



# Digital Confidence in Action:

*“How Microsoft Prepares  
People for the Future of Work”*

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# Skill Up: AI Enabled HR

Let's go back to September 2023....



# AI is changing the way we work



**Every  
individual**



**Every  
team**



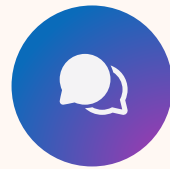
**Every  
organization**

# AI Transformation

## Opportunities



Enrich employee  
experiences



Reinvent customer  
engagement



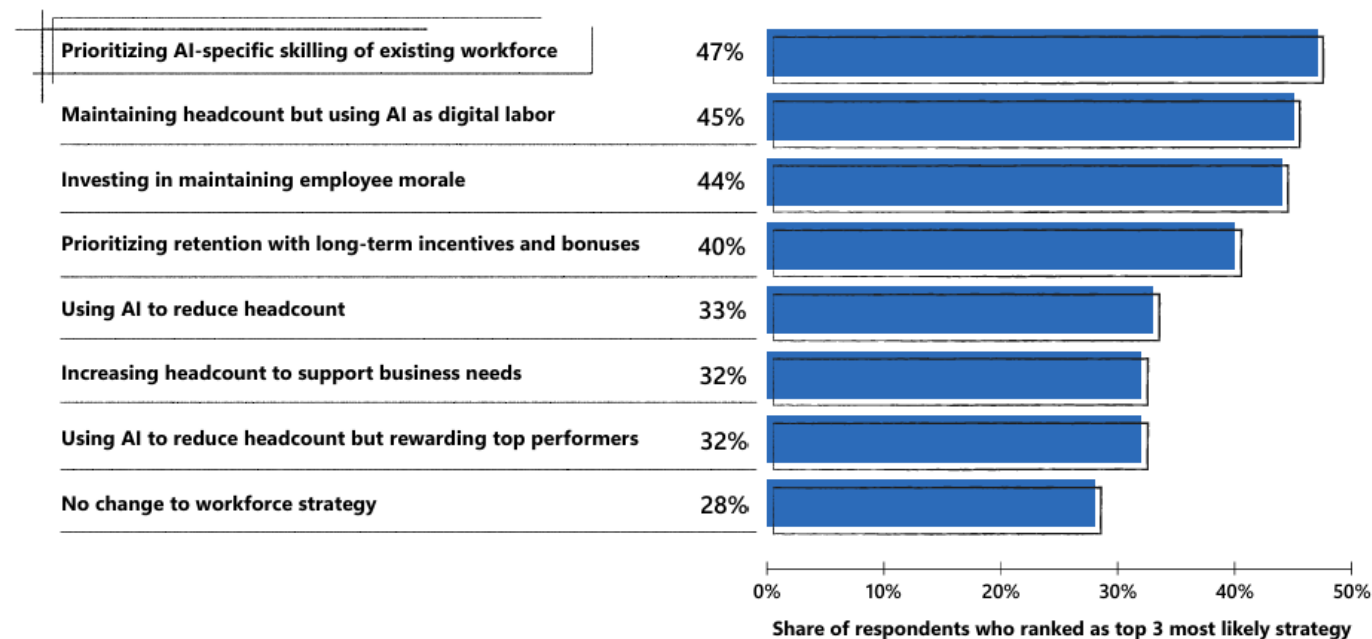
Reshape business  
processes



Bend the curve on  
innovation

# AI skilling and digital labor are top workforce strategies

Retaining top talent while reducing headcount is also being considered.



Survey question:

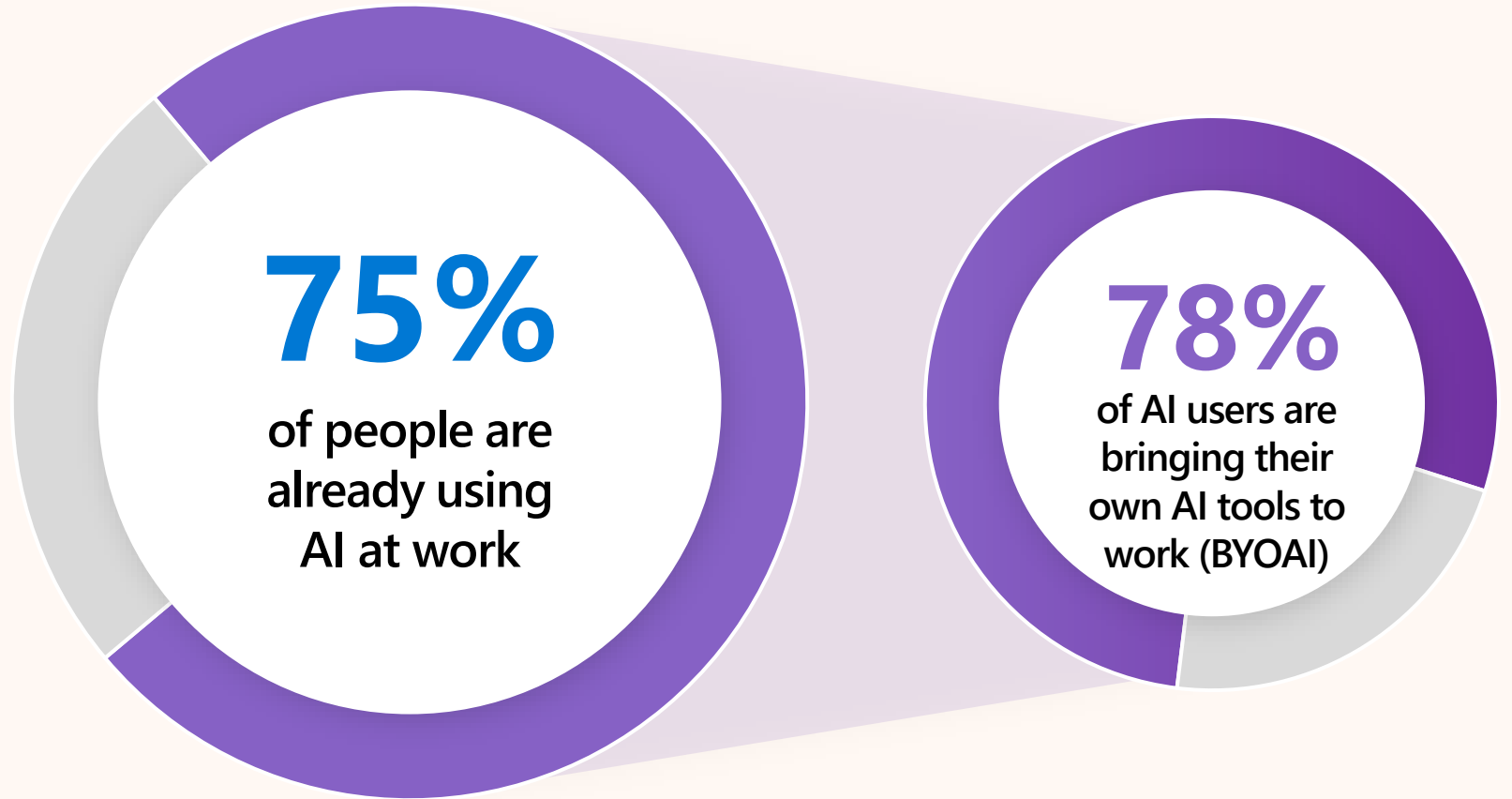
As you consider the role of AI and agents in workforce and talent management, which strategies are your team or organization considering over the next 12–18 months?

(WTI 2025)

Microsoft HR Confidential  
Classified as Microsoft Confidential

# Employees want AI at work – and they won't wait for companies to catch up

Three Out  
of Four People  
Use AI at Work



Source: [Work Trend Index Report, May 2024](#)

# We're on a transformation journey in the era of AI

Grounded in a perpetual growth mindset and spurred by the ever-evolving landscape of workforce dynamics and technological acceleration, there is a need to modernize the technology underlying our talent ecosystem



95% of CXOs expect to increase investments in skilling over the next 12 months to meet constantly shifting demand<sup>1</sup>



94 percent of employees say that they would stay at a company longer if it invested in their career development<sup>2</sup>



82% of leaders say their employees will need new skills to be prepared for the growth of AI<sup>3</sup>

<sup>1</sup> Accenture 2023 Skilling Study

<sup>2</sup> LinkedIn Workplace Learning Report

<sup>3</sup> Will AI Fix Work? Work Trend Index Annual Report, Microsoft WorkLab. May 9, 2023.



