

Empowering Diverse Talent through Skills-based Solutions



Kuong Iy Seng

Agenda

- 1 Research Strategy
- 2 Design Process
- 3 Impact
- 4 Open discussion and next step



Research objectives

Context

The goal of this work was to enhance our understanding of how organisations are addressing employee skill gaps and validate the assumptions we made about our product's functionality and ideas.

- 1 The current process for identifying the skills gaps within the organisation.
- 2 The biggest struggles and frustrations identifying talent and development plans.
- 3 How to access and identify employee current skills.
- 4 How to monitor workforce skill alignment with emerging industry trends.

Research strategy

- 1 Interview 5 HR leaders
- 2 Run a workforce skills analysis
- 3 Synthesize our findings to form a strategy

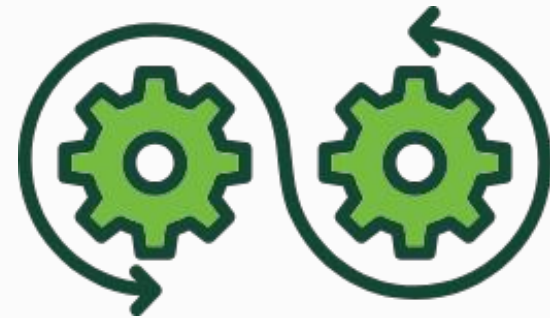
The image illustrates a virtual meeting focused on workforce skills analysis. The top portion shows a Miro board with a central title 'Workforce skills analysis' and several sticky notes organized into sections like 'Skills overview', 'Action Items', 'Notes/que...', and 'Parking lot'. Below these are more detailed sticky notes under 'Section 1' and 'Employees', 'Jobs', 'Learning', and 'Training'. The bottom portion shows a Zoom meeting window with five participants: Suresh Kh..., Bradley Caine, Daniel Smith, Russell Go..., and Paul Wähltuch. The meeting interface includes a chat window, a toolbar with icons for mute, video, and chat, and a browser window in the background showing a Miro board with sticky notes.

Why should organisations priorities talent development?



60%

of roles are expected to require new skills in the next three years.



75%

of companies plan to adopt emerging tech like big data, cloud and AI in the next five years.



6 in 10

workers will need training before 2017



50%

of all workers don't have access to adequate training opportunities.

