Talent-centered design
A blueprint for success in the digital era

How to build an agile and flexible workforce to deliver
the results you need with skills-based talent intelligence

eightfold.ai

Skills-based strategies require talent-centered design

Transformational skills-based strategies require a deeper understanding of talent in the context of work.

Transformation is bigger than optimization.

In a rapidly changing world, we are faced with choosing a path for the future at the intersection of business, digital, and talent reinvention. Unfortunately, too many of us are still using systems, processes, and procedures to manage talent that were built for a world of work that is drastically different from the one we are facing today.

We are currently in the midst of a massive skills-based shift. According to the World Economic Forum, as many as 375 million people will need to be reskilled by 2025. As many as 83% of organizations are in the middle of re-engineering their career programs according to EY, and Korn Ferry predicts as much $8.5 trillion in unrealized revenue due to this skills crisis.

With this in mind, we need to think beyond process and talent optimization and embrace transformation through skills-based strategies. We need to truly shift to reframe and rethink our approaches to planning and predicting future needs through gaining a dynamic understanding of skills mapped to talent in the context of work.

This is an approach that can only be realized through an AI-native talent intelligence platform built using talent-centered design.

We wrote this paper to explain why the evolution of work must be centered around talent and skills — and how an AI-native talent intelligence platform that delivers real-time insights is the only way to gain a dynamic understanding of talent in the context of work.

Welcome to this new way of working that will set your organization — and talent — up for success.

talent-centered design

[tælənt sɛntərd dəzayn] *noun*

HR systems architecture where the **talent profile** is the foundational component and integrates skills, experiences, and interests to create a **dynamic understanding** of talent that can be used both within traditional constructs of jobs and **new and evolving ways of work.**

What we mean by talent-centered design

Talent-centered design means putting your talent at the center of everything you do.

Traditionally, organizations have centered decision-making around jobs. Listing jobs, matching candidates to jobs, and even eliminating jobs when they become outdated.

There is a better way.

Jobs can be broken down into skills. And once you have a complete view of the skills in your organization, you can start mapping work to skills — and bringing in the right talent with those skills to do that work.
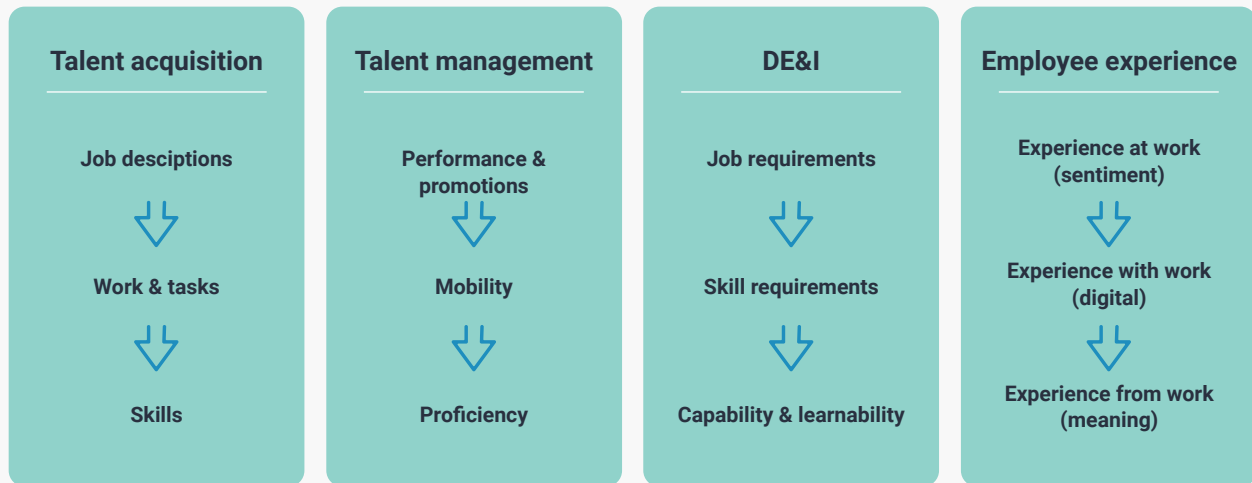
Our definition of talent-centered design puts the talent profile at the foundation of everything you do. By integrating this complete understanding of skills, experiences, and interests, you create a dynamic understanding of what people are capable of doing, what they can learn, and what they want to do. This real-time view of your talent's skills will help you match people to the work at hand — not a static job — and set you up for success in new and evolving ways of work.

Let's dive deeper into what that looks like in practice.

Examining talent through a deeper lens

Talent-centered design enhances every dimension of the HR experience

Talent acquisition	Talent management	DE&I	Employee experience
Job desciptions	Performance & promotions	Job requirements	Experience at work (sentiment)
⬇⬇	⬇⬇	⬇⬇	⬇⬇
Work & tasks	Mobility	Skill requirements	Experience with work (digital)
⬇⬇	⬇⬇	⬇⬇	⬇⬇
Skills	Proficiency	Capability & learnability	Experience from work (meaning)

We've found that as organizational leaders increasingly adopt skills-based strategies, they recognize the need to examine talent through a deeper lens. Skills are essential, but without context, these are merely data points.

Truly understanding the skills in your organization involves breaking down processes and moving beyond job titles and descriptions to gain a closer view of talent and work.

This approach is made even more essential because the skills people use in the context of work are rapidly changing. This demands a deeper understanding of your organization's talent, beyond org charts or job descriptions, to a dynamic understanding of skills in real time.

The concept of talent-centered design should be embedded in every workforce-planning decision. Talent acquisition, talent management, diversity, equity, inclusion (DEI) practices, and employee experience are all areas that can benefit from this approach. Here's why:

Traditionally, **talent acquisition** has focused on job descriptions and filling requisitions, often using lagging data from how jobs have been performed. The talent-centered approach means revamping job descriptions to reflect current and future needs, considering and even emphasizing emerging skills over historical job duties. This allows you to hire for the work that will be needed, rather than work that has previously been done.

DEI efforts intersect with talent design by questioning whether job requirements create unnecessary barriers to inclusion. By understanding jobs at the skill level, you can start to consider skill adjacencies and learnability that can broaden the talent pool for consideration.

Talent management has always had a heavy focus on performance and promotions, but increasingly organizations have been looking to foster mobility across teams. An understanding of skills in the context of work, powered dynamically by AI, provides the granularity to unlock mobility across departments and functions that had historically been built vertically.

From an **employee experience** perspective, delving deeper into skills allows you to gauge whether employees are reaching their full potential and aligning their skills with meaningful tasks and career development. Employees can better align how they are developing and applying their skills to their work, and you can better understand the skills your employees have and are looking to develop — both sides of the equation are more likely to achieve success together.

By adopting a skills-based approach, you can focus on talent at a deeper level, taking into account skills, abilities, and career aspirations. This shift enables a more nuanced understanding of talent needs and facilitates better alignment between individuals and organizational goals.

Overall, talent-centered design emphasizes a holistic view of how to hire and manage talent through a focus on skills and meaningful work.

A new approach to talent

For years, the operating model in HR has centered around the job. Within this framework, the job and, more specifically, the requisition informed every part of the talent life cycle — who to hire, what they should do, and which programs, policies, practices, and technology to implement.

Organizing around jobs

The traditional approach to talent planning has centered around the job.

Inputs		Outcomes
Job title/job description		Inefficiency/rigidity
Cost center/department	Jobs	HR as order taker
Hiring manager		Mass messaging
Location/hire date		Job-based decisions
		Focus on job/title/level

Working from "inside-out" maximizes the exposure of one opportunity to as many candidates as possible.

The typical process went something like this: Once a requisition was created, it became HR's responsibility to fill it. As HR practitioners, it was your responsibility to maximize the exposure of a single job to as many people as possible and find the best candidates to present to the hiring manager — an "inside-out" approach. This process was designed in service of the organization with the hiring manager as the customer.

Once the role was filled, it was on to the next requisition, where you had to start from scratch. In this approach, everything revolved around job descriptions. Employees only did what their job description dictated, and historical data drove decision-making.

Talent-centered design helps reframe the process, the discussion, and, ultimately, the decision. Instead of starting with a job description, this model is built around talent. It uses AI and real-time data to answer questions like: "What is this person interested in?" "What skills do they have?" "And how do those skills, interests, and strengths align with our organization's needs?"

Rather than broadcasting one job to as many people as possible, this method **exposes one person to as many opportunities as possible** — an "outside-in" approach. Likewise, instead of employees operating within the narrow confines of their job descriptions, talent-centric organizations match a person's unique skills to projects, gigs, jobs, events, volunteering, and more. While this process is also being done in service of the organization, there is a heavier focus on the talent (applicant/employee) as the customer.

Organizing around talent

The new approach to talent planning is centered around talent, matching people to opportunities based on their skills and potential.

Outcomes

Inputs

- Skills/capabilities
- Personas/motivation
- Adjacencies/learnability
- Work preferences/availability

Talent

Working from the "outside-in" maximizes the exposure of talent to as many opportunities as possible.

- Speed/agility/synergy
- HR as talent adviser
- Personalization
- Talent-driven decisions
- Focus on work/tasks/skills

This new approach allows for speed and agility rather than inefficiency and rigidity, as it uses real-time data — not historical data — to reveal what someone can do and where to deploy them. It's also done in the framework of expanding opportunities and identifying all possibilities within an organization, rather than making a decision through the lens of a single job. Instead, you're finding the best possible fits for your talent to showcase their skills and help them grow.
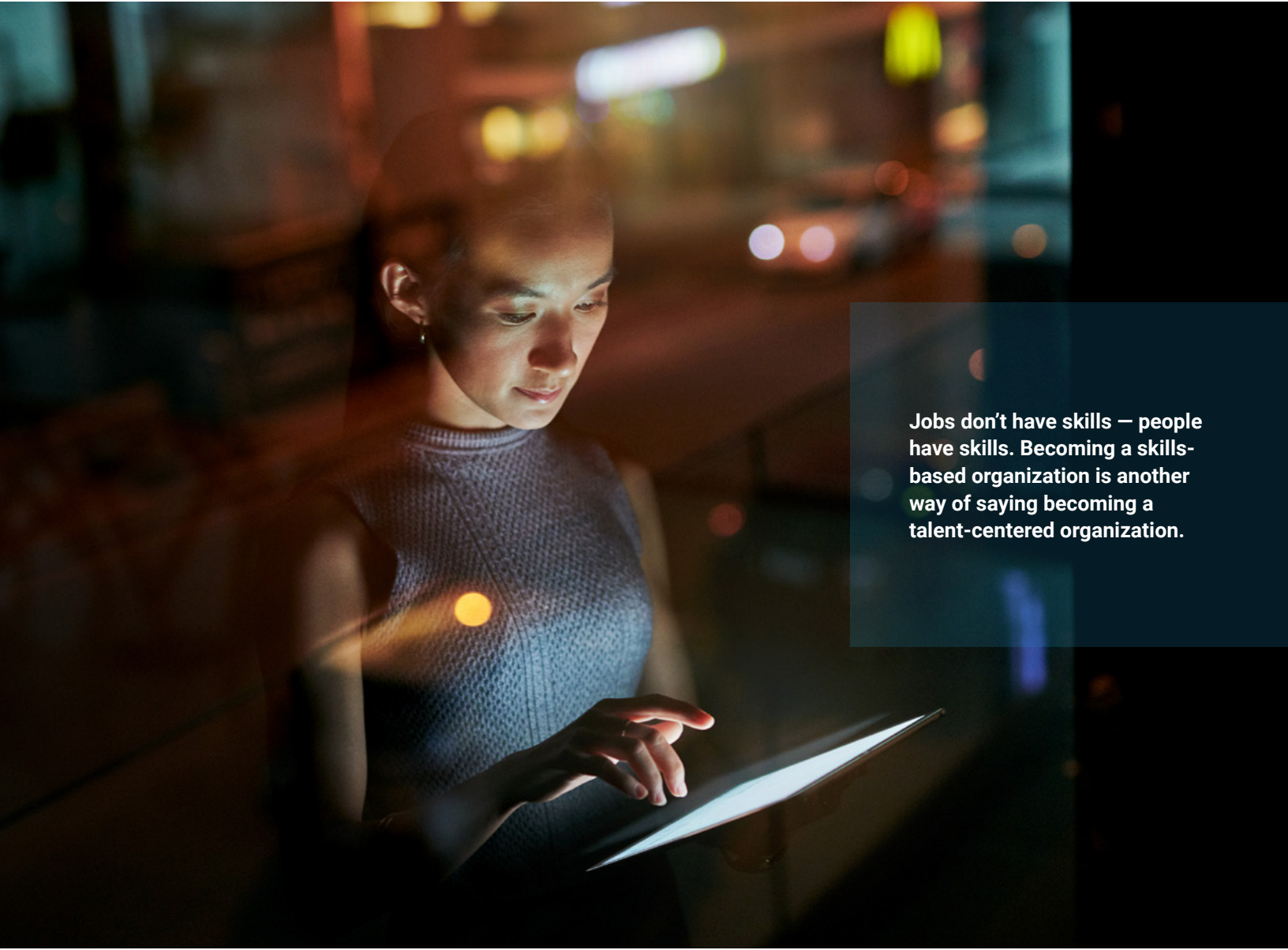
Even better, with this enhanced visibility into talent, you move from order taker to strategic adviser who can help ensure the organization has the talent and skills it needs for ongoing success.

The ripple effect

Every HR function — and the entire organization — benefits as a result. Talent acquisition moves from looking at job descriptions to looking at people and their skills. Talent managers shift from focusing on performance and promotions to skills-based mobility, succession planning, and proficiencies. HR thought leader Josh Bersin calls this "the Big Shift" in his research on the post-industrial economy.

This approach also improves DEI efforts. By focusing on what someone can do and their learnability instead of degrees or professional experiences, you can broaden the aperture of who qualifies for a role. Even the employee experience benefits as the focus shifts to matching employees to what they love and do best, fostering fulfillment.

Jobs don't have skills — people have skills. Becoming a skills-based organization is another way of saying becoming a talent-centered organization.

The rise of AI-powered talent intelligence

This new approach is possible today because of talent intelligence and its ability to understand skills in real time. Of course, organizations have always known skills were important, but quantifying and describing them wasn't always simple or easy. Historically, organizations would use a skills taxonomy, or a static listing of skills, to guide talent decisions.

