

Human skills drive **high-performing** teams in the AI era

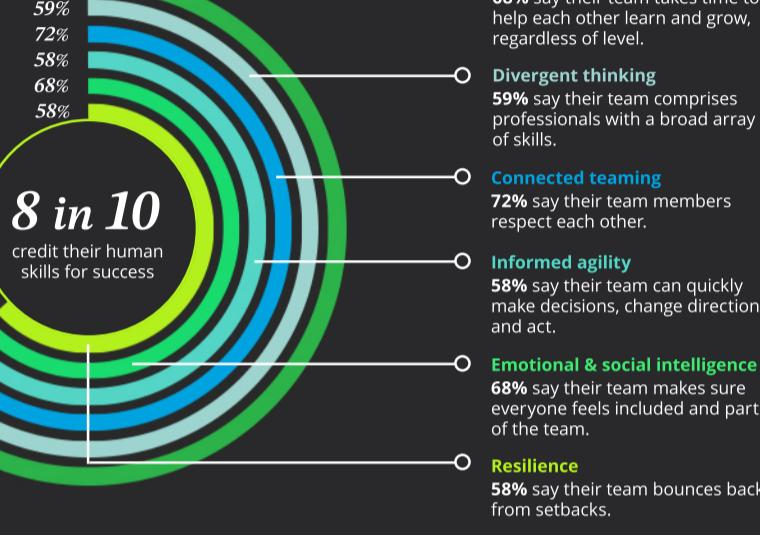
We surveyed 1,394 professionals from a wide range of external organizations and the data is clear: **Human skills are not only timeless in today's AI-driven workplace, they're crucial for success.** No matter the size or type of company, a team's real edge often comes from how its members connect, collaborate and learn from one another.



What sets these teams apart?

8 in 10 respondents who identify as part of a high-performing team regularly use AI, but say what sets them apart are their enduring human capabilities.

Of that 80%:



Apprenticeship

High-performing teams are almost **3x** more likely to promote a **culture of apprenticeship** where meaningful relationships drive learning in the flow of work. It's cited as a top reason team members recommend their organization.



High-performing teams know how to work with AI—and with each other

High-performing teams use AI more often and more effectively, reporting more positive work outcomes, including:



● High-performing teams ○ Others



Thriving teams start and lead with human capabilities

Organizations that prioritize human capabilities alongside technical skills will likely be best prepared for the future of work. By investing in these skills, leaders can enable their teams not only to respond to change but to shape it—delivering lasting impact for both the workforce and the organization.

01

Invest in human skills

More than half of respondents expect human skills to matter more in the next 2 years, yet fewer than half say their company develops human skills alongside technical ones.

02

Foster exploration

Only half of respondents in high-performing teams say their team learns from failures without overemphasizing fault, suggesting the remaining half of workers may feel it's too risky to engage in exploratory behavior.

03

Share the big picture

Team leaders were more likely to say they belong to a high-performing team (77%) than team members (59%), hinting that workers may lack visibility into how their work contributes to team and organizational performance.