# Adecco Group puts AI skills at the core of workforce transformation



The rapid evolution of AI is reshaping global workforces and job markets. In response, The Adecco Group—a workforce solutions provider operating in over 60 countries—has made AI skill-building a central part of its strategy for employees, clients and job seekers.

The company’s AI approach spans four key areas: sales and demand generation, operational efficiency, product development and customer experience. By embedding AI across its business, Adecco has automated routine tasks and trained staff to apply AI effectively in daily operations. Results have been significant: recruiter productivity has risen by 63%, an AI-powered CV Maker has generated over 200,000 résumés, and 30,000 employees have completed training in responsible AI use.

A major factor in this shift is the integration of Microsoft 365 Copilot, which has streamlined recruitment and admin processes, allowing staff to focus on more strategic tasks. This partnership with Microsoft is also formalised in a Memorandum of Understanding, focusing on the ethical and inclusive use of generative AI (GenAI). The agreement supports the development of joint solutions, including a GenAI-driven career platform to help workers stay employable amid rapid labour market change.

Adecco’s commitment extends beyond its own workforce. Its AI Learning Programme offers over 760 hours of training across 89 skills—from machine learning and natural language processing to AI ethics and data analytics. Delivered through practical case studies, the course supports learners at all stages, from beginners to professionals. The Aspire Academy, meanwhile, offers free upskilling in software, management and leadership to improve job prospects.

The group is also advancing regional partnerships, such as its collaboration with Microsoft Japan and Modis—an Adecco subsidiary—to train 200,000 IT professionals by 2025. The initiative supports Japan’s digital transformation by providing training in cloud technologies like Microsoft Azure and Power Platform, for both IT and non-IT workers.

Adecco’s strategy illustrates how AI can be integrated responsibly and inclusively. By aligning innovation with continuous learning, the company is boosting efficiency and resilience—while offering a model for other organisations seeking to prepare their workforces for the future.

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## Bibliography

1. <https://techcommunity.microsoft.com/blog/microsoftlearnblog/the-adecco-group%E2%80%99s-ai-skill-building-strategy-powers-talent-client-impact/4090395> - Please view link - unable to able to access data
2. <https://www.microsoft.com/en/customers/story/24691-adecco-group-ag-microsoft-365-copilot> - This article discusses how The Adecco Group, a global leader in workforce solutions, has integrated AI into its operations to enhance productivity and client service. By embedding AI across various functions, including recruitment and administrative tasks, the company has achieved a 63% increase in recruiter productivity and generated over 200,000 résumés using its AI-driven CV Maker. Additionally, 35,000 employees have completed responsible AI training, ensuring ethical AI adoption. The collaboration with Microsoft 365 Copilot has streamlined internal processes, allowing employees to focus on more strategic work.
3. <https://news.microsoft.com/apac/2022/01/21/microsoft-and-adecco-groups-modis-to-skill-200000-it-professionals-in-japan-by-2025/> - In January 2022, Microsoft Japan and Modis, a subsidiary of The Adecco Group, announced a collaboration to develop 200,000 IT professionals by 2025. This initiative aims to support Japan's digital transformation by providing training to 100,000 non-IT professionals and job seekers, facilitating their career development in the tech sector. Another 100,000 IT professionals will receive training in cloud technology skills, including Microsoft Azure and Power Platform, to enhance their capabilities and contribute to the country's digital economy.
4. <https://www.adecco.com/en/en-ae/resources/adecco-in-news/the-adecco-group-forms-collaboration-with-microsoft> - The Adecco Group has formed a collaboration with Microsoft to prepare and empower workers as Generative AI (GenAI) begins to redefine work. The Memorandum of Understanding focuses on four key areas: responsible and ethical GenAI adoption, inclusive use of GenAI in the workforce, organizational adoption of GenAI, and joint go-to-market solutions. An immediate focus is the development of a GenAI-powered career platform to support individuals in maintaining their skills and employability in a dynamic labor market.
5. <https://news.microsoft.com/de-ch/2023/10/03/the-adecco-group-forms-collaboration-with-microsoft-to-prepare-and-empower-workers-as-generative-ai-begins-to-redefine-work/> - In October 2023, The Adecco Group and Microsoft announced a collaboration to prepare and empower workers as Generative AI (GenAI) begins to redefine work. The Memorandum of Understanding focuses on four key areas: responsible and ethical GenAI adoption, inclusive use of GenAI in the workforce, organizational adoption of GenAI, and joint go-to-market solutions. An immediate focus is the development of a GenAI-powered career platform to support individuals in maintaining their skills and employability in a dynamic labor market.
6. <https://hrtoday.in/insights/how-the-adecco-group-is-empowering-its-employees-for-the-future-of-work/> - This article highlights The Adecco Group's AI Learning Programme, which aims to equip employees with the confidence and skills to lead with AI. The programme offers over 760 hours of learning content covering 89 distinct AI skills, including machine learning, natural language processing, data analytics, and AI ethics. It is designed to be hands-on and interactive, with real-world case studies and practical exercises tailored to both beginners and experienced professionals, reflecting the company's commitment to future-proofing its workforce.
7. <https://www.adecco.com/en-us/job-seekers/resources/article/ai-skills-for-the-future-of-work> - This article discusses The Adecco Group's commitment to preparing job seekers for the future of work by focusing on developing AI skills. Through partnerships, such as the collaboration with Microsoft to bring AI to the job search process, the company aims to help candidates find better-paying roles, build résumés, and prepare for interviews. Additionally, the Aspire Academy provides free upskilling courses to associates, focusing on in-demand skill sets, including software programs, management and leadership, and other foundational career skills.