

# AI IN TRANSFORMATION EMPLOYABILITY:

KEY LESSONS FROM BUILDING LITERACY, ROADMAPS  
AND PRACTICAL SOLUTIONS

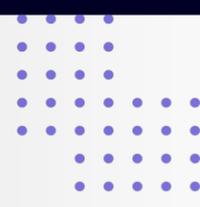
JANUARY, 2026



# INTRODUCTION

Hudson&Hayes

We help you reinvent workflows with AI



# SPEAKERS



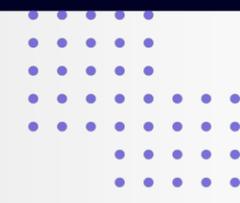
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**THIS IS NOT A  
PRESENTATION ABOUT  
TECHNOLOGY**



**THIS IS NOT A  
PRESENTATION ABOUT  
TECHNOLOGY..... IT'S  
ABOUT PEOPLE**



The real opportunity is for AI to **elevate the human side of employability** by freeing teams to spend more time where it matters most.

# WHAT WE ARE COVERING

*Lessons You Can Apply to Transform with AI*

**EDUCATE**

Build AI Literacy

**AMBITION**

Create Strategy,  
Blueprint, Foundations

**DISCOVER AND  
REIMAGINE**

Re-design Work  
Through an AI Lens

**BUILD AND DELIVER**

Delivery in Iterative  
Waves

**SCALE AND EMBED**

Embed AI as a Habit

**GENASCEND**

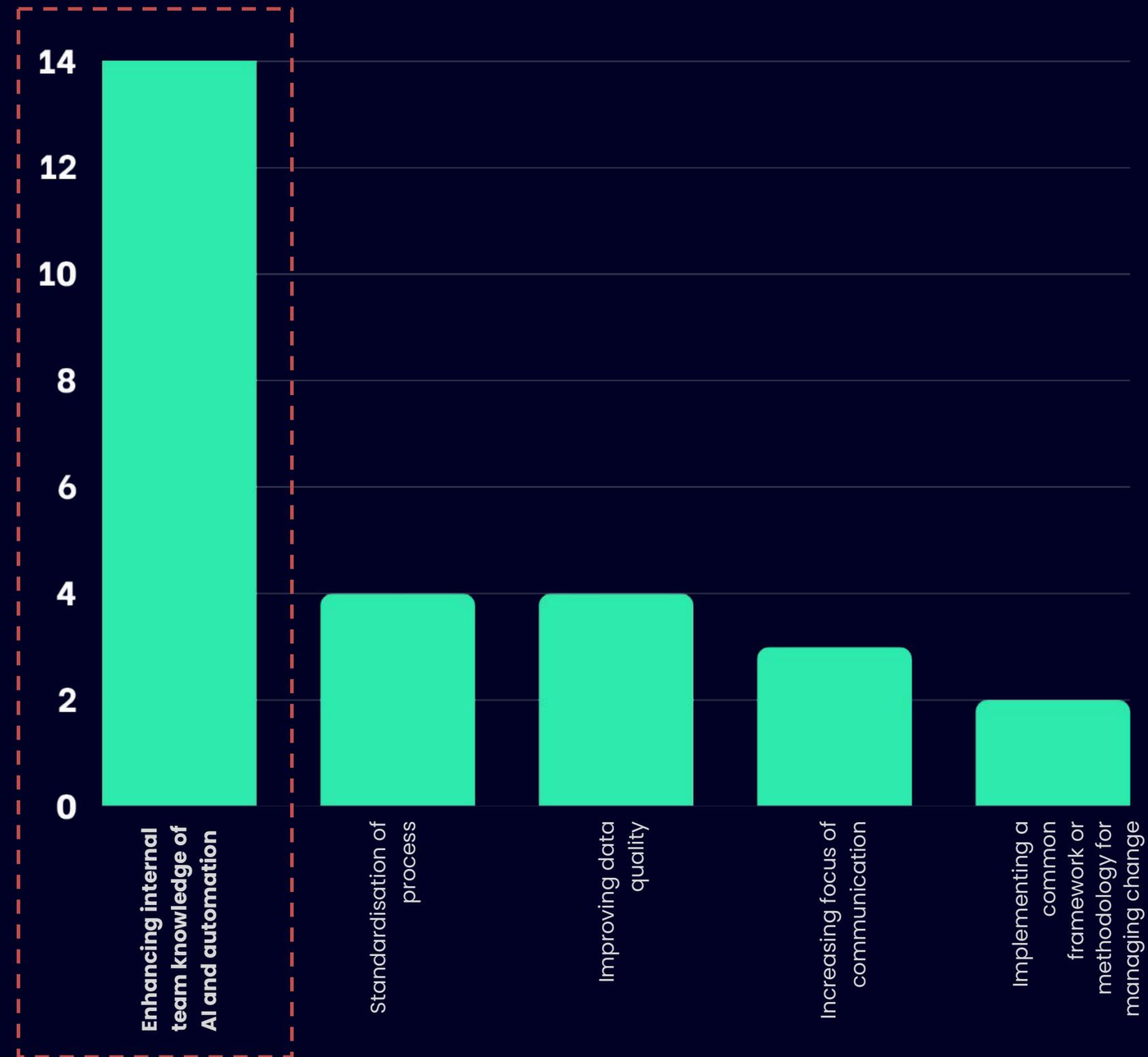
# Educate

## 1

- Build AI literacy through practical demos and real examples
- AI capability grows through habits, not one-off events

# “Enhancing internal team knowledge of AI and Automation”

scored highest on the top 5 needs to increase organisational readiness



Build AI literacy through practical demos and real examples.

