2 The Foundations of Reskilling and Upskilling

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2.1 INTRODUCTION

The emergence of Artificial Intelligence (AI) is changing the organization of industries, modifying the nature of work, and transforming the workforce worldwide. The World Economic Forum's Future of Jobs Report (2023) depicts the pace of AI-powered disruption quickening, estimating that by 2028, up to almost half of all work that is now performed by humans could be automated, particularly routine and manual tasks. This transformative effect underscores AI's dual impact: while some jobs will likely be eliminated, new roles that leverage AI capabilities will also emerge, driving demand for advanced skills in areas like data science, AI ethics, and machine—human collaboration (Autor, 2015; Shen & Zhang, 2024). As industries increasingly rely on automation and machine intelligence, workers must become adaptable, ready to move away from traditional roles, and embrace new, tech-augmented opportunities (Zirar et al.,

<u>2023</u>).

The impact of AI goes beyond simple automation because it disrupts conventional skill sets by bringing complexity to decision-making processes and requiring hybrid careers that need technical and interpersonal abilities. With increased data-intensive tasks being performed by machines, human employees are set free to deal with creative, analytical, and social abilities, like complicated problem-solving and interpersonal communication, which are not subject to easy automation (Seeber et al., 2019). This is observed in the majority of industries, such as healthcare, finance, and manufacturing, where emerging jobs are cropping up that merge domain knowledge with technical expertise. For instance, in the healthcare industry, AI is not just automating clerical work but also enhancing diagnosis processes, thus creating a need for healthcare practitioners who have technical expertise and a patient-focused mindset (Bajwa et al., 2021).

The unprecedented and widespread velocity of AI-propelled changes exerts tremendous pressure on the workforce to embrace the mindset of resilience and readiness for change in skills as industries pivot. According to McKinsey & Company (2017), roughly 14 percent of the global workforce will need to change occupational classes entirely in the next decade. The shift calls not just for technical reskilling but for attention to resilience, critical thinking, and emotional intelligence—skill sets required for AI-enabled employment and to cushion the fear traditionally associated with displacement technology (Lin & Chen, 2024). These developments clearly indicate that traditional education and employment training paradigms based on single-career preparation no longer suffice. In the age of AI, these paradigms need to shift toward one of continuous and lifelong learning.

Reskilling and upskilling programs meet this demand by offering systematic mechanisms for employees to acquire entirely new skills (reskilling) or improve existing skills (upskilling) to stay relevant to existing roles. This approach surpasses the development of technical proficiency; it also seeks to create a culture of adaptability within companies. A survey by LinkedIn (2024) highlights that organizations with a culture of workforce development—such as creating a culture of continuous learning—have a greater chance of talent preservation and being able to sustain a competitive edge in AI markets.

Employers also increasingly realize that an investment in skill-upgrade programs can pay dividends in the form of the high costs of inducting new personnel by allowing existing personnel to transition smoothly into new roles as AI reshapes job functions.

Overall, the rapid transformation of AI in so many different industries requires a workforce that is highly skilled as well as highly adaptable. With the speed of AI innovations overtaking traditional education models, the model of a "finished" education is no longer applicable. Therefore, the workers must regard learning as an ongoing and organic part of their careers, ever willing to reskill and upskill in response to emerging AI-driven demands. In this context, reskilling and upskilling extend beyond being career strategies and become survival skills in an ever-changing and technology-driven work environment.

2.1.1 Defining Reskilling and Upskilling

Reskilling and upskilling are essential elements of a workforce transformation strategy in the age of AI (Zirar et al., 2023). Reskilling requires acquiring new skills to move into new positions, often necessitated by the obsolescence of some job functions as a result of automation (Hötte et al., 2023). For example, employees whose jobs can easily be automated—for example, repetitive data entry or assembly line work—might have to acquire totally new skills, like data analysis or customer relationship management (Upreti & Sridhar, 2024). Upskilling, by contrast, is concerned with building on existing abilities to enhance performance within a person's existing job. This can involve attaining competence in AI-facilitated tools or mastering advanced analytical skills to make sense of AI-produced insights (Li, 2022).

Both upskilling and reskilling initiatives are in line with the needs of an AI-based economy, where the ability to work with advanced systems is increasingly becoming crucial. According to a recent report released by the World Government Summit (McKinsey & Company, 2023), the hybrid skill-based occupations—technical capabilities along with people capabilities like working together and being creative—are growing at a fast rate. Thus, upskilling enables employees to seamlessly integrate AI technologies into their routine activity, whereas reskilling prepares them to shift to new domains where new capabilities are essential.

2.1.2 THE ROLE OF CONTINUOUS EDUCATION AND LIFELONG LEARNING

The rapid growth of AI has diminished the importance of fixed, lifetime skills, thus underlining the importance of lifelong learning as an essential element to render the workforce resilient. Lifelong learning, as "continuous, voluntary, and self-directed" pursuit of knowledge (<u>UNESCO</u>, <u>2015</u>), is essential to counter the constantly evolving environment created by AI. In contrast to the traditional education systems focusing on discrete learning periods, ongoing education is characterized by its flexibility, modularity, and alignment with real uses, enabling employees to acquire skills in response to shifting industry needs.

The advantages of lifelong learning also go beyond building technical skills. With the future of work being redefined through AI, employees are increasingly in need of acquiring new tasks and new machinery and being able to foresee emerging trends in their fields (Gantalao et al., 2025). The Organization for Economic Co-operation and Development (OECD) (2019) has reported that people undertaking lifelong learning are more adaptable and satisfied in their jobs, representing a strong, future-proof workforce. Models of continuous education are also better placed to dynamically close the skills gap, as business owners collaborate with educational institutions to design customized training programs that respond to AI-influenced labor market changes (Rikala et al., 2024).

Businesses and institutions are evolving to support lifelong learning and remain competitive with the needs of the AI age. According to the European Centre for the Development of Vocational Training (Cedefop, 2023), institutions are increasingly adding competency-based training and modular credentialing. This strategy allows workers to create skill portfolios reflecting their career goals. Such a shift to continuous learning allows employees to adapt to AI advancements and builds a resilience and adaptability culture, which is crucial for a sustainable long-term workforce.

2.2 LITERATURE REVIEW

The advent of AI is transforming several sectors and necessitating the creation of new abilities. Organizations and educational institutions have to embrace a shared strategy to workforce transformation to overcome such challenges. This chapter discusses some of the essential aspects of such an approach, including lifelong learning models, success principles for reskilling and upskilling, and changing roles for education institutions in developing the workforce for a future with AI.