However, the typical skills taxonomy exercise takes months and stalls organizations from making headway in their talent initiatives. In the usual indexing process, organizations partner with a consultancy, which can take over a year to generate a skills taxonomy, ontology, and inventory. After several months, organizations receive a spreadsheet report that is virtually outdated from the day it's created.

This static approach simply can't keep up with today's pace of change. Worse, organizations get stuck in this exercise because everything has to be just right for this one-and-done report — for example, legal has to review it, and it has to fit within rigid systems.

Why now is the right time for talent intelligence

Pace of change

Digital skills have a [shorter half-life](#) than ever before. The World Economic Forum predicts that 23% of jobs [will change](#) within the next five years. Focusing on static or outdated job descriptions isn't enough to drive long-term success.

Internal and external forces

Inflation, budget cuts, talent shortages, recessions, geopolitical tensions, and organizational transformation are all pushing businesses to adopt more agile ways of hiring and managing people.

Transformation

40% of CEOs [doubt](#) their company will survive another decade without fundamental change. To survive, organizations are focusing on acquiring the talent and skills that will help them reinvent themselves as they branch into new products and services.
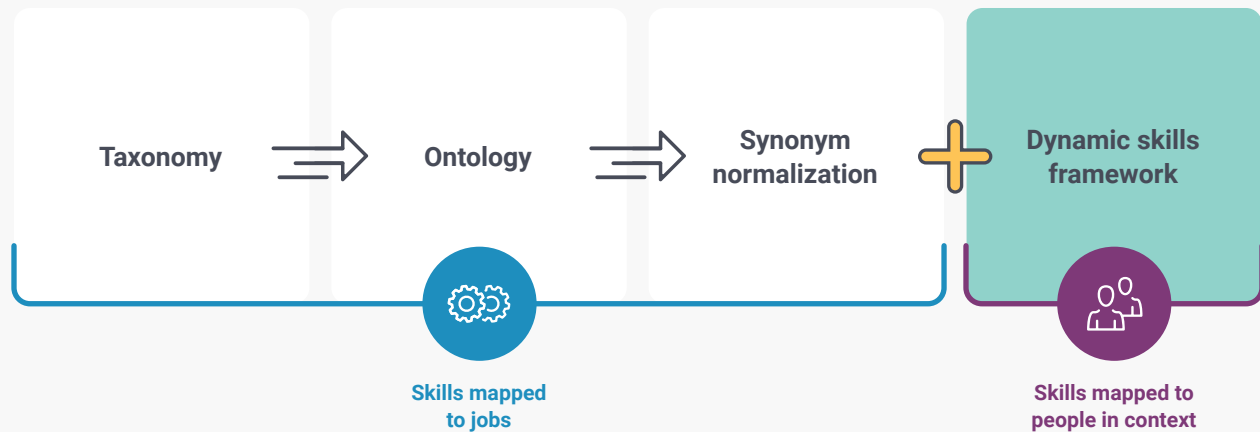
Availability of data

With data more abundant and available than ever, HR practitioners can use real-time talent insights on people and work to guide every talent decision.

Understanding skills beyond jobs

Identifying leading indicators instead of lagging data

| Taxonomy | → | Ontology | → | Synonym normalization | + | Dynamic skills framework |

Skills mapped to jobs

Skills mapped to people in context

Talent intelligence helps you understand skills in real time

Enter AI. With the launch of the Internet of Things, everything came online and started generating data, which meant everything could be tracked — and improved. Talent intelligence solutions use AI to accomplish something similar. Talent intelligence solutions use AI and billions of global talent data points, talent intelligence platforms examine the entire life cycle of thousands of careers to provide real-time data on what skills someone has, which skills your organization needs, and how to best acquire and develop those skills.

These insights are continuously updated, self-learning, and automatic. Our platform even provides insights into adjacent skills, learnability, and capabilities — all within context. For example, our Talent Intelligence Platform knows the difference between a program manager for a media company versus a program manager for an aerospace manufacturer, even though they have the same title. Talent intelligence makes real-time insights into talent possible, which helps you make sense of large amounts of data to make talent decisions in real time.

> The organization will increasingly be a landscape of ongoing and evolving projects rather than a collection of defined and organized processes. Managers will constantly source talent within and beyond the traditional organization and rapidly assemble teams based on required skills and capabilities."
>
> — *Work Without Jobs: How to Reboot Your Organization's Work Operating System*, Ravin Jesuthasan and John W. Boudreau, MIT Press

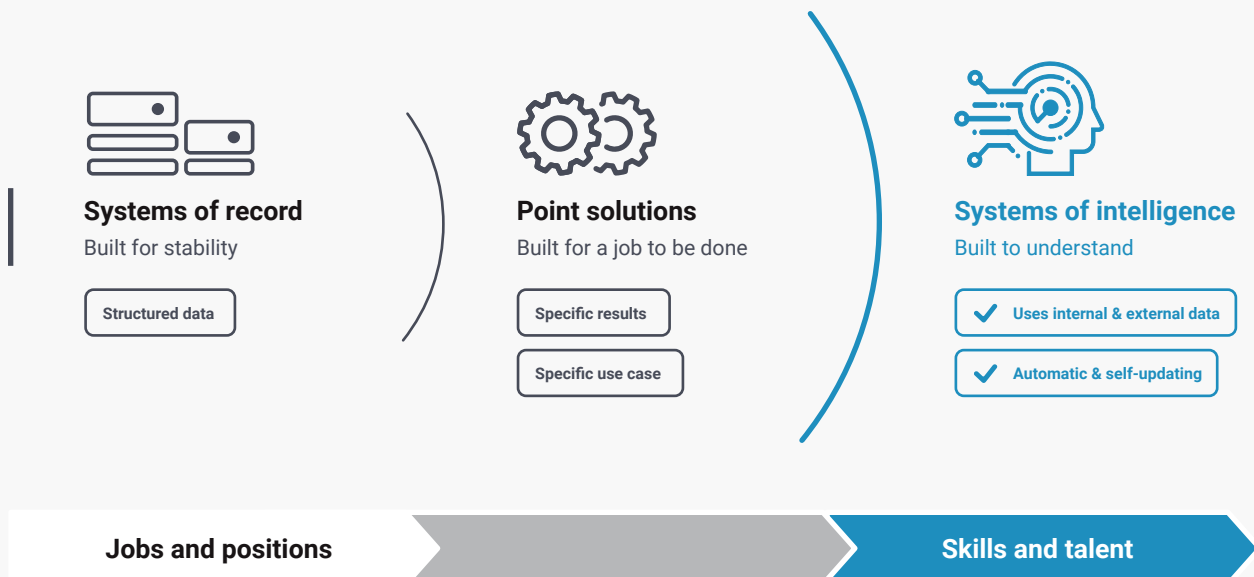## From a system of record to a system of intelligence

Shifting to a talent-centered organization powered by talent intelligence doesn't mean you don't need a system of record. It's impossible to operate a multinational organization with thousands of people if everything is moving and sporadic. You need to have a stable record for recordkeeping, audit trails, and compliance.