- Machine Learning
- Predictive Analytics
- Data Visualisation

The Ability to Think and Use Past Information to Predict the Future

THINK & LEARN

The Ability to Interpret or Create Images and Videos

VISION

- Computer Vision
- Intelligent Document Processing
- Generative AI: Text to Image
- Generative AI: Text to Video

Improvement Levers

- Natural Language Processing
- Generative AI: Text to Speech
- Generative AI: Speech to Text
- Generative AI: Translation
- Generative AI: Text Generation

LANGUAGE

The Ability to Understand and Communicate Using Language

EXECUTION

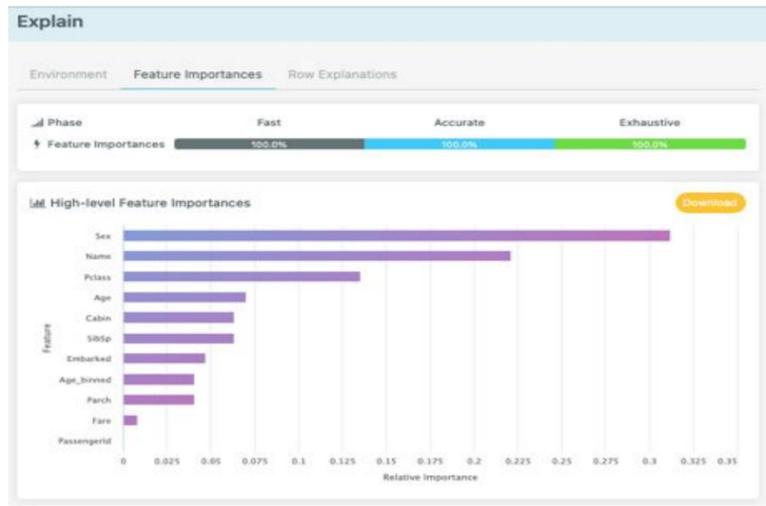
The Ability to Perform Tasks

- Robotic Process Automation
- Workflow
- AI Agents
- Clinical Robots

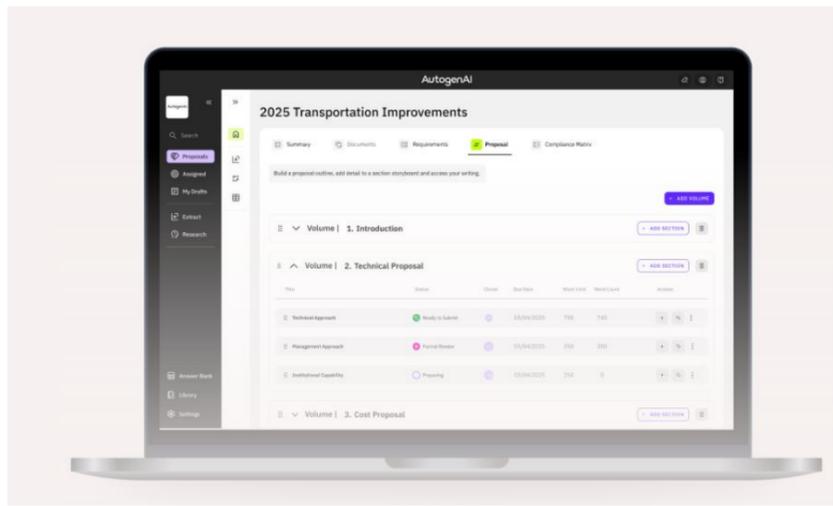
**Process and People Improvements:** Standardisation, Simplification, Outsourcing, Transition