2.2.1 LifeLong Learning Models

With the backdrop of the labor revolution fueled by AI, a massive need exists for continuous education that can keep pace with emerging technologies and the shifting needs of industries (Babashahi et al., 2024). Lifetime learning systems are required to enable workers with the skills they need to manage emerging challenges of integrating AI, automation, and digital technologies. These systems focus on the necessity of context-specific, flexible, and competency-oriented learning trajectories. Among the most significant models that enable continuous learning, the following are the most significant ones, each emphasizing different modes of addressing the skill demands of the AI age.

• 70:20:10 Learning Framework

The 70:20:10 learning framework suggests that optimal learning occurs when individuals engage in a combination of experiences (Arets et al., 2015):

- 70 percent from experiential learning (on-the-job tasks, projects, and real-world problem-solving);
- 20 percent from social learning (interactions with mentors, peers, and professional communities); and
- 10 percent from formal education (courses, workshops, and certification programs).

This model works best in contexts where workers need to acquire work skills in the moment with the assistance of experienced experts (Johnson et al., 2018). In the context of AI, this emphasizes the need to integrate continuous learning in everyday operations and encourage collaboration among peers.

• Personalized Learning Systems

Personalized learning systems utilize data and AI to develop individualized learning pathways depending on learners' skills, career goals, and learning history. The systems adapt content and exams dynamically to accommodate

individual learners' needs (Naseer et al., 2024). Coursera and LinkedIn Learning, for example, use algorithms to suggest courses depending on one's learning history and career goals (InbuiltData, 2024). This is critical in the AI-powered workforce since it adapts learning experiences, allowing workers efficiently to learn skills needed for certain careers or job development.

• Microlearning Approaches

Microlearning is the provision of material in short, intensive bursts of data that can be accessed on-demand. The typical learning module is brief (5–15 min) and made available to use straight away. Microlearning fits perfectly in the contemporary workplace environment, where the workers tend to have instant access to applicable material. It may be adopted by using mobile apps, online video, or interactive modules (Sankaranarayanan et al., 2022).

In the age of AI, microlearning allows employees to quickly learn the new technology or tool. For example, an employee can utilize a microlearning module to learn to use a new AI-powered software tool without necessarily having to go through a long course (<u>Harbinger Group</u>, 2024).

• Competency-Based Learning Models

In competency-based learning (CBL), students progress according to the mastery of the specified competencies rather than being dependent on a specified training duration. This form of methodology is closely related to the labor market as it ensures that workers acquire skills specifically aligned with labor market needs (Lake, 2024). Students are likely to earn microcredentials as proof of their competency, providing tangible verifications of competency in specific fields.

Competency-based models play a crucial role in an AI-driven workforce, which requires particular technical skills (e.g., data analysis, AI programming, and machine learning) to fulfill work demands. AI may be applied to track the development of competencies and provide instant feedback to learners (Radu et al., 2024).

• Blended Learning Models

Blended learning integrates traditional face-to-face learning with online learning methods to offer a scalable and adaptable model of learning. Under the blended model, students are able to access online amenities as well as classroom training, allowing for more interactive and engaging learning experiences (Ashraf et al., 2021). For instance, a class may consist of online lectures or webinars supported by interactive discussions and hands-on projects carried out in physical classroom environments.

Hybrid learning models hold special importance within the context of AI-driven changes in the workforce because they provide the flexibility of online learning together with the interaction and shared value of in-class learning experiences (Shi et al., 2023). It enables the learners to learn complex technologies but still avail the services of professionals. As presented in Table 2.1, various lifelong learning models incorporate hybrid formats to ensure adaptability and inclusivity in upskilling efforts.

TABLE 2.1
Overview of Lifelong Learning Models 🖆

Model	Description	Relevance to AI- driven Workforce	Supporting Studies
70:20:10 Learning Framework	Learning occurs through a mix of on- the-job tasks (70%), social learning (20%), and formal education (10%).	Emphasizes learning through real-world applications and peer interactions, critical in an environment of constant change.	Johnson et al., 2018
Personalized Learning Systems	AI-driven platforms that create individualized learning paths based on skills and career goals.	Ensures employees receive targeted, efficient learning experiences tailored to their needs and career aspirations.	Naseer et al., 2024
Microlearning	Short, focused learning modules (5–15 min) that can be accessed on-demand for immediate application.	Helps employees rapidly adapt to new tools and technologies, making learning more practical and timely.	Sankaranarayanan et al., 2022
	Learners progress based on	Ensures skill	

Competency-	demonstrating mastery	acquisition is aligned	
Based	of specific	with industry needs,	Radu et al., 2024
Learning	competencies, often	making it ideal for	
	validated through	technical skills in AI-	
	micro-credentials.	related fields.	
Blended Learning	a flexible and dynamic	Provides a balance of flexibility and hands- on learning, crucial for mastering AI-related skills through practice.	Ashraf et al., 2021

2.2.2 Core Principles of Effective Reskilling and Upskilling

Reskilling and upskilling programs must be tailored to individual needs while addressing the broader requirements of the industry. The following three core principles underpin successful initiatives:

• Adaptability

Programs must evolve according to technological developments and changing labor requirements (Gligorea et al., 2023). AI-driven systems are responsible for being adaptive by tracking the pattern of labor demand and proposing modifications in teaching materials (Tusquellas et al., 2024). Siemens, for instance, employs AI technologies to identify skill gaps and develop personalized training modules so that employees acquire the skills for new job roles (Beitinger, 2024).

Competency-Based Learning

Effective programs are results-oriented, whereby training is translated into in-work competence (Zamiri & Esmaeili, 2024). Micro-credentialing, whereby online certificates for specific abilities are offered, has grown in popularity as a method of acknowledging employee achievement. The credentials not only enhance the motivation of the learner but also ensure the employer can measure workforce readiness (Tamoliune et al., 2023).

• Leveraging Advanced Technologies

Technologies such as augmented reality (AR), virtual reality (VR), and adaptive learning platforms enhance training programs through their interactive and immersive nature (Al-Ansi et al., 2023). AR and VR provide simulation for hands-on learning of tasks that are difficult, such as equipment maintenance or surgery, and adaptive platforms offer personalized content in relation to an individual's performance (Elendu et al., 2024). Siemens uses microlearning modules in its workforce training by breaking down intricate topics into smaller pieces for greater retention and interaction (Busch, 2018).

These principles, as depicted in <u>Figure 2.1</u>, demonstrate how technology and strategic design can make reskilling and upskilling initiatives more effective and responsive to both employee and organizational needs.