But now you can add an additional layer, a system of intelligence that's reading and reacting to the environment in real time. It incorporates skills and talent data to let you know what's happening not only today, but also emerging trends to prepare for. This creates a left-hand, right-hand approach where systems of intelligence can enhance and inform systems of record as organizations begin to understand and organize what the AI is surfacing.

These AI-driven insights help you shift from bits and pieces of **talent information** to a system of **talent intelligence**, moving beyond static systems of record to systems of intelligence that are dynamic, self-updating, and automatic.

Welcome to the new age of HR

Systems of intelligence build upon your systems of record to provide skills-based insights

Systems of record
Built for stability

Structured data

Point solutions
Built for a job to be done

Specific results

Specific use case

Systems of intelligence
Built to understand

✔ Uses internal & external data

✔ Automatic & self-updating

Jobs and positions ➤ Skills and talent

How to become a talent-centered organization

With skills as the underlying connector and talent intelligence as the AI-powered mechanism to make sense of them, these insights don't just inform one piece of the talent life cycle — everything becomes interconnected. As a result, understanding grows over time and talent decisions are informed by the entire talent cycle. Here are four steps your business can take to become an agile, talent-centered organization.

"

Once we started talking about [talent intelligence with] one thing, the connectivity and the interrelationships with everything else meant that we couldn't look at anything in isolation. That's where the shift toward what we call a skills-paired organization came in … It started to pull us toward the realization that we needed that ultimate vision of skills underpinning all our people processes."

— Amy Baxendale, Global Capability and Workforce Readiness Director, Arcadis

Step 1: Gain greater visibility

Talent intelligence can help you create and implement a dynamic skills inventory to monitor and manage skills in real time. You can analyze skills trends — including rising and declining skills in the workforce — to see how your skills mix compares to the overall industry and even specific competitors.

Once you do this, you can start to build a standardized role library. It's important to remember that even when standardizing roles, because your data is stored in an intelligent system like Eightfold, it's continuously and automatically updated. Talent intelligence dynamically updates as employees learn and develop their skills.

This also enables you to calibrate and recalibrate roles. As more jobs are increasingly transformed by AI and automation, organizations can make the most of their talent by redefining roles to free workers' time to focus on their areas of specialty — that is, the work they are uniquely qualified for that AI can't replicate.
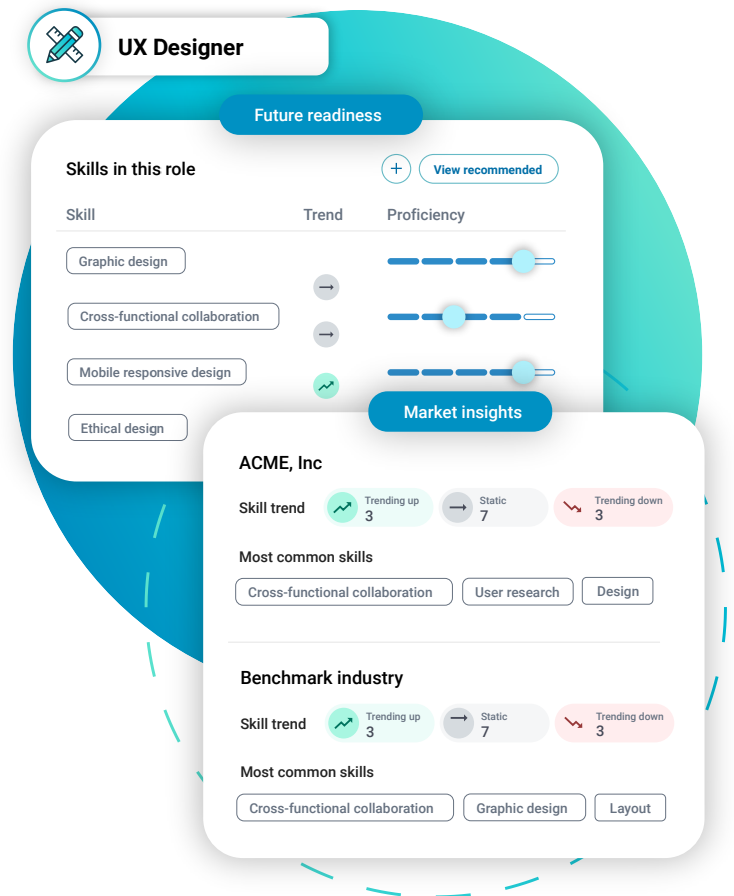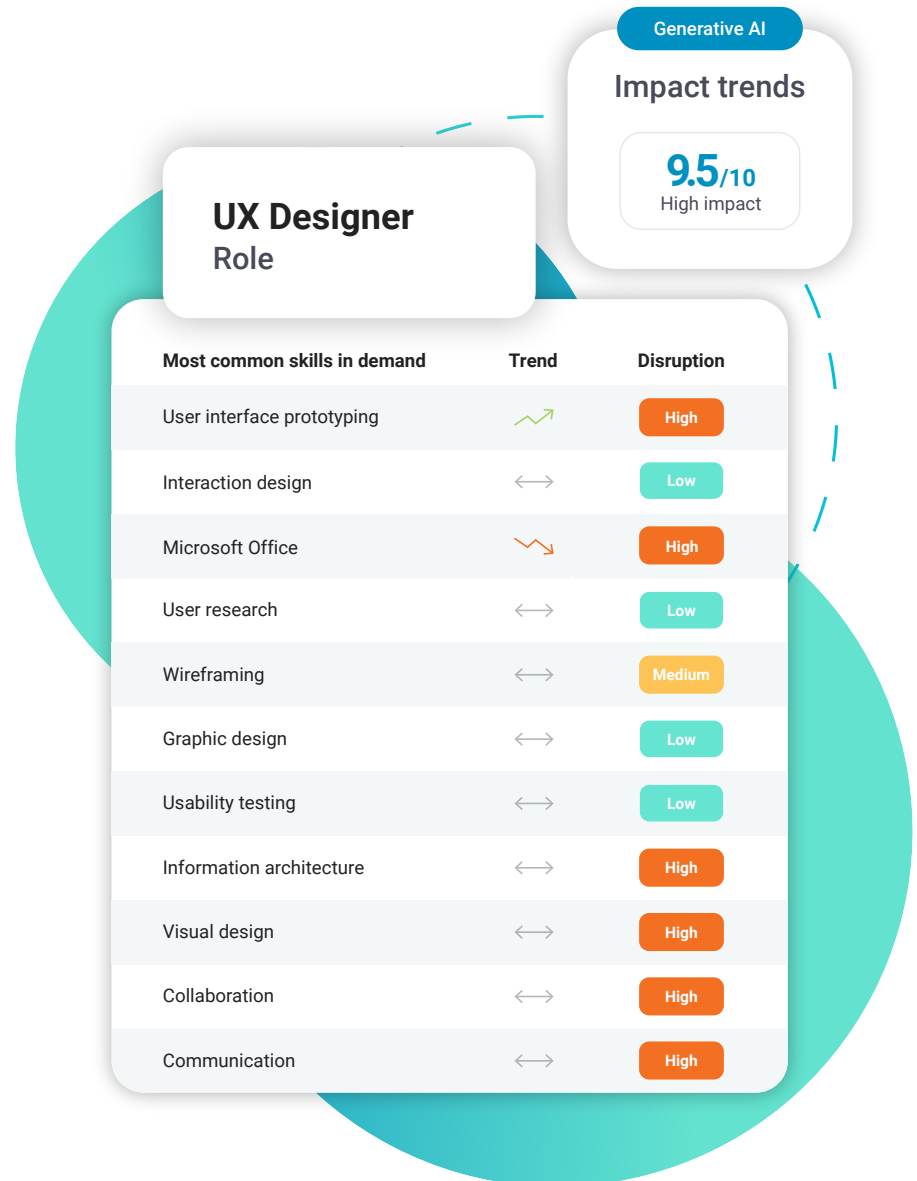

Talent intelligence provides insights into skills within your organization, the industry, and competitors' workforces.

Step 2: Put your strategy to work

With real-time skills insights and a standardized role library, you can start to inform your talent practices. You can choose to hire talent with the skills you need, develop those skills in your existing talent through upskilling or reskilling, or make other workforce plans that align with your short- and long-term goals and budget, including hiring contractors.

Generative AI

Impact trends

9.5/10
High impact

UX Designer
Role

Most common skills in demand	Trend	Disruption
User interface prototyping	↗	High
Interaction design	⟷	Low
Microsoft Office	↘	High
User research	⟷	Low
Wireframing	⟷	Medium
Graphic design	⟷	Low
Usability testing	⟷	Low
Information architecture	⟷	High
Visual design	⟷	High
Collaboration	⟷	High
Communication	⟷	High

Talent intelligence shows rising and declining skills for specific roles in context.

Step 3: Empower your existing talent

A key aspect of this new process is finding new ways for your existing talent to grow their experiences through upskilling, reskilling, and talent planning. Dashboards powered by talent intelligence can reveal skill gaps so you can determine your risk levels based on how many people have a certain skill and the attrition rate of that audience.

Armed with that data, you can then make plans to upskill or reskill talent through AI-powered learning and development programs. These include curated courses, mentorships, gigs, and more.

Identify skill gaps and the associated risk.

Step 4: **Lead the change you need**

All this comes together, as Josh Bersin says, to do the four Rs: recruit, reskill, retain, and redesign work using AI-powered talent intelligence. With dynamic insights into your talent and the skills they possess, your risk profile, and skills trends in the industry at large, you can make strategic, data-driven decisions to build, buy, borrow, or automate talent.

As an HR professional, you are no longer an order taker. With talent intelligence, you become a strategic adviser who ensures that your organization has the skills and talent it needs for long-lasting success.

The Eightfold Talent Intelligence Platform

Our AI platform for all talent brings to light everything you need to hire and develop people to their highest potential. Whether you're finding or developing talent, our skills-driven approach backed by our unparalleled talent insights delivers the outcomes you need to stay ahead and become a talent-centered organization.

Attract top talent

Most recruiting solutions are built to screen people out — Eightfold is designed for inclusion. Skills-driven guidance not only helps you pinpoint top talent and rediscover past talent, but it also helps candidates apply to the right jobs so that the talent pool is stronger from the start.

Our platform integrates with your careers site and uses talent intelligence to tell candidates every job they're qualified for and why. And if a candidate isn't yet qualified, our platform even recommends courses to help them develop missing skills.

14 years	20	80%
Relevant Experience	Relevant Skills	Ideal Candidate

Skill Relevance
Visual Design, Typography, iconography

Title Relevance
Sr. UX Designer, Senior User Experience Designer

Similar Candadates Relevance
Kenny Hopper

Work Relevance
Sr. UX Designer, Senior User Experience Designer

Experience Relevance
High Exp. Yrs

Recalibrate Position

Eightfold Talent Acquisition

Skills-driven guidance.
Eightfold Talent Acquisition is built upon a foundation of skills and creates a dynamic skills library to inform hiring and talent decisions.

Personalized experiences. Our platform shows candidates every role they're qualified for based on their unique skills, learnability, and potential.

Talent-centered design. Rather than focusing on a single job, our platform compares candidates' skills and interests against billions of global data points to match them to as many opportunities as possible, opening their eyes to possibilities they may have never considered.

Explainable AI. Our platform is trained to reduce bias and explains why candidates are or aren't a match for specific roles. Our platform also tells candidates what skills to develop and surfaces relevant courses and training to help them close those skills gaps.
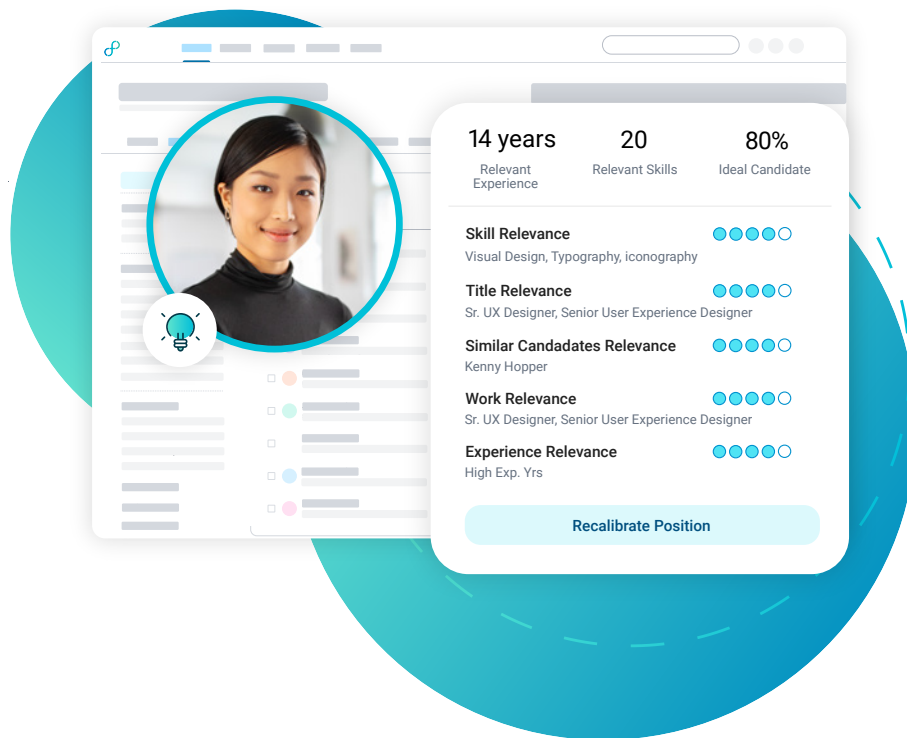
Develop the skills you need

In addition to hiring top talent, our platform can help you develop critical skills within your organization. Our platform tells employees exactly what skills they need for certain jobs or opportunities.

