



As Employers Reset for Spring, Workers Say Skills Gaps Are the Real Clutter

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EdAssist by Bright Horizons data shows AI-driven role changes are outpacing workforce readiness

NEWTON, Mass.--(BUSINESS WIRE)--Apr. 21, 2026-- As employers reset priorities for spring planning and performance reviews, data from [EdAssist by Bright Horizons](#) (NYSE:BFAM) shows that skills gaps, particularly around artificial intelligence, are emerging as one of the biggest constraints on productivity and workforce confidence.

According to the 2025 EdAssist by Bright Horizons [Education Index](#), conducted by The Harris Poll among more than 2,000 U.S. employees, AI is reshaping roles faster than workers feel prepared to adapt. In fact, data shows that 42% of employees expect their role to change significantly due to AI within the next year, yet more than one-third (34%) say they feel unprepared for those changes. Despite this widespread expectation of disruption, just 17% of employees report using AI frequently at work today, highlighting a clear readiness gap.

The report finds that lack of adoption is not driven by resistance, but by access to training. When employers provide AI training, usage rises sharply: 76% of employees report using AI when training is available, compared to just 25% without employer support. The data suggests that practical, job-relevant learning plays a decisive role in whether employees feel equipped to keep pace with change.

Workforce education programs can serve as a critical bridge between rapidly changing job requirements and employee readiness. Through employer-sponsored education benefits, reskilling or career pathways, and industry-recognized certifications, organizations can give workers access to practical, job-aligned learning that builds confidence and capability as roles evolve. For employers, these programs can also support retention, internal mobility, and workforce planning at a time when skills needs are shifting faster than titles.

The annual Education Index tracks how U.S. employees experience education, skills development, and career mobility amid evolving workplace demands. This year's findings underscore the speed at which AI is entering everyday work, as well as the growing pressure employees feel to upskill accordingly.

As organizations reassess budgets, goals, and performance expectations for the remainder of the year, the research points to a clear near-term opportunity. With roles evolving rapidly and expectations increasing, addressing skills readiness, rather than staffing levels alone, may be one of the most effective ways for employers to strengthen productivity, engagement, and confidence across their workforce -- particularly through education benefits that support upskilling, reskilling, and credential attainment aligned to business needs.

Key findings from the 2025 EdAssist by Bright Horizons Education Index include:

- 42% of employees expect their role to change significantly due to AI in the next year
- 34% feel unprepared for AI-driven changes at work
- Only 17% currently use AI frequently on the job
- AI usage increases to 76% when employers provide training

The findings highlight a growing disconnect between how quickly work is changing and how prepared employees feel to keep pace. For employers navigating the months ahead, skills readiness may be one of the most critical factors shaping productivity and performance. To learn more, download the full fifth annual Bright Horizons Education Index report [here](#).

About the EdAssist by Bright Horizons Education Index

The research was conducted online in the U.S. by The Harris Poll on behalf of Bright Horizons among 2,017 US full-time/part-time employed adults aged 18+. The survey was conducted from July 31st – August 14th, 2025.

Data are weighted where necessary by age by gender, race/ethnicity, region, education, marital status, household size, employment, household income, and smoking status to bring them in line with their actual proportions in the population.

The sampling precision of Harris online polls is measured by using a Bayesian credible interval. For this study, the sample data is accurate to within \pm 3.2 percentage points using a 95% confidence level. This credible interval will be wider among subsets of the surveyed population of interest.

All sample surveys and polls, whether or not they use probability sampling, are subject to other multiple sources of error which are most often not possible to quantify or estimate, including, but not limited to coverage error, error associated with nonresponse, error associated with question wording and response options, and post-survey weighting and adjustments.

About EdAssist by Bright Horizons

Bright Horizons EdAssist Solutions® is a leading provider of workforce education solutions, reaching more than seven million adult learners through partnerships with more than 200 of the world's largest employers to deliver high-quality, affordable education programs designed to recruit, retain, and grow talent. In collaboration with over 200 post-secondary institutions in the U.S., EdAssist designs strategic education benefits programs that help build a talent pipeline for in-demand roles, fill skill gaps, and help companies develop the workforce necessary to innovate, grow, and compete in the global economy.

About Bright Horizons Family Solutions Inc.

Bright Horizons® is a leading provider of high-quality early education and child care, comprehensive back-up care solutions, and educational advisory services. For 40 years, we have partnered with employers to support workforces by providing services that help working families and employees thrive personally and professionally. Bright Horizons operates more than 1,000 early education and child care centers in the United States, the United Kingdom, the Netherlands, Australia and India, and serves more than 1,450 of the world's leading employers. For more information, go to www.brighthorizons.com.

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Taylor Gallagher
Taylor.Gallagher@brighthorizons.com

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