



**NIIT**

# **The AI Revolution is here.**

**Are you leading it or automating the past?**



## THE PROBLEM AND THE OPPORTUNITY

### We've seen this movie before.

When electricity arrived in factories in 1890, engineers replaced the steam engine - but kept the leather belts, the layout, every constraint exactly the same. For 30 years they optimized the old paradigm because they couldn't imagine the new one. The PC arrived as an expensive typewriter. The internet became a faster brochure. AI in learning is repeating this pattern right now.



Most organizations are using AI to make the least effective model, content-heavy training, more efficient, rather than scaling the models that actually work.

**BRANDON DICKENS | VP, ADVANCED SOLUTIONS, NIIT**

# The Rationing Problem

Here is the uncomfortable truth: we have always known what works. We just couldn't afford to do it for everyone. So, we rationed the most effective approaches to the chosen few.

| MODEL               | RATIONED TO   | REALITY                                                                                       |
|---------------------|---------------|-----------------------------------------------------------------------------------------------|
| Publishing Model    | Everyone      | Dominates because it scales cheaply - not because it works best.                              |
| Experiential Model  | HiPos & Execs | Proven to produce dramatically better results. Rationed because cost is prohibitive at scale. |
| Performance-Centric | Elite Only    | The most effective model. Most severely rationed - expert time doesn't scale.                 |



AI doesn't just improve these models. It eliminates the economic constraints that forced this rationing.

**DR. GREGG COLLINS | CHIEF LEARNING SCIENTIST, NIIT**



## THE FRAMEWORK

# The Four Pathways

Every transformative technology gets adopted through four parallel pathways. Most AI investments in learning are stuck on the first – and missing the point entirely.



### AUTOMATION

01

#### 70% of organizations

Using AI to do existing tasks faster and cheaper. Automated course creation, quiz generation, streamlined admin. Shows immediate ROI. Also the most dangerous place to stop.

*You are optimizing approaches that are fundamentally limited.*



### EXPANSION

02

#### Some forward-thinkers

Using AI to do more of what was previously too expensive. Personalized paths, better simulations – but still within the traditional training paradigm.

*Better, but still inside the old model.*



### EMPOWERMENT

03

#### Very few reach this

AI coaches giving real-time feedback on actual work. Systems that identify capability gaps at the moment of need.

*This is where interesting things begin to happen.*



### REIMAGINATION

04

#### The winning move

Fundamentally reconceiving what's possible. The value gap between Pathway One and Four is not incremental – it is exponential.

*Competitors operating here become incomprehensible to those on Pathway One.*



The organizations making that jump aren't gradually working their way up from Pathway One. They're leapfrogging directly to Pathway Four, asking fundamentally different questions.

**BRANDON DICKENS | VP, ADVANCED SOLUTIONS, NIIT**

## THE NIIT ROADMAP

# NIIT'S AI Maturity Model

Built from NIIT's direct experience deploying AI in enterprise learning across 40+ countries, not theory. Each level maps directly to the Four Pathways framework and has a concrete operational playbook.

### TRANSCEND = PATHWAY THREE

Entirely new learning modalities. Dynamic AI simulations. Personal AI coaches providing feedback on real work decisions. The learning experience becomes unrecognizable.

**This is where NIIT's AI coaching and simulation platforms activate.**

### UNIFY = PATHWAY FOUR – TARGET STATE

AI orchestrating complete, continuously adapting learning journeys – across all modalities, integrated with real work, tied directly to business outcomes.

