



HOW AI IS TRANSFORMING THE KNOWLEDGE INDUSTRY

A PERSPECTIVE

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OVERVIEW

AI is reshaping the knowledge industry by automating content creation, enhancing learning personalization, and streamlining information access. It enables intelligent insights, adaptive learning experiences, and data-driven decision-making, making knowledge sharing more efficient and impactful.



BACKGROUND

The Learning & Development industry is standing on the brink of complete transformation as Gen-AI disrupts the 'usual' way of doing things. With the industry poised to grow from its current value of ~\$350 billion to a whopping ~\$800 billion by 2035.

These are exciting times as Gen-AI revolutionizes traditional training methods. With over 30+ open-source tools available increasing on a daily basis, the revolution at an individual level has already started. It is time for L&D leadership within organizations to jump on the AI bandwagon to improve their existing learning architecture and add new ones using AI to gain efficiency and cut costs.

HOW AI IS ENHANCING LEARNING & DEVELOPMENT



Today, the opportunities that Gen-AI provides are endless. It is especially handy when tasks are repetitive, large scale and with low margin of error. In L&D, some of the use cases where Gen-AI emerges a winner are

A) AUTOMATED CONTENT CREATION & CURATION: Gen AI would aid in creating high quality education materials including videos, simulations and interactive assessments

B) HYPER PERSONALIZATION AND ADAPTIVE TRAINING: AI will enable highly customized learning experiences by analyzing individual learner preferences, strengths and weaknesses. Adaptive platforms will deliver content in real time based on a learner's pace, improving engagement and retention

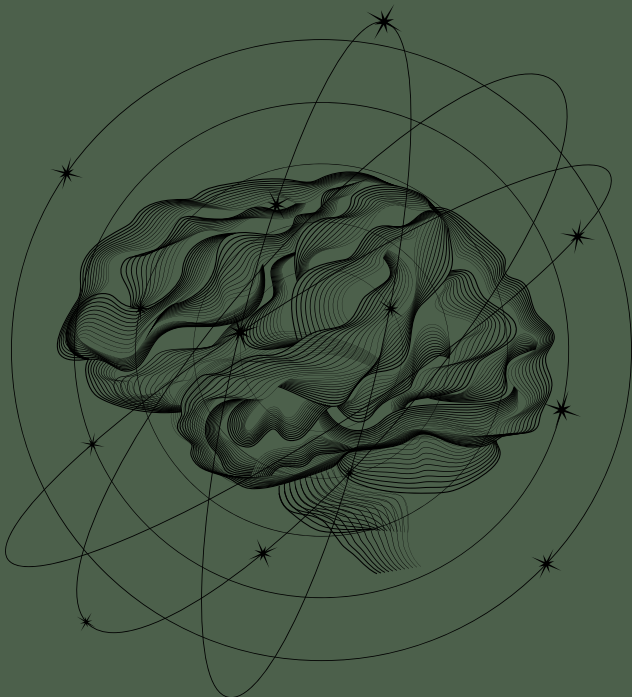
C) BOT ASSISTANTS / VIRTUAL COACHES: AI-driven tutors and chatbots will provide instant support, answer queries and offer real-time feedback. These AI assistants will be available 24/7, making learning more accessible and reducing dependency on human instructors

D) IMMERSIVE LEARNING: AI combined with augmented and Virtual Reality (AR/VR) will enable immersive, experiential learning-especially for roles requiring hands-on training (e.g., manufacturing, healthcare and customer service. AI-generated simulations will enhance real-world decision-making skills)

E) REAL TIME PERFORMANCE TRACKING: AI-driven analytics will track employee learning progress, measure training effectiveness and suggest microlearning modules to reinforce key concepts. AI will also integrate learning into daily workflows, making continuous learning a seamless part of work.

THE HUMAN-AI BALANCE IN LEARNING

Whether machines will replace humans when it comes to training often arises. Personally speaking, face-to-face coaching will never die and should not. AI does not create new content - it manipulates existing content created by humans across millions of sources on the internet.



Gen-AI lacks natural instinct and requires context and its performance is limited to the data it is trained on. Gen-AI cannot replace coaching. That said, it is an extension to Coaching and makes for an effective assistant for gaining quick access to information already available specific to your organization, process or context.

THE FUTURE OF AI IN CORPORATE L&D



Corporate L&D would progress by leaps and bounds if the force that is AI can be smartly harnessed. L&D leaders should look to build a strong foundation that can act as an anchor to the rapidly changing AI landscape.

Success lies in understanding the business context and which tool can be effectively applied to create feasible solutions. Focus should be on reskilling and upskilling your workforce to grow in their career paths rather than creating mere training content.

With Gen-AI making vast amount of information available at your fingertips, the traditional L&D playground could empty up more space for leaders for performance assessment and management and charting career paths; fields that really require human expertise and experience.

SUMMARY

WHILE AI CANNOT REPLACE HUMAN COACHING, IT SERVES AS A POWERFUL TOOL TO OPTIMIZE LEARNING EFFICIENCY. TO FULLY LEVERAGE AI, ORGANIZATIONS MUST FOCUS ON RESKILLING, UPSKILLING, AND INTEGRATING AI-DRIVEN SOLUTIONS FOR A MORE STRATEGIC AND IMPACTFUL WORKFORCE DEVELOPMENT APPROACH.

THANK YOU!



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