2.2.3 Evolving Role of Educational Institutions and Training Centers

Institutional learning is experiencing dramatic changes to address the needs of an AI-driven workforce. Conventional curricula are being reorganized to introduce AI, data science, and other cutting-edge technologies, while interdisciplinary courses integrate technical expertise with soft skills such as critical thinking and collaboration (Babashahi et al., 2024; Walter, 2024). Collaborations between industry and academia ensure industry-relevant courses of study. Siemens, for instance, collaborates with training institutions and universities to create AI-integrated modules for science, technology, engineering, and math (STEM) studies, equipping students with AI-driven industry-relevant skills (Freise et al., 2024). Such collaborations also make available cutting-edge tools, predictive analytics, and simulation software that enhance learning outcomes and prepare the students for challenges in the field.

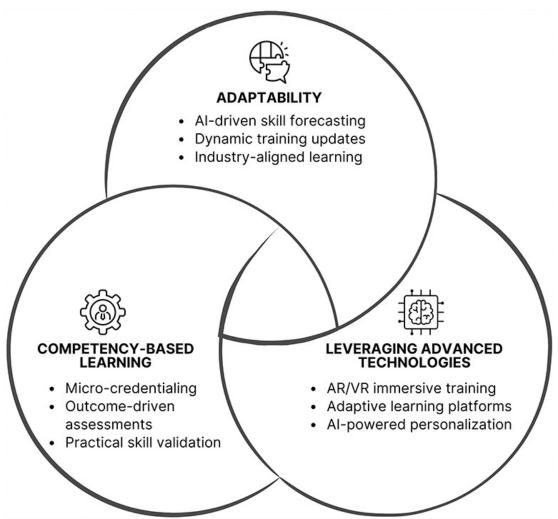


FIGURE 2.1 Core principles of effective reskilling and upskilling. ←

Besides curriculum updates, learning institutions are leveraging AI to provide learners with personalized learning experiences. AI systems learn the learners' data to suggest personalized learning paths, identify areas of knowledge weakness, and offer real-time feedback (Kabudi et al., 2021). Such innovations provide an inclusive and efficient learning environment, which enables learners to acquire skills that are tailored to addressing the needs of modern workplaces. Training schools are, however, adopting agile learning trends that are focused on continuous renewals of the course material using real-time feedback from industries (Chueh & Kao, 2024). Integration of technologies like AR/VR and gamification makes learning a fun and engaging experience (Al-Ansi et al., 2023). Such changes not only enhance the quality of training but also prepare

trainees to operate within the AI-enabled workplaces' dynamics with confidence and proficiency.

2.3 METHODS

A qualitative systematic synthesis of industry case studies, institutional reports, and academic research was employed to investigate the evolving dynamics of upskilling and reskilling in response to AI developments. A multiple case study approach was employed to analyze workforce development initiatives of Siemens, the CISTEM-MIT Responsible AI for Social Empowerment and Education (RAISE) initiative, and the Miriam College Technology Business Incubator (MC-TBI), adopting the methodological design set forth by Creswell and Poth (2018). The reasons for selecting these cases were their innovative approaches to AI-driven workforce renewal, AI literacy promotion, and entrepreneurship, respectively.

Data were gathered from diverse sources such as official reports, industry white papers, peer-reviewed academic journals, and company blogs to gain a balanced perspective. Content analysis was conducted to derive helpful themes and data regarding AI-supported workforce planning, training design, assessment models, and cross-industry partnerships. Secondary data from global workforce studies and government policy reports also helped provide additional data to contextualize larger economic and technological patterns.

In addition, industry and school case study results were integrated to yield a systematic best-practices analysis of upskilling and reskilling. This research approach provides a basis for findings on how AI-powered workforce solutions increase adaptability, inclusivity, and long-term career growth in an increasingly automation-reliant job market.

2.4 RESULTS

2.4.1 Strategic Approaches to Reskilling and Upskilling

With the fast-paced nature of the modern workplace, organizations must have strategic upskilling and reskilling programs to compete and be ready for the workforce. This chapter addresses the three primary elements, as follows: forecasting and workforce needs assessment capability, creating focused training programs, and monitoring and evaluation.

L. Workforce Needs Assessment and Skills Forecasting

Accurately identifying future skill requirements is foundational to effective reskilling and upskilling initiatives. Traditional methods of workforce planning are increasingly complemented by advanced technologies, particularly AI, to enhance precision and responsiveness.

- **AI-driven analytics.** AI-driven analytics has transformed workforce planning by helping organizations make future talent needs accurately predictable. AI helps organizations make strategic talent acquisition, training, and retention decisions with the aid of big data analysis and trend recognition. For example, AI helps anticipate future skills shortages and prepare businesses to mitigate talent deficiencies beforehand while maximizing recruiting and training efficiency (Chuang et al., 2024). Products such as RapidCanvas (2024) support building tailored AI models for forecasting workforce demand, skills gap assessment, and scenario simulation, hence streamlining data-driven workforce planning.
- **Job market forecasting.** Utilizing external labor intelligence and predictive analytics allows organizations to predict workforce trends in advance. High-performing organizations leverage AI-driven forecasting to align workforce strategy with business growth, thereby turning workforce planning into a source of competition (<u>Tusquellas et al., 2024</u>). This allows businesses to predict technological shifts by making smart, data-driven decisions on their workforce strategy.
- **Sector-specific insights.** Workforce planning must be tailored to the needs of an industry. For example, in the technology industry, AI is redefining workforce planning to help organizations forecast future technology talent needs, automate the hiring process, and create training programs to fill anticipated skill gaps (<u>França et al., 2023</u>). Industry data guarantee that upskilling and reskilling programs are successful and pertinent.

?. Designed Targeted Training Programs

Once skill gaps are identified, designing targeted training programs becomes

imperative. These programs should be customized to address specific deficiencies and align with organizational objectives.

- **Specialized certifications and modular courses.** Targeted pathways, such as specialized certifications or modular courses, are effective in addressing skill gaps. They allow employees to acquire specific competencies in a structured manner, enhancing their proficiency in particular areas (Meta, 2022). For instance, IBM's "SkillsBuild" initiative led to 60 percent of participants reporting enhanced proficiency in their roles, fostering a culture of continuous learning and leading to a 20 percent increase in productivity across teams (Vorecol, 2024).
- Partnerships between educational institutions, governments, and businesses. Collaborations among educational institutions, governments, and businesses are vital in designing relevant, sector-specific training programs. Such partnerships ensure that training content is aligned with industry needs and that learners acquire skills that are in demand. For example, AI-driven workforce planning tools can forecast staffing needs, improve efficiency, and ensure alignment between business strategy and workforce capabilities (Nawaz et al., 2024). Additionally, AI-powered human resources (HR) technologies can analyze current talent and staffing, monitor workforce management, and assist in recruiting to fill skills gaps, thereby optimizing workforce forecasting (Ebrahim & Rajab, 2025).

