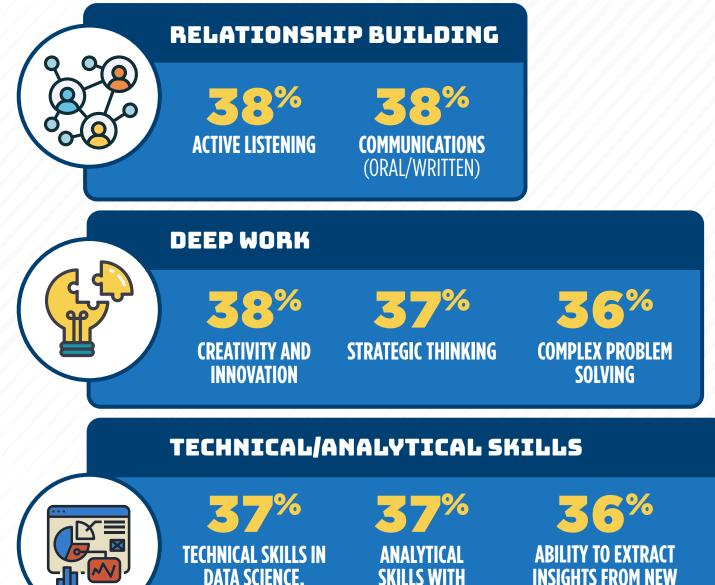# With AI Comes the Need for Employee Learning

Artificial intelligence (or AI) has the potential to assist with multiple aspects of the supply chain, such as creating self-adjusting supply chain plans or self-optimizing manufacturing processes. In fact, AI is one of the top trends anticipated to impact supply chains by 2023.

Supply chain organizations are adopting AI, albeit gradually. Currently, about half of 1,000 organizations in APQC's research have not even piloted the technology. Among those that have adopted it, only 13 percent have been using it for more than two years.

New Supply Chain Skills

With AI automating many tasks previously done by staff, supply chain professionals need to develop new skills so they can take on different responsibilities. Many of the top skills needed in supply chain focus on relationship building or are "deep work" skills requiring sustained periods of concentration.

RELATIONSHIP BUILDING

38% ACTIVE LISTENING

38% COMMUNICATIONS (ORAL/WRITTEN)

DEEP WORK

38% CREATIVITY AND INNOVATION

37% STRATEGIC THINKING

36% COMPLEX PROBLEM SOLVING

TECHNICAL/ANALYTICAL SKILLS

37% TECHNICAL SKILLS IN DATA SCIENCE, MACHINE LEARNING, AND MODELLING

37% ANALYTICAL SKILLS WITH BUSINESS ACUMEN

36% ABILITY TO EXTRACT INSIGHTS FROM NEW TECHNOLOGY OR SYSTEMS

Investment in Employee Learning

Smart companies know that a change in the skills needed by supply chain employees means that businesses must invest in employee learning. Many organizations are making that commitment. At the median, they are investing **7 days** of learning per employee. In addition, AI has accounted for a **30% change** in learning budgets at the median.

The importance of AI to the supply chain will only increase in the coming years, so companies must take steps now to prepare their workforce. To avoid talent shortages that can be detrimental to the business, organizations must allocate budget and time to employee skill development and enhancement.