
A STUDY ON EMPLOYEE UPSKILLING FOR DIGITAL ROLES AT LEAP ONBOARD

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ABSTRACT: The digital world is evolving at a rapid pace, and companies are aware that workers require more than just fundamental abilities to keep up. Also, they should be self-assured enough to take on technologically-driven new duties. As part of its strategy to assist workers in reaching their full potential, the LEAP Onboard project prioritizes targeted upskilling programs that equip workers for the future. Staff members are equipped to thrive in digital workplaces and adapt rapidly to new circumstances when organizations invest in comprehensive training programs. In order to ensure that staff are prepared for what the future holds, continuing education programs teach them more than just the basics. Competency-based evaluations are beneficial since they highlight strengths and areas for improvement for both employees and employers. All things considered, these actions get people more invested, and when done in tandem, they facilitate easier job transitions. Workers feel more confident in their abilities, inspired to do their best, and assured of their future employment opportunities. The success of a company is enhanced in an economy that places a high value on digital technology.

Keywords: Digital transformation, Workforce development, Skill enhancement, Reskilling and upskilling, Digital competencies

I. INTRODUCTION

The goal of enhancing workers' technological competence through supplementary training for digital vocations is to make them more employable. For that to happen, we must equip them with the knowledge, skills, and training they need to thrive in this digital world. Employees gain confidence in their abilities to take on new tasks as they proceed from learning the basics of digital technology to mastering more complex skills such as programming, data science, or cybersecurity. The following is a definition of the phrases "reskill" and "upskill": "reskill" means to prepare people for new job prospects, while "upskill" means to improve current skills. Companies are utilizing state-of-the-art technology, and in order to keep operations running smoothly, it is crucial that employees know how to use the latest systems. Maintaining high production levels while reducing interruption caused by changes is achieved through this strategy.

As time goes on and individuals change the way they do things, more and more jobs are moving online. The people need to be involved right away, have their problems solved in a way that benefits them, and have easy access to the internet. In order to stay ahead of the competition, businesses must have strong internal talent pools that can think up new ideas



and adjust quickly. To stay ahead of the competition, take advantage of digital technology's prospects, and quickly adapt to market changes, businesses should invest in their employees' professional development. This investment encourages people to think beyond the box, which in turn encourages them to help advance digital technology. Finally, we want our workers to be able to shape the way our business changes and develops over the years.

Another trend in the modern workplace is the rise of hybrid workplaces, which combine traditional office hours with more flexible remote work arrangements supported largely by digital tools. Remote workers need to be experts in process automation, virtual communication, and collaboration tools to get the most out of their time spent working from home. Equipping personnel with the digital abilities needed for streamlined work fosters teamwork and minimizes the amount of issues that emerge during operations. The only way for a company or an individual to succeed is to be resilient, and digital preparation is the only way to do that.

The goal of digital upskilling programs is to equip workers with the knowledge and abilities they need to succeed in today's dynamic and unpredictable business environment. It is more efficient for companies to use its current employees, who are already acquainted with the company's culture, goals, and processes, than to seek for new recruits with the requisite experience. Motivated workers are more likely to stay with a company, climb the corporate ladder, and help shape a future-ready workforce when they know their efforts are valued. The elimination of skill gaps is just one of many pressing issues; individuals also have a responsibility to forge closer ties inside the company in order to set the stage for future success for all.

Improving one's digital competence entails more than merely learning new technological skills. Furthermore, it entails fostering a workplace culture that values inquiry and flexibility. Businesses help their workers gain confidence and see the results of their improved skills through mentoring, task rotation, and hands-on projects. This growth mentality equips people to thrive in a digital technology-driven economy by keeping them motivated, involved, and ready to face difficulties as they arise. Everyone involved, from employers to employees, benefits from upskilling. Companies get ahead of the competition by hiring adaptable workers who can handle future problems, while individuals experience a sense of empowerment because they are able to direct their own destinies.

II. LITERATURE SURVEY

Chang & Verghese (2021) Chang and Verghese show how online learning has become an effective way to improve digital literacy, which is crucial as hybrid employment is becoming more widespread. They show how tools like breakout rooms and screen sharing may make online classes more interesting and interactive for students. Teachers who are emotionally intelligent and compassionate are better able to recognize when their students are disengaging from the learning process and keep themselves motivated. After receiving training, a large percentage of employees had a more positive attitude towards digital platform use. They also appreciate how flexible and user-friendly this format is.



