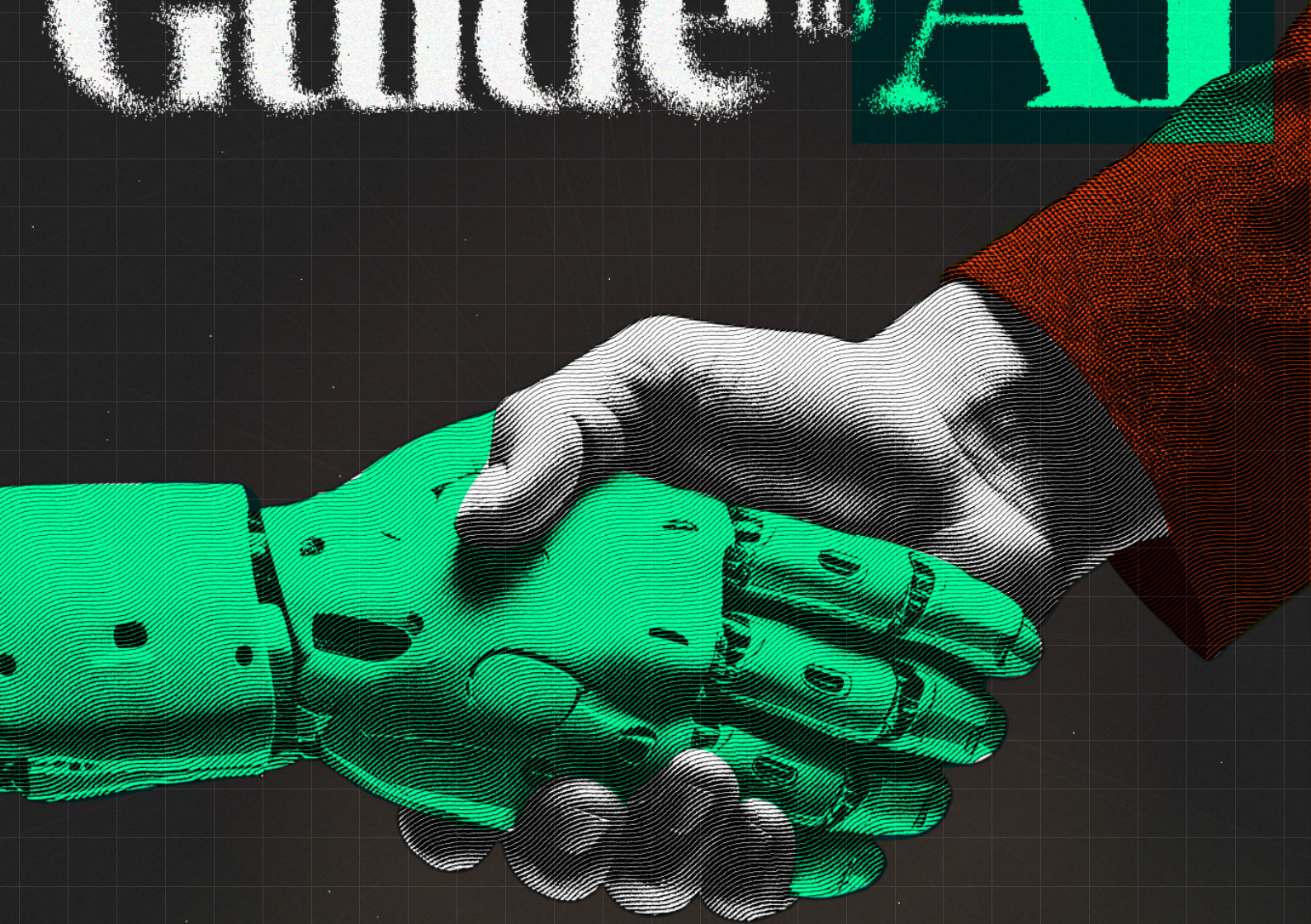# L&D Managers' Guide to AI
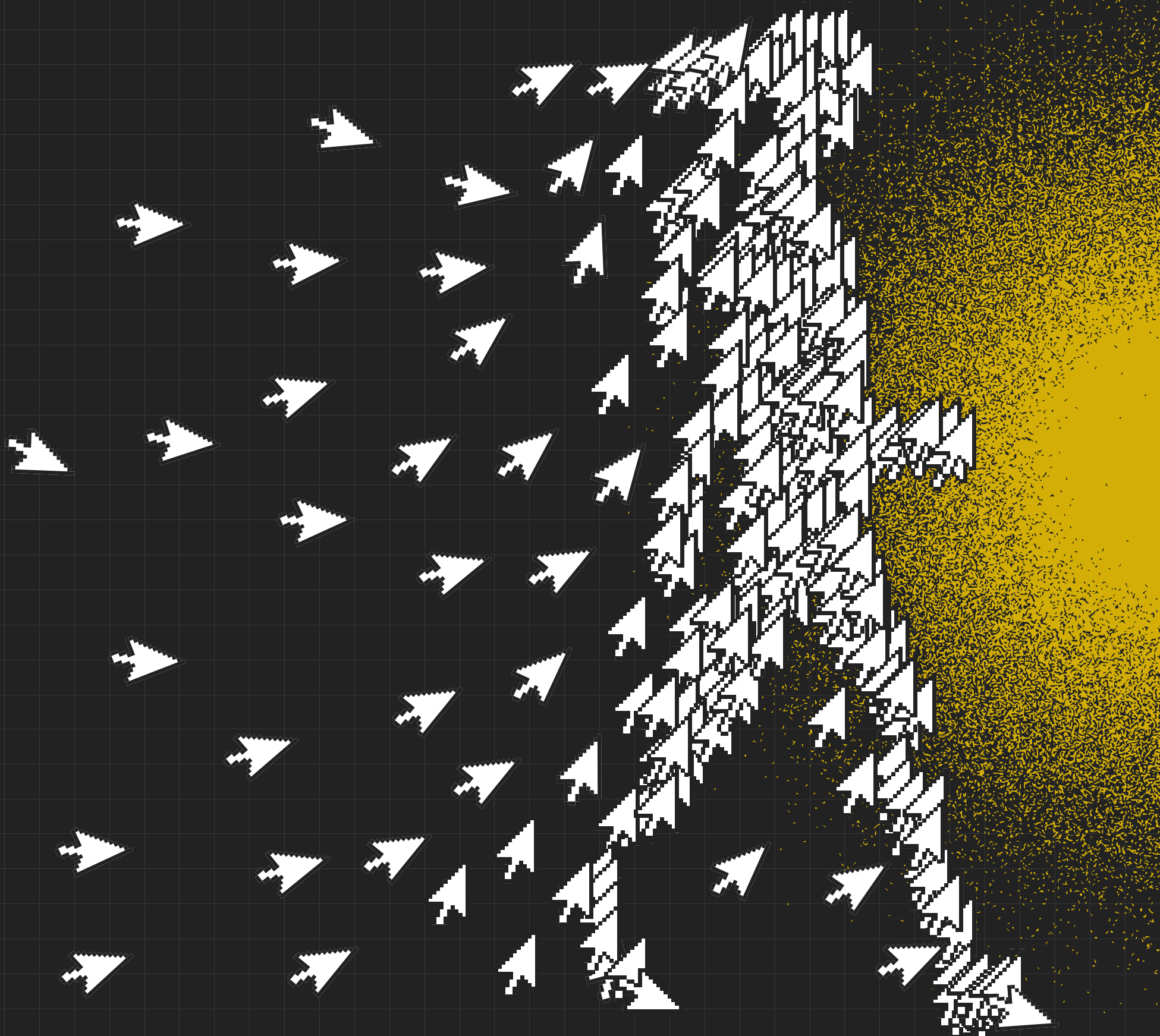
for Talent Management

