

The AI Divide Isn't a Talent Problem. It's a **Design Flaw.**

Some employees breeze through tasks with AI. Others fall further behind every day. Here's the five-step fix.

SWIPE →

Five Steps to Inclusive Adoption

01 Establish a quantified adoption baseline

02 Architect role-specific competency pathways

03 Operationalise psychological safety

04 Engineer barrier-free access

77%

Of AI Users Get More Done in Less Time

Yet only a fraction of the workforce is actively using these tools — the gap is structural, not individual.

Cited workforce data, 2025

97%

Satisfaction When AI Integration Is "Excellent"

Compared with just 18% when the integration is rated poor. The correlation is stark.

Cited workforce data, 2025

35%

Only 35% of organisations offer upskilling accessible to all demographic groups — despite disabled employees adopting AI daily at higher rates than their peers (27% vs. 18%).

Cited workforce data, 2025



This isn't a technology problem. It's a people problem.

Terence Kok

Enterprise AI Strategist

Why Standard Training Fails, and What Fixes It

STANDARD DEPLOYMENT

- Generic training, no context
- No protected time for frontline staff
- Metrics punish the learning dip

INCLUSIVE DESIGN

- Role-specific competency pathways
- Paid digital upskilling blocks
- Innovation sandboxes, no KPI risk

Close the Loop **by Cohort.**

Track adoption velocity by role, tenure, and demographic — and trigger intervention whenever any cohort falls more than 10% behind the adoption mean. Equity-based measurement is what keeps the other four steps honest.

The Five Steps, End to End

Baseline → Role-specific pathways → Psychological safety → Barrier-free access → Equity measurement

The full framework and the research behind it:

terencekok.com/blog/bridging-ai-capability-divide-practical-framework

Not a Diversity Initiative. Mission-Critical.

AI skills are projected to outpace other skill sets by 3.5x. Bridging this divide is survival, not sentiment.



Terence Kok · Enterprise AI Strategist

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