



Skills-Based Hiring for a New Work Era

IBM's Wendy Wick shares her thoughts on the talent industry's biggest challenges and how both technology and policy can support skills-based hiring.

Biggest challenges right now

- Vetting AI-generated content and the data used to train it for bias
- The pace of change and managing expectations of instant turnarounds

Biggest challenge over the next decade

Figuring out hybrid work and its impact on work-life balance, productivity, in-person collaboration, innovation, creativity, and career development

Ways to support marginalized groups

- Promote internal mobility by sourcing talent from your existing employee base.
- Review job descriptions to ensure they're free of bias and jargon.
- Diversify where jobs are posted. Programmatic advertising is a good option.



"We're heading to deliver a hire almost as swiftly as delivering a pizza."

Wendy Wick
Americas RPO Offering Leader, IBM Consulting

Ways AI can support recruiting

- Prompting candidates to give more information about a skill or work experience to improve their application and inform them about next steps
- Helping hiring managers ask the right questions to validate a candidate's skill set and reduce bias at the same time
- Managing routine administrative tasks for recruiters, like scheduling meetings and flagging roles they have trouble filling
- Turning analytics into actionable insights—for example, to address high turnover rates

For decisions that carry significant ethical, strategic, or personal weight, human judgment is crucial and should not be replaced.