

Skill Growth & Learning Report

Q3 2026

Overview

Executive Summary

Skill scores rose an average of 10.3% this quarter, primarily led by **Communication**.

This growth is already translating into business outcomes. Communication gains are strengthening Customer Retention and Leadership Bench Strength, while AI Fluency progress is improving Time-to-Productivity and Operational Efficiency.

The primary risk is AI Fluency verification habits, the most-cited friction point this quarter, which continues to limit gains in Risk & Compliance Exposure and Operational Efficiency, alongside Creative Thinking's thin cohort coverage leaving Innovation under-supported.

350 14%
ACTIVE LEARNERS THIS QUARTER

75% 8%
CONTINUING TO LEARN NEXT QUARTER

10.3% 4%
SKILL GROWTH THIS QUARTER

Key Recommendations

Reinforce AI Fluency verification habits org-wide.

The most-cited friction point in this quarter's reflections and coaching notes. An improvement in verification increases Time-to-Productivity and Operational Efficiency.

Next Step: Roll out a mandatory verification checklist inside the AI Fluency practice module and require manager sign-off on completed logs before the Q4 review cycle begins.

Consider expanding or promoting Creative Thinking.

Creative Thinking is the smallest cohort with the thinnest evidence coverage. An improvement would increase your organization's Innovation, bringing it up from Moderate strength.

Next Step: Add Creative Thinking to onboarding paths in two additional departments and set a target of 150 active learners by end of Q4 to close the cohort gap.

Expand Communication to additional departments.

Communication is one of your organization's strongest skills, and the strongest research-backed evidence base. Consider expanding to additional departments such as IT and Engineering.

Next Step: Launch Communication learn/practice modules for IT and Engineering in Q4, leveraging the existing evidence base and coaching materials already proven effective in other departments.

Outcome Growth

These are leading indicators grounded in historical research studies. These examples represent potential organizational gains to track alongside your own performance, retention, and compliance systems as team skills develop.

 Operational → Business-level metrics showing organizational impact or performance improvement. Measured through quantifiable business data	 Process → Workflow and communication mechanics—how information moves and coordination happens. Measured through frequency, completeness, structure, tool adoption.	 People → Business-level metrics showing organizational impact or performance improvement. Measured through quantifiable business data
Error Reduction Source: Starmer et al. 2014	More Complete Project Requirements Ferrai et al. (2022)	Higher Psychological Safety Ratings Castro et al. (2018)
Faster Decision Cycle Times Mesmer-Magnus & DeChurch (2009); Sohrab et al. (2015)	Increased Comprehension Kerwer et al. (2021); Stoll et al. (2022); Eberhard (2023)	Higher Engagement & Confidence Kluger & Itzhakov (2024); Kluger et al. (2023)
Higher 1st Attempt Completion Rate Galinsky et al. (2008); DeChurch & Mesmer-Magnus (2010)	Higher Message Adoption Castro et al. (2018); Kluger & Itzhakov (2024); Jackel et al. (2025)	Stronger Cross-departmental Alignment Johansen & Zak (2021); Frazier et al. (2017)

Skill Growth

 AI Fluency → 210 Active Learners 142 Learners Completed	6.4 / 10 8% AVERAGE SCORE	 Communication → 340 Active Learners 298 Learners Completed	7.9 / 10 19% AVERAGE SCORE
 Creative Thinking → 85 Active Learners 51 Learners Completed	5.1 / 10 4% AVERAGE SCORE	 More skills coming soon...	