TL;DR

Reinventing People Development in the Age of AI

Key insights from our panel with Hebba Youssef (I Hate It Here), Kailey Cartwright (SurveyMonkey), and Alex Simmons (Boon)

Top Takeaways

1 AI isn't the strategy— mindset is.

→ Companies are racing to adopt AI tools, but real transformation happens by pairing curiosity + capability. Tools come second.

2 L&D must become Reskilling & Development.

→ The new mandate: help employees adapt fast. Replace rigid programs with agile, skills-first reskilling engines.

3 Rethink the manager role.

→ Most managers can't coach 10+ directs. Future orgs will unbundle performance from growth— outsourcing coaching to tech or third parties.

4 Career paths will go nonlinear.

→ Forget ladders. AI can map dynamic, personalized journeys—based on skills, not titles.

5 Culture beats tools.

→ Adoption comes from psych safety and shared learning. Slack channels > training manuals.

CORE SKILLS THAT STILL MATTER

Yesterday's Gaps	Tomorrow's Must-Haves
Delivering feedback	Prioritizing under pressure
Coaching & development	Managing up/down effectively
Performance management	Making sense of ambiguity
Linear growth paths	Adaptive, AI-augmented ones

BIG QUESTIONS STILL UNANSWERED

Who owns AI tone + coaching quality in an org?
When AI gives feedback, who's responsible for how it lands—and what happens when it misses?

Can we scale personalization without losing judgment?
AI can map skills and recommend next steps—but who stress-tests whether it's the right path?

Will managers keep their role in employee growth—or lose it?
As teams grow and tools improve, does the manager still coach—or just execute?

How do we balance speed with original thinking?
When AI shortcuts the work, how do we ensure employees still think?

Are orgs ready to treat L&D as a strategic investment—not a perk?
Will we finally fund reskilling like we fund product?