Press release

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Professional Training

Artificial Intelligence: Cegos Identifies the 10 Soft Skills That Will Make the Difference in the Workplace

In its new white paper, "Working and Thriving in the Age of AI – 10 Soft Skills to Develop to Stand Out", Cegos, an international leader in professional training, explains why the rise of artificial intelligence is not making human skills less important, but rather more strategically valuable.

Artificial intelligence is already profoundly transforming the way we work, learn, communicate and make decisions. As AI tools become increasingly capable of searching for information, drafting documents, summarising content, generating ideas and even supporting decision-making, the focus is shifting: which skills will truly enable individuals and organisations to continue creating value?

In response to this challenge, **Cegos Group, an international leader in Learning & Development (L&D)** and a trusted training partner for organisations, is publishing its new white paper:

"Working and Thriving in the Age of AI – 10 Soft Skills to Develop to Stand Out".

Through this publication, Cegos experts highlight the human skills that enable people to make the most of AI while preserving what makes human intelligence valuable and distinctive: judgement, adaptability, interpersonal relationships, creativity, responsibility and the ability to create meaning.

In the Age of AI, Soft Skills Are Becoming a Strategic Differentiator

Cegos' 2026 international survey, **"Transformations, Skills and Learning"**, illustrates the pace of this change: employees now identify artificial intelligence and automation as the number one transformation facing organisations.

At the same time, **91% of HR and Learning & Development professionals consider skills to be a strategic priority**, while nearly one in four employees believes their skills could become obsolete in the coming years.

In this context, technical skills remain essential, but they are no longer sufficient to ensure sustainable performance.

As AI becomes increasingly powerful, distinctly human capabilities are gaining in value. Understanding the nuances of a situation, identifying weak signals, exercising judgement, building trust, bringing people together and taking responsibility for the consequences of decisions are all skills that need to be developed.

"For a long time, soft skills were considered a 'nice to have' compared with technical skills. Today, artificial intelligence is reinforcing its importance in the workplace, as they reflect our personal qualities and what makes us uniquely human. They neither replace hard skills nor simply complement them: they give them their full meaning," **explains Christelle Delavaud, Head of Product Offering and Personal Development Expertise at Cegos.**

10 Soft Skills to Work With AI Rather Than Be Driven by It

1. Critical Thinking and Sound Judgement

At a time when AI generates increasingly convincing answers, value no longer lies solely in the ability to access information, but also in verifying its reliability, identifying its limitations and assessing its implications. Critical thinking and sound judgement are therefore becoming genuine competitive advantages.

2. Learning to Learn
The accelerating pace of transformation is making certain knowledge and practices obsolete at an unprecedented rate. The ability to continuously learn, unlearn and relearn is becoming essential to remaining relevant over time.

3. Adaptability and Resilience
With AI, change is no longer a temporary phase to navigate, but the very environment in which organisations operate. Employees must therefore be able to adjust their practices, manage uncertainty and turn change into opportunities for growth and development.

4. Emotional Intelligence
AI can analyse data and identify trends, but it cannot genuinely perceive emotions, tensions or interpersonal signals. Understanding others, building trust, adapting communication and drawing on intuition are becoming essential differentiating factors.

5. Leadership
The more complex organisations become and the faster transformations unfold, the more leaders need to provide direction, create meaning, bring people together and enable everyone to contribute to a shared goal. AI agents can perform tasks or coordinate certain activities, but they cannot provide the vision, direction or sense of purpose that drives collective action.

6. Communication
AI dramatically reduces the time and cost involved in producing content. The challenge is therefore no longer simply to produce or share information, but to create clarity, foster shared understanding and build engagement.

7. Creativity
AI makes it possible to generate a multitude of ideas in a very short time. Human creativity nevertheless remains essential for identifying the most relevant ideas, enriching them, connecting them and giving them purpose. AI expands the range of possibilities; creative thinking gives them direction.

8. Human-AI Collaboration
The challenge is no longer simply knowing how to use AI, but learning how to collaborate with it: setting objectives, defining roles, delegating certain tasks, overseeing outputs and retaining responsibility for decisions. As AI systems become increasingly autonomous, this ability is emerging as a professional skill in its own right.

9. Ethical Awareness and Responsibility
AI can inform decisions and even automate certain actions, but it cannot take responsibility for their consequences. Using AI responsibly therefore requires the ability to question its impacts, identify biases and risks of discrimination, protect data and remain accountable for decisions made.

10. Self-Leadership
When answers and recommendations become instantly available, there is a risk of gradually outsourcing part of our thinking to AI. Self-leadership, by contrast, enables individuals to remain proactive, protect their ability to concentrate, make conscious decisions and preserve their intellectual autonomy.

Beyond identifying these 10 skills, the white paper provides, for each one:

- **Insights into why it matters in the age of AI**
- **Practical guidance on how to develop it**
- **Suggestions for applying it in everyday professional situations**

For each soft skill, readers will also find **examples of workplace situations, practical advice and relevant Cegos training programmes to support further development**.

A New Partnership Between Human and Artificial Intelligence

For Cegos, the challenge is not to pit human intelligence against artificial intelligence, but to build a new form of complementarity between the two.
When used effectively, AI can excel at rapidly producing content, generating ideas, summarising information, automating repetitive tasks and supporting analysis.

Human intelligence, meanwhile, remains essential for understanding context, defining intentions, exercising judgement, demonstrating creativity and taking responsibility for decisions.
This complementarity is becoming particularly strategic with the emergence of AI agents capable of carrying out sequences of actions autonomously. **Professionals must progressively learn to delegate certain activities to these systems, oversee their outputs and coordinate their actions towards a shared objective.**

Soft Skills Are Not Innate: They Can Be Developed

Finally, the white paper emphasises an essential point: **soft skills are not natural talents reserved for certain individuals**. Like all professional skills, they can be acquired, strengthened and developed throughout life. Their development relies in particular on experience, feedback, training, practice and experimentation.

For organisations, the challenge is therefore to create the conditions that enable employees to develop these skills over time and apply them in their everyday work.

This conviction reflects Cegos' longstanding approach: **supporting technological transformation through skills development, while combining individual performance, collective performance and responsibility.**

Discover the Cegos white paper "Working and Thriving in the Age of AI – 10 Soft Skills to Develop to Stand Out"

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About the Cegos Group - www.cegos.com

Created in 1926, the Cegos Group is a worldwide leader in learning and development. The Group now runs its own operations in 18 European, Asian and Latin American countries. It is also active in over 50 countries through its network of partners and distributors, all of whom are leading training providers and top-tier technology experts.
With 1,500 employees and more than 3,000 partner consultants, the Group trains 250,000 people around the globe every year and generates a turnover of €250 million.
To accomplish its mission – *To train individuals and to support organizations to meet their development challenges* - Cegos deploys a global offering, including ready to use and tailored training, Managed Training Services and international training projects. Its "blended learning" approach aims to provide the most suitable and competitive learner experience, by combining multiple learning formats (classroom training, e-learning modules, videoconferences, webcasts, e-training programs and more, including more than 3 000 digital contents available in up to 30 languages).
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