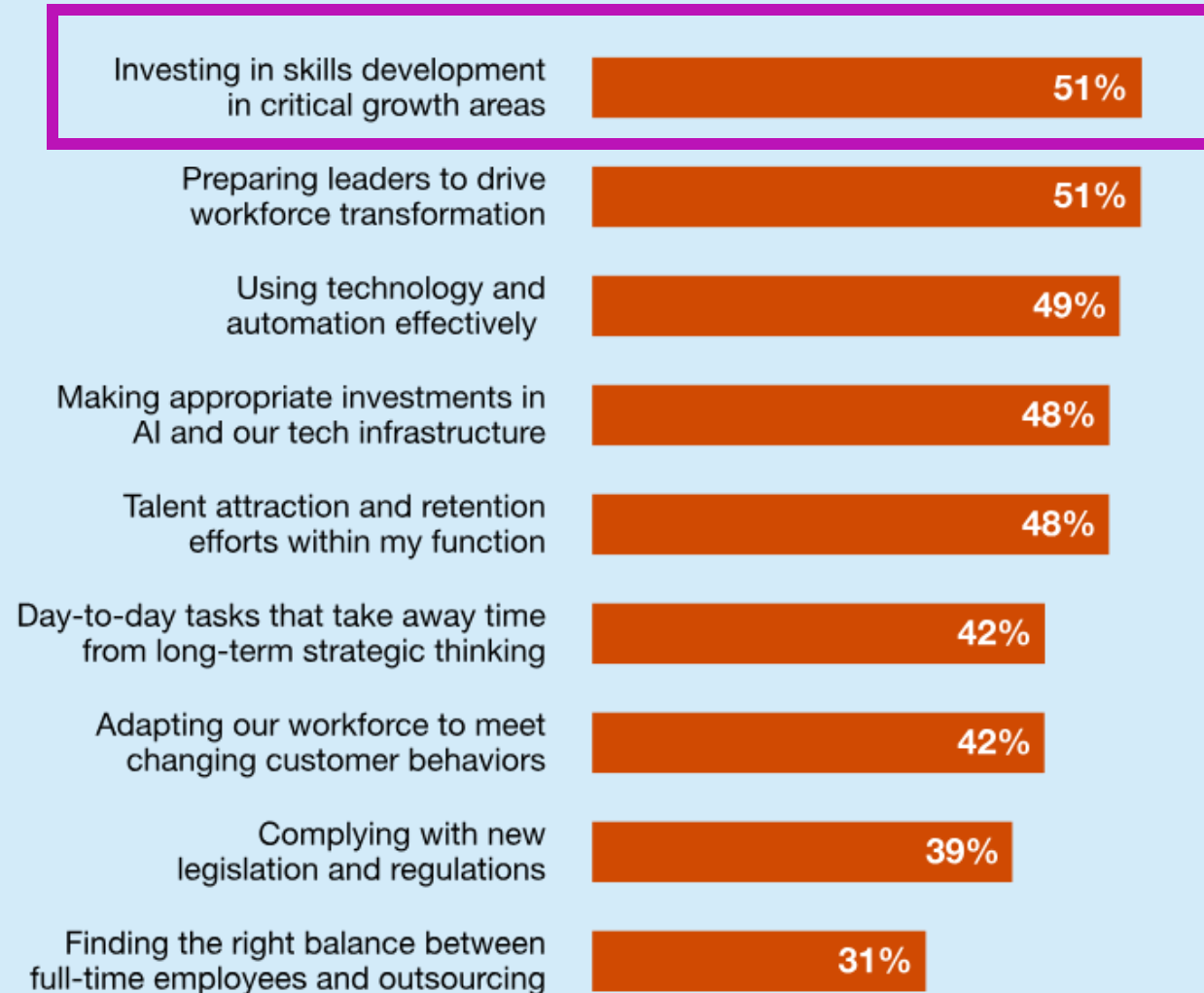
HOW TO EMBED LEARNING IN YOUR OPERATING MODEL

CHELSI GALLEGOS

CHROs' top challenges to achieving priorities

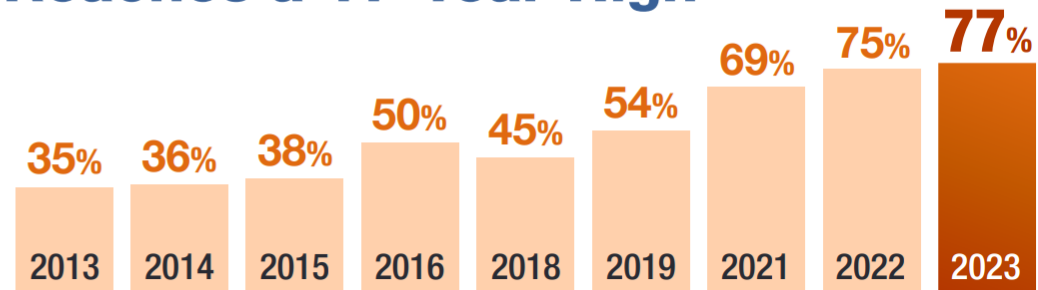| Challenge	Percentage
Investing in skills development in critical growth areas	51%
Preparing leaders to drive workforce transformation	51%
Using technology and automation effectively	49%
Making appropriate investments in AI and our tech infrastructure	48%
Talent attraction and retention efforts within my function	48%
Day-to-day tasks that take away time from long-term strategic thinking	42%
Adapting our workforce to meet changing customer behaviors	42%
Complying with new legislation and regulations	39%
Finding the right balance between full-time employees and outsourcing	31%