**Bloom's 2-Sigma promise, delivered to everyone. NIIT is already operating here for leading clients.**

### ACCELERATE = PATHWAY ONE

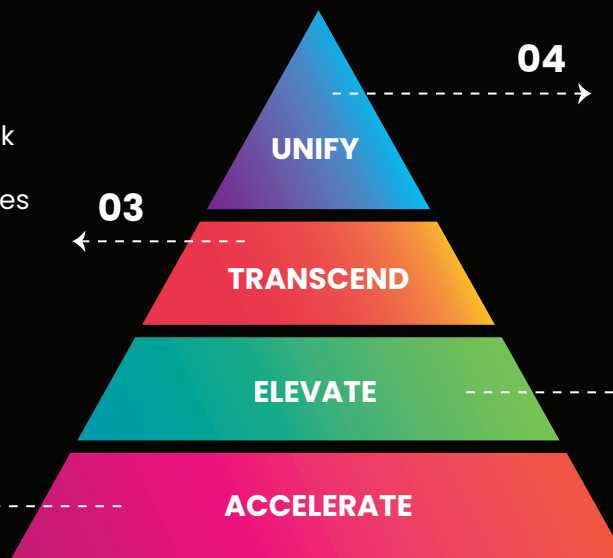
Using AI to speed up traditional processes – faster course outlines, automated quiz generation, streamlined admin. Shows ROI. Also the most dangerous place to stop.

**The operational risk: you're optimizing a fundamentally limited model.**

### ELEVATE = PATHWAY TWO

Human-AI collaboration within existing frameworks. AI helps create better content and gives real-time suggestions. Meaningfully better – but still working within traditional models.

**Most organizations skip through this too quickly.**



We built the NIIT AI Maturity Model from real deployments, not theory. Every stage has a concrete operational playbook because we've already done it. The path to Pathway Four is navigable.

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## UNIFY IN ACTION

# Pathway Four in Practice

Pathway Four doesn't invent new pedagogies. It finally scales the ones that have always worked, which is coaching, experiential learning, apprenticeship – to everyone, not just the chosen few.

**Onboarding**  
INSTEAD OF  
creating better  
onboarding  
courses

**THINK:** An AI mentor accompanying new hires through their first 90 days – contextual guidance at the moment of need, adapting to their pace, fading as competence grows. The performance-centric model for elite hires, scaled to everyone.

**Leadership**  
INSTEAD OF  
leadership  
development  
programs

**THINK:** An AI coach analyzing actual interactions – emails, meetings, real decisions – and providing personalized coaching on specific leadership capabilities. The executive coaching model, scaled to every manager.

**Simulations**  
INSTEAD OF  
rationing  
simulations  
to HiPos

**THINK:** AI-generated scenarios delivering the same depth of experiential learning – realistic, complex, consequential – created on demand for any role, any situation, any learner. The experiential model, available to everyone.

**Technical Skills**  
INSTEAD OF  
technical skills  
libraries

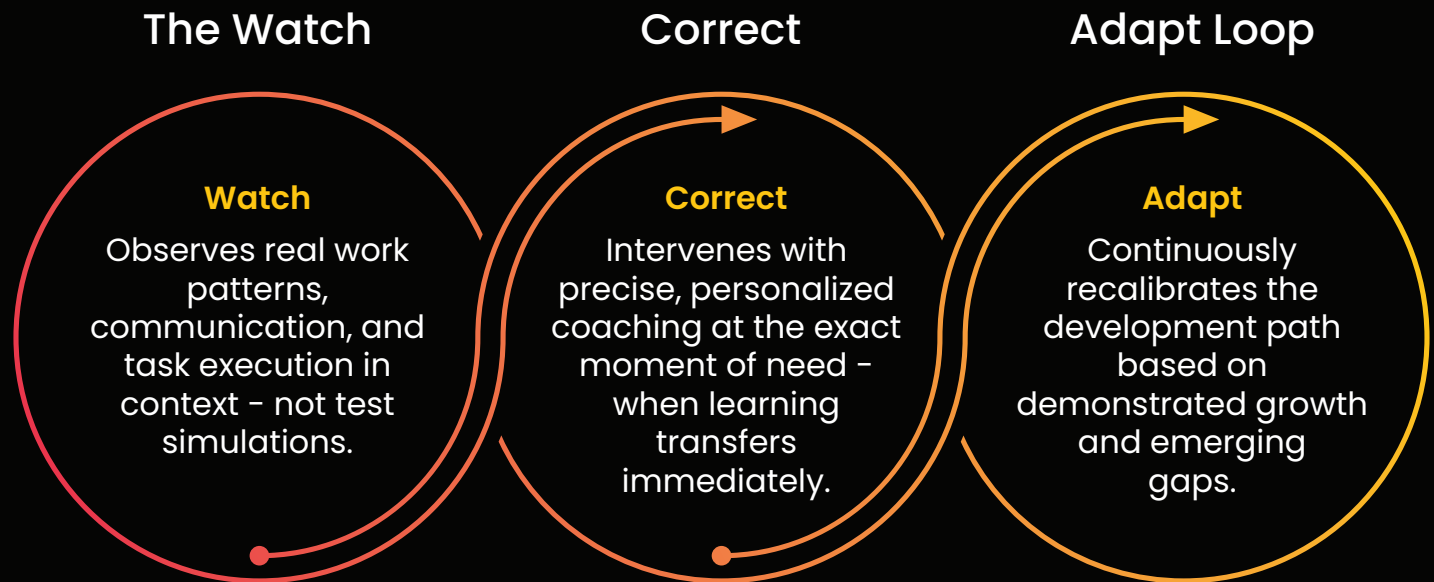
**THINK:** An AI system replicating what master craftsmen do with apprentices – observing real work, identifying gaps, intervening with targeted coaching at exactly the moment learning will transfer. The apprenticeship model, at scale.

