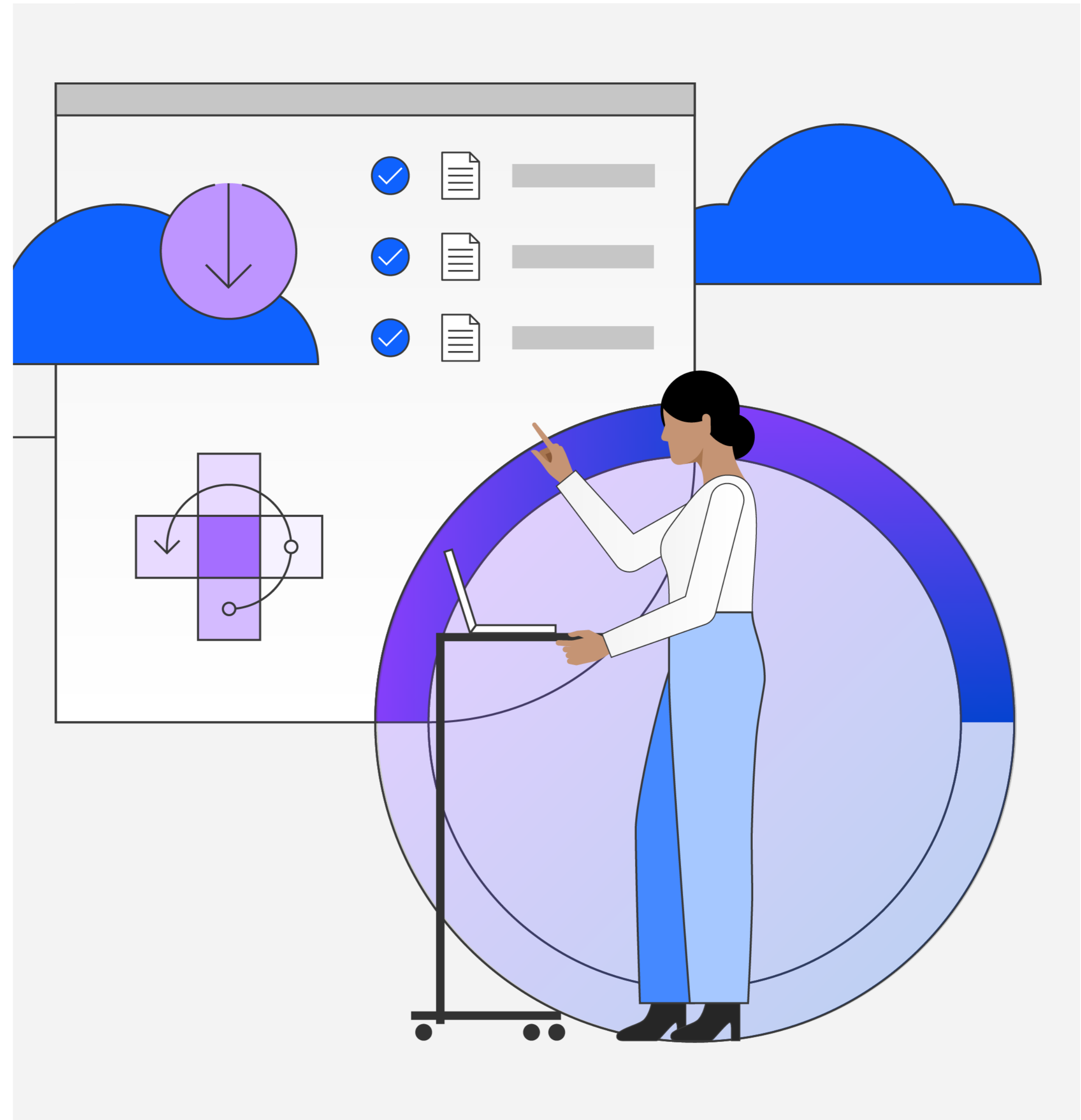
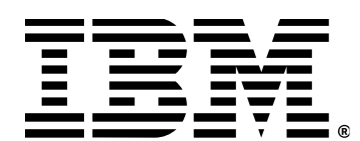


# IBM SkillsBuild

Building the next generation of technology leaders

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# Signals from the Field

Insights from the ICT in Motion Report 2025

## *Job Roles Are Shifting Fast*

- Entry-level roles are evolving rapidly, with **92.6%** facing high or moderate transformation potential

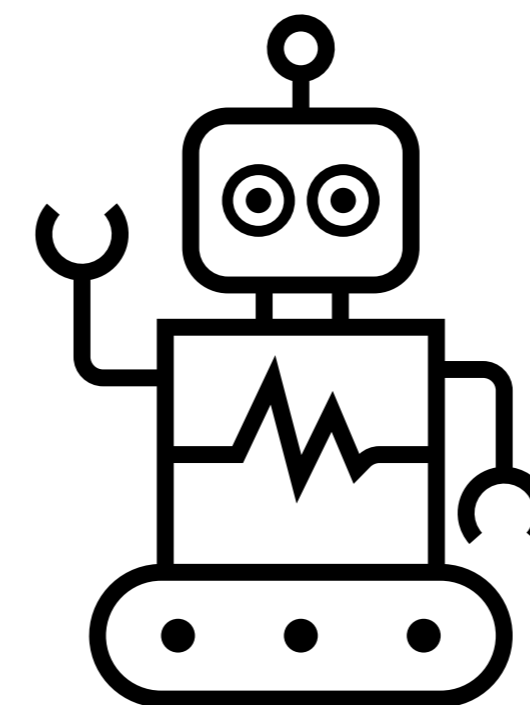
- Even junior jobs now demand **AI fluency**

- <sup>2</sup> • AI is no longer a niche skill - it's **foundational**

- Employers face **severe skills gaps**

## *Growing Demand for AI Skills*

- **78%** of ICT roles already require **AI skills**
- **7 of 10** fastest-growing roles are **AI-related**



## *Importance of Human Skills*

- Communication
- Ethics and ethical reasoning
- Critical thinking
- Adaptability

The AI Workforce Consortium analyzed 50 ICT and supporting roles and made learning recommendations.

**More than 50** of the learning recommendation are IBM learning offerings, most available through IBM SkillsBuild.

### Reference:

ICT in Motion: The Next Wave of AI Integration Report 2025 – AI Workforce Consortium

### Other Reports:

- Canaries in the Coal Mine? Six Facts about the Recent Employment Effects of Artificial Intelligence – Stanford University
- No Country for Young Grads – The Burning Glass Institute

IBM is committed to skill 30 million people globally by 2030, and as part of this larger goal, IBM aims to skill 2 million people in AI by 2026

**IBM SkillsBuild**



# About IBM SkillsBuild

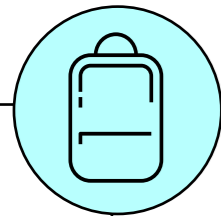
IBM SkillsBuild® is a free education program aimed at increasing access to technology education. Through the program, we support adult learners and high school and university students and faculty, to develop valuable new skills and access career opportunities.

The program includes an online platform that is complemented by customized practical learning experiences delivered in collaboration with a global network of partners.

We support learners and instructors across ages and stages of their learning journey ↻

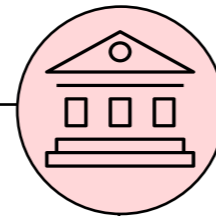


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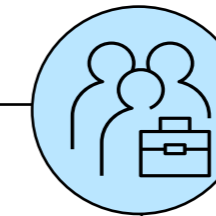
## High school learners, teachers

Technology and human-centric workplace learning options for high school students and teachers to build foundational skills to prepare for the future of work



## Academia learners, faculty

Access to technology, supporting research, learning materials and courses to advance relevant skills for today's workforce



## Adult learners

Empowering professionals, already in the labor market, to become better qualified and secure jobs in the technology sector and beyond

# Key Program Info



**1,000**  
courses




**20**  
languages

Content in local languages

FREE ACCESS

Global partnerships bring learning to life

Verified digital credentials

**Artificial Intelligence** 

Learners can gain foundational skills in generative AI, machine learning and cognitive computing.

**Cybersecurity** 

Learners can acquire core skills for threat intelligence, including network security and incident response.

**Cloud** 

Learners can demonstrate how cloud services work, how to build a cloud solution, and transform it for business use cases.

**Data Analytics** 

Learners can apply analytic tools to analyze data, predict outcomes and visualize the results professionally.

IBM SkillsBuild provides a wide range of courses in other areas, including project management, user experience design, web development and more.

# AI-Enabled Applications for Customer Service

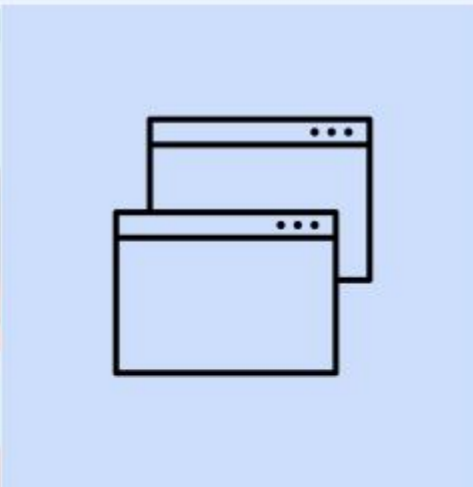
SCAN TO REGISTER



<https://ibm.biz/BdpyKi>

This course covers the fundamentals of AI technologies, their application in customer service, and their impact on businesses and customer experiences.

You will learn how to design and implement AI-driven customer service systems, including chatbots, sentiment analysis, personalization, and more to improve customer experience.



# AI Literacy

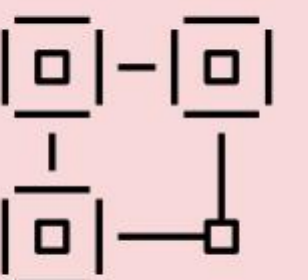
SCAN TO REGISTER



<https://ibm.biz/BdpyKr>

From voice assistants to medical diagnostics, AI is reshaping nearly every aspect of your daily life, education, and work.

This is your quick and jargon-free introduction to this transformative technology, giving you the foundation to recognize, evaluate, and use AI responsibly.



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