01

Welcome

Why talent management is crucial for L&D strategies in 2025

In the aftermath of the Great Resignation and the rise of the AI era, how people learn, work and progress in their careers is becoming a strategic focus. L&D sits at the centre of organisational agility, delivering business innovation and meaningful work.

Three pivotal areas are driving this shift, influencing both employee priorities and employer strategies:

69%
of business leaders in the UK believe they have a skills gap among their staff.

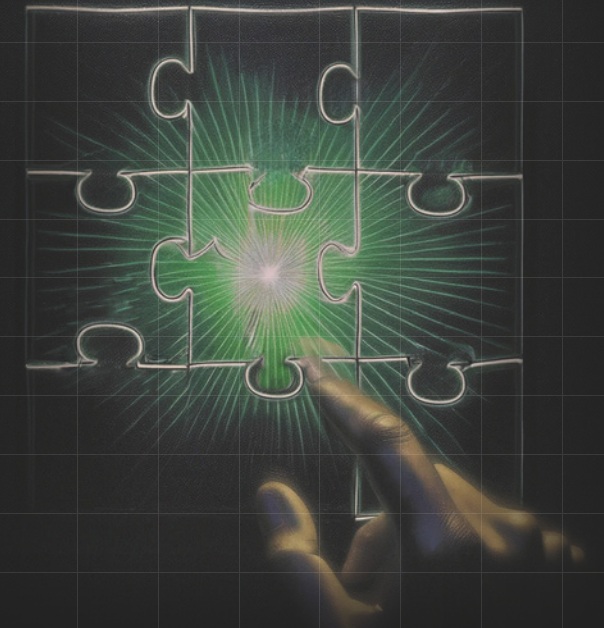(Source: National Federation of Independent Business)

46%
of workers globally were contemplating moving jobs in 2024.

(Source: Microsoft and LinkedIn, 2024 Work Trend Index.)

