WHITE PAPER 20 · THE AI SHIFT

# The Six AI Competencies Every Employee Now Needs

A competency model for the new way of working, from everyday AI to leading human and agent teams

**Industry** Cross-industry, Malaysian workforce **Function** Every function

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## AT A GLANCE

INDUSTRY

**Malaysian workforce, every function**

PROBLEM

**AI training planned by tool, not by competency**

FRAMEWORK

**Six competencies, three levels each**

CHANGE

**Training routed to the competency each role needs**

## EXECUTIVE SUMMARY

Most AI training is planned around a tool, a licence or a feature, and tools change every few months, hence the plan

is out of date before it is delivered. A competency model lasts longer, because it describes what a person must be able to do whatever the tool, and this paper sets out the six competencies TLMM and KadoshAI use, built from our work on gamified competency simulations.

**620,000**
Malaysian jobs highly impacted

**39%**
of core skills to change by 2030

**6**
AI competencies

**3**
levels, Know it, Do it, Lead it

**Tools change every quarter, competencies last the career.**

INDUSTRY AND PROBLEM OBSERVED

## The problem

TalentCorp's impact study found about 620,000 jobs, 18% of 3.5 million employees, expected to be highly impacted by AI, digitalisation and the green economy within three to five years, and the World Economic Forum expects 39% of workers' core skills to change by 2030.

Most organisations answer that with tool training, which teaches the buttons and not the judgement.

## What we observed

- Training planned by tool, so it dates quickly
- No shared language for what AI ready means
- No levels, so nobody knows what good looks like next

THE FRAMEWORK PROCESS

## Six Competencies, Three Levels

1

### AI Fluency

Use AI well every day and check what it gives you

2

### Workflow Thinking

See work as steps and find the step to automate

3

### Builder Creativity

Turn a friction into an agent, flow or app

4

### Judgement and Safety

Know when to trust, check or stop

5

### Adaptability

Drop old habits and refresh what you know

6

### Leading with AI

Direct people and agents toward an outcome

HOW IT WAS SOLVED

## The solution

Each competency is assessed and trained at three levels, Know it, Do it and Lead it, so a role is routed to the competency and level it needs, and the full model, with how job roles are changing and the training that builds each competency, sits on the TLMM AI Competencies page.

**BEFORE**

- Tool training
- No shared language
- No levels

**AFTER**

- Six competencies
- One language for AI ready
- Three levels per competency

WHAT L&D LEADERS SHOULD DO

## Your checklist

- Do we describe AI readiness in competencies, not tools?
- Do we know each role's target level?
- Are our programmes mapped to the six?
- Do leaders model the Leading with AI competency?

**Build the competency, and every new tool becomes easier.**

## ABOUT THE LEARNING MATCHMAKER

The Learning MatchMaker has been a trusted advisor to HR and L&D leaders since 2010, matching organisations with the right learning design, the right delivery method and the right trainers for their business problem. Clients in this paper are named by sector and function only.

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## REFERENCES AND DATA NOTES


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