# Build AI literacy through practical demos and real examples.

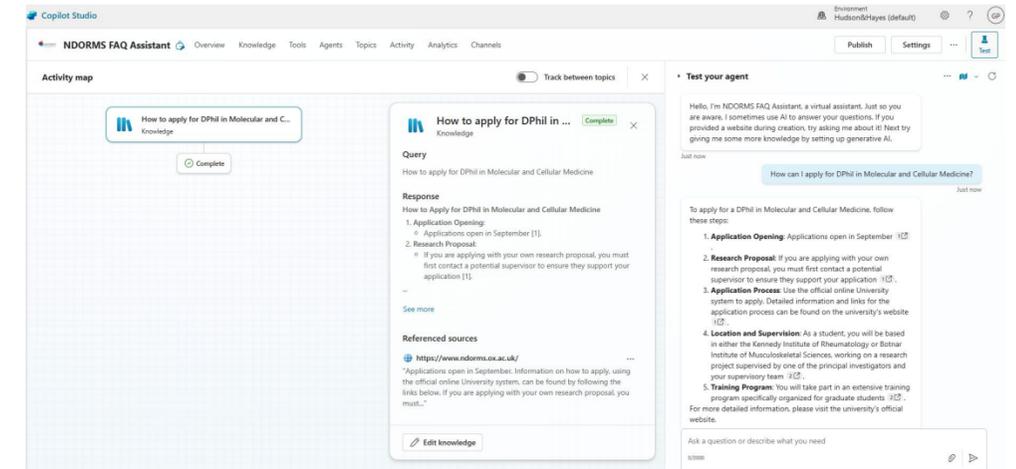
## Predictive Analytics Platforms



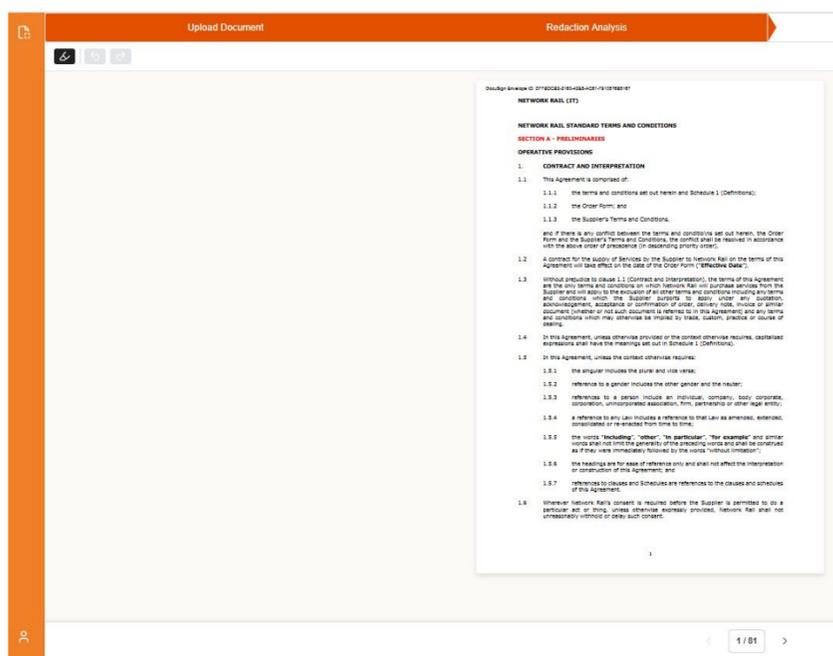
## Bid Writing



## Onboarding Agent



## Contract Redaction



## Contract Analysis

Hudson & Hayes Contract Negotiation

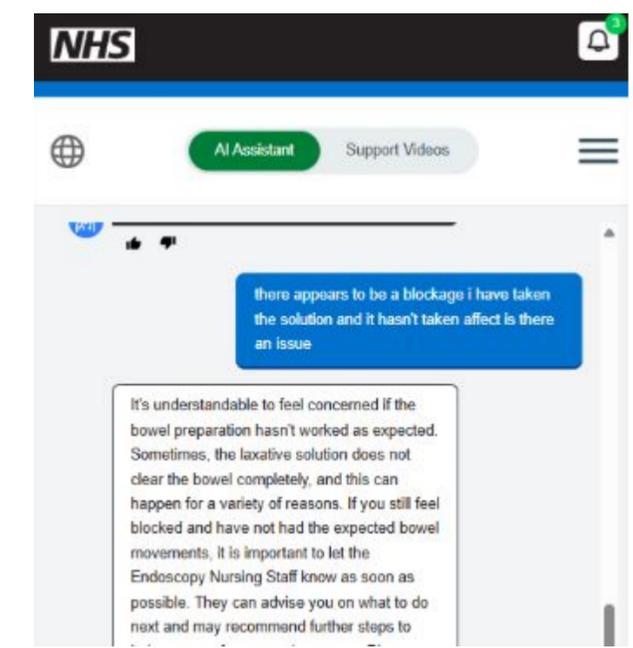
Uploaded PDF File: contract.pdf

### Contract Analysis

Clauses	Terms Specified in Contract	Potential Risk or Negotiation	Recommendation
Payment Terms	Net 5 days	High risk of cash flow issues	Negotiate for net 30 days, acceptable range is net 15 to net 45 days
Termination Notice	200 days	Excessively long notice period	Negotiate for 90 days, acceptable range is 30 to 180 days
	Standard confidentiality	Standard terms	Consider extended terms if

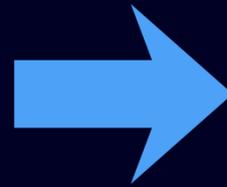
Enter a prompt here REPORT 📄 ➡

## Coaching Agent



# AI capability grows through habits, not one-off events

50% increase in  
Microsoft Co-Pilot  
Adoption from  
Bite-sized learning



## Why Advanced Prompting Matters

### Basic prompt

what are the risks in this contract? Filled Nr01 Contract.pdf

Copilot

You've asked about the risks in the contract titled [Filled Nr01 Contract](#). Based on a detailed review of its contents, here are the key risk areas to be aware of:

- 1. **Liability Exposure**
  - Total Aggregate Liability is capped at £5,000,000, including indemnities under Clauses 9, 10.3, 11.10, and 18.22.4 1.
  - This cap may be insufficient if the Supplier causes significant financial or reputational damage, especially in areas like data breaches or service failures.
- 2. **Insurance Coverage**
  - The Supplier holds:
    - Public Liability Insurance: £5,000,000

Message Copilot

Simple prompts = generic results

### Advanced prompt

You are a Procurement specialist and legal expert. Review this contract to identify risks and negotiation points. Split these by high, medium and low and provide mitigations. Output in table format. I want the tone to be professional and straight to the point as I will be sharing this with both parties. Download as an Excel file Filled Nr01 Contract.pdf

Copilot

I've reviewed the contract titled [Filled Nr01 Contract](#) and categorised the risks and negotiation points into high, medium, and low levels. Each item includes a suggested mitigation. The tone is professional and direct, suitable for sharing with both parties.

You can download the full analysis in Excel format below:

[Contract Risk Analysis - Excel File](#)

Let me know if you'd like a version formatted for presentation or if you need help drafting negotiation language.

Message Copilot

Detailed prompts = tailored outputs

Advanced prompting improves relevance and accuracy

Hudson&Hayes

Transport sample session

# Ambition

## 2

- Key operating model shifts to unlock the full breadth of benefits
- Understanding that transformation takes time

# Key operating model shifts to unlock the full breadth of benefits

## Organisation Structure & People Capability

Fixed advisor roles focused on manual case management and compliance.

**Flexible, AI-augmented teams where employability practitioners focus on judgment, coaching, and complex decision-making as 40–60% of administrative tasks become automated.**

## Process

Linear, paper-heavy workflows for referrals, appointments, evidence collection, and reporting.

Adaptive, AI-driven processes where repetitive admin (eligibility checks, document verification, scheduling, reporting) is largely automated, freeing staff for high-value participant support.

## Customer Journey (Participant Journey)

Standardised service pathways with fixed touchpoints and scripted interventions.

Predictive-driven real-time participant journeys — adjusting to intent, readiness, barriers, and engagement signals — with **AI-personalised pathways shown to increase activation, retention, and placement outcomes**

## Technology

Siloed case-management systems, separate SaaS tools, and manual data handling.

Interconnected AI-agent ecosystems where data, insights, and actions flow across services, with **most enterprise platforms expected to embed autonomous agents within five years.**

## Data

Fragmented programme data across PRaP, case management systems, spreadsheets, and manual evidence gathering.

Integrated, real-time data environments that use predictive analytics to identify risk, segment participants, and target interventions — improving employment outcomes by 10–20% when data-driven decisioning is applied in welfare-to-work programmes.

Current State

Future State

**However, transformation is a journey**

# Recognising the need for Operating Model evolution

## A lesson from Tractors

“Tractors promised a revolution in American agriculture, an industry which in **1900 employed** about a third of workers and produced about **15% of GDP**”

The  
Economist



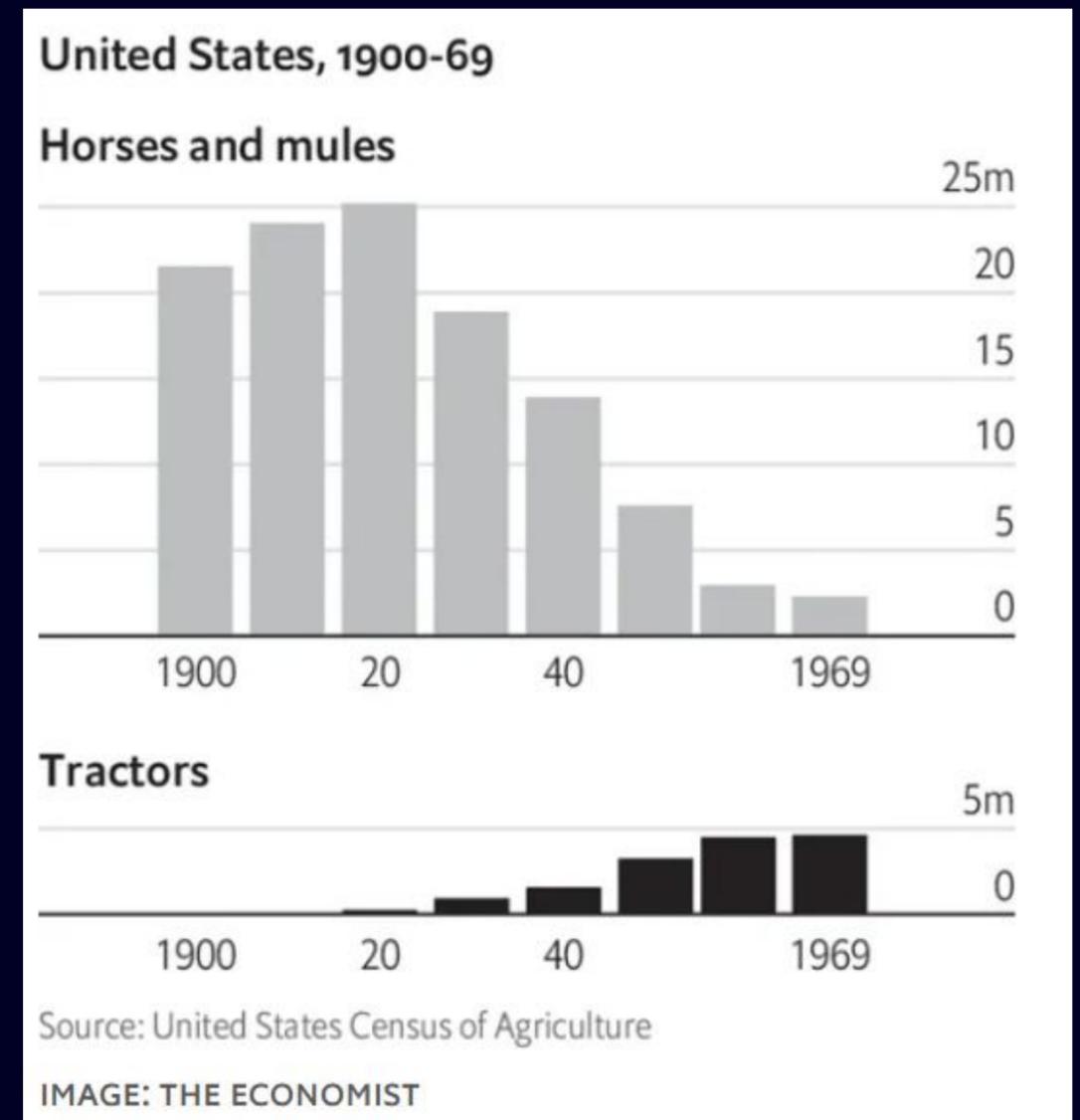
# Recognising the need for Operating Model evolution