Hypothesis

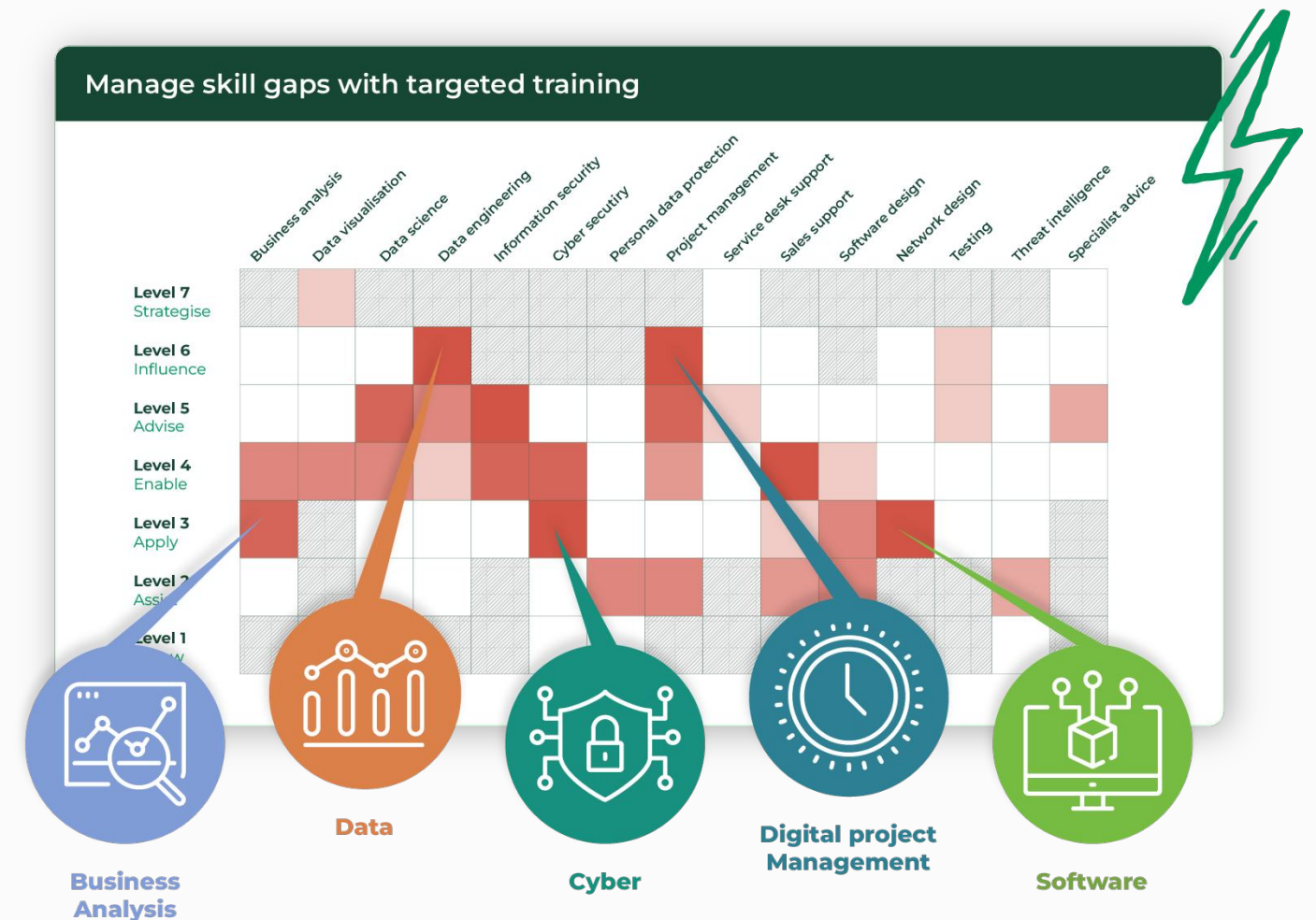
1 Product assumption

Data driven solution with personalised learning paths will address skills gaps more effectively and improving workforce development.

2 Hypothesis

If we connect skill capability and potential to organisational goals, then it will result in better aligned strategies outcomes.