**The Economics:** Bloom's 2-Sigma problem shows personalized tutoring lifts performance from the 50th to the 98th percentile. AI makes this economically feasible for every employee, not just the chosen 5%. That gap is the competitive advantage.

## NIIT AI CAPABILITY

# Coaching at the Speed of AI

For most of human history, people learned through apprenticeship — theory and practice inseparable, under the eye of an expert. Mass education forced a compromise corporate learning inherited wholesale: separate the two, replace doing with telling. The gap between "trained" and "competent" is where mistakes, turnover, and catastrophes happen. AI eliminates that compromise.



## Your AI Coach – Four Core Capabilities

### 01 TRACKS REQUIREMENTS

Knows regulatory, skills, and role needs – keeps pace with change automatically.

### 02 KNOWS WHERE YOU ARE

Continuously assesses current capability against where you need to be.

### 03 BUILDS YOUR PROGRAM

Generates a personalized, dynamic development path aligned to actual work – not generic curricula.

### 04 CREATES WHAT'S MISSING

Produces tailored scenarios and coaching interventions on demand – in hours, not months.

## THE TRANSFORMATION

# What Changes

Learning as we know it is going to change completely.

### THE NEW REALITY

- Courses go away. Coaching begins.
- Every learner gets a personal AI coach – available 24/7.
- The coach takes full responsibility for skill building in every domain.
- Focused simulations are created continuously, adapted to each learner.
- Scenarios are distilled from real performance data in the field.
- Learning becomes 100% customized and fully in the flow of work.
- New challenges generate new training overnight.

### READY NOW

- ✓ Open-ended simulations – Excellent quality
- ✓ AI coaching – Working well
- ✓ Rapid sim generation – Launching
- ✓ Skill tracking – Operational
- ✓ Real-time video – Increasingly convincing

### COMING SOON

- Full video environments – 18–24 months
- Complex 3D graphics – Progressing
- Enterprise system emulation – Via partnerships





## MEASURABLE AI IMPACT

# Real World Implementations

Expertise is no longer limited by the number of available experts. AI makes it possible to return to apprenticeship — but at every scale, for every worker, at every moment.

### PARTNER PITCH SIMULATOR

4 partner types x 9 industries x multiple selling patterns created infinite AI-generated scenarios. Granular skills dashboard. Adapts to each learner.

### CONSULTATIVE SELLING SIMULATION

Multi-stakeholder consultative selling across a 4-day ILT program. AI remembers every prior conversation. Persistent context, real stakes and measurable impact.

### PERFORMANCE COACHING SIMULATOR

Built from a CEO brief at 7:53 AM on a Sunday. Fully functional prototype by noon — 4 hours 30 minutes from idea to delivery.

### INTELLIGENT OPERATIONS L&D ECOSYSTEM

Identified and eliminated hidden learning spend waste across global operations through systematic managed learning intelligence, saving \$46 million.

### AI-DRIVEN COMPLIANCE MONITORING

Fully compliant learning operations in highly regulated life sciences markets, with AI-driven compliance monitoring and inspection-ready audit trails.