## A lesson from Tractors

**Significant Efficiency Gains:** Tractors greatly increased farming efficiency, allowing farmers to manage more land with the same workforce and driving the expansion of farm sizes.

**More for Less:** By 1960, tractors helped increase the average U.S. farm size by 58 acres—about the area of ten large Walmarts—while reducing farm employment by 2 million workers, a 25% drop.

**Contribution to GDP:** By the mid-1950s, economists Richard Steckel and William White estimated that farm mechanization, including tractors, boosted U.S. GDP by roughly 8%.



# Recognising the need for Operating Model evolution

## A lesson from Tractors

- 1** | Early versions of the technology were less useful than people had originally believed and needed to be improved
- 2** | Adoption required changes in labour markets
- 3** | Farms needed to transform themselves.

# Discover & Reimagine

3

- Reimagine the full participant journey and system “flow”
- Use a clear prioritisation method to focus the backlog

○

# Reimagine the full participant journey and system “flow”

Stage 1: Engagement & Referral (PRaP)	Stage 2: Warm Handover & Onboarding	Stage 3: Initial Assessment	Stage 4: Action Planning	Stage 5: Meetings & Reviews	Stage 6: Specialist Support	Stage 7: Employer Engagement	Stage 8: In-Work Support	Stage 9: Re-Engagement	Stage 10: Programme Exit
<p><b>Human Interaction</b> Welcome contact to confirm referral and build rapport.</p> <p><b>Escalation:</b> Non-response, safeguarding, incorrect referral.</p>	<p><b>Human Interaction</b> Human-led onboarding call to set expectations and understand early barriers.</p> <p><b>Escalation:</b> Digital exclusion, wellbeing concerns.</p>	<p><b>Human Interaction</b> Diagnostic conversation exploring barriers, history, aspirations.</p> <p><b>Escalation:</b> Complex/multi-barrier cases, health changes.</p>	<p><b>Human Interaction</b> Co-design Action Plan and confirm commitment.</p> <p><b>Escalation:</b> Low motivation, unclear barriers.</p>	<p><b>Human Interaction</b> Regular coaching, progress checks, barrier resolution.</p> <p><b>Escalation:</b> Disengagement, wellbeing issues.</p>	<p><b>Human Interaction</b> Warm handover to mental health/skills or condition management.</p> <p><b>Escalation:</b> Complex multi-agency needs.</p>	<p><b>Human Interaction</b> Employer relationship management and placement negotiation.</p> <p><b>Escalation:</b> Reasonable adjustments, employer concerns.</p>	<p><b>Human Interaction</b> Sustainment support, coaching, and problem-solving.</p> <p><b>Escalation:</b> Risk of job loss or deterioration in wellbeing.</p>	<p><b>Human Interaction</b> Outreach to re-engage participant.</p> <p><b>Escalation:</b> Safeguarding or repeated non-engagement.</p>	<p><b>Human Interaction</b> Exit conversation confirming outcomes and next steps.</p> <p><b>Escalation:</b> Complex exits or signposting required.</p>
<p><b>AI Agents</b></p> <ul style="list-style-type: none"> <li>• Predictive Risk Scoring – flags likely disengagement.</li> <li>• Referral Data Automation – auto-imports PRaP data.</li> </ul>	<p><b>AI Agents</b></p> <ul style="list-style-type: none"> <li>• Digital Onboarding Assistant – guides setup and admin tasks.</li> <li>• Coaching Nudge Agent – motivators between contacts.</li> </ul>	<p><b>AI Agents</b></p> <ul style="list-style-type: none"> <li>• AI Assessment Summary – structures advisor notes.</li> <li>• Barrier Prediction Model – identifies hidden risks.</li> </ul>	<p><b>AI Agents</b></p> <ul style="list-style-type: none"> <li>• Intervention Recommendation Engine – suggests activities.</li> <li>• Compliance-by-Design – ensures plan meets contract rules.</li> </ul>	<p><b>AI Agents</b></p> <ul style="list-style-type: none"> <li>• AI Briefing Assistant – suggests talking points for reviews.</li> <li>• Vacancy Matching Tool – finds suitable jobs.</li> </ul>	<p><b>AI Agents</b></p> <ul style="list-style-type: none"> <li>• Referral Routing Agent – identifies correct specialist services.</li> </ul>	<p><b>AI Agents</b></p> <ul style="list-style-type: none"> <li>• Employer Matching Agent – links participants to employers.</li> <li>• Sustainability Predictor – forecasts retention risk.</li> </ul>	<p><b>AI Agents</b></p> <ul style="list-style-type: none"> <li>• In-Work Check-in Automation – schedules sustainment contacts.</li> <li>• Evidence Ingestor – pulls employer/participant updates.</li> </ul>	<p><b>AI Agents</b></p> <ul style="list-style-type: none"> <li>• Re-Engagement Voicebot – outreach calls/messages.</li> <li>• Automated Reminder Letters – compliance reminders.</li> </ul>	<p><b>AI Agents</b></p> <ul style="list-style-type: none"> <li>• Exit Automation – evidence checks and outcomes reporting.</li> </ul>

