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The Cutting Edge of Next-Generation Corporate Training

Efficiency and Advancement in Human Capital Development Utilizing Interactive AI and the Metaverse

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Summary

- This report discusses how to leverage cutting-edge technologies for human capital development. It specifically examines practical and effective corporate training applications of interactive AI and the metaverse, introduces the latest technologies and administrative guidelines, and explores future prospects. Such training programs can serve as a powerful solution to traditional constraints on staffing, time, and location, as well as deficiencies in education.
- New training methods are emerging, such as role-playing customer interactions using Interactive AI and machine operation training utilizing the metaverse. The immersive environments, automation of training programs, visualization of training processes based on collected data, and resulting issue analysis are key attractions for leveraging Interactive AI and the metaverse in training. Technologies capable of high-precision, high-speed reproduction of real-world objects and spaces within the metaverse, such as 3D Gaussian splatting, continue to advance.
- Technological innovation has gradually responded to the demand for streamlining and enhancing corporate training. Going forward, new technologies like Interactive AI and the metaverse will likely continue to gain attention on a regular basis. However, an approach that seeks to replace all traditional training with new technologies should be avoided. Furthermore, when utilizing new technologies, consideration for government guidelines and human dignity is essential. Additionally, training utilizing the metaverse and similar platforms should avoid overloading content and is best introduced following in-person group training.
- To achieve efficient and advanced human capital investment, companies should leverage cutting-edge technologies. To do so, they should foster a culture of adopting new technologies and utilizing them through trial and error. Companies should also support employees in acquiring IT literacy and the flexibility to experiment with

technologies by providing incentives such as certification allowances and establishing demo environments.
