

Critical Skills

21st Century Employees Need To Stay Competitive

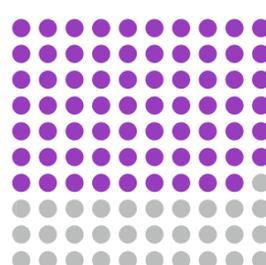
We know organizations continue to change at a **dramatic pace**, and face the challenges of a VUCA environment, experiencing **volatility, uncertainty, complexity and ambiguity**.

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.¹



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



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



84% of employees work in networked/matrixed environments³, 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?