



Guide to Developing AI Fluency

GUIDE

Introduction

AI fluency is quickly becoming a must-have skill for HR professionals. Over 70% of HR teams are now using at least one AI-powered tool, and the results speak for themselves: faster hiring, reduced admin time, and stronger employee engagement.

But using AI effectively goes beyond adopting tools. It's about understanding how these systems work, knowing their limitations, and applying them ethically and strategically in everyday practice.

What is AI fluency?

AI fluency means being able to collaborate with AI confidently and thoughtfully, utilizing it to augment human judgment, rather than replace it. It's what empowers HR professionals to turn AI's potential into real-world outcomes: faster, fairer decisions, smarter workflows, and better employee experiences.

In this document:

→ **A breakdown of AI fluency**

A detailed view of the four key components of AI fluency and their associated behaviors

Four Key Components of AI Fluency



Confident AI application

An employee should possess a skill set that matches the requirements necessary for success in the new role.



Responsible use advocacy

Employees with greater tenure may be eligible for promotion based on their extensive knowledge of the company and their commitment.



Championing AI adoption

Consistently achieving high performance over an extended period may warrant recognition, reward, or promotion.



AI work integration

Consider an employee's potential to excel in a more senior role or to develop a higher level of technical expertise.

AI Fluency Definition

Understands, promotes, and applies artificial intelligence concepts, tools, and implications within HR in a safe and responsible way



Confident AI application

An employee who possesses a skill set that matches the requirements necessary for success in the new role



Responsible use advocacy

Uses AI ethically and collaboratively, ensuring fairness, transparency, and responsible handling of data



Championing AI adoption

Embraces AI through experimentation, ongoing learning, and encouraging others to build AI fluency



AI work integration

Designs practical AI solutions and integrates them into workflows to improve efficiency and decision-making

Behaviors

Understanding AI basics

Recognizes the role and potential of AI across the employee lifecycle and identifies opportunities to apply it for meaningful impact

Using AI tools effectively

Uses relevant AI tools to improve efficiency, accuracy, and scale in daily HR tasks, beyond basic observation or delegation

Creating effective AI prompts

Crafts clear, structured prompts to guide AI systems toward accurate, useful, and context-relevant outputs

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Behaviors

Working effectively with AI

Works alongside AI systems to amplify human expertise, ensuring AI augments, not replaces, people capabilities

Applying AI ethically

Uses AI in a fair and inclusive way, aligned with ethical people practices and organizational values

Ensuring transparency and building trust

Applies principles of transparency, fairness, privacy and accountability to ensure AI is trusted and used responsibly

Managing AI risks

Applies AI governance principles and safeguards to support ethical, compliant, and risk-aware AI practices within HR and the business

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Behaviors

Acting as an AI ambassador

Promotes AI fluency by modeling effective use, sharing learnings, and supporting others in building confidence in AI

Encouraging AI experimentation

Actively explores, tests, and adapts AI approaches to improve outcomes and stay responsive to new developments

Leading AI initiatives

Shapes and supports long-term AI strategies which align with business goals, drive adoption, and prepares the organization for continued transformation

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Behaviors

Designing AI solutions

Identifies business challenges and contributes to designing AI-enabled solutions, including data needs, model fit, and other implementation considerations

Embedding AI in workflows

Integrates AI tools into HR workflows to enhance decision-making, streamline processes, and improve the employee experience

How Do You Craft AI Fluency?

To craft AI fluency, you cannot rely on traditional, static training methods. The pace of AI evolution is too fast.

Instead, establish a culture of continuous learning that encourages experimentation and empowers employees to learn “just-in-time.”

To do this, simply remember:

- ✓ Educate.
- ✓ Equip.
- ✓ Expose.
- ✓ Elevate.

Educate	Equip	Expose	Elevate
Educate employees on the core AI skills the organization identifies as critical, such as AI fluency for all, or focusing on one or two specific sub-skills, like building foundational AI knowledge.	Equip employees with the right tools and support to apply them. Determine your approach to AI tool usage and licensing in accordance with your AI usage policy.	Accelerate learning by exposing employees to various AI use cases. Share AI success stories, encourage AI experiments, and motivate employees to incorporate AI into their daily tasks.	When AI-use starts to gain traction, it’s time to elevate the learning by introducing more structured AI initiatives that align with your organization’s strategic goals. These initiatives require support by leadership.
In practice	In practice	In practice	In practice
Roll out a compulsory e-learning program to all employees, providing the fundamental knowledge of Gen AI, supported by monthly live Q&A sessions led by leaders.	Supported by leadership, obtain Microsoft Copilot licenses for all knowledge workers and create Copilot training materials and responsible-use guides. Establish an AI help-desk for internal queries.	As the usage of Copilot increases, begin hosting a monthly AI show-and-tell, where employees can share how they’ve adopted AI in their daily activities and get a chance to win a prize as “AI Custodian of the Quarter.”	Work with the HR director and the IT team to identify the top adopters of AI based on success criteria and usage data to form a working group who will spearhead strategic AI opportunities linked to the organization’s strategic goals.