90%
of organisations are concerned about employee retention and providing learning opportunities is the No. 1

(Source: LinkedIn Workplace Learning Report, 2024)

L&D managers have a unique and essential opportunity to shape the future of their organisations by crafting tailored development strategies that align with evolving employee needs.

By investing in targeted learning programmes that foster growth, recognise and reward top talent and bridge skill gaps, organisations can significantly improve retention. And, this proactive approach reduces the high costs associated with recruitment and turnover while ensuring the workforce is equipped to meet future challenges.

But, how can a L&D manager achieve all this and stay on top of the day-to-day?

02

Learning outcomes

Any good learning activity should have clear learning objectives. Here's an outline of what you should take away from this guide.

By the end of this guide, you'll be able to:

01

Understand

Understand how AI can revolutionise talent management by providing personalised learning pathways, addressing skill gaps, and aligning with business objectives.

02

Describe

Describe the key AI tools and technologies available to L&D managers, including AI-driven insights, personalised learning systems, and self-directed learning tools.

03

Outline

Outline a step-by-step approach to implementing AI-powered talent management tools, from defining strategic objectives to training staff and evaluating success.

04

Implement

Implement AI tools in an L&D strategy by assessing current workflows, selecting appropriate AI tools, and integrating them into the organisation's learning ecosystem.

03

The modern-day L&D practitioner

Meet

Rebecca
L & D   M A N A G E R

Rebecca's day begins with a flurry of emails, responding to urgent requests from department heads for training sessions on new software or compliance programmes. She constantly juggles multiple priorities, from delivering onboarding for new hires to managing ongoing development initiatives for senior staff. Her calendar is packed with one-on-ones with her team, quarterly business reviews, and meetings with line managers and HR about upcoming appraisals. Amidst all this, her inbox is flooded with ad-hoc requests, making it challenging to focus on long-term strategic goals.

Sound familiar? Here's how emerging technologies can help L&D managers like Rebecca overcome task overwhelm and focus on what truly drives business impact...

L&D Manager's Guide to AI for Talent Management

04
Rethinking AI's potential in L&D

There's a common misconception that AI in L&D is mainly reserved for rapid content creation and automation. While AI tools can certainly streamline the creation of personalised learning programmes and support workflows, the real potential of AI in L&D goes far beyond this limited scope.

AI's true power lies in its ability to transform how learning is delivered, tracked and leveraged to provide meaningful outcomes - such as career progression. From personalised learning journeys tailored to individual needs and performance patterns to data-driven insights that can predict skill gaps and career paths,

CAN REVOLUTIONISE THE ENTIRE LEARNING AND DEVELOPMENT ECOSYSTEM.

But this has to start with you.

AI is only as good as the expertise behind it

As an L&D manager, embracing AI is not just about adopting new tools — it's about transforming your role and the strategic value you bring to your organisation. AI can empower you to design engaging learning programmes that are personalised to individual career goals while aligning with business objectives. It simplifies reporting, boosts efficiency, and turns learning data into actionable insights to drive business growth.

The best part? AI handles this with minimal time and resource investment, allowing you to focus on high-impact tasks that directly enhance employee development and organisational performance. Integrating AI lets you optimise your learning strategies without overwhelming your team or budget.

