

# Critical Skills

## 21st Century Employees Need To Stay Competitive

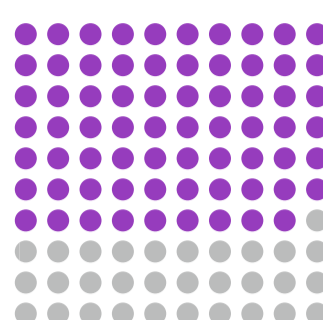
We know organizations continue to change at a **dramatic pace**, and face the challenges of a VUCA environment, experiencing **volatility, uncertainty, complexity and ambiguity**.

### Soft Skills Are Becoming Critical Skills

To survive in environments of significant change, and as some work activities are outsourced to technology via automation, **“soft skills” are increasingly being seen as core skills, and will become a key differentiator for successful organizations.**

**69% of CEOs** are concerned with the number of mission-critical issues they need to tackle with no prior experience.

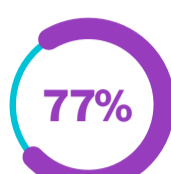
—KPMG GLOBAL CEO OUTLOOK, 2016



### Skill Trends We’re Seeing



**33%** of **core skills** for most jobs by 2020 will include skills that aren’t considered important today.<sup>1</sup>



**77%** of companies will either retrain people to use technology or **redesign jobs to better leverage “people” skills.**<sup>2</sup>



**94%** of companies say **agility and collaboration are critical to their success**, yet only 6% consider themselves “highly agile” today.<sup>2</sup>



**84%** of employees work in networked/matrixed environments<sup>3</sup>, requiring **stronger relationship and self management skills.**

1. World Economic Forum, Future of Work Report, 2016. 2. Deloitte Global Human Capital Report, 2017. 3. Gallup State of the American Workplace 2017

**“... let’s uncomfortably call them real skills instead. Real because they work, because they’re at the heart of what we need today.”**

**SETH GODIN**

What are the **core skills teams need to stay competitive** in a rapidly shifting landscape?



#### Role & Culture

Ability to **cultivate strong work relationships, based on shared values and purpose**, to support the effectiveness of increasingly diverse and global teams.

- Emotional & Social Intelligence
- Cross Cultural & Global Mindset
- Purpose & Values Alignment



#### Self Management

Owning and delivering work autonomously while **balancing speed and quality, decision-making, and leveraging technology.**

- Focus & Productivity
- Decision Making
- Time Management
- Planning & Prioritization
- Digital Literacy

#### Communication

Ability to **relay complex and high volume information effectively** to keep teams and customers connected and engaged.

- Active Listening
- Effective Communications
- Persuasion & Influence
- Negotiation
- Empathy



#### Team

Skills that support successful outcomes for groups of workers who are increasingly **networked, changing, virtual and global** in nature.

- Effective in Virtual Environments
- Collaboration
- Accountability
- Flexible & Adaptive

#### Thinking

Ability to **think critically to develop and implement new solutions**, including experimentation and iteration, that push the boundaries of past successes.

- Solving Problems
- Creativity
- Innovation Implementation
- Design Thinking



#### Leadership

Whether leading yourself or others, **skills to evolve performance** in the organization, anchored in the need to stay true to your word.

- Building Trust
- Coaching
- Peer-to-Peer Mentorship
- Strategy Development

**“as we transition into a networked creative economy ... leadership at all levels and all sectors must be about promoting learning. There is no other way to address the many wicked problems facing us.”**

**HAROLD JARCHE**

How to **Refocus Your Learning Priorities** on 21st Century Skill Development



**80% of L&D professionals agree** that developing employees is top-of-mind for their executive team.

2017 LINKEDIN WORKPLACE LEARNING REPORT

#### ✓ Do a Skills Gap Analysis as a Team

Where do you have strengths?  
What trends are happening in your industry?  
Based on the skills list above, where do you need to focus your skill building?

#### ✓ Define the ROI

Discuss and document the benefits to your team and organization from pursuing additional skill development, to help focus priorities and know where to begin.

#### ✓ Develop A Shared Focus on Learning

Whether peer-to-peer learning, conversations via Slack or participating in external webinars, find ways to bring new content into your team discussions and learn from each other.

#### ✓ Make Learning a Priority

Integrate learning into the ongoing activities of your team. Are there meetings where you can add a learning component? How can learning happen often, including for yourself?

Want our take on 21st century skill development? Learn more about Actionable Conversations at: [conversations.actionable.co](http://conversations.actionable.co)