**What does a fully automated journey look like when human involvement is focused solely on high-impact moments?**

# Reimagine the full participant journey and system “flow”

## AI Agents

- Automated PRaP data intake.
- Predictive risk scoring segments participant needs immediately.
- Eligibility and compliance checks run automatically.

## AI Agents

- Communication before programme start
- Predictive analytics provides best engagement strategies

## AI Agents

- AI collects structured assessment info.
- Barrier Prediction Model identifies likely challenges.
- AI generates first draft of assessment summary.

## AI Agents

- AI suggests tailored activities based on profile and predictions.
- Draft Action Plan created automatically.
- Compliance assured via automated rules.

## AI Agents

- AI reviews progress and triggers tasks.
- Automated check-ins maintain engagement.
- Vacancy matching runs continuously.

Stage 1: AI-Led Referral Intake (PRaP)

Stage 2: AI Onboarding & Engagement

Stage 3: AI-Driven Assessment

Stage 4: AI-Guided Action Planning

Stage 5: AI-Led Reviews & Monitoring

## Human

- Correct PRaP errors.
- Handle safeguarding or complex cases.

## Human

- Support digital-excluded participants.
- Manage wellbeing/health escalations.

## Human

- Deep diagnostic discussion for complex cases.
- Validate AI insights where nuance is needed.

## Human

- Refine goals with participant.
- Motivate and align commitment.

## Human

- Coaching and confidence building.
- Handle crises, setbacks, changing circumstances.

# Reimagine the full participant journey and system “flow”

## AI Agents

- AI routes participants to the right specialist services.
- Timing and referral likelihood optimised via prediction.

## AI Agents

- Job-matching engine aligns participant profiles with employer needs.
- Retention prediction identifies best fit roles.

## AI Agents

- Automated sustainment schedule and check-ins.
- Evidence ingestion from employers/self-service.
- AI monitors retention risk

## AI Agents

- Automated outreach via Voicebot/SMS.
- Reminder letters and re-contact sequences triggered.

## AI Agents

- Automated evidence checks. • Outcome validation.
- Closure and reporting processes complete automatically.

Stage 6: AI Specialist Routing

Stage 7: AI Vacancy & Employer Matching

Stage 8: AI In-Work Sustainment

Stage 9: AI Re-Engagement

Stage 10: AI Exit & Reporting

## Human

- Warm handover when personal support is needed. • Multi-agency case coordination.

## Human

- Employer negotiation and adjustments.
- Handle sensitive situations.

## Human

- Resolve employer issues affecting sustainment.
- Support when risk escalates.

## Human

- Rebuild trust after prolonged non-engagement.
- Address safeguarding flags.

