

FROM AUTOMATION TO ACTION

57% of business leaders say soft skills are more important than hard skills

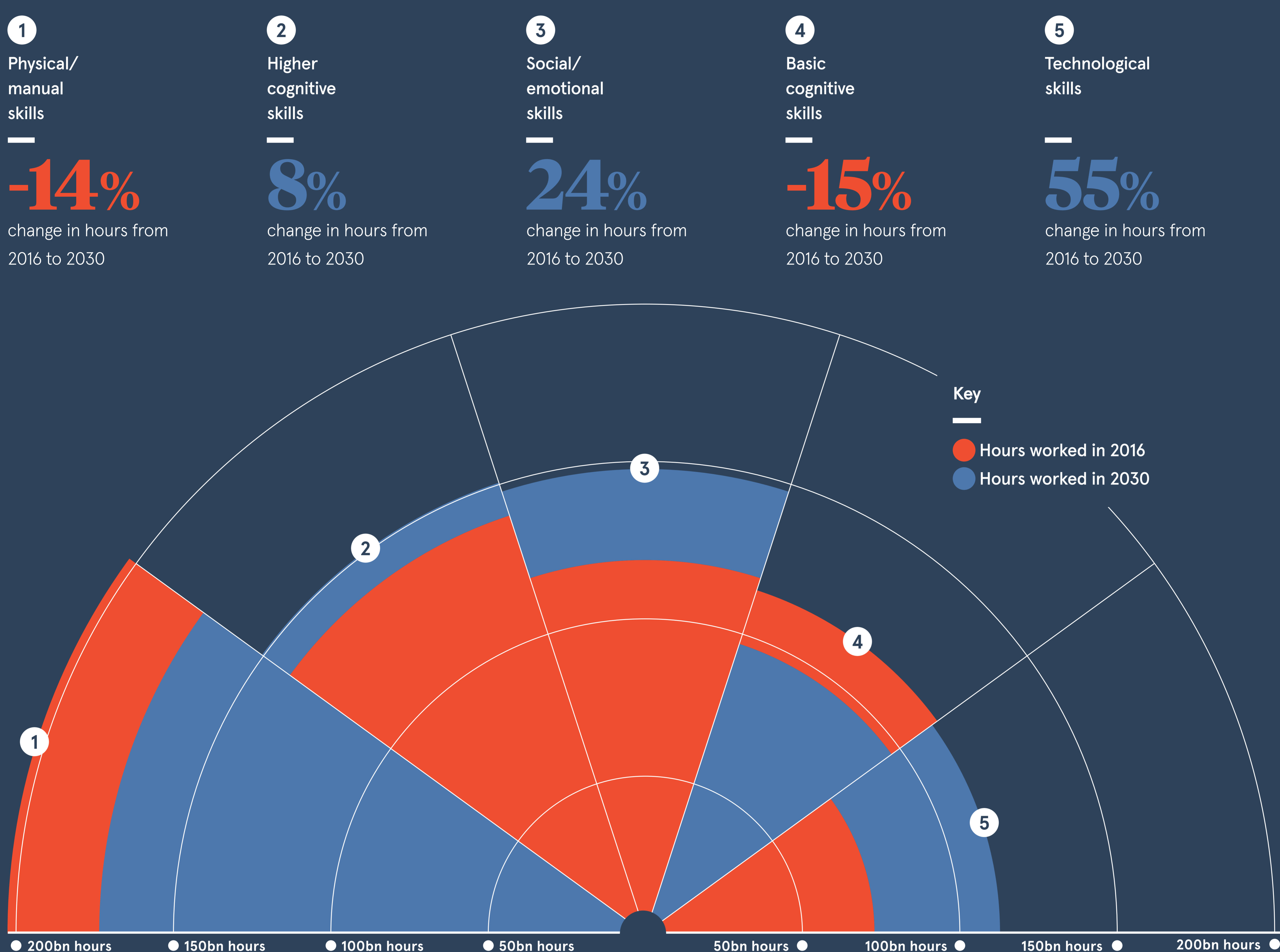
#1 priority for talent development is training for soft skills to soften the impact of automation, according to business leaders

How companies prepare their workforces for the inevitable rise in automation will determine its effect on the labour market, on competition and the wider business landscape

AUTOMATION AND ARTIFICIAL INTELLIGENCE WILL ACCELERATE THE SHIFT IN SKILLS THAT THE WORKFORCE NEEDS

Estimated change in total hours worked in Europe and the United States using the following skills, as a result of automation and AI (billion hours)

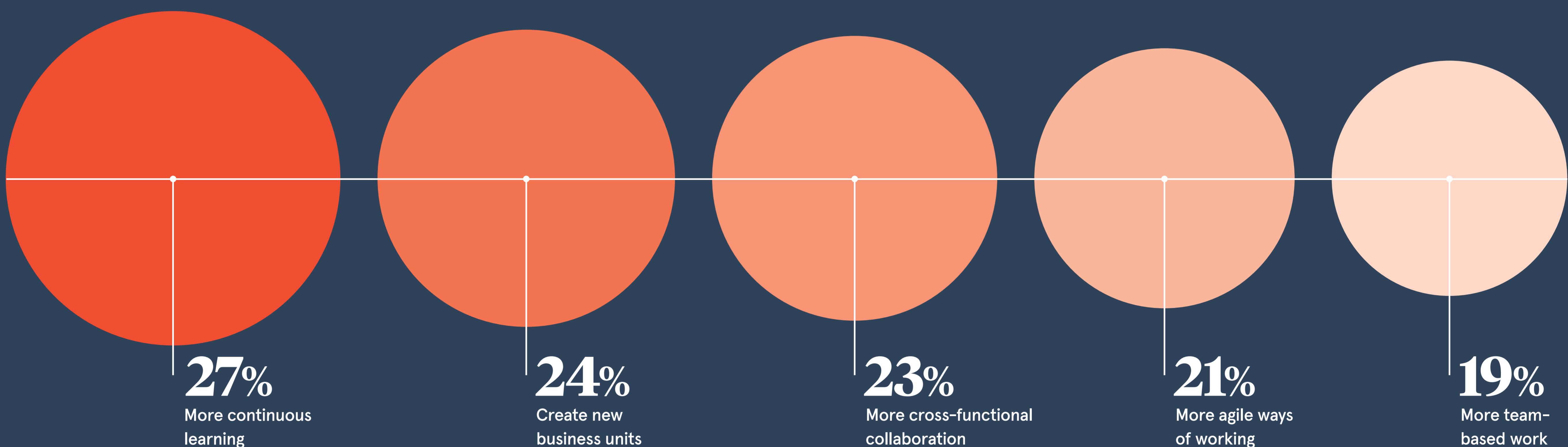
McKinsey 2018



STRATEGIES TO CHANGE ORGANISATIONAL STRUCTURE

How companