

CASE STUDY

Public sector organisation accelerates secure AI adoption through workforce enablement.



To adopt AI securely, a large public-sector organisation needed to upskill its IT workforce. Learning Tree delivered a role-specific programme that helped participants apply AI safely and effectively, resulting in measurable productivity improvements.

Secure AI Adoption at Scale

Government organisations face increasing pressure to adopt artificial intelligence while maintaining security, governance, and compliance. Leadership recognised that successful AI adoption depends on workforce readiness and a structured approach to enablement.

Through a targeted AI training initiative, the organisation implemented a workforce development strategy designed to help employees move from basic awareness to secure, practical application of AI tools.

Challenges in AI Adoption

As interest in AI accelerated across the organisation, several common challenges

emerged. Security incidents often stem from users lacking sufficient understanding of safe AI practices. Simply providing access to AI tools is not enough. Different technical roles require varying levels of knowledge, security awareness, and practical experience to use AI responsibly.

Without a structured framework, organisations risk inconsistent adoption, compliance issues, and improper data handling. Leadership needed a way to help employees progress from awareness to real-world application within a controlled, outcomes-focused environment.

Through this programme, we moved artificial intelligence from a buzzword to a practical skill set that employees could apply immediately. We are seeing increased confidence, clearer cross-functional communication, and meaningful productivity gains. The training established a consistent foundation for responsible AI use across our organisation.

— Public Sector Talent Development Leader,
Program Sponsor

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Strategic AI Enablement Solution

Learning Tree partnered with the organisation to design and deliver a role-specific AI enablement programme that

accelerated workforce readiness. The initiative focused on creating the conditions for safe, effective, and compliant AI adoption while helping participants develop practical skills they could immediately apply in their daily work.

The strategy included:

- Instructor-led training with hands-on labs
- Structured evaluation using the Kirkpatrick framework
- Consistent governance and scalable deployment practices
- Secure learning environments for experimentation and skill development

Rather than relying on generic awareness training, the programme emphasised practical application and measurable outcomes.

Key priorities included:

- Establishing secure AI usage standards
- Delivering role-based training
- Reinforcing responsible data-handling practices
- Building confidence in practical AI applications

Tangible Outcomes and Impact

Within weeks, participants began translating training into tangible workplace outcomes.

Post-training evaluations revealed strong engagement, measurable behaviour change, and increased confidence in using AI tools responsibly.

OBSERVED OUTCOMES

- Applied AI in planning & decision-making
- Improved cross-functional communication
- Asked better vendor & solution questions

PRODUCTIVITY GAIN

20% Overall Increase Reported → 27% With Copilot Adoption

PROGRAMME IMPACT

COURSE EXPERIENCE

4.8 / 5
★★★★★

CONTENT QUALITY

4.8 / 5
★★★★★

INSTRUCTOR EFFECTIVENESS

4.9 / 5
★★★★★

October 2025 statewide rollout

Organisations that succeed in the next decade will be those that can translate AI strategy into secure, compliant, real-world results. For more than 50 years, Learning Tree has helped organizations develop workforce capabilities through role-based training that drives productivity, supports governance requirements, and enables sustainable transformation. **Launch a pilot, measure results, and scale adoption.** 🌱

Schedule a briefing to help your agency adopt AI securely and efficiently.