3 Conclusion — TBD

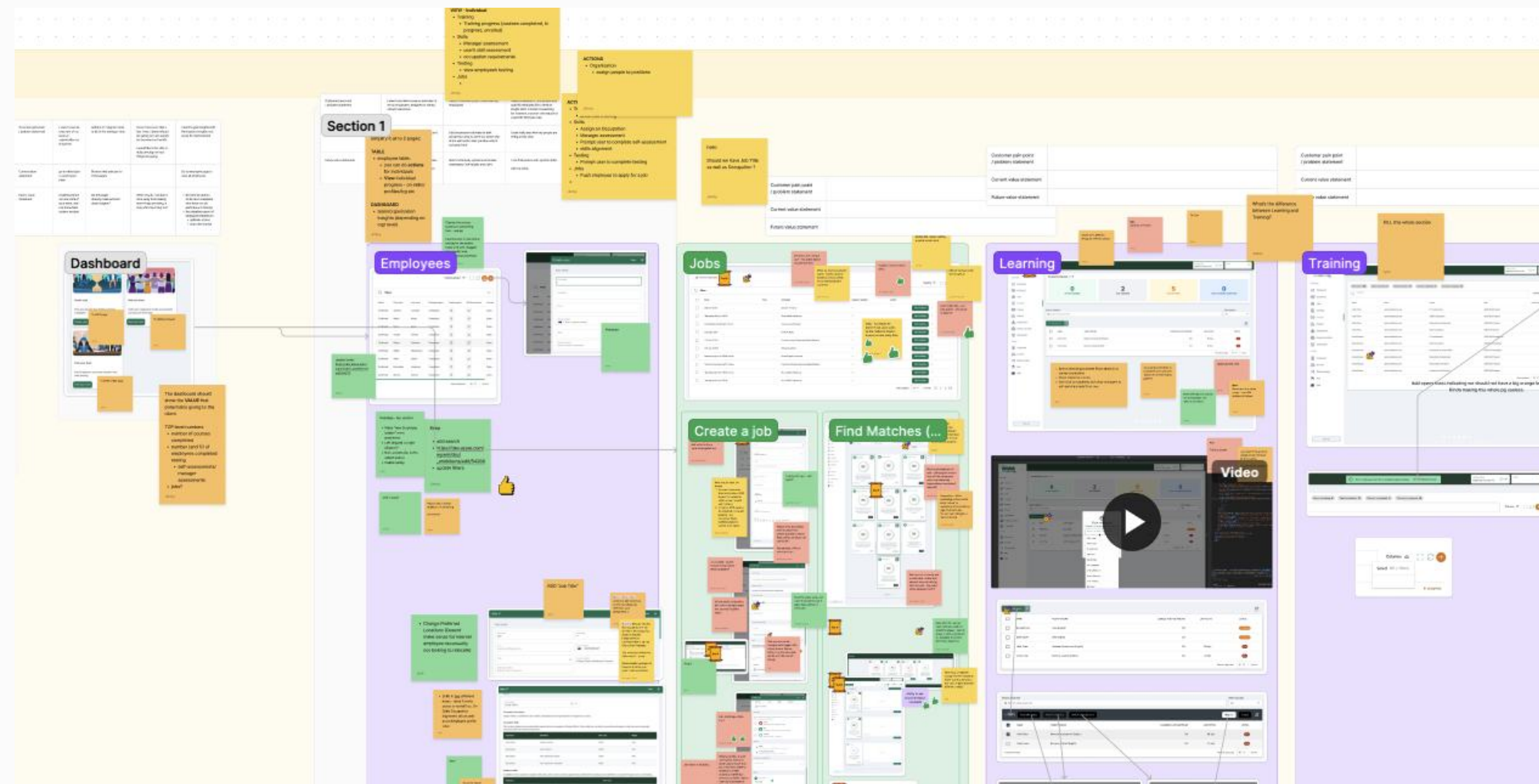




Design Process

Workshops for Discovery

We began with collaborative workshops, bringing together HR professionals, team leads and employees. These sessions helped uncover core challenges around skill development, team readiness, and organisational growth.





Skill Development Flows

Key takeaways



Self Assessment

**Manager
Assessment**

**Occupational
Requirement**

**Alignment
Conversation**

Upskilling Plan

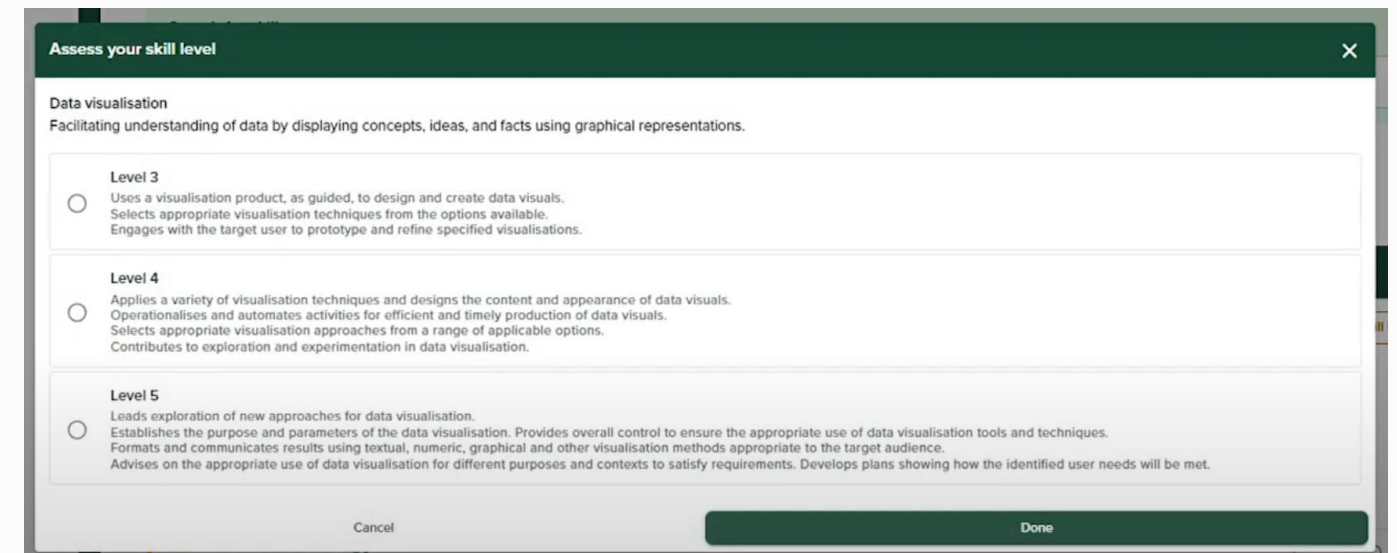
Self Assessment

Problem

Employees struggled with identifying their own skills and development needs, often feeling unsure about which areas to focus on.