Q. How much of a challenge are the following to achieving your priorities? *(Response to 'Significant challenge'.)*
Source: PwC Pulse Survey, October 9, 2024: base of 709, CHRO base of 67

77%

Global Talent Shortage Reaches a 17-Year-High

Nearly **4 in 5 employers globally report difficulty finding the skilled talent they need in 2023,** strengthening +2 percentage points year-over-year and more than double the difficulty in 2015 (38%).

Year	Percentage
2013	35%
2014	36%
2015	38%
2016	50%
2018	45%
2019	54%
2021	69%
2022	75%
2023	77%

2004   2014   2019

INDUSTRY

Customer experience

Marketing

AI

TALENT

Hiring difficulties

Sense of purpose

Enriching experiences

OPPORTUNITY

OPPORTUNITY   ‹··›   FULFILLMENT

SKILLS
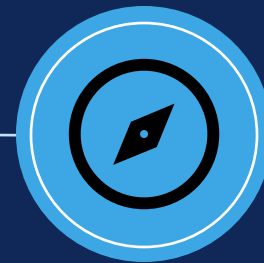
C A R E

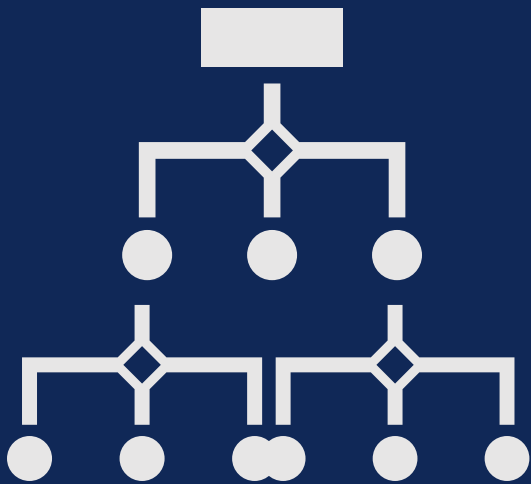**C**ommunicate   **A**ct   **R**ecognize   **E**valuate

Communicate 🎤

Goals:
the heart of performance

- Connection to company goals

- Feels like a stretch

- Highlights impact or benefit

- Documented

By the end of 2025, I will support our members in Illinois and Wisconsin by sharing best talent management practices across three public speaking opportunities

Communicate 🎤

Don't boil the ocean: focus on a manageable amount of learning in the first year of your transformation

Act

Business > Other Business > Artificial Intelligence (AI)

AI for Everyone: Understanding and Applying the Basics

Embark on Your AI Adventure: No Tech Background Required

4.5 ★★★★☆ (141 ratings) 1,578 students

Created by Ritesh Vajariya

Last updated 3/2024 English English [Auto]

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- Explain the Fundamentals of Artificial Intelligence (AI)
- Understand the Basics of Machine Learning
- Analyze Common AI Applications
- Prepare for Further AI Learning
- Differentiate Between AI, Machine Learning, and Deep Learning
- Explore Deep Learning and Neural Networks
- Apply AI Concepts in Real-Life Scenarios

Business Acumen	Compliance	Risk	Technology	Management	Marketing
How does your business work?	National Credit Union Association America's Credit Unions	Course catalogs* PRIMA University certificates	Course catalogs* MIT OpenCourseWare Microsoft Learn Bootcamps	Course catalogs* Ted Talks American Management Association	Course catalogs* University certificates

Access to skilling up surrounds us!

Regulatory	Public Policy	Mortgage	Sales and CRM		Fundamentals
National Credit Union Association America's Credit Unions	Course catalogs* University or community college courses	Mortgage Bankers Association Course catalogs Bootcamps	Course catalogs* University certificates Dale Carnegie		Course catalogs* American Management Association YouTube

* Course catalogs include examples like Udemy, Coursera, Pluralsight, and LinkedIn Learning

Act

Learning Buddy System

Act

S

Strategy

- Bottom up
- Top down
- Hybrid

I

Impact

Identify tangible ways skills can be applied to the job

T

Transfer

- Succession planning
- Career ladders
- Employee recognition
- Recruiting

Recognize 🏆

No motivation without recognition

Templatized vs. Customized

Recognize 🏆

O	**I**	**L**	**S**
Observation	Impact	[Listen]	Suggestion

Evaluate

Evaluate

Love

Learn

Long for

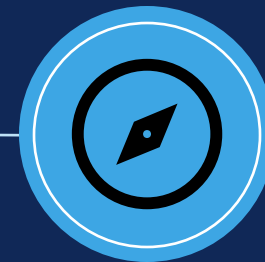**Communicate** **Act** **Recognize** **Evaluate**

Goals — Training and SIT — OILS — Love, Learn, & Long for

Communicate **A**ct **R**ecognize **E**valuate

Lead by example

2004   2024   2029   2034

Let's go!!!!