This helps them understand where they are and what they need to learn. Managers can then partner with their employees to create development plans to track and improve these proficiencies to tangibly improve performance, satisfaction, and retention.
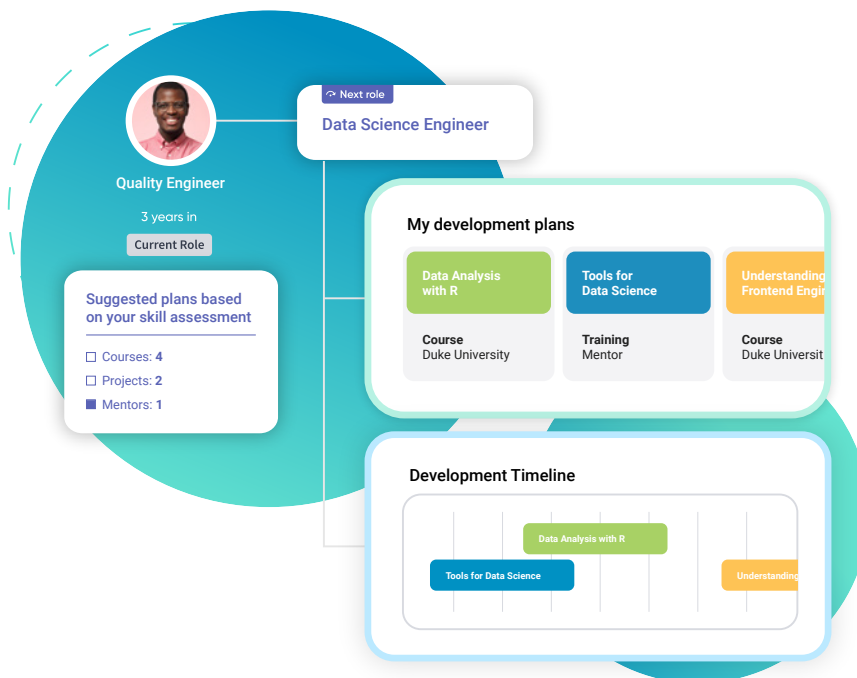
Talent intelligence helps provide training and upskilling recommendations for employees.

Eightfold Talent Management

Organizational and industry benchmarks. Talent Management uses global and internal data to create benchmarks that show which skills and proficiency levels someone needs for different roles at different levels.

Skill-based career pathing. Our platform analyzes a person's skills, potential, and interests to highlight different career paths within the organization, including new possibilities based on skills adjacencies and learnability. This helps drive engagement, retention, and performance.

360-degree skills assessments. Employees, managers, and peers can evaluate and validate different skills to track and measure progress.

Data-driven development plans. Managers and employees can work together to create plans to improve growth and mastery in the areas needed for career development. This creates greater transparency and opportunity for all employees.

Engage every employee

By developing talent and showing them different career paths, you're opening their eyes to new possibilities and opportunities that align with your organization's goals and their goals. Our platform also offers employees a skills-informed career portal that makes it easy to curate and find internal opportunities.

This career portal is where our talent marketplace resides, a hub that surfaces jobs, projects, gigs, events, and mentorships. In addition, hiring managers can use this hub to instantly identify employees with the skills they need to complete critical projects.
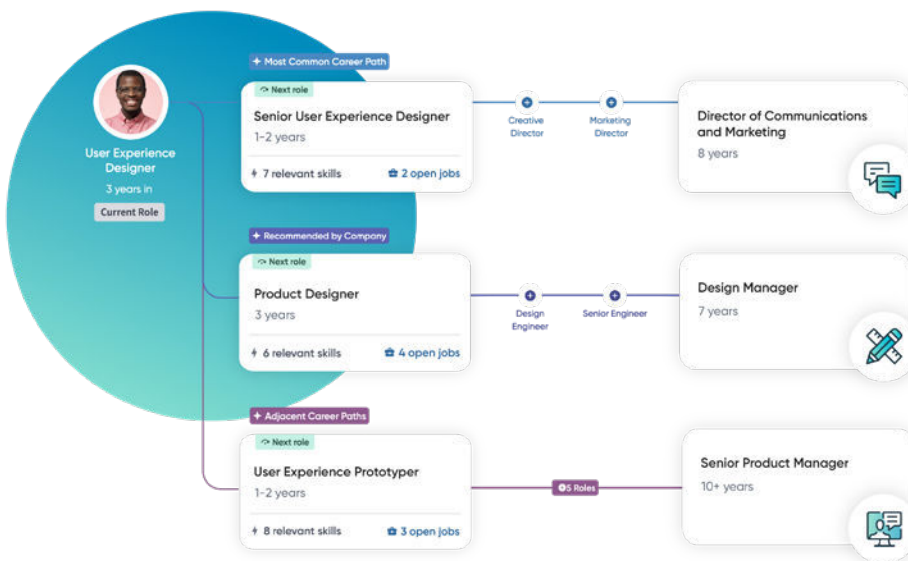
Give employees the power to guide their careers in a way that helps your organization acquire the skills it needs to succeed.

Eightfold Career Hub and Talent Marketplace

Career portal. Engage talent through a personalized career hub where internal candidates are matched to opportunities based on skills intelligence.
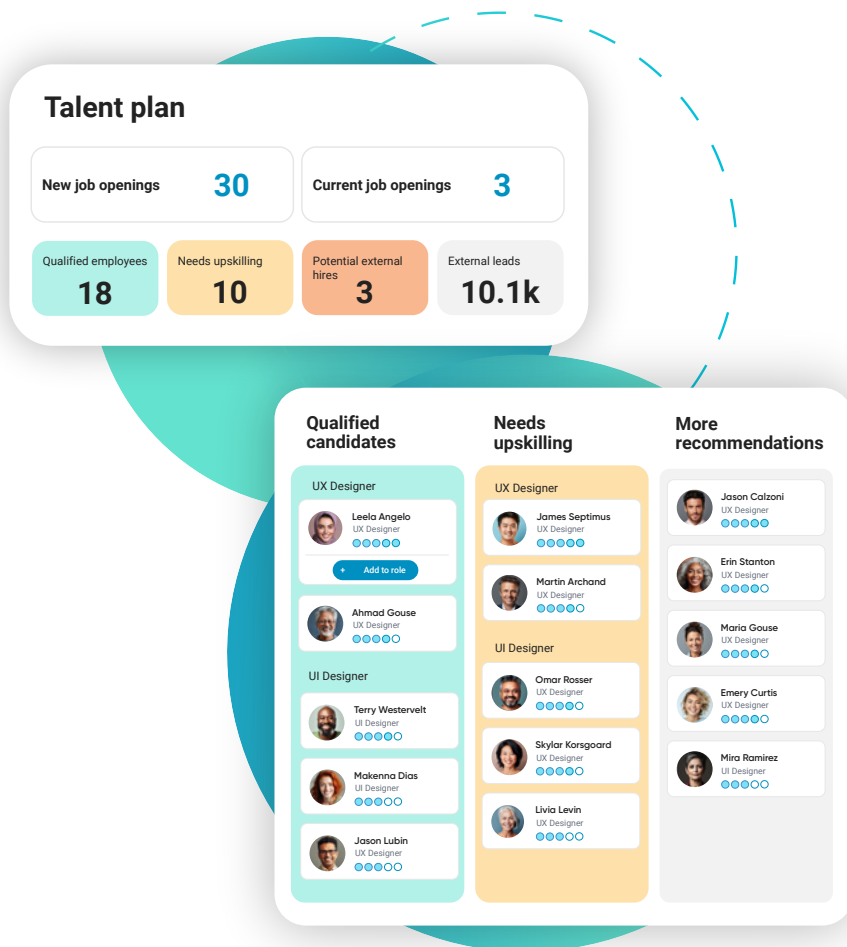
Career Hub: Offers recommendations and suggested actions based on a person's talent profile and development plans.