## Human

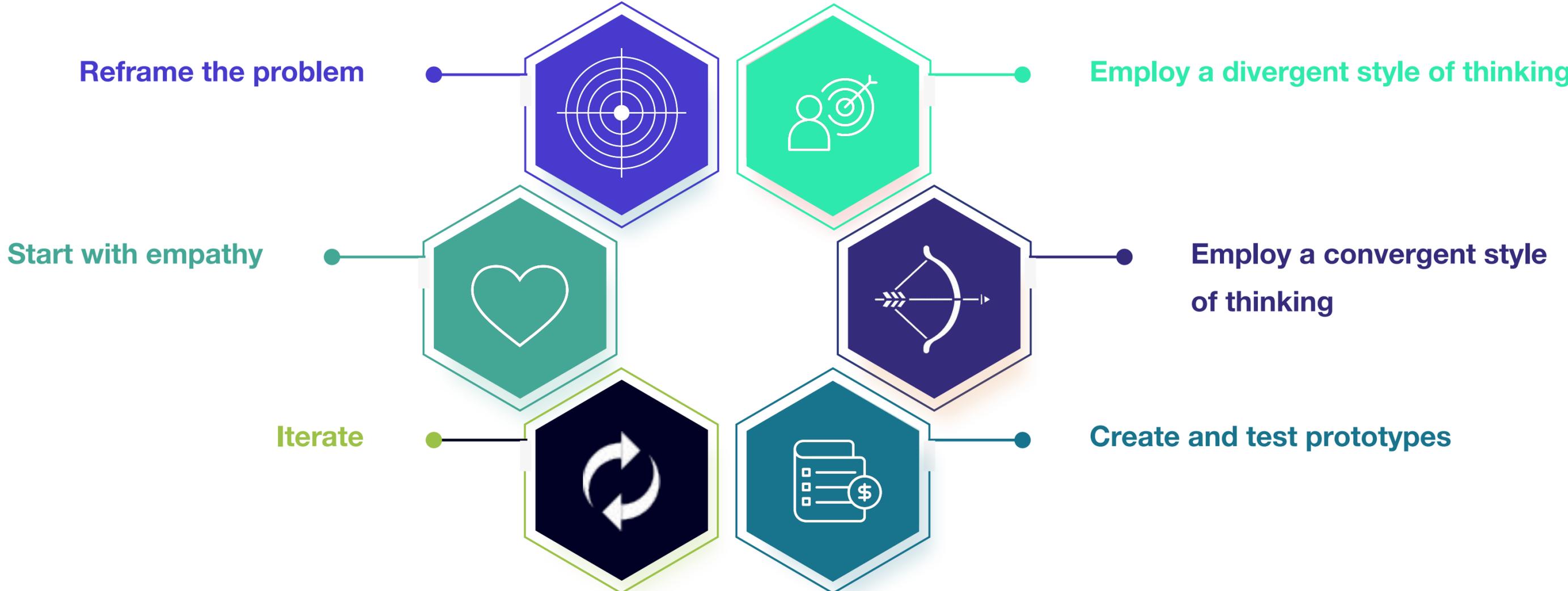
- Complex exits, transitions, or signposting to other services.

# Build & Deliver

## 4

- Reimagine the full participant journey and system “flow”
- Use a clear prioritisation method to focus the backlog

# THE CRITICAL NATURE OF THE DESIGN PHASE AND THE VALUE OF DESIGN THINKING



# NOT ALL AI IS CREATED EQUAL: PROMPT, CONFIGURE, BUILD AND BUY

Approach	Description	Tools / Platforms	Best for
 Prompt	Use advanced prompting to unlock value with no technical build	ChatGPT, Microsoft 365 Co-Pilot, Claude, Gemini	Fast wins, minimal effort, individual productivity
 Configure	Assemble tools with logic, connectors, and permissions	Co-Pilot Studio, Power Platform	Internal tools, workflows, medium complexity use cases
 Build (Platform)	Develop on orchestration platforms with APIs, RAG, data processing	Azure AI Studio, OpenAI API + LangChain	Multi-step logic, custom orchestration, secure/internal data handling
 Build (Bespoke)	Fully custom-coded applications and AI-powered product features	React/Next.js frontends, custom APIs, LLM-integrated products	Strategic differentiation, full control, embedded AI
 Buy	Purchase existing AI tools that already solve the problem	SaaS tools, off-the-shelf AI platforms	Speed, simplicity, cost-efficiency

# CHOOSE WHEN TO BUILD, BUY, OR CONFIGURE FOR BEST VALUE

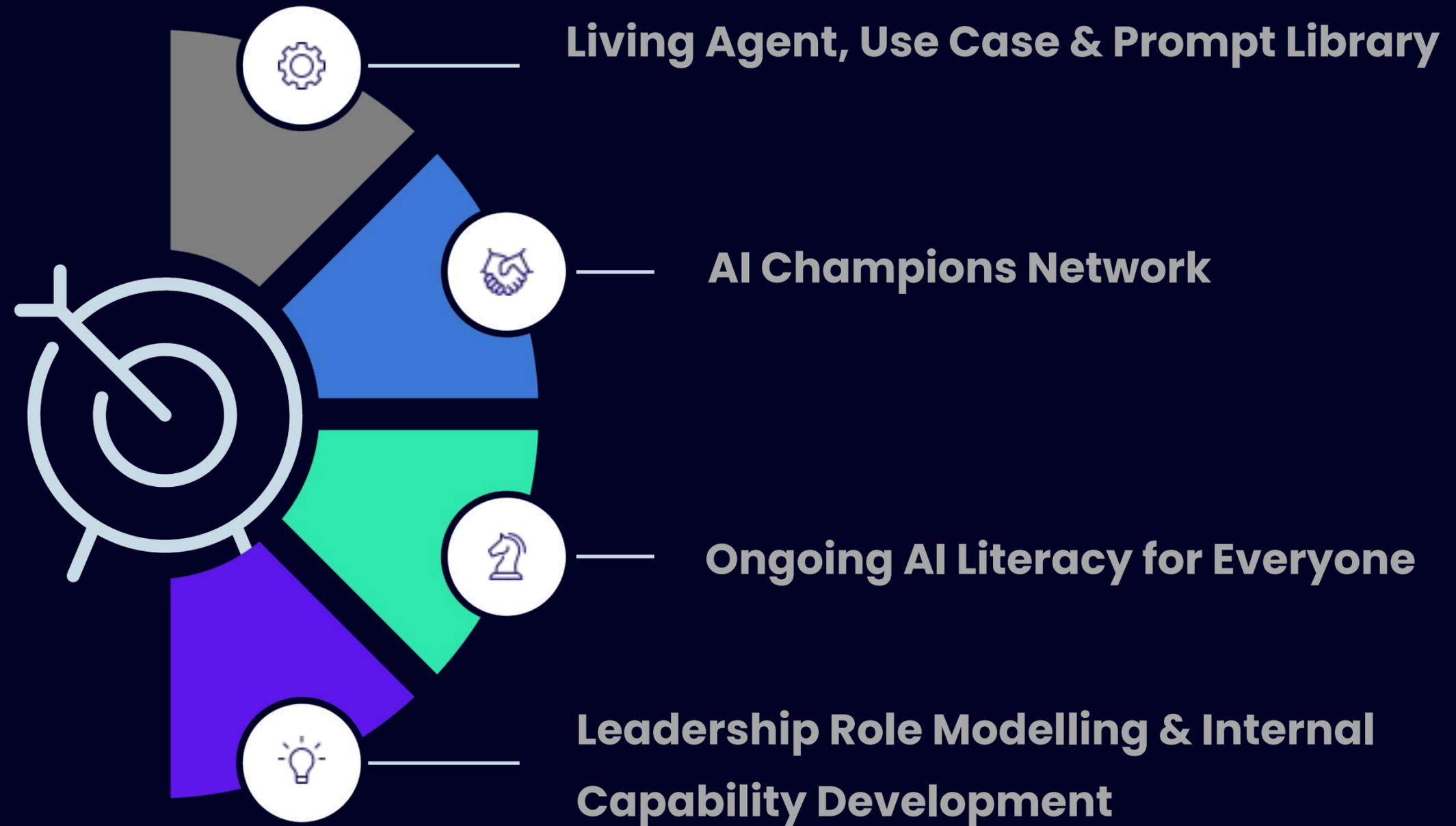
Use Case	Prompt	Configure	Build (Platform)	Build (Bespoke)	Buy
Conduct research on local employment market					
Automate appointment transcription and write up					
Predict job outcome likelihood					
AI Coach to nudge Participants between appointments					
Automating repetitive and high volume admin					

# Scale & Embed

5

- Not a project—create a sustained rhythm using four scaling enablers.

# NOT A PROJECT—CREATE A SUSTAINED RHYTHM USING FOUR SCALING ENABLERS





# CONCLUSIONS AND KEY LESSONS

## 1. Education: Build Literacy Through Practical Learning

- AI capability grows through regular habits, not one-off training.
- Practical demos and real examples are the most effective way to build confidence and understanding.
- Establishing common language and frameworks helps reduce noise and makes AI more accessible.

## 2. Ambition: Transformation Requires an Operating Model Shift

- True value comes when AI supports an evolution of people, processes, technology, data, and the participant journey, not just the automation of tasks.
- Anchor ambition in participant stories and outcomes, not tools.
- The tractor analogy highlights that new technology only delivers its full benefit when the wider system adapts accordingly.

## 3. Discover & Reimagine: Redesign the Journey, Don't Just Digitise It

- Reimagine the full participant journey and system flow to identify constraints, friction points, and opportunities for automation or personalisation.
- Use a clear prioritisation method to focus on high-value use cases.
- Apply the Jagged Frontier principle: AI excels at certain tasks but can negatively impact performance if misapplied.



# CONCLUSIONS AND KEY LESSONS

## 4. Build & Deliver: Design Thoughtfully and Choose the Right Approach

- Use design thinking to ensure solutions genuinely meet user needs.
- Decide whether to prompt, configure, buy, or build based on value, complexity, and organisational readiness.
- Early prototyping reduces risk and accelerates alignment.

## 5. Scale & Embed: AI is Not a Project — It's a Rhythm

- Sustained adoption requires ongoing AI literacy, leadership role-modelling, internal capability, and a living library of agents, prompts, and use cases.
- Scaling is successful when organisations create a rhythm where teams continuously learn, improve, and integrate AI into everyday work.
- Establish the guardrails needed to ensure safety, reliability, and trust.

Hudson & Hayes

**THANK YOU**

**AI IN THE EMPLOYABILITY**