3. Monitoring and Evaluation

Evaluating the effectiveness of reskilling and upskilling programs is essential to ensure they meet organizational goals and provide a return on investment.

- **Metrics for engagement.** Measuring employee engagement is essential to evaluating the effectiveness of training programs. Engagement measures, such as participation, completion, and feedback ratings, indicate employees' involvement in training (van Vulpen, 2025). High engagement is linked with better learning outcomes and a more effective transfer of learning to the workplace (Yao et al., 2022).
- **Skill Acquisition.** It is important to measure employees' acquisition of new skills. This can be done in various ways, such as testing, experiential training, and certification that verifies the usage of newly learned skills.

For instance, companies can test new skills usage using quizzes or handson exercises, and certification can be used as proof of expertise (Wei et al., 2023).

- **Job performance.** Quantification of performance quality factors, productivity level increases, and performance objectives achievement is required to determine the effect of training on organizational performance. Businesses performing well by the return on learning investment (ROLI) measurement can define the desired business results they want to obtain, create measures to hold programs accountable, and determine whether desired effects have been achieved (<u>Puckett et al., 2024</u>).
- **Return on Investment.** To determine the return on investment (ROI) of training programs, one divides the financial payback of the training by its cost. The metric conveys to firms the monetary return of their upskilling and reskilling programs. For example, companies with robust training programs that possess ROI metrics can expect an average return of nearly 300 percent (Psico-smart, 2024).

Briefly, a strategic upskilling and reskilling strategy entails precise workforce needs analysis by AI analytics and job market projections, the development of focused training programs by specialized certifications and collaborative alliances, and stringent monitoring and measurement by metrics including engagement, skill development, job performance, and ROI. When combined, organizations can improve their workforce's capability and stay competitive in a constantly fluctuating business environment.

2.4.2 Case Studies in LifeLong Learning Initiatives

• Siemens' Lifelong Learning Culture

Freise et al. (2024) exemplify the transformative power of cultivating a culture of lifelong learning at Siemens for how organizations can prepare their workforce for the demands of a rapidly evolving technological landscape. Siemens acknowledges that continuous education is key for staying competitive, and has actively embedded lifelong learning into its corporate structure, utilizing cutting-edge technologies, including AI-enabled and digital learning tools to

reach this target. Central to Siemens' agenda is a promise to be resilient and possess a flexible workforce. The company funds programs that ensure some employees are ready to work on new and emerging industry needs. This encompasses offering personalized learning opportunities and ensuring a growth and innovation culture. Siemens personalizes the learning environment for each worker through digital media by recognizing individuals' specific knowledge gaps and sealing them with specially designed education blocks. This adaptive approach enables the organization to align employee competence with the evolving needs of the future, thereby making the workforce agile and prepared.

One of the most important drivers of such a culture of learning is the utilization of AI at Siemens to deliver tailored solutions. AI-based platforms at Siemens determine the knowledge base of an employee and recommend certain learning paths that match their interests and aspirations. For instance, Siemens utilizes AI to power tools that offer real-time feedback, enhance training results, and offer scalable learning solutions. The company makes use of AR and VR for training to generate life-like simulations for employees, especially for complex production processes. It not only generates improved technical capabilities but also enables employees to build confidence in solving challenges in line with their departmental needs. One such relevant example is the vision of Siemens toward AI as a creator of jobs and not a disruptor (Busch, 2018). The company highlights that utilization of AI is not a job destructor but creates roles for employees enabling them to perform more innovative and strategy-focused work. It has been discovered, according to the study of Siemens, that AI has the potential to be a key job driver. Automation of mundane tasks enables employees to spend more time on high-value activities like problem-solving and decision-making. For instance, Siemens has utilized AI solutions that automate maintenance schedules and optimize the efficiency of production while enabling workers to work together with such systems to become operationally more successful.

Siemens is an example of a company benefitting greatly from AI technology in its productivity and employment. Once AI was established on the production lines, the needs for old processes were upgraded, and new jobs were created that required human capability combined with AI assistance. Employees mentioned even greater levels of engagement as they moved into jobs dealing with creative

thought and teamwork, in line with Siemens' vision of a future in which technology and human potential meet. This coincides with the overall philosophy of the company toward automation and empowerment of workers, rather than replacement, thus setting a world standard for AI adoption in various industries.

The results of projects initiated by Siemens using AI have yielded great results. The culture based on respect and career development has significantly aided employee adaptability and retention. Aside from the workforce advantage, the innovation focus of Siemens has generated business benefits in productivity and sustainable competitive advantage. Identifying lifelong learning as an imperative for the AI era, the company has put in place a framework for qualitative continuous skill acquisition to ensure that employees grow alongside the development of technology (Freise et al., 2024; Roth et al., 2022).

More than a human resources strategy, Siemens' dedication to staff development is part of a larger movement to raise the industry's standards globally. The firm has pioneered AI as a force to enhance human capabilities and not substitute them. This strategy has worked in hiring and retaining skilled people and generating innovation. Siemens encourages organizations that want to map the challenges and opportunities of the Fourth Industrial Revolution.

At its essence, Siemens' lifelong learning culture showcases its future-savvy workforce readiness strategy. Siemens encourages resilience, flexibility, and innovation by using AI-driven, tailored training programs and placing AI as a co-worker instead of a rival. As the world's industries struggle with the nuances of AI adoption, Siemens is a compelling case of how technological advancement and human development can be compatible.

• CISTEM-MIT RAISE Initiatives on AI Literacy and Workforce Readiness

As AI continues to reshape education, industries, and the world job market, the Center for Integrated STEM Education (CISTEM) has partnered with Responsible AI for Social Empowerment and Education (RAISE) at the Massachusetts Institute of Technology (MIT), Unilab Foundation, and the University of the Philippines National Institute for Science and Mathematics Education Development (UP NISMED). This collaboration seeks to equip

educators, students, and industry leaders with the knowledge and skills needed to harness AI's benefits while mitigating its risks.

CISTEM is an innovative non-governmental organization based in the Philippines that is specifically committed to propagating Integrated STEM Education. Meanwhile, RAISE is an initiative across the entirety of MIT that is based within the MIT Media Lab, partnering with the MIT Schwarzman College of Computing and MIT Open Learning. It targets making all learners from K-12, as well as working professionals and adult learners, appropriately equipped to become successful in today's increasingly AI-based world.