# Microsoft just launched...

The **Microsoft Career Hub** is an AI-powered, skills-based platform that enables:

- Employees to discover opportunities, create meaningful connections, and inspire growth
- Managers to have real-time insights to grow and develop their teams
- Leaders to enable an adaptive, agile and skilled workforce to meet evolving business needs





# Role Based Technical Skilling

## Q4 Skills Challenge

Join the MCAPS Q4 Skills Challenge now

### Ready, set, skill

With the massive explosion of AI, cloud, and security capabilities hitting the market, staying current is essential to ensure we remain our customers' most trusted advisor. Go to Viva Learning and complete your MCAPS Q4 Skills Challenge learning path in your required training to build the skills you need. **This challenge is for quota carrying customer and partner-facing roles assigned the learning path in Viva Learning.**

While the Challenge runs through **June 23rd**, complete your learning path **by May 31st** and you may win:

- Airplane tickets for you and a guest
- Recognition for inspiring a high-performance culture
- Branded swag

It is designed to help you build fundamental sales and technical skills, so you can close the year strong and get a jump start on FY26.

Learn more about the challenge and how you can win at [Question and Answer for Q4 Skills Challenge](#).

[Click here](#) to learn more about the learning paths and launch them.

Labs are now recommended, not required, to complete the MCAPS Q4 Skills Challenge.



# HR Skilling & Learning Platforms

LearningPath | AI Basics Learning Path

AI Basics Learning Path

Overview

Using AI Safely and Responsibly

Prompt Engineering

Using AI Tools In Your Work

Next Steps & Provide Feedback

AI Basics Learning Path

Not started

About this learning path

Note: completion status may take 24-48 hours to update

Looking to gain a basic understanding of AI in order to start using AI services/tools to help you with your work? This learning path is for you! Explore the fundamentals of AI, from terminology and applications to crafting effective prompts and strategies for using AI tools

[Read more](#)

Complete 5 sections to receive credit.

0 of 5 section completed

AI in HR

Who we are

Copilot for HR

HR Innovation Idea Overview

HR AI Spotlight

Resources & News

Innovative Reader

Topics

AI IN HR

Transforming HR and Employee Experiences

Liz Friedman

SR DIR, HR AI TRANSFORMATION

Spotlight on AI in HR

Click here for the videos! →

Copilot for HR

Click here for the latest content! →

HR Innovation Idea Portal is live!

Responsible use of AI for HR

Create intelligent AI assistants to equip your frontline in the tools they use with the right information at their fingertips

Ask questions and summarize knowledge articles with rich content

How do I find the manual for the Contoso blender?

What is the return policy for a damaged product after 30 days?

What are the current flu season guidelines in our hospital?

Data sources: SharePoint, OneDrive

18:02

Copilot for HR

Today 18:02

Hello, how can I help you today?

How do I find the manual for the Contoso blender?

Hang in there, we are looking for an answer inside our documentation...

To report a lost badge, you can notify the SRO Operations and Fusion Center (OFC) at 312-228-5555 or send an email to security@deloitte.com. They will assist you in the process of reporting and replacing your lost badge. Ps. This answer is generated by AI.

Did that answer your question?

Yes No

Type a message

22:41

Copilot for HR

Today 22:41

I need a badge for a visitor

Hang in there, we are looking for an answer inside our documentation...

To obtain a visitor's badge, you need to contact the building service coordinator or a security officer at the main entry of the building. They will provide you with a visitor's badge after you present a valid government-issued photo ID. Please note that visitor badges do not provide building access and must be returned when you leave the premises. The individual to whom the badge is issued must be escorted at all times by a Dell employee or a Dell-badged non-employee. Ps. This answer is generated by AI.

Did that answer your question?

Yes No

Type a message

HR AI Communities & Learning

Join the HR AI Community of Practice

Submit your ideas for HR innovation!

AI for HR Citizen Developers

Responsible AI for HR

Principles for the Responsible Adoption and Use of AI

HR Academy

AI Basics Learning Path

How do you AI? Find out what your approach to Generative AI says about you!

Take the quiz

AI in HR News

Kathleen Hogan on Getting the Most out of AI

Chris Fernandez on AI & Human Judgment

LinkedIn CEO in WIRED: The AI-Fueled Future of Work Needs Humans More...

The Right Way to AI



# Journey to the Frontier Firm

Every organization's AI transformation will look different, but here's how we see it playing out over time.



## Phase 1 Human with assistant

Every employee has an AI assistant that helps them work better and faster



## Phase 2 Human-agent teams

Agents join teams as "digital colleagues," taking on specific tasks at human direction



## Phase 3 Human-led, agent-operated

Humans set direction and agents execute business processes and workflows, checking in as needed

# The Future is Now!

# Leaders must be exceptional and adaptive

Lead through transformation

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Solve problems in the unknown

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Bring people along



Image generated in Microsoft Copilot Designer



# THANK YOU