05

How AI can help L&D managers nurture and retain talent

L&D Manager - Google Search

How to nurture & retain talent - Thinqi Q

Continuous improvement
Personal development plan

✦ Ask AI coach

🎯 Develop tools usage (2/3)   Due:30th Nov 2024
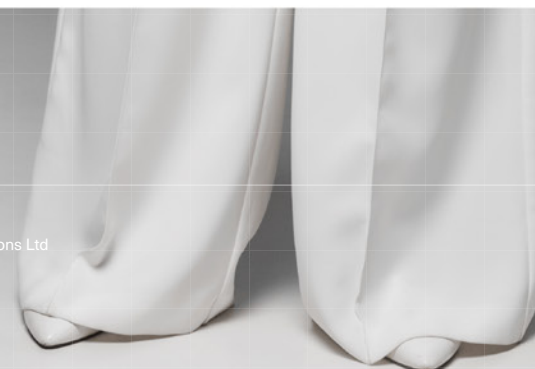
🎯 Strengthen technical proficiency (4/8)   Due:31st Dec 2024
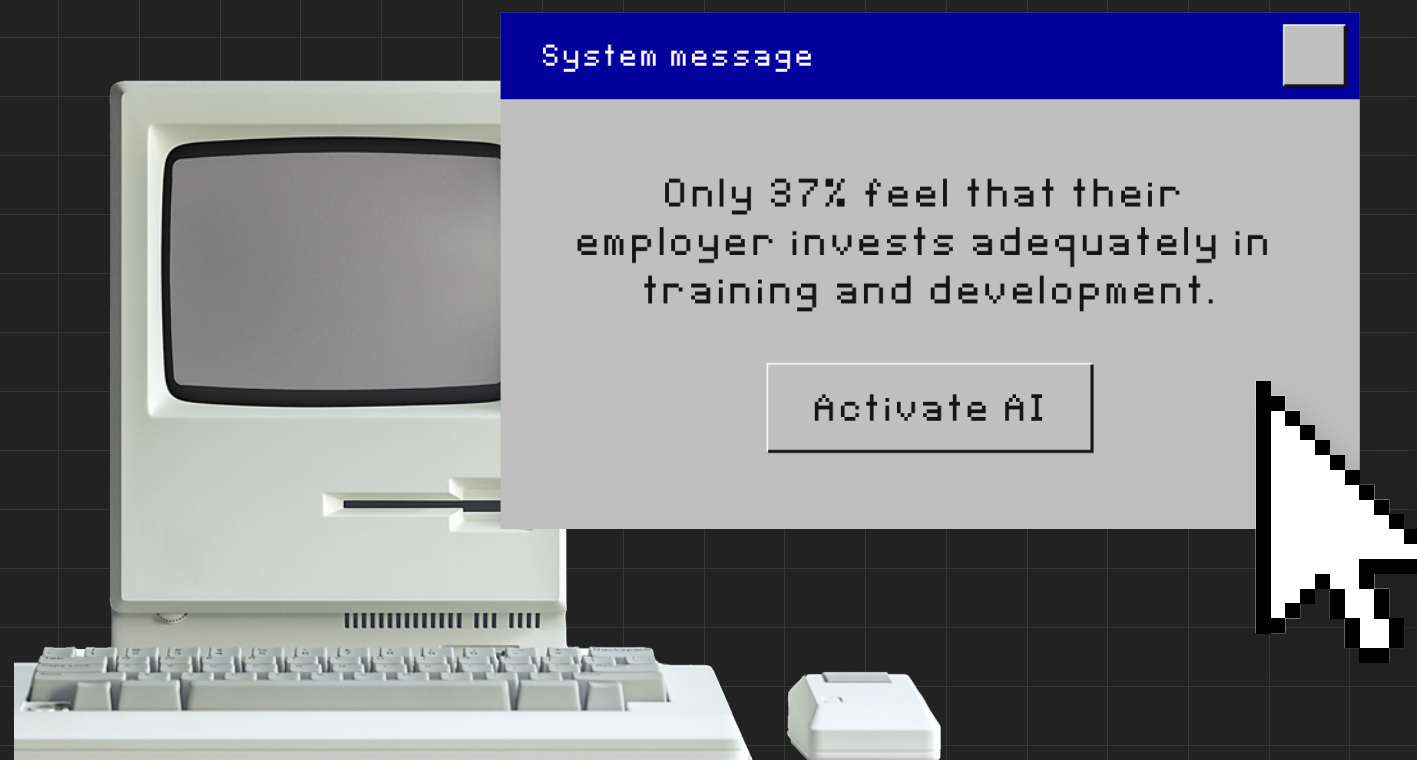
L&D Manager - Google Search

L&D Manager - Google Search

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In today's talent crisis, addressing skill gaps has become a critical priority for L&D managers. With only 15% of employees stating that their line manager has provided a career development plan for them, many workers feel a lack of investment in their progression.

By leveraging AI's capabilities, L&D managers can create personalised learning paths, conduct real-time skill gap analysis, and offer tailored learning programmes that meet both individual and organisational needs. Here's how AI can help nurture and retain talent in the modern workforce.

System message

Only 37% feel that their employer invests adequately in training and development.

Activate AI

1.

Personalised Learning Pathways:

AI-enabled learning systems have the potential to transform professional development by delivering context-aware, personalised learning experiences - it's almost like having a personal career coach assigned to each of your employees. These systems analyse individual progress, learning preferences and performance to recommend tailored resources, enabling users to address specific challenges and develop the skills most relevant to their personal goals.