In 2023, these organizations initiated the Day of AI Philippines, a groundbreaking event that introduced core AI concepts and their implications on society. The event was leveraged as a platform for government, industry, and education leaders to share strategies for positioning themselves in the fastchanging AI environment. The two-day activity included varied discussions, including AI-Powered Learning: A Glimpse of the Future of Education, which participants—educators, audience involved 444 learners, parents, educational institutions—in dialogue about AI's role in transforming education and the ethics of its use. Another important session, AI for Good: Harnessing the Potential of Artificial Intelligence for Society, convened 65 senior government, industry, and academic executives to share AI potential in government and industry. The session reaffirmed a shared commitment to using AI to drive positive economic and social contributions. The initiative promoted collaboration among the key stakeholders and developed a deeper appreciation for AI potential to drive significant societal change.

After the success of the Day of AI, UP NISMED and CISTEM launched the AI Literacy Pilot Program, which further promoted AI education in the Philippines. The program entailed modifying MIT RAISE's Developing AI Literacy (DAILy) Curriculum to the Philippine context. The curriculum was piloted as a semester-long course at the UP Diliman Integrated School, exposing high school students to basic AI concepts while teaching the responsible and ethical use of AI, AI attitudes, and AI careers.

Following these initiatives, CISTEM, in partnership with Unilab Education, led the 2025 Day of AI to advance AI education from K-12 to tertiary levels. In relation to this, the AI Forum with the MIT-RAISE Initiative was held at the

University of Batangas, the University of St. La Salle-Bacolod, and the Cebu Institute of Technology-University, involving more than 4,000 students and teachers in forums on the ethical use of AI in education and its potential impact across disciplines and sectors. A similar session, facilitated by UP NISMED and CISTEM, was held with officials from the Department of Education and campus directors of the Philippine Science High School System. This session explored AI integration into the national curriculum, ensuring that AI literacy becomes a fundamental component of K-12 education.

Discussions from these forums underscored several key insights. Today's students are AI natives who regularly interact with AI-driven platforms. However, merely using AI is not enough—understanding AI's mechanisms and implications is equally critical. Programs like Day of AI aim to integrate AI education into K-12 curricula, ensuring that students develop both technical proficiency and ethical awareness (Breazeal, 2025). AI education should not be confined to technical fields, as professionals across various industries, from healthcare to policymaking, must also be equipped with AI knowledge. Collaborative efforts with Unilab Education emphasize localized, hands-on learning experiences tailored to diverse learners (Kumar, 2025). Given the Philippines' strengths in BPO, healthcare, and manufacturing, aligning AI education with industry demands is crucial. Stronger collaboration between business, academia, and government is essential to developing an AI-ready workforce (Radovan, 2025). Moreover, AI must serve and empower all sectors of society, especially marginalized communities. To achieve this, well-crafted AI regulations and ethical frameworks must be established, ensuring that AI development aligns with societal values (de la Peña, 2025).

The Philippines' young, tech-savvy population is well-positioned to become a regional leader in AI education. Through continued collaboration among MIT, Unilab Education, CISTEM, and local institutions, the country can future-proof its workforce, promote responsible AI development, and leverage AI for innovation across industries. Initiatives like the 2025 Day of AI underscore that AI is not just a tool—it is a transformative force. Prioritizing AI literacy, ethical frameworks, and workforce training enables the Philippines to equip its citizens to be AI innovators, shaping the future of education, industry, and governance.

• Miriam College Incubation and Start-Ups

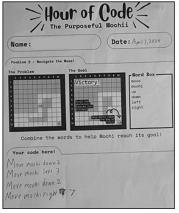
A start-up is a new business entity that offers a technology-based product or service (Innovative Startup Act, 2019). About 58 percent of start-ups fail after three years due to lack of a business model that is based on an excellent product—market fit (Cantamessa et al., 2018). More often in technology-based ventures such as start-ups, founders only consider the attractiveness of the market and the industry in which they prefer to venture in, while ignoring customers' needs (Mullins, 2017). To address these issues that hamper start-up success, technology business incubators (TBIs), such as the Miriam College—TBI (MC-TBI), offer reskilling programs primarily through incubation programs.

MC-TBI was established in 2019 with the support of the Philippines' Department of Science and Technology—Philippine Council for Industry, Energy, and Emerging Technology Research and Development (DOST-PCIEERD). The MC-TBI is housed within the College's Henry Sy, Sr. Innovation Center, a makerspace that also provides start-up founders and entrepreneurs the physical spaces and resources for prototyping and testing their ideas, in addition to the networking, mentoring, and funding support that the incubator offers. TBIs belong to a group of institutions and individuals called start-up enablers that provide curated support for helping start-ups succeed (Innovative Startup Act, 2019). Through the support of TBIs, start-ups learn to avoid the common factors that cause start-ups to fail in their early years. The MC-TBI reskilling programs for incubatees and entrepreneurs focus on problemsolution fit (Tell et al., 2024), a prerequisite of product–market fit. Its six-month incubation program teaches start-up founders to acquire entrepreneurial skills, creativity, and a mindset for innovation. Specifically, MC-TBI's incubation program requires its start-up incubatees to learn skills related to two main activities: idea validation and prototype development.

First, to validate their start-up idea, founders learn strategies for conducting insightful interviews with the intended users of their product, and observations of the situations where the problem they aim to solve occurs. Second, based on their analysis of the interviews and observations, they create low-fidelity prototypes of their solution, which they subject to quick rounds of testing with the intended users. Through these activities, the founders become skillful

entrepreneurs who prioritize the development of solutions that are desirable for customers and feasible according to the founders' capabilities. Along with desirability and feasibility, the founders must also consider the viability of their envisioned product or service to ensure an innovative solution (Serpente et al., 2025). The latter part of the incubation program focuses on the viability of the start-up founder's idea through workshops on organizational development, commercialization, intellectual property protection, and strategic planning.

The start-up founders consider constraints to their solutions such as "human needs and new visions of living well, available material and technical resources; and the constraints and opportunities of a project or business" (Hokmabadi et al., 2024), while working comfortably with emotions and reasons, uncertainty and procedure, and analysis and empathy (Xu et al., 2022). The curriculum of MC-TBI's incubation program resonates the design thinking process as a project management methodology that highlights empathy with the end users, creativity in ideating solutions, and testability of ideas using prototypes (Minet et al., 2024; Crilly, 2024). The incubation program participants gain valuable skills in research (interviewing, observing, testing), empathy (human-centeredness), and flexibility (responsive business planning) over six months. These skills allow start-up founders to launch their solutions quickly and cost-effectively. Sample cases of MC-TBI's startup-incubatees, MOCHII and TechPreter, are discussed in the following. The incubation program aims to increase the technology readiness level (TRL) of the start-up's solution and is designed for founders in the ideabuilding phase (TRL stages 1 to 3). The TRL framework (Chalmers et al., 2020; Gerdsri & Manotungvorapun, 2021), initially developed for NASA projects, is now widely used by incubators to measure start-up progress.