Solution

We designed an intuitive self-assessment tool that uses psychometric and cognitive evaluations, allowing employees to gauge their skills objectively. The feedback is presented in a clear, actionable format to guide personalised learning.



The screenshot shows a mobile application interface titled "Assess your skill level" with a close button (X) in the top right corner. The main heading is "Data visualisation" with a sub-heading "Facilitating understanding of data by displaying concepts, ideas, and facts using graphical representations." Below this, there are three levels of skill assessment, each with a radio button and a description:

- Level 3**
 Uses a visualisation product, as guided, to design and create data visuals. Selects appropriate visualisation techniques from the options available. Engages with the target user to prototype and refine specified visualisations.
- Level 4**
 Applies a variety of visualisation techniques and designs the content and appearance of data visuals. Operationalises and automates activities for efficient and timely production of data visuals. Selects appropriate visualisation approaches from a range of applicable options. Contributes to exploration and experimentation in data visualisation.
- Level 5**
 Leads exploration of new approaches for data visualisation. Establishes the purpose and parameters of the data visualisation. Provides overall control to ensure the appropriate use of data visualisation tools and techniques. Formats and communicates results using textual, numeric, graphical and other visualisation methods appropriate to the target audience. Advises on the appropriate use of data visualisation for different purposes and contexts to satisfy requirements. Develops plans showing how the identified user needs will be met.

At the bottom of the screen, there are two buttons: "Cancel" and "Done".

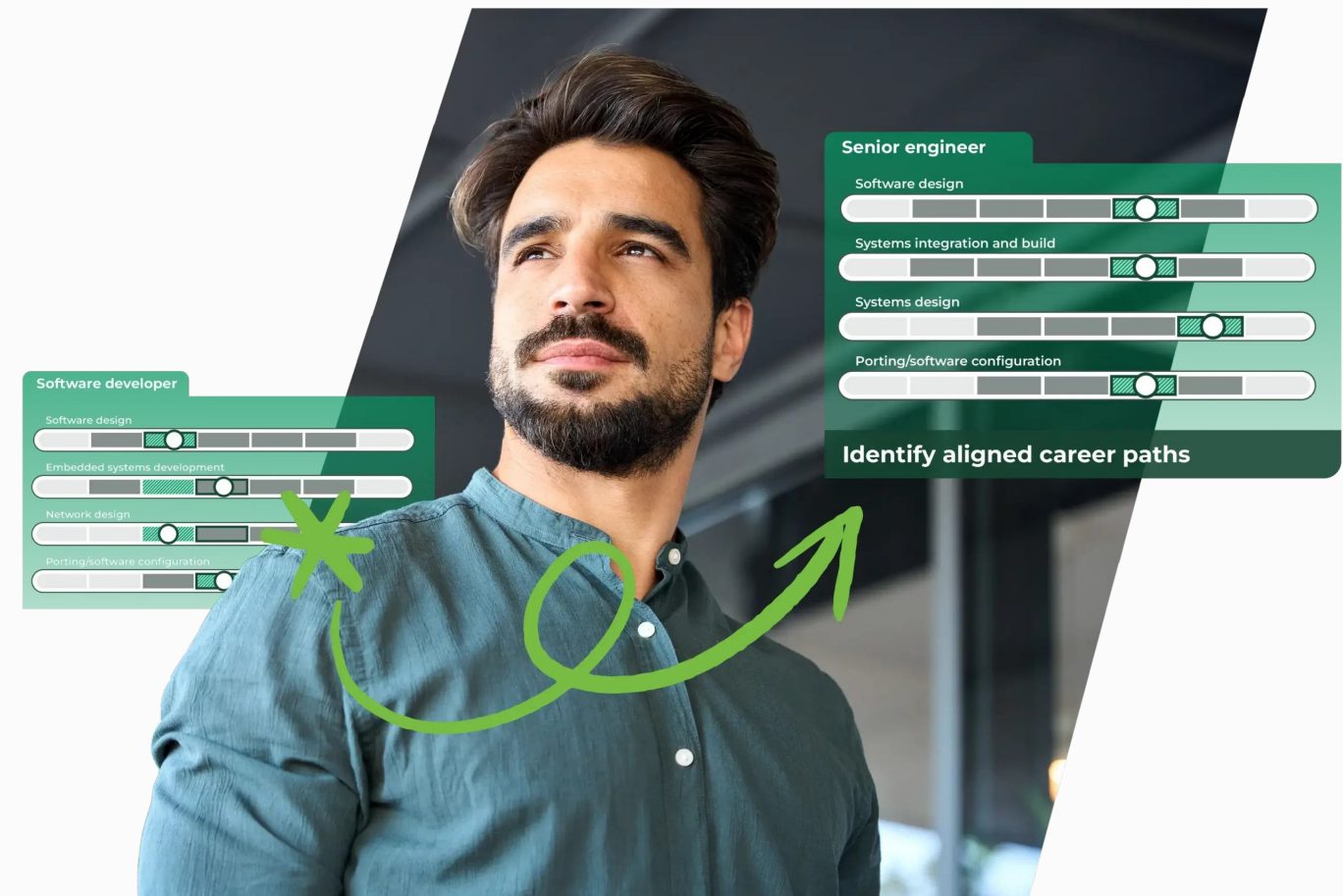
Manager Assessment

Problem

Managers lacked a structured way to assess their team's skills, leading to inconsistent development plans.

Solution

We created a manager-driven assessment system with standardised metrics, enabling managers to easily evaluate employees' strengths and gaps. This tool ensures consistency across teams and aligns with organisational goals.



Occupational Requirement

Problem

Organisations often had outdated or unclear role definitions, making it difficult to match employee skills with job requirements.

Solution

We integrated a dynamic occupational requirement feature, allowing managers to update role descriptions based on evolving industry standards. This ensures that employee development aligns with current and future organisational needs.



Dante Gai
Occupation: Project Manager

Employee profile

Manager assessment Skills alignment Occupation requirements

Review the employee's skills and levels against the requirements of their current occupation. Understanding these requirements can help their guide professional development.

Manager assessment Occupation defined level Available SFA level

Upskilling opportunities

Levels	1	2	3	4	5	6	7
Organisational change management							

Aligned skills

Levels	1	2	3	4	5	6	7
Strategic planning							
Financial management							
Project management							
Organisational capability development							
Change control							

Alignment Conversation

Problem

Conversations between employees and managers about skill development and career goals were often unstructured and ineffective.

Solution

We introduced a structured "Alignment Conversation" tool that prompts managers and employees to discuss progress, development goals, and alignment with occupational requirements. The tool helps foster meaningful discussions and creates a roadmap for growth.

Manage employee skills and development

Basic details **Career** Training Tasks

Occupation description
An Adobe developer uses Adobe Experience Manager to design, develop, and test software.

Occupation skills
The essential skills required for the occupation of Test Analyst.

Importance	Skill name	SFIA code	Skill affinity
Specialised (15%)	Methods and tools	METL	15%
Core (31%)	Software design	SWDN	31%
Supplementary (31%)	Programming/software development	SWDN	

Additional skills
Supplementary skills that the employee has identified or acquired through courses and training.

Skill name	SFIA code	Skill level
Methods and tools	METL	
Software design	SWDN	
Programming/software development	SWDN	

Map skills to occupations

Manager assessment Skills alignment Occupation requirements

Review the employee's skills and levels against the requirements of their current occupation. Understanding these requirements can help their guide professional development.

Manager assessment Occupation defined level Available SFIA level

Upskilling opportunities

Levels	1	2	3	4	5	6	7
Software design							
Programming/software development							
Testing							
Systems integration and build							

Aligned skills

Levels	1	2	3	4	5	6	7
Real-time/embedded systems development							
Network design							
Safety engineering							
Peripherals/software configuration							

Upskilling Plan

“Starting small can lead to big results”

- 1 Start with Quick Wins
- 2 Build Momentum
- 3 Feeling confidence and motivated to tackle harder tasks

The screenshot shows a user interface for an upskilling plan. On the left is a navigation sidebar with the WWA logo and menu items: Search, Dashboard (highlighted), Jobs, Employees, Projects, Organisation, Learning, Training, Activity, Tasks, Subscription, and FAQ. The main content area is for 'Ashley Brown', an Adobe Developer. It features tabs for 'Manager assessment', 'Skills alignment', 'Occupation requirements', and 'Development plan'. Below these is a section titled 'Employee's upskilling plan' containing four skill cards: 'Level 5 Contract management ITCM' (Quick win, No assigned goal), 'Level 5 Problem management PBMG' (Core skill, No assigned goal), 'Level 5 Learning development management ETMG' (No assigned goal), and 'Level 5 Digital Marketing and Media Marketing' (Custom skill, Completed). Below the cards is a 'Level 4 Incremental level' description and an 'Action plan' section with an entry: 'Enrol in a communication course' (Completed: 01 May 2025, Not Started) with a link to a UDEMY course. A 'Level 5' description follows, and another 'Plan' section with the same course entry. At the bottom right are 'Save as draft' and 'Save plan' buttons.



