

## Air India introduces AI-driven upskilling platform for employees

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To enrich the learning experience of its employees, Air India has launched an innovative learning hub – Gurukul.AI. Gurukul.AI has been created in sync with Vihaan.AI, the airline’s five-year transformation programme, and will transform Air India into an organization that evolves through continuous learning.

In sync with the emerging needs of today’s technologically driven and fast-paced professional landscape, Gurukul.AI is designed to create personalized upskilling paths for every employee through an assessment of their job roles, current competencies, and proficiencies. The platform integrates competency frameworks mapped to various roles within the organization and ensures accessibility to relevant modules.

Dr Suresh Tripathi, Chief Human Resources Officer, Air India, said, “The introduction of Gurukul.AI exemplifies Air India’s dedication to cultivating a futuristic-learning experience, attuned to the unique needs of every single employee. In a rapidly changing world, the speed of upskilling and the availability of world-class learning content through digital innovations is imperative. Through this business-driven strategy, we are resolute in transforming Air India into an authentic learning organization.”

By emphasizing relevant skills in the current world and augmenting them with extensive organizational experience and sharper capabilities, Gurukul.AI is set to create a powerful impact that drives success and effectiveness.

World-class capabilities: The primary focus of Gurukul.AI is to cultivate state-of-the-art, world-class capabilities within Air India, enhancing employee productivity and skill sets to exemplify global standards.

Bringing learning to the fingertips: With this learning hub, Air India has made a

wealth of knowledge readily accessible to its employees. The platform is created to motivate employees to continuously enhance their skills, cultivating a culture of “Own your Growth’ through self-paced upskilling options.

**Cutting-edge technologies for tailored needs:** By leveraging advanced technologies such as artificial intelligence, Gurukul.AI offers a holistic system that evaluates skills and provides hyper-personalized recommendations based on an individual’s unique learning trajectory. Further, emerging technologies within the portal allow employees to view their progress via automated analytics and assist them in performance management.

**Diverse tools:** The hub offers a comprehensive suite of over 70,000 most advanced learning tools including just-in-time learning modules, micro-learnings, accessible mobile learning resources, and engaging video-based modules, among others, ensuring employees have an array of options to suit their preferences.

**Interactive elements to engage learners:** The inclusion of features such as a leader board integrated on the platform encourages active engagement platform vis-a-vis team learning. In addition, a learning wallet along with opportunities to earn rewards provides a compelling incentive for employees to strengthen their knowledge and skills.

**Gamification:** Through engaging game-like elements, and hyper-personalization with the system talking to the individuals, employees are motivated to progress, complete milestones, and unlock achievements, creating a sense of accomplishment. Air India will launch Gurukul.AI in phases, concurrently integrating emerging technologies and customizing the system to cater to different departmental requirements such as Inflight Services, Ground Services, and Engineering, among others. In the upcoming phases, the platform will also offer advanced, AI-driven solutions for pilot training management.

With Gurukul.AI, Air India is seeking to ensure an enhanced personalized learning experience for all its employees, transitioning to a highly skilled approach in its quest to create global capabilities. Air India will launch Gurukul.AI in phases, concurrently integrating emerging technologies and customizing the system to cater to different departmental requirements such as Inflight Services, Ground Services, Engineering, etc.

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