Thinqi Q takes this a step further by leveraging the expertise of educational and L&D professionals to provide insights that are deeply rooted in context and expertise, rather than relying on generic information pulled from search engines. This approach ensures that learning recommendations are not only personalised but also aligned with organisational goals and meaningful professional growth.
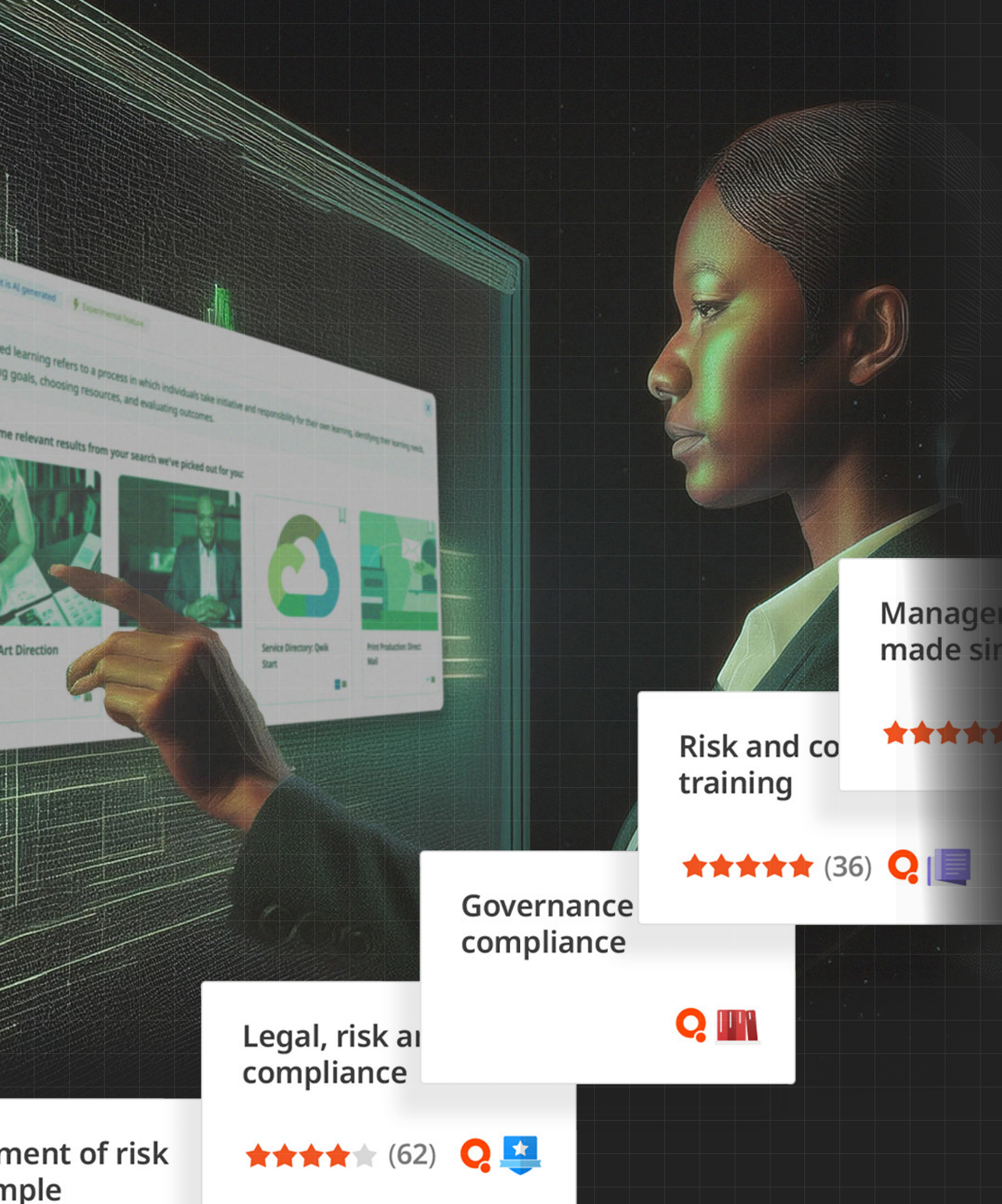
2.

Quick Skill Development with Self-Directed Learning:

Learners often don't know where to start when addressing a skill gap. With tools like Semantic Search, employees are guided to the most relevant content, reducing frustration and accelerating their path to mastery. This AI-driven approach ensures that employees focus on learning that directly contributes to their professional growth.
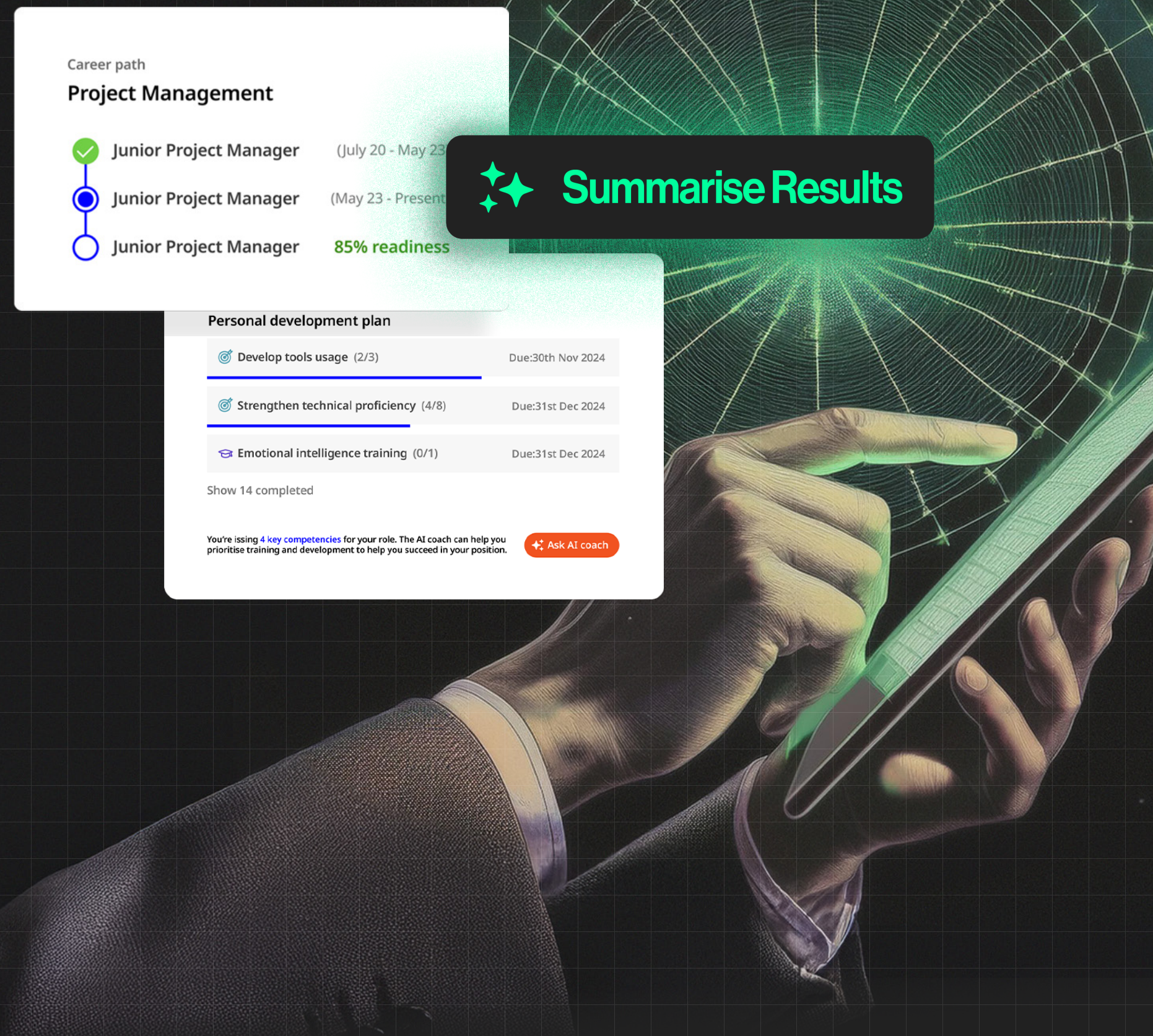
3.

Real-Time Insights and Feedback:

Real-Time Insights and Feedback: Learning systems which offer AI-powered tools transform evaluation data into actionable insights, enabling L&D managers to set SMART targets and KPIs to effectively track progress with a few simple clicks based on the data submitted by the learners during their activity on the learning system.

Career path
Project Management

Junior Project Manager (July 20 - May 23)

Junior Project Manager (May 23 - Present)

Junior Project Manager **85% readiness**

✦✦ **Summarise Results**

Personal development plan

Develop tools usage (2/3) Due:30th Nov 2024

Strengthen technical proficiency (4/8) Due:31st Dec 2024

Emotional intelligence training (0/1) Due:31st Dec 2024

Show 14 completed

You're issing **4 key competencies** for your role. The AI coach can help you prioritise training and development to help you succeed in your position.

+✦ Ask AI coach

Thinqi Q takes this a step further by integrating advanced analytics and traditional evaluation methods to provide competencies, data-backed insights. Its tools enable managers to not only set and track SMART targets but also gain a clearer understanding of team-wide and individual skill gaps. With this informatio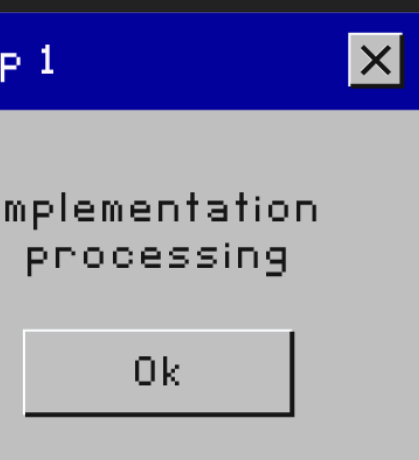n, organisations can design tailored development plans, while employees receive clear guidance on the skills and competencies needed to advance their careers, fostering both individual and organisational growth.

By leveraging AI, L&D managers can not only address immediate talent development needs but also create a robust strategy for long-term retention and organisational success. With tools like Thinqi Q, nurturing talent becomes a seamless, impactful process that drives both individual and organisational growth.

The AI assistant is here to help

Launch AI assistant

'Project Manager' competencies
View competencies earned for the 'Project Manager' success profile and identify problem areas.

86%
Competencies earned

Project Manager (12/14)

PM01: Leadership and Team Management (3/3) — 100%

PM02: Planning and Organisation (3/3) — 100%

...Reporting (2/2) — 100%

...(1/2) — 50%

...Alignment (1/2) — 50%

...Decision-Making (2/2) — 100%

Project management

Assigned career path — Started 17 Jan 2025

✅ Junior Project Manager
27 Jan 2023 - 17 Jan 2025

🔵 Project Manager
17 Jan 2025 - Present

⚪ Senior Project Manager

Role rating ra...
View ratings from you and your colleagues for the 'Project Manager' success profile.