Rodriguez & Patel (2021) Rodriguez and Patel looked at how digital upskilling may be made more engaging and fun through gaming. Employees are more likely to stay motivated and enthusiastic about completing courses when they receive tasks, awards, and progress tracking. Stress can be reduced and a productive learning environment fostered by supervisors who can strike a balance between competition and assistance. Gamified training is well-received by employees because it is entertaining and interactive, which boosts confidence and makes it easier to remember digital skills.

Bergman & Ali (2022) The necessity of using personalized learning analytics to tailor digital training to each person's unique demands is emphasized by Bergman and Ali. Managers can identify employees' opportunities for improvement by taking stock of their strengths and areas for improvement without putting too much pressure on them. Employee morale and output are both boosted by the establishment of individualised learning plans. Improved completion rates, trust, and digital competence are all outcomes of this approach.

Garcia & Ibrahim (2022) Ibrahim and Garcia held a discussion about the ways in which participating in online classes with a group of people can assist individuals in developing their proficiency in using digital technology. They demonstrate how settings that promote peer support and teamwork make it easier to share knowledge and work together to solve problems. By making better use of tools like breakout sessions and shared displays, classrooms can become more interactive and conducive to learning. While team-based learning boosts motivation and skill competency, teamwork helps employees overcome their fears of modern digital technology.

Ortiz & D'Silva (2023) The need of cultivating learning cultures is crucial for building long-term digital resilience, according to Ortiz and D'Silva. Workers are better equipped to adapt to the ever-shifting technological landscape when training is an integral part of their job description. Concerns about inadequacy can be alleviated when leaders demonstrate emotional intelligence and provide support. An environment of constant development is fostered by the company, which boosts employee enthusiasm, creativity, and interest. Regular refresher courses and easily accessible resources are essential for maintaining competencies.

Hernandez & Wong (2023) Hernandez and Wong investigate how AI-powered, flexible online education platforms might revolutionize business education. These systems successfully maintain student engagement and prevent fatigue by tailoring knowledge to each worker's individual skill level. Based on the case research results, employees who experience personalized pacing report more job satisfaction and are more likely to stay with the company. This is likely due to the increased feeling of empowerment and support that these employees receive. According to the results, adaptive methods greatly improve digital readiness and skill acquisition over time.

Okoro & Bennett (2023) Okoro and Bennett stress the significance of getting feedback quickly. Timely assistance allows employees to adopt improvements more quickly and easily, which in turn reduces annoyance and boosts confidence. Student agency and engagement are both boosted by interactive displays that monitor development. Staff members report lower stress levels, more digital competency, and higher rates of training program completion when they are consistently appreciated.



Adams & Kulkarni (2024) Adams and Kulkarni's research focuses on a pedagogical strategy known as "integrated learning," which blends online and instructor-led instruction. Employees are given the freedom to research on their own and also have the opportunity to seek help through direct connection through this way. Helping teachers show emotional awareness can make teaching difficult subjects less frustrating. Students benefit from increased memorization, sustained interest in learning, and readiness to adapt to digital workplaces when they use the hybrid approach.

Nguyen & Raman (2024) Virtual simulations are examined by Nguyen and Raman as a method of immersive learning. Here, workers can show off their tech skills without worrying about embarrassing themselves. When teachers lead their pupils with empathy and awareness, they alleviate tension and resistance. Through the use of simulations that reflect real-world activities, it is feasible to successfully apply abilities to authentic work environments. There has been an uptick in self-assurance, digital efficiency, and the capacity to respond quickly to change, according to employees.

Singh & Matthews (2024) Singh and Matthews provide individualized guidance and inspiring recommendations. A combination of automated feedback and real-time progress tracking can help employees maintain their dedication to learning and consistency. Systems powered by AI that can identify and respond to emotional cues reduce anxiety and boost confidence. Intelligent pedagogy, according to the research, increases digital competencies, promotes accountability, and improves the effectiveness of training in general.

Kawasaki & Mendes (2025) Microlearning, according to researchers Kawasaki and Mendes, is a great way to teach workers the digital skills they need for the job. It is easy to incorporate short, modular courses into one's daily life, which makes learning them more convenient. Students are motivated by professors' supportive expectations, and their fatigue is reduced by their compassionate delivery of knowledge. Workers greatly benefit from concise units since they make digital work execution more precise and self-assured.

Thompson & Lal (2025) Thompson and Lal stress the significance of students' emotional intelligence. In order to help their coworkers manage change, trainees should be aware of the signs of resistance and disagreement. With the help of supportive regulatory strategies, we can design classrooms that encourage student participation and make sure everyone is safe while they learn. According to the research, emotional intelligence strategies can boost digital competence and business outcomes by fostering open dialogue, self-assurance, and resilience.

III. TYPES OF EMPLOYEE UPSKILLING FOR DIGITAL ROLES

Technical Skill Upskilling

The fundamental objective of technical upskilling is to provide employees with the specific digital abilities necessary for success in the modern, technology-driven workplace. Helping people transition from more traditional occupations that rely on soft skills to more tech-centric ones is the main objective of this training. The course covers a variety of computer languages, including Python and Java. Topics such as cloud computing, cybersecurity, and artificial intelligence are also covered in more advanced sections. It prepares them to design, implement, and enhance the intricate systems on which contemporary companies rely.



Possessing these abilities is crucial for many types of occupations, including data analysts, software writers, and cloud engineers.



Digital Literacy and Tool-Based Upskilling

Employees that are proficient with technology are self-assured in their abilities to complete tasks effectively by utilizing appropriate tools. The training covers a wide range of topics, including customer relationship management (CRM) systems, ERP software, automation tools like UiPath, and collaboration platforms like Microsoft 365 and Google Workspace. Because it increases team productivity and decreases resistance to new technology, it can help employees who aren't great with technology as well.

Data Skills Upskilling

Decisions now hinge on data, so employees must have the skills to interpret and utilize it. When workers are well-versed in Excel, SQL, Tableau, and Power BI, they are better able to make strategic decisions that benefit the business. Their data-analysis skills are the reason behind this. Anyone working in operations, finance, marketing, HR, or any related field could benefit from utilizing or at least learning more about these abilities.

Soft Skills for Digital Transformation

However, when it comes to making the transition to digital, people are equally crucial as technology. If you want to advance in your career working in fast-paced corporate environments, you need to improve on your soft skills. Adaptability, problem-solving prowess, emotional intelligence, and critical thinking are a few examples of the soft talents that are essential. Training in project management and cooperation equips students with the abilities necessary to function effectively in remote or hybrid teams.

Leadership and Digital Mindset Upskilling

Business executives are crucial for a seamless transition to digital. By emphasizing digital strategy, rapid leadership, innovation, and change management, training assists managers in aligning their teams' efforts with the company's objectives. By fostering an atmosphere that values curiosity and experimentation, leaders may be able to enhance their own capacity for innovation and adaptation. As an alternative to focusing just on day-to-day operations, managers can take part in this type of skill development and help define their organizations' futures.

Cybersecurity Awareness Upskilling



Hacking is a critical issue that affects the whole company, not just the IT department. A significant portion of the training focuses on instilling safe online habits, effective password management, the ability to recognize phishing efforts, and compliance with all data security regulations and legislation in order to safeguard private company information. Topics like ethical hacking and compliance standards are available in the advanced classes designed for tech professionals. By providing their employees with this training, businesses can both protect themselves from cyberattacks and recover more quickly from those that do occur.

Role-Specific Digital Upskilling

A unique set of computer abilities is required for each occupation. Consider, for illustration's sake:

- **Marketing:** Online advertising, content automation, social media analytics, and search engine optimization are a few of our specialties.
- **Finance:** Predictive analytics, monetary technology, and digital accounting systems are capable of a great deal of work.
- **HR:** Some examples of HR software include digital onboarding and workforce analytics.
- **Operations:** Technologies connect various things, such as data from the supply chain, process automation, and the Internet of Things (IoT).

Departmental efficiency is enhanced by the implementation of targeted upskilling programs made feasible by digital technology.

Cross-Skilling and Multi-Skilling: People can learn the fundamentals of their digital jobs through cross-training. Consider an HR expert who is honing their data presentation skills or a marketing analyst who is taking coding classes. The team's overall flexibility is enhanced when members possess a wide range of talents, since they are able to handle multiple digital duties simultaneously. Staff members that make use of this method report greater ease of movement between tasks, greater independence, and accelerated mastery of new technology.

Reskilling for Completely New Digital Roles: People can go from non-digital to fully digital jobs with the support of reskilling. This may necessitate a change in focus from, say, sales to relationship management with clients, or from operations to research on automated processes. Training programs, assignments, and credentials are all a part of this. Reskilling is essential for firms that need to adapt their workers to stay up with evolving business models and digital demands.

IV. STRATEGIES OF EMPLOYEE UPSKILLING FOR DIGITAL ROLES



Personalized Learning Pathways: Training is more effective when it is tailored to each employee's unique set of skills and career objectives through personalized learning paths. Organizations use evaluations to identify areas for improvement, allowing them to create courses that are specific to jobs and vary in speed and difficulty. Motivated employees produce more when their attention is laser-focused on what matters most.

Blended Learning Approach: The goal of blended learning is to accommodate students with varying learning styles by combining several approaches. Seminars, online courses, virtual classrooms, and practical experience are all examples of this kind of education. Workers have a better grasp of the subject and greater autonomy on the job when given the opportunity to participate in seminars led by instructors. A comprehensive and practical learning experience is provided by the training program's use of real-world models.

Continuous Learning Culture: Training is more of a habit for those who live in societies that prioritize lifelong learning rather than an occasional treat. Employees that engage in gamified tasks, make use of digital libraries, and access microlearning courses are more likely to remain actively involved. They can incorporate learning into their everyday life and stay up with the rapid pace of technology change by employing this strategy.

Mentorship and Peer Learning: Groups of support and relationships between employees and more seasoned experts can be fostered through mentoring and mutual learning. Members of peer groups are able to collaborate via events like hackathons, coding clubs, and online forums. In contrast, mentors provide insightful criticism and guidance. You can improve your confidence in your existing skills and acquire new ones more rapidly by listening to the stories of other people.

On-the-Job Training and Live Projects: Training participants in on-the-job programs are placed in authentic work environments to immediately apply what they have learnt. Job shadowing, rotating through different departments, and participating in ongoing digital projects like automation or cloud migration are great ways to obtain practical experience. Not only does this method increase confidence, but it also guarantees that knowledge is effectively used in the workplace.

Use of Digital Learning Platforms and Tools: Massive open online courses (MOOCs), gamified apps, and LMS platforms are widely used. In recent years, these resources have greatly enhanced the adaptability and engaging nature of training. By combining AI-controlled tools with immersive technologies such as virtual reality and augmented reality, we can build interactive simulations that teach complex skills. By recording progress and providing immediate feedback, these devices make it simple to continue learning.

Incentives, Recognition, and Career Pathing: Employees are more driven to excel when their efforts to develop their talents are rewarded with recognition and advancement opportunities. Showing how crucial it is to acquire abilities, there are clear prospects for job progression, awards, and promotions. A positive learning environment can be fostered by the use of public praise, awards, and medals. Also, when individuals are acknowledged for their efforts, it gives them a sense of ownership over their own development.

Collaboration with External Training Partners: Collaborating with educational technology businesses, schools, and technology providers enables you to give expert-



supervised, field-specific training. Workers can gain access to up-to-date knowledge, validate their qualifications, and research globally recognized best practices. Your reputation and the recognition of your abilities in other domains will both benefit from the increased trust that comes from this relationship.

Leadership Support and Role Modelling: Leaders motivate their teams when they participate in training and share what they've learnt. Leadership entails delegating authority, establishing norms, and demonstrating a relentless pursuit of improvement. Organizational employees are more invested in digital transformation, which improves their learning environment and encourages them to take part in it.

Measuring Skill Impact and ROI: Measuring the effects of upskilling is one technique to discover how effective training is for an organization. Continuous improvement is measured by the rate at which personnel complete their tasks, the extent to which their performance improves, and the amount of input they provide. One way for businesses to ensure that training initiatives will be beneficial and contribute to overall company objectives is to measure the return on investment (ROI).

ADVANTAGES OF EMPLOYEE UPSKILLING FOR DIGITAL ROLES

Improved Productivity and Efficiency: Upskilling employees makes them more efficient and effective workers than they were before. They are able to complete their work more efficiently and accurately thanks to their mastery of automation, data platforms, and cloud computing. As a result, teamwork is more effective, delays are reduced, and overall productivity is significantly increased.

Enhanced Innovation and Problem-Solving: People can learn about cutting-edge technology like machine learning and artificial intelligence (AI) through digital training, which in turn helps them generate new ideas. They can improve procedures, generate new ideas, and identify new opportunities by utilizing these skills. The culture of growth at the company allows it to remain ahead of its competition.

Greater Employee Engagement and Retention: Workers are more likely to feel valued and inspired when they observe their own personal growth in terms of competence and skill. Employees' morale and loyalty are boosted when the organization invests in their professional advancement by offering opportunities to learn new skills. Staff members who enjoy what they do for a living are more loyal to their employers and more inclined to go above and beyond to promote the company's products and services.

Closing Skill Gaps and Future-Proofing the Workforce: The disparities in accessible skills may widen rapidly as technology continues to advance. People are able to access new digital work opportunities through upskilling. This bridges the gap between people's current skill set and what's required in the modern digital economy.

Reduced Hiring Costs and Faster Deployment: Instead of spending a lot of money to hire new employees, you may train the ones you already have. When employees are familiar with the company's values and norms, they are better able to adapt to new circumstances. This results in a reduction in training time and costs, as well as an acceleration of the hiring process for digital jobs.

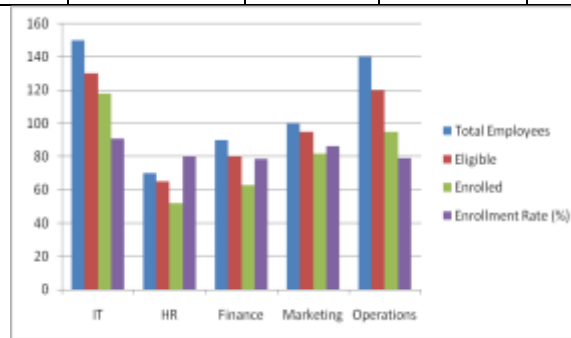


Stronger Organizational Agility and Competitiveness: Businesses are better able to respond to market changes and disruptions when their employees are proficient in digital technologies. You empower people to lead transformation projects by enhancing their abilities. In a world where businesses are always adapting to new challenges, this strengthens the organization and makes it more resilient.

V. DATA ANALYSIS AND INTERPRETATION

TABLE 1: Employee Participation in Upskilling Programs

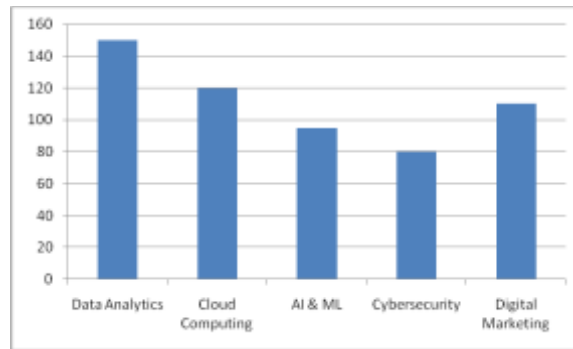
Department	Total Employees	Eligible	Enrolled	Enrollment Rate (%)
IT	150	130	118	90.7
HR	70	65	52	80
Finance	90	80	63	78.7
Marketing	100	95	82	86.3
Operations	140	120	95	79.2



INTERPRETATION: From all departments, 90.7% are registered with the IT department, which has 118 people. This shows the department's skill-development focus. Marketing ranks second with 82 students, 86.3% of the total. Many people tend to like customer-facing jobs. Operations (95, 79.2%) and Finance (63, 78.7%) have several members. Human Resources may use more attention because the enrollment rate is the lowest at 52 (80%).

TABLE 2: Skill Areas Chosen by Employees

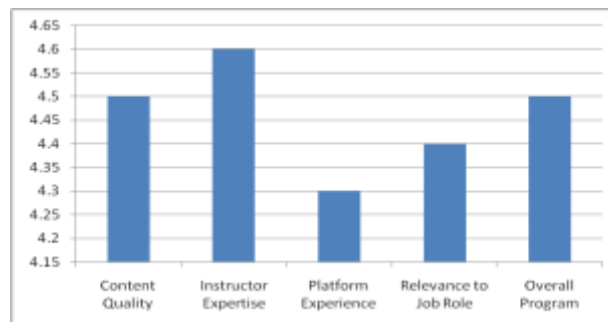
Skill Area	Employees Enrolled
Data Analytics	150
Cloud Computing	120
AI & ML	95
Cybersecurity	80
Digital Marketing	110



INTERPRETATION: Data analytics, with 150 employees, wins the market. This shows the requirement for analytics skills. Many people are interested in digital marketing (1100) and cloud computing (120). Due to a labor shortage, Cybersecurity (80 individuals) and AI/ML (95 people) are top issues.

TABLE 3: Employee Satisfaction with Upskilling

Category	Satisfaction (out of 5)
Content Quality	4.5
Instructor Expertise	4.6
Platform Experience	4.3
Relevance to Job Role	4.4
Overall Program	4.5



INTERPRETATION: The curriculum and materials averaged 4.5, showing students understood and used the lessons. The organization's highly knowledgeable instructors provide it an advantage over its competitors, according to a 4.6 instructor knowledge score. Platform Experience and Job Role Relevance scores of 4.3 and 4.4 are below expectations, suggesting user experience and alignment issues.

TABLE 4: Digital Role Transition Readiness

Department	Employees Assessed	Ready for Digital Role (%)
IT	95	82
HR	60	65
Finance	55	72
Marketing	70	70



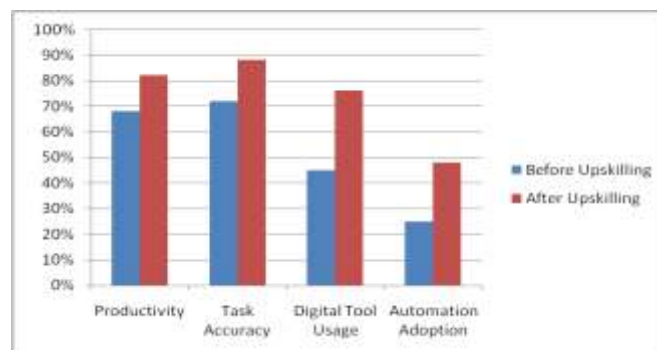
Operations	85	78
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INTERPRETATION: Online work is available to 125% of the workforce. IT staff practiced hard to be the most digitally equipped department. As skills improve, Operations (78%) and Finance (72%) are ready. HR is the least prepared, with 65% of workers needing digital skills training.

TABLE 5: Business Impact of Upskilling

KPI	Before Upskilling	After Upskilling	Improvement (%)
Productivity	68%	82%	20.6
Task Accuracy	72%	88%	22.2
Digital Tool Usage	45%	76%	68.8
Automation Adoption	25%	48%	92



INTERPRETATION: Employees' improved skills raised production by 20.6%, from 68% to 82%. The job's accuracy rose 22.2% from 72 to 88 percent. 46% of the population uses digital tools, indicating a tremendous growth in digital technology use. The rise is 68.8%. The biggest change is the 92% increase in automation from 25% to 48%.

6. CONCLUSION

Employers who wish to thrive in the rapidly evolving modern world must train their employees to perform their tasks digitally. As a whole, it equips people with the information and abilities they need to confidently and creatively employ emerging technologies. In order to close skill gaps and improve team performance, organizations should engage in continual education.

Staff members are more inclined to be committed to their work and strive for excellence when they observe such a high degree of promotion. The ability to embrace change and take responsibility of one's own development are hallmarks of a learning society. If businesses wish to reap the benefits of keeping up with the latest digital demands, they should do what they can to hold on to their current staff. Fitness, speed, and tenacity are all necessary, therefore training alone isn't enough.

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