## YOUR ACTION PLAN + HOW TO START

# What's Next – And How NIIT Gets You There

Expertise is no longer limited by the number of available experts. AI makes it possible to return to apprenticeship — but at every scale, for every worker, at every moment.

### **STOP optimizing the content model**

Every dollar on Pathway One is a dollar not spent scaling what works. The ROI of faster courses is irrelevant if competitors develop capabilities you can't match.

### **INVENTORY what works but doesn't scale**

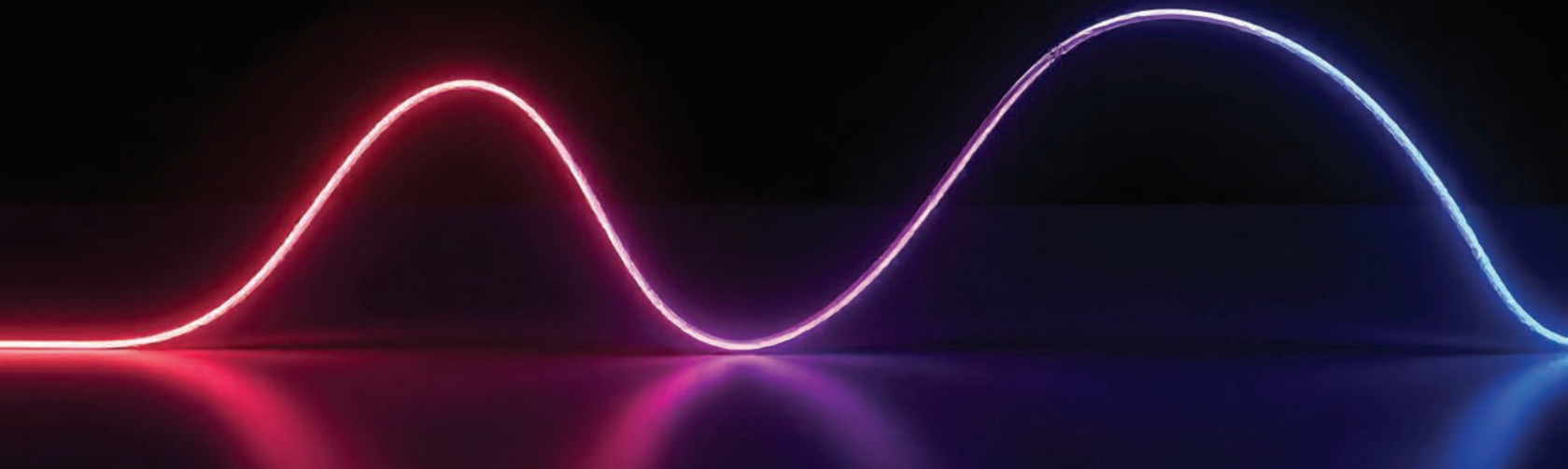
Look at where your org already sees exceptional results – executive coaching, HiPo immersives, performance-centric development. Ask: what would it take to give this to everyone?

### **RUN one Pathway Four experiment**

Pick a critical capability where coaching already works for your elite. Let NIIT build an AI-enabled version for everyone. Measure performance change – not completions.

### **MEASURE what actually matters**

Shift from completion rates to performance outcomes. AI gives you, for the first time, the ability to ask – for everyone: 'Can this person perform better than before?'







## Three Ways to Start with NIIT

01

### **AI READINESS ASSESSMENT**

Diagnose exactly where you sit across the Four Pathways and Maturity Model – with a prioritized gap analysis.

02

### **CLO ADVISORY SESSION**

A 60-minute strategy conversation about your Pathway Four vision. No deck, no pitch.

03

### **PATHWAY FOUR BLUEPRINT**

A tailored roadmap from rationing to democratization, built for your organization.

# Ready to talk about AI?

Reach out to us at  
[businessimpact@niitmts.com](mailto:businessimpact@niitmts.com).

Don't just experiment with generative AI for L&D. Partner with NIIT to move through the maturity model and build the AI-powered L&D enterprise of tomorrow, today.



[www.niitmts.com](http://www.niitmts.com)