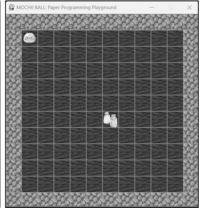


FIGURE 2.2 An exercise on MOCHII's workbook (left); screenshots of the MOCHII app (center and right). ≝

In 2025, Mona Obedoza and her educational kits start-up for kids, The Purposeful MOCHII (Mobilizing Children to Harness Information for Innovation), was accepted into the MC-TBI incubation program. MOCHII, as presented in Figure 2.2, uses AI to address the curriculum requirement of teaching coding to Grade 4 to 6 public school students who lack access to fully equipped computer labs. The app interprets codes that students write on paper and shows the output on a screen. Since 2021, Mona has been holding coding events to validate her idea quickly using easy-to-produce prototypes (simple user interface, worksheets printed on paper). The feedback from the participants in these coding events enabled her to develop the kits in 2024.

TechPreter graduated from the MC-TBI incubation program in 2022. Its founders, Melchizedek Recalde and Maria Cristina Collado, developed a gamified sign language learning mobile application, as shown in Figure 2.3, to address the challenge of communication between hard-of-hearing individuals and hearing individuals, which includes parents with hard-of-hearing children, special education teachers, and pediatricians. TechPreter's app integrates Google's MediaPipe Hands, an AI-powered technology that enables real-time hand tracking and gesture recognition (Recalde et al., 2023). The app is currently being iterated after the completion of its beta testing in 2024.

Overall, MC-TBI's approach to reskilling start-up founders is primarily through its incubation program that equips incubatees with skills on research, empathy, and flexibility, which enable them to launch their innovative solution to the market as quickly as they can through iterative rounds of idea validation and prototype creation. The curriculum of the incubation program helps start-ups to thrive by equipping them with good practices that address the challenges that cause the failure of most start-ups.

2.4.3 Practical Strategies for Reskilling and Upskilling Programs

To ensure the long-term success of reskilling and upskilling initiatives,

organizations must adopt practical, evidence-based strategies that promote workforce adaptability and sustainable skills development. This section explores key guiding principles for effective workforce development programs and the importance of collaborative pathways in fostering sustainable workforce transformation.

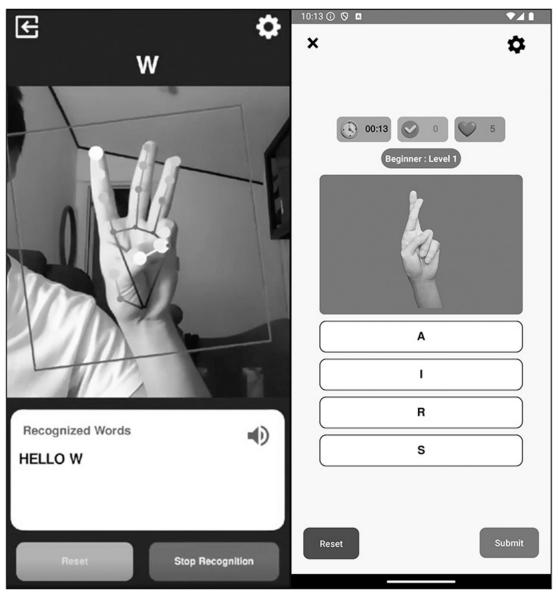


FIGURE 2.3 Screenshots of TechPreter's app: sign recognition (left), gamified learning feature (right). <u>←</u>

• **Guiding Principles for Effective Workforce Development Programs**For reskilling and upskilling initiatives to work, they should be planned with

accessibility, inclusivity, and lifelong learning in mind. These principles guarantee that workers at all organizational levels are equally able to acquire new skills.

• Accessibility and inclusivity in program design. The World Economic Forum (2023) recommends that comprehensive workforce development initiatives are key in bridging skill gaps and making learning opportunities accessible to all employees regardless of their background, occupation, or experience level. With the implementation of flexible learning modalities—that is, mobile-enabled e-learning systems, self-paced learning courses, and hybrid training workshops—organizations can more effectively address varying education needs and overcome challenges like time constraints and geographical remoteness (Haleem et al., 2022).

Additionally, underrepresented populations in the workforce must be included in workforce training needs. In line with <u>Mullin et al. (2021)</u>, workforce development inclusivity entails incorporating accessibility features, offering more than one mode of learning (e.g., visual, auditory, and experiential learning), and offering support mechanisms such as mentoring programs and peer learning groups.

• Building an ecosystem that supports lifelong learning. Resilient learning environments ensure employees constantly gain and enhance their skills throughout their lifetime. According to the Shiri et al. (2023) report, organizations need to adopt a culture of ongoing learning by providing opportunities to enhance skills from junior levels to the top level of leadership. For example, organizations such as Siemens have developed clearly defined career development paths that combine mentorship, experiential learning, and formal education to enhance employee development within their organization (Freise et al., 2024).

To create a sustainable learning ecosystem, organizations must integrate learning opportunities into employees' daily workflows. Microlearning modules, which break complex topics into easily digestible units, have been shown to improve engagement and retention while allowing employees to upskill without disrupting their work schedules (Sankaranarayanan et al., 2022).

• **Prioritizing digital literacy as a foundation for skill development.**Before employees can engage in advanced technical training, they must first develop foundational digital literacy skills. AI-driven platforms and digital tools are increasingly integrated into workplace operations, making digital competency a prerequisite for effective participation in modern workforce development programs (Audrin et al., 2024).

As noted by Reddy et al. (2023), organizations that prioritize digital literacy training enable employees to navigate emerging technologies confidently, reducing skill gaps and improving overall productivity. Companies such as IBM have introduced digital fluency initiatives that provide employees with baseline competencies in data analysis, artificial intelligence, and cloud computing, setting the stage for more specialized training (Hayes & Downie, 2024).