Company and functional information. The Career Hub surfaces corporate and internal communications and important people and talent updates.

Talent marketplace. Employees and hiring managers can take advantage of this centralized marketplace of internal jobs, projects, gigs, events, and mentors to quickly identify new opportunities and talent.

Mobilize your workforce

Our platform can help you strategically mobilize your workers, whether through promotions, skills-based succession planning, or reskilling to put their knowledge to work.

Talent plan

| New job openings | **30** | Current job openings | **3** |

Qualified employees	Needs upskilling	Potential external hires	External leads
18	**10**	**3**	**10.1k**

Qualified candidates

UX Designer

Leela Angelo
UX Designer

+ Add to role

Ahmad Gouse
UX Designer

UI Designer

Terry Westervelt
UI Designer

Makenna Dias
UI Designer

Jason Lubin
UX Designer

Needs upskilling

UX Designer

James Septimus
UX Designer

Martin Archand
UX Designer

UI Designer

Omar Rosser
UX Designer

Skylar Korsgoard
UX Designer

Livia Levin
UX Designer

More recommendations

Jason Calzoni
UX Designer

Erin Stanton
UX Designer

Maria Gouse
UX Designer

Emery Curtis
UX Designer

Mira Ramirez
UI Designer

Build succession plans based on skills and learnability.

Eightfold talent redeployment and succession planning

Identify upskilling and reskilling opportunities. Support skills development and redeployment in ways that align with your workforce strategy and budget.

Provide more opportunities. With a view of skills adjacencies and learnability, you can quickly surface relevant internal opportunities to employees and help recruiters quickly discover internal candidates for open roles.

Perform skills-based succession planning. Gain visibility into everyone's role readiness based on their skills — not their connections — so managers have deeper insights into qualified successors.

Support greater equity and equality. With skills-based talent intelligence, talent decisions become merit-based. You can enhance and support DEI efforts while creating a more agile and dynamic way of managing talent.

What makes the Eightfold Talent Intelligence Platform different?

A skills-based approach

There are many talent intelligence solutions, but most use job-level information. When trying to find, acquire, and develop the right skills, job information is a lagging measure. Dynamic skills intelligence is a leading measure. To understand what talent you need, you have to focus on the work that needs to be done and the skills required.

Once you understand this need for skills insights, it becomes clear that other tools might not be as agile because they're building on a foundation of job-level intelligence — everything relates to and centers around the lagging measure of jobs.

With our platform, you can build a talent-centered organization where everything revolves around your talent and their skills. You can then measure your skills mix against benchmarks and make a data-informed talent strategy to shore up any gaps.

At the end of your plan, you'll have created any necessary requisitions — making a job listing the output of your strategy, not the input. **In this outside-in approach to talent, there's a forward-looking, data-driven purpose behind everything — and it's only possible with our AI-driven approach.**

Unprecedented skills insights

With our platform, you can continuously ingest data to iterate on and validate their skills library over time. Instead of taking that one to two years to make things perfect — an impossible task — you can use talent intelligence to immediately gain skills-based insights that are continuously refined and improved over time.

Our platform also understands skills and data points in context. For example, in a coffee company the word "coffee" may appear millions of times in data. But coffee isn't just a simple word or skill; coffee means something different when you're talking about a barista who's serving coffee versus a buyer and supply chain who's doing commodity management for beans. It's also different for a software programmer using CoffeeScript as a coding language.

Our platform puts the word coffee into context to understand what it means as a skill for an individual or career. And because our platform is dynamic, the more you use the platform, the stronger and more accurate it becomes.

From pipeline to portfolio

Many HR teams are focused on building a diverse pipeline of talent. However, pipelines are very linear objects with a narrow opening, and that's because they're built upon specific jobs or career paths.

With our platform, you can create a talent portfolio. With a real-time understanding of your skills, you can evaluate all the different career paths a person could take. Your talent strategy moves from a 2D pipeline to 3D portfolio with tons of options. The questions around talent and succession planning move from who
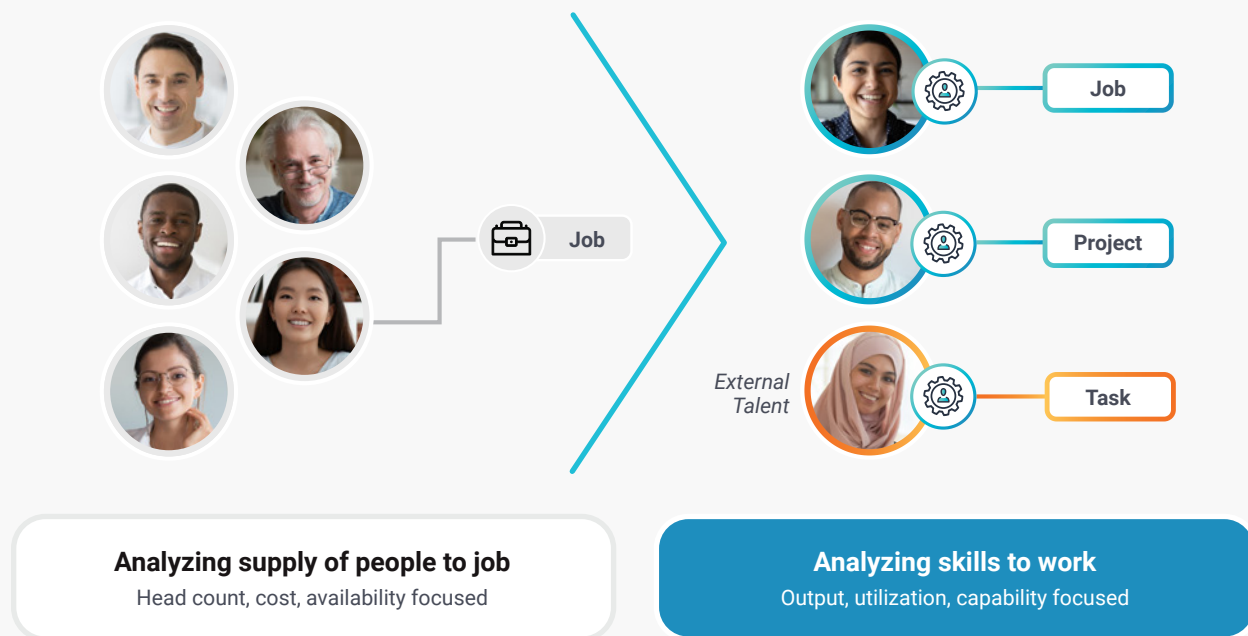
Create a 3D talent

End-to-end talent intelligence

Putting the pieces together

Our platform provides talent intelligence across the talent life cycle.