Outcome

Research and discovery

Hypothesis

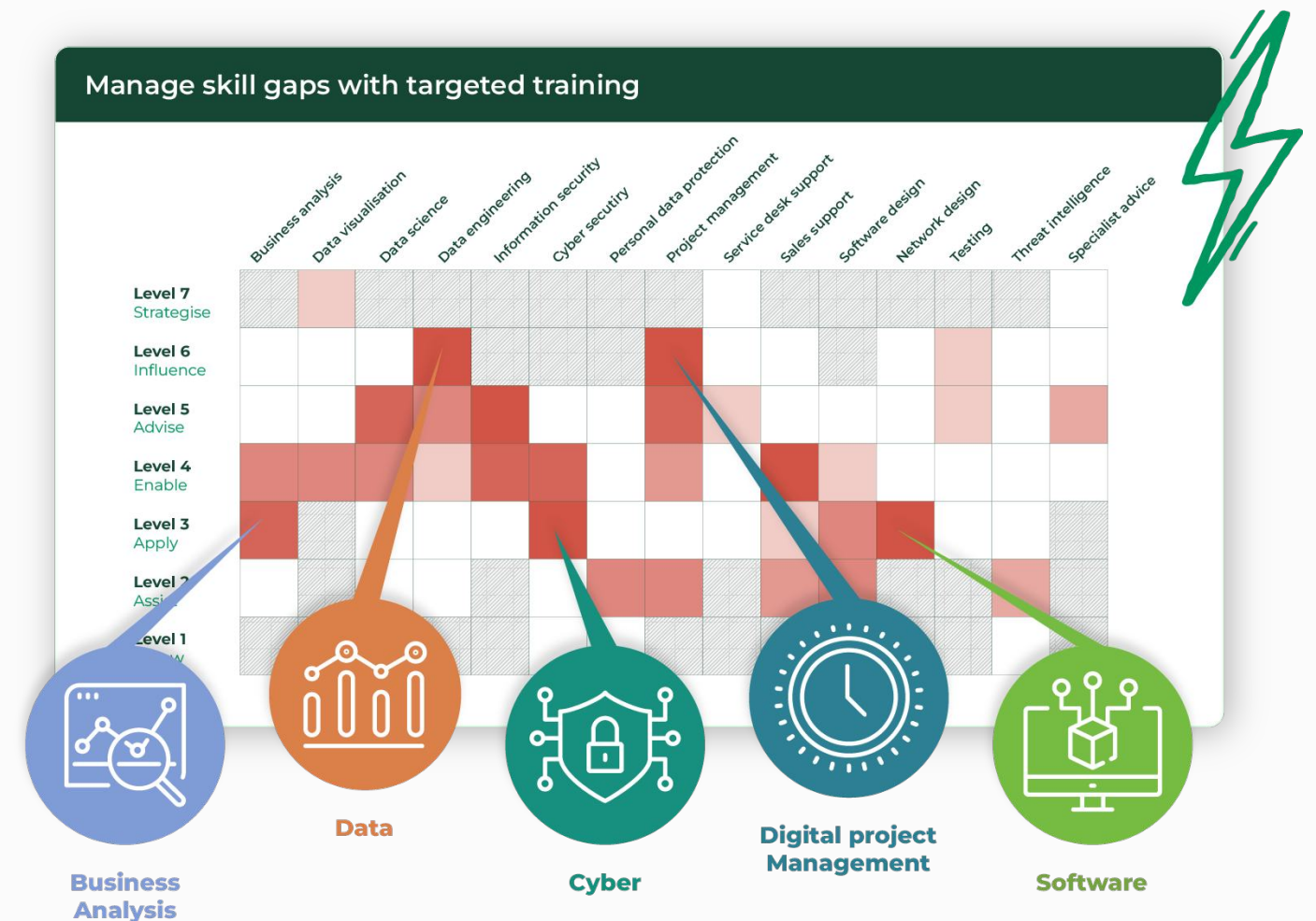
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3 Conclusion — TBD



Hypothesis



250%

higher training completion rate



81%

individuals prepared to step into new roles



12%

more internal hires in as little as six months

Next steps...

- 1 Get data from assigned tasks to find the most effective tasks to skills
- 2 Able to use AI to recommends most effective tasks for skills
- 3 Open discussion