- Collaborative Pathways for Sustainable Workforce Transformation
 - To ensure the scalability and sustainability of workforce development programs, collaboration between academia, industry, and government is crucial. Strategic partnerships can enhance the effectiveness of upskilling and reskilling efforts by leveraging shared resources, expertise, and funding.
 - Academia–industry partnerships for future-proofing skills. Higher education institutions play a vital role in preparing the workforce for emerging job demands. Per Shrivastava et al. (2022), partnerships between universities and industries allow for the co-creation of curriculum and training programs that align with real-world job requirements. For example, technology firms like Google and Microsoft have collaborated with universities to develop specialized certification programs in fields such as cybersecurity, artificial intelligence, and cloud computing (Michael, 2023; Microsoft News Center, 2019).

Joint initiatives between companies and academic institutions can also facilitate work-integrated learning opportunities, such as internships and apprenticeships, which provide students and employees with hands-on experience in high-demand fields (Kassem et al., 2021).

• Government–industry collaboration for workforce policy and funding. Government agencies play a pivotal role in workforce transformation by providing policy support and funding mechanisms for

large-scale training initiatives. According to <u>Castelblanco and Guevara</u> (2022), public–private partnerships help bridge skill gaps in critical sectors by aligning training investments with national economic priorities.

In Germany, the public sector has entered into collaborations with several industries to develop vocational training curricula to equip workers with Industry 4.0 competencies, including automation and smart manufacturing (Cedefop, 2019). Similarly, government-sponsored incentive schemes, including tax relief for organizations to invest in training employees, have served to encourage organizations to emphasize workforce development (OECD, 2017).

Cross-sector networks for workforce resilience. Workforce
development quite literally includes partnerships: for example, between
business and educational institutions, or between businesses and
policymakers—for clearly these common interests in skills may be
solved together. Thus, the Trenerry et al. (2021) study validated that the
information-sharing and collaborative solution arrangements through
industry consortia, professional associations, and innovation clusters
offer workforce reskilling.

For example, the Siemens workforce development strategy partners with government agencies and trade associations to develop competency frameworks to synchronize skill expectations across sectors (Freise et al., 2024). Inter-industry cooperation allows companies to build flexible workforce strategies that can be applied to technological disruption.

Reskilling and upskilling programs must be based on a strategic framework that puts accessibility, lifelong learning, and basic digital literacy skills at the core of their implementation. Long-term transformation of the workforce will stem from intense collaborative efforts on the part of higher education institutions, industrial participants, and government organizations. In doing so, organizations will create a robust workforce that can be nullified by changing feats of the digital economy.

2.5 DISCUSSION

A well-defined reskilling and upskilling approach ensures that organizations are flexible and have a competitive edge in a fluctuating and evolving job market. AI-powered workforce planning is an essential catalyst for these changes, as it allows for precise forecasting and talent management (Tusquellas et al., 2024). Organizations are able to forecast changes in their industry, drawing up focused training programs in time for the organization to bridge skill gaps and boost workforce productivity, with the assistance of AI analytics (RapidCanvas, 2024). This means sector-specific inputs into workforce planning align training initiatives with industry needs, especially in fast-changing sectors like technology and health (França et al., 2023). Organizations can structure workforce planning into a strategic plan, whereby AI forecasting coupled with external labor intelligence ensures that employees acquire the desired skills just prior to their demand.

In addition to strategic planning, effective training design and evaluation mechanisms significantly impact reskilling outcomes. Targeted learning pathways, such as modular courses and industry-recognized certifications, have proven to enhance workforce proficiency, as demonstrated by IBM's SkillsBuild initiative, which led to a 20 percent productivity increase across teams (Vorecol, 2024). Furthermore, collaborations between businesses, governments, and educational institutions foster training programs that are both relevant and scalable (Nawaz et al., 2024). However, training effectiveness must be continually assessed through key performance indicators such as engagement metrics, job performance improvements, and return on investment (Puckett et al., 2024; van Vulpen, 2025). Organizations implementing robust monitoring and evaluation strategies can optimize learning investments, achieving measurable business benefits, including an average return of nearly 300 percent on wellexecuted reskilling programs (Psico-smart, 2024). Thus, by combining predictive workforce analytics with targeted, well-evaluated training programs, organizations can future-proof their workforce and sustain long-term growth.

Siemens' lifelong learning initiatives demonstrate a proactive approach to workforce development, positioning AI as a tool for empowerment rather than displacement. Leveraging AI-driven analytics, digital platforms, and immersive technologies such as AR and VR, Siemens ensures that employees are equipped with the necessary skills to navigate the complexities of an evolving industrial

landscape (Freise et al., 2024). One of the critical strengths of Siemens' strategy is its customized learning paths, which determine individual skill gaps and offer customized training solutions. This strategy supports both professional development and organizational flexibility and allows the employees to evolve into roles that emphasize creativity, strategic thinking, and collaboration (Busch, 2018). Additionally, by incorporating AI into day-to-day business—like streamlining upkeep schedules and boosting manufacturing efficiency—Siemens not only simplifies workflow but also provides the workforce with opportunities for performing higher-value activities (Roth et al., 2022). The focus on continuous learning that the company has adhered to has boosted broad workforce flexibility, worker engagement, and retention, illustrating the way that lifelong learning can act as a driver of long-term innovation and competitiveness. Siemens' model gives a useful guide to organizations wishing to balance technological progress with people development, and to ensure AI is an accelerator of workforce transformation, not an agent of disruption.

The CISTEM-MIT RAISE programs are a coordinated and systematic means of creating AI literacy and workforce preparedness, both tackling the opportunities and the ethical dilemmas of AI in education and industry. The success of the DAILy Pilot Program highlights the need to embed AI education within K-12 curricula, thereby equipping students with technical skills in tandem with a refined appreciation of the societal implications of AI (Breazeal, 2025). The deployment of the DAILy Curriculum to the local context allows such programs to reconcile the gaps between international AI education models and local industry requirements, particularly in industries such as business process outsourcing, healthcare, and manufacturing, where AI will deliver substantial change (Radovan, 2025). The engagement of over 4,000 faculty members and students across multiple universities demonstrates a growing national commitment to responsible AI adoption, reinforcing the need for cross-sector collaboration among academia, government, and industry (Kumar, 2025). In addition, discussions that evolve from such undertakings point to the cogent relevance of AI to advancing inclusive innovation, particularly toward ensuring that less-represented groups are equipped to benefit from AI-driven innovation through well-articulated policies and ethical benchmarks (de la Peña, 2025). The Philippines' progressive way of addressing AI education places the country as a

likely regional power in AI literacy, with ongoing efforts from the likes of MIT, CISTEM, and Unilab Education creating an AI-ready workforce well positioned to drive innovation and apply ethical AI principles across several industries.