PM01: Leadership and Team Management

PM02: Planning and Organisation

PM03: Communication and Reporting

PM04: Technical Proficiency

PM05: Strategic and Business Alignment

PM06: Problem-Solving and Decision-Making

Colleagues · You

06

Step-by-step guide to implementing AI

Step 1:

Define Strategic Objectives

Before introducing AI-powered tools, clarify your goals for implementing them.

▶▶ Identify your organisation's talent development needs, such as addressing skill gaps, improving retention, or enhancing learning efficiency.

▶▶ Align these goals with broader business objectives to ensure AI-driven solutions deliver measurable outcomes.

Key Question: What do you want AI to help achieve in your L&D strategy?

Step 2:

Assess Current L&D Processes

Evaluate your existing learning and development workflows to identify areas where AI can add value.

▶▶ Where do inefficiencies or bottlenecks exist (e.g., resource discovery, evaluation, or personalisation)?

▶▶ How are you currently leveraging LMS data between line managers and team members?

This analysis will help pinpoint the most impactful areas for integrating AI.

Step 3:

Choose the Right AI-Powered Tools

Select tools that align with your organisation's learning needs and objectives.

▶▶ For personalisation: Look for tools like Thinqi AI's Semantic Search to guide learners to relevant content effortlessly.

▶▶ For analytics and insights: Choose platforms with robust evaluation and predictive analytics capabilities, like Thinqi AI's Evaluations AI.

▶▶ For self-directed learning: Consider AI assistants that empower learners to chart their own paths, such as the Ask AI Search Assistant.

Tip: Prioritise tools that are intuitive, adaptable, and backed by proven education expertise.
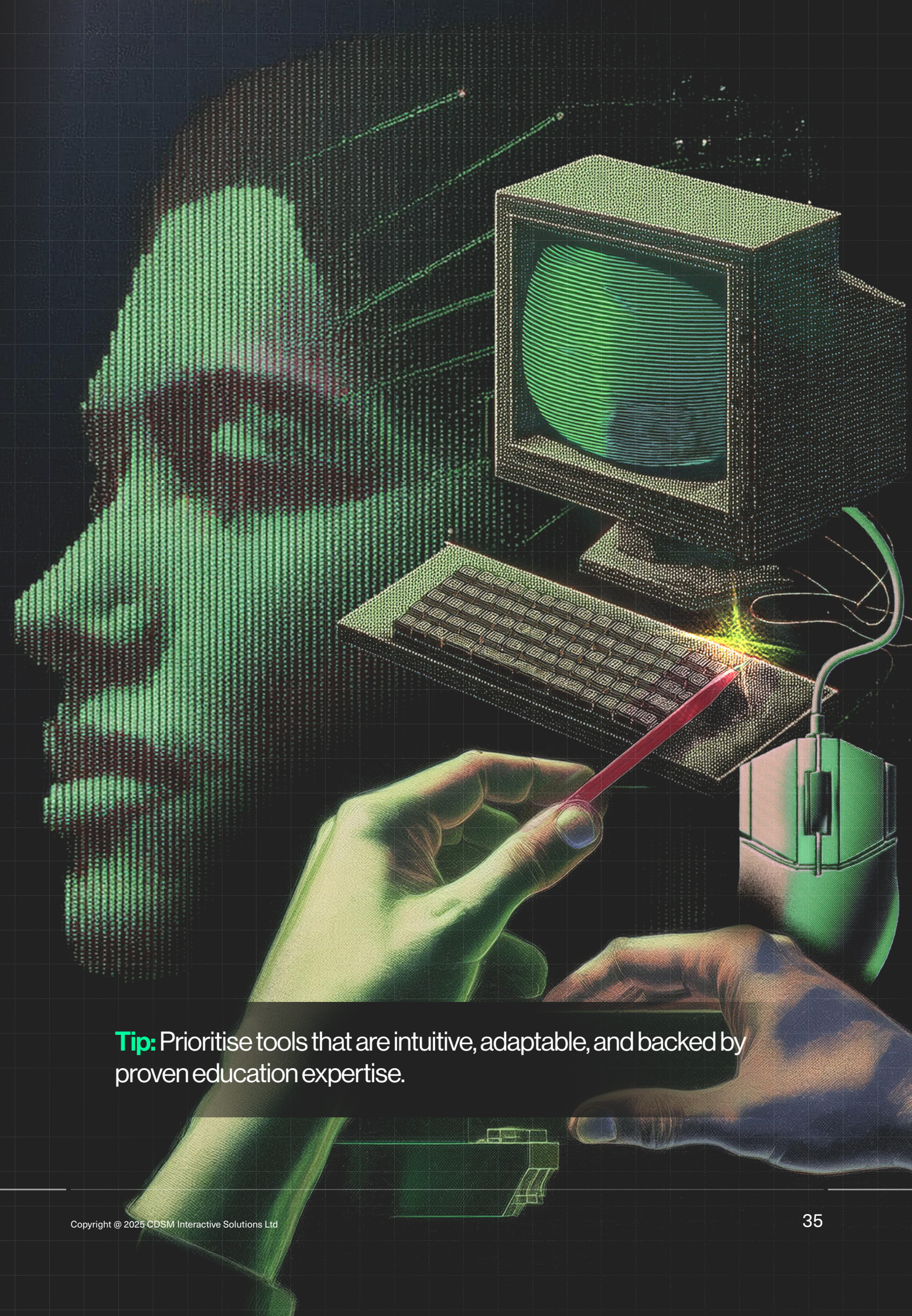
Step 4:

Build a Phased Implementation Plan

Introduce AI tools gradually to ensure a smooth transition.

1

PILOT PHASE

Test the tools with a small group to gather feedback and identify potential challenges.

2

ROLLOUT PHASE

Expand to a broader audience, incorporating lessons learned from the pilot.

3

INTEGRATION PHASE

Fully integrate the tools into your L&D ecosystem, ensuring seamless interoperability with existing systems.

Key Focus: Communicate with stakeholders to set clear expectations and timelines.

L&D Manager's Guide to AI for Talent Management

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Step 5:

Train Managers and Learners

Provide thorough training to ensure effective use of AI-powered tools.

▶▶ Host workshops or provide tutorials for L&D managers on interpreting AI-driven insights and using tools effectively.

▶▶ Educate learners on how to leverage AI features, such as personalised recommendations and semantic search, to enhance their development.

Tip: Position AI as an enabler, not a replacement for human expertise.

L&D Manager's Guide to AI for Talent Management

Step 6:

Monitor and Evaluate

Track the performance and impact of AI tools to measure success.

▶▶ Use built-in analytics to monitor learner progress, engagement, and outcomes.

▶▶ Regularly assess whether the tools are meeting your strategic objectives and adjust your approach if needed.

QUESTIONS TO ASK:

● Are learners engaging with the tools effectively?

● Are managers finding value in the insights provided by AI?

Step 7:

Foster a Culture of Continuous Learning

Promote the ongoing use of AI-powered tools by embedding them into your organisational culture.

▶▶ Encourage regular feedback from managers and learners to refine usage.

▶▶ Celebrate milestones and success stories to highlight the value of the tools.

Long-Term Goal: Ensure AI becomes an integral part of how your organisation nurtures and retains talent.

Meet Thinqi AI:

Where expertise and AI collaborate to build exceptional teams

The only AI-powered LMS that's backed by 20 years of education expertise.

For over two decades, we've been at the forefront of human-centred, innovative digital learning solutions—empowering institutions, educators, and learners to reach their full potential.

Today, we're ushering in a new era with Thinqi Q.

Our learning platform has been taken to new heights with cutting-edge, research-backed AI technology, delivering personalised, context-aware learning and development experiences like never before.

But Thinqi AI isn't just about automation or content generation—it's built to understand and respond to your unique talent needs. By adapting to diverse learning styles, analysing individual progress, and providing actionable insights, our AI makes learning not only smarter but more impactful.

Level 4
Average rating

On track (17/18)
PDP

1yrs/2yrs
Time in role

Ask AI coach

L&D Manager's Guide to AI for Talent Management

07

Summary

The future of talent management is being reshaped by AI, and organisations that fail to adapt risk falling behind. As skills gaps widen and employee expectations shift, traditional approaches to learning and development are no longer enough. Without AI-driven solutions, L&D teams will struggle to keep pace with rapidly evolving business needs, ultimately impacting retention, engagement, and workforce readiness.

1. AI is Transforming Talent DevelopmentAI goes beyond automation and content creation—it enables personalised learning pathways, provides real-time insights, and supports proactive talentmanagement. With AI-powered tools, L&D managers can design programmes that not only engage employees but also drive measurable business outcomes.

2. Strategic Implementation is CrucialSuccessfully integrating AI into L&D requires careful planning. From defining clear objectives and assessing current processes to selecting the right tools and implementing a phased rollout, L&D managers must take a structured approach. Continuous evaluation and refinement ensure long-term success.

3. AI Empowers, Not Replaces, Human Expertise While AI enhances efficiency and decision-making, it does not replace the strategic value of L&D professionals. Instead, it enables managers to focus on high-impact initiatives, fostering a culture of continuous learning and career development.

   We hope this expert guide has provided valuable insights into how AI can support and elevate your L&D strategy. By leveraging AI-powered tools thoughtfully, you can create a future-ready workforce that is engaged, skilled, and prepared for the challenges ahead. The journey to AI adoption may seem complex, but with the right approach, it can be a powerful catalyst for success.