Identify	Plan	Operate

Gain talent insights on your industry

Understand the talent you already have

Formulate a skills portfolio

Design the future with Talent Intelligence

Attract, develop, engage, and upskill talent

Intelligent insights surface across your talent practices

Talent Intelligence aligns strategy and outcomes
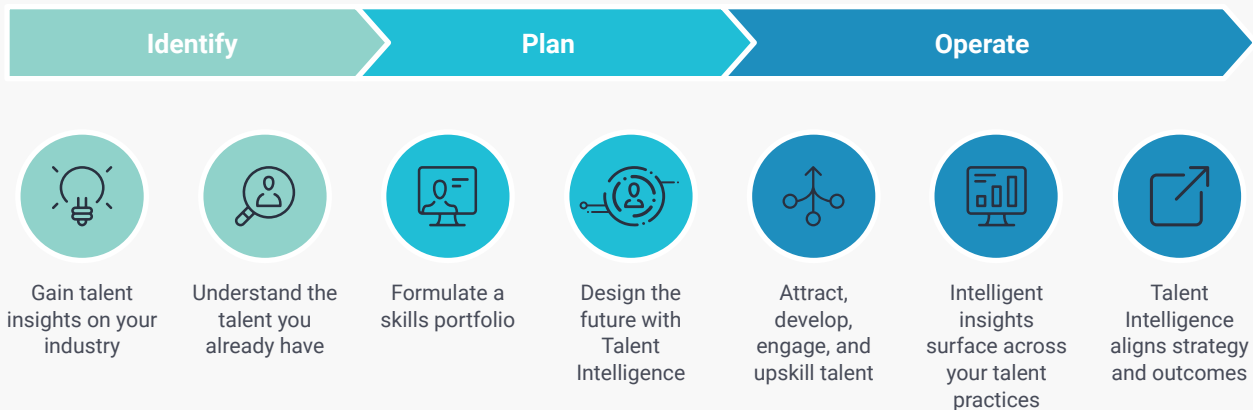
> "
>
> What the AI showed us was that the data we had been relying on [résumés and competency ratings] were nowhere near as helpful as tracking the work people were actually doing with skills intelligence in real time. Our common thinking was being challenged by what we were now able to see based on what the AI was surfacing"
>
> — Antony Shields,
> Global Digital Talent Leader, EY

Other talent intelligence solutions offer standalone pieces of skills data or information, but our platform offers end-to-end talent intelligence. All the skills data resides in the same place where you're building your strategies and doing the work. This allows for the combination of industry insights, organizational insights, and operational insights that come together to power talent intelligence.

One talent intelligence system can include everything in your talent process, from talent acquisition to management and succession planning. Our platform also easily integrates with your existing ATS, HRIS, or other systems of record.

How talent intelligence can benefit your organization

HR leaders

Challenges for HR leaders

- You are tasked with achieving more results with a smaller budget and justifying investments in systems and technology.

- It's burdensome and complicated to identify talent gaps and create a data-driven plan to address them.

- Being a strategic partner to your CEO, CIO, and peer-to-executive team requires the ability to derive insights and talent strategies in real time and at scale.

With a skills-based approach

- You can increase revenue and productivity by identifying talent with the most potential and relevant skills.

- Reduce turnover and increase employee awareness by offering skills-driven career paths and development opportunities.

- With real-time insights into the organization's skills and skills trends in the industry, you can make data-driven plans to recruit, retain, or reskill talent, as well as redesign work.

Executives

Challenges for executives

- Driving long-term profitability in unfavorable macroeconomic conditions.

- It can be difficult to improve shareholder sentiment amid downturns or layoffs.

- Market disruption and competitors constantly threaten long-term success.

With a skills-based approach

- You can use talent intelligence to guide strategic workforce planning to optimize budget and people strategies.

- Increase revenue and productivity by helping the organization hire top talent with relevant skills.

- Reduce turnover and expenses by offering scalable talent development opportunities that increase employee satisfaction.

Recruiters

Challenges for recruiters

- Résumés are static, and can be both misleading and not represent what a candidate can do.

- Poor user experiences on career sites lead to huge drop-off rates, leaving top talent off the table.

- Organizations can spend large amounts of sourcing budgets on external recruiting services, including job boards and agencies, which can yield mixed results.

- You have to manually review résumés that the ATS flagged as relevant.

- Administrative work, like scheduling and outreach, can end up consuming huge chunks of time.

- Interviews can be subjective and unreliable.

With a skills-based approach

- You can widen the pool of top candidates by expanding the criteria of what makes a role successful and bypassing traditional constraints, including degrees and professional experiences, by focusing on someone's skills and potential.

- Candidates are ranked based on compatibility for the role, with strong matches ranking the highest based on their skills and potential.

- You can focus on interested candidates and start job searches with prebuilt pipelines of internal talent, past applicants, company alumni, referrals, and contingent hires.

- Increase interview efficacy by validating skills the AI listed as present or missing.

Talent managers

Challenges for talent managers

- Employees look elsewhere for opportunities because they don't know what options exist in your organization.

- Promotions can be biased and based on social connections instead of skills.

- Employees are left to navigate the workplace on their own to find mentors, which can lead to a disadvantage for minorities or those who aren't as socially connected, like remote workers.

- Deserving employees can be overlooked during succession planning.

- Talent could be laid off when there are multiple internal jobs available that they could be reskilled or upskilled for.

- Lack of visibility into how your organization's skills stack up against the competition or what skills gaps exist.

- Employees don't know where to go to determine the skills they will need in the future or how to build them.

- Managers "hoard" talent, which can lead to career stagnation and lack of innovation.

With a skills-based approach

- Employees are matched to internal roles based on skills, potential, and interests. Everyone has a more equal chance based on what they can do.

- Mentors are assigned based on interests and potential.

- Evaluate workforces in real-time to understand workforce capacity, and augment it based on market forces and trends.

- Employees can own their careers by identifying new opportunities within organizations.

- You can use insights about your existing workforce to make critical decisions about internal employee moves.

- Organizational leaders can see exactly how they stack up against competitors, which skill gaps exist, and tap into the talent pool of existing employees, silver medalists, and contingent workers to overcome those gaps.

Candidates

Challenges for candidates

- Candidates aren't sure which roles they're qualified for.

- Candidates can feel confused or deflated about not being hired for a role when they thought they were a good fit.

- Minority groups tend to under-represent their qualifications and disqualify themselves from jobs without applying.

With a skills-based approach

- Candidates see exactly which jobs they're qualified for based on what they can do, boosting confidence and application rates.

- Candidates are matched with jobs they may have never considered, helping them find the right role for their interests and skills.

- Deep-learning AI surfaces skills, adjacent skills, and potential to drive equity and equality.

Ready to build a talent-centered organization powered by AI?

Our AI-powered Talent Intelligence Platform is designed to help your organization understand, engage, and retain its workforce more effectively. With our platform, you can find best-fit talent, identify and nurture talent within the organization, and create personalized learning and career paths for all employees. Whether it's succession planning or building a robust workforce strategy, our platform is there to provide visibility into the skills you'll need every step of the way on your path to becoming a talent-centered organization.

Discover how we can help you build a talent-centered workforce built for purpose today.

Transform your workforce

About Eightfold AI

Eightfold AI's market-leading Talent Intelligence Platform™ helps organizations retain top performers, upskill and reskill their workforce, recruit talent efficiently, and reach diversity goals. Eightfold's patented deep-learning artificial intelligence platform is available in more than 155 countries and 24 languages, enabling cutting-edge enterprises to transform their talent into a competitive advantage. For more information, visit www.eightfold.ai.

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