The Miriam College Technology Business Incubator (MC-TBI) is one instance of how incubation initiatives help drive success in start-ups through dealing with essential issues such as product—market fit, entrepreneurial attitude, and recursive development. Research indicates that one of the most prevalent reasons for start-up failure is an unfit product that does not fulfill true customer requirements (Cantamessa et al., 2018; Mullins, 2017). To combat this, MC-TBI's incubation strategy aligns problem-solving fit with the pre-market entry, utilizing design thinking habits that foster empathy, creativity, and agile prototyping. Mentorship and workshops ensure a structured process for business founders to refine their solutions using live feedback, optimizing desirability, feasibility, and viability (Serpente et al., 2025). Success cases from MOCHII and TechPreter illustrate how focused interventions like user validation, low-fidelity prototyping, and AI-driven innovations allow founders to handle uncertainties earlier in development and elevate their ventures' technology readiness level (Chalmers et al., 2020; Gerdsri & Manotungvorapun, 2021). A learning environment that integrates research-informed problem definition with iterative development cycles enables MC-TBI to develop founders who are not only effective entrepreneurs but also responsive problem-solvers who can sustain their innovations in competitive environments.

The success of reskilling and upskilling schemes hinges on the extent to which they are capable of making their participants accessible, inclusive, and lifelong learners in order to equip employees at all levels of an organization to adequately meet the evolving needs of the workforce. Accessibility-oriented approaches, including mobile-responsive e-learning interfaces and self-paced learning, have helped mitigate time and geographical distance-related barriers, making skill acquisition more inclusive (Haleem et al., 2022). Training programs in the workforce must also cater to inclusivity by integrating multiple learning styles—visual, auditory, and experiential learning styles—and adding mentorship models as well as peer learning networks to benefit marginalized groups (Mullin et al., 2021). A robust learning environment further requires incorporating ongoing learning into the daily routines of employees, where microlearning modules

improve engagement and knowledge retention without interrupting work routines (Shiri et al., 2023). Further, the increasing digitalization of sectors also calls for integrating core digital literacy, as AI-based interfaces and emerging technologies are becoming an essential aspect of contemporary workplaces. Companies such as IBM have been able to tackle this challenge by implementing digital fluency initiatives that prepare workers with data analysis, AI, and cloud computing skills—thereby laying the groundwork for more sophisticated technical training (Hayes & Downie, 2024). Through the incorporation of these ideas into workforce development initiatives, companies are able to build flexibility and ongoing career development, ultimately leading to increased overall productivity and innovation.

In addition to individual companies, workforce reskilling needs to be addressed through collaborative platforms with academia and industrygovernment partnerships in order to scale and maintain it. University-industry partnerships have played a central role in bridging the difference between academic preparation and industry requirements, as has been the case with technology companies such as Google and Microsoft co-designing certifications in high-priority areas like AI, cybersecurity, and cloud computing (Michael, 2023; Microsoft News Center, 2019). Likewise, government intervention in the form of public-private partnerships has played a central role in bridging skills gaps, especially in technology-oriented sectors. Germany's vocational training programs, jointly designed with industries, illustrate the potential of policydriven workforce initiatives to reskill employees with Industry 4.0 competencies, including automation and smart manufacturing (Cedefop, 2019). Industry associations and professional organizations are also critical cross-industry platforms for knowledge exchange and harmonization of competency standards across industries, as illustrated in Siemens' workforce training framework (Freise et al., 2024). These co-stakeholder partnerships ensure that workforce reskilling initiatives are context-sensitive and adaptable to the fast rate of technological development, rendering the economy more resilient. Collaborative designs and policy support allow businesses to build a future-proof workforce with the capacity to deal with the intricacies of the digital economy.

2.6 CONCLUSION

The changing landscape of work makes upskilling and reskilling more important than ever. Hence, AI-driven workforce planning plays a key role in helping organizations manage talent strategically. Companies can predict industry trends and design training solutions, allowing workers to learn required skills using AI-driven insights. Similarly, organizations can apply labor market analysis and AI predictions to align their workforce plan with workers learning required skills ahead of time. While AI-powered workforce planning can provide the highest returns, firms need to periodically check training programs and monitor how they influence worker satisfaction, skill acquisition, and business performance. While predictive analytics can provide the highest workforce agility in the long run, mitigation of bias in AI models and ensuring equal access to training is essential.

In addition to strategic planning, effective training should be available, inclusive, and continuous so that employees can experience the advantages of change. Programs like IBM's SkillsBuild and Siemens' lifelong learning program demonstrate how well-designed learning pathways and web-based solutions can effectively build skills and engage employees. Training that identifies areas where skills are deficient and tailors learning experiences empowers individuals while making businesses competitive. Organizations need to measure progress by measuring key metrics to enable effective learning outcomes, to wit: acquisition of new skills, enhanced job performance, and return on investment. AI-based training models can drive workplace efficiency to a significant extent. The challenge is to bridge digital access, authenticate skills, and address ethical concerns to ensure justice and equal opportunity.

To bridge the academia—industry gap, joint initiatives such as MC-TBI and CISTEM-MIT RAISE establish start-ups and build AI expertise, respectively. Such initiatives have demonstrated how AI training incorporated into academic curricula and intimate industry—academia collaboration can enhance worker preparedness. Expanding these initiatives, however, requires ongoing policy support, investment in digital infrastructure, and clear regulations to ensure responsible AI adoption. While these initiatives have made notable advancements, additional studies are necessary to evaluate their sustained impact on workforce preparedness and economic development.

Educational institutions, business centers, and government agencies need to

collaborate to build a future-ready workforce. Google and Microsoft, for instance, are initiating programs that emphasize how important it is to match educational curricula with the needs of the industry to make future graduates compatible. In the same way, policy-guaranteed vocational training programs like Germany's Industry 4.0 model offer valuable lessons in the generation of reproducible and scalable workforce models. Budgetary limitations, legislative loopholes, and disproportionate access to technology are some factors in the collaborative exercises leading to robust support frameworks that drain the capacity for developing responsive workforce initiatives that are fully inclusive. These aforementioned challenges must be addressed to thrive in a constantly changing workplace.

To prepare workers for disruption, the future will witness AI-driven workforce planning, personalized reskilling to address specific requirements, and active industry engagement. Enterprises' realization of AI's limitations will be equally important, as will be fair access to education and embracing a learning culture that persists. Thus, open learning initiatives, strategic workforce programs, and the ethical use of AI technology will enable businesses and organizations to innovate, create economic resilience, and generate a workforce capable of addressing the emerging digital economy.

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