



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 marginalised 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 recruitment

- Prompting candidates to give more information about a skill or work experience to improve their application and inform them of 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 judgement is crucial and should not be replaced.