

The AI Skills Gap: What Should Businesses Prepare For in 2026?

The AI skills gap is becoming a major challenge for businesses. Learn about the necessary skills and how to leverage AI to improve productivity.

The AI skills gap doesn't exist because of a lack of interest, but because AI tools are evolving faster than businesses can adapt. By 2025, the challenge will not only be understanding what AI can do, but also how to integrate AI into daily workflows safely and responsibly.

As AI becomes increasingly integrated into systems and software, equipping individuals with the right skills and training is more crucial than ever. Businesses need not only AI, but also personnel who know how to leverage it effectively.

According to the Express Employment Professionals – Harris Poll survey, 72% of hiring managers in the US said their company will be using AI by 2025, up from 66% in 2024. However, 55% of them also admitted that their businesses do not yet have the necessary training programs or resources for employees to use AI effectively.

This shows that the issue is no longer about applying AI, but **about how humans can work effectively with AI**



The AI skills gap is changing.

Training is becoming a key factor in the successful deployment of AI by businesses. According to a recent report on AI PCs, 95% of survey participants believe that training is essential for the effective use of AI computing.

Previously, AI tools were typically reserved for those with technical expertise. However, the emergence of AI running directly on devices and AI PCs has expanded the user base to many industries such as sales, education, and healthcare. This necessitates a new training approach that focuses on prompt design, critical thinking, and collaboration between humans and AI, rather than just training in complex technical skills.

This collaboration is increasingly supported by AI agents, which can perform repetitive tasks on behalf of users, provide information, and reduce the need for highly specialized technical skills. A 2024 survey by Ellucian of over 330 educational institutions in the U.S. and Canada found that 93% of faculty and administrators expect to increase their use of AI within the next two years.

In the healthcare field, research from the American Medical Association also shows that approximately 66% of doctors were using AI in 2024, up from 38% the previous year. AI is being used in many tasks such as record keeping, care planning, diagnostic support, and administrative procedures.

Moreover, many businesses are seeing clear benefits from AI, such as real-time data analysis, increased productivity, and innovation support. According to the Lenovo CIO Playbook 2026, 96% of businesses expect to increase investment in AI in the next year, with an average growth rate of around 13%. This shows that AI is no longer an optional investment, but is becoming a core component of business strategy.

Essential skills for AI PC users

Gusto's research shows that when employees are not provided with the necessary AI tools, more than half will find alternative tools themselves. This can lead to security risks and create difficulties for businesses.

To make the most of PC AI, users need to develop three core skill sets.

First is the skill of designing prompts and interacting using natural language. As AI is integrated into operating systems and applications, the ability to communicate effectively with AI becomes more important than ever.

Secondly, there's data literacy. Users need to know how to identify biases, evaluate results, and make informed decisions without becoming data experts.

Thirdly, there's the issue of security and privacy awareness. When AI handles sensitive data, users need to understand how that data is processed and stored, especially with locally-based or hybrid AI models.

These skills enable each employee to become an effective AI collaborator. However, skills alone are not enough. Users also need the right tools to support their workflows. Therefore, technology developers need to work closely with businesses to build intelligent, secure, and scalable solutions.

Transforming AI capabilities into a competitive advantage.

The AI ??revolution in personal computing is not aimed at replacing humans, but at enhancing their capabilities. One of the key skills of the future is the ability to redesign workflows, connecting AI tools and automation into a more efficient system.

Simultaneously, digital evaluation skills will become a core skill. Users need to know how to evaluate AI results and apply human control when necessary.

As AI becomes smarter and more contextually aware, many features will run silently in the background, supporting work without disrupting processes. This also drives change management and makes the adoption of AI a crucial factor for businesses to adapt to new technologies.

Adopting AI is no longer an option but a competitive requirement for businesses of all sizes. Success depends on building a team that can work effectively with AI while ensuring security and ethical standards.

Current AI technologies are expanding rapidly, encompassing predictive AI, generative AI, multimodal AI, security AI, and edge AI. These capabilities enable non-technical users to leverage AI in their daily work.

For example, salespeople can use AI to analyze data and close deals faster. Teachers can use AI to create more effective lesson plans. Healthcare workers can reduce their administrative workload through intelligent AI systems.

AI is gradually becoming a working partner rather than just a tool. By combining skills training with intelligent and personalized AI systems, businesses can bridge the skills gap and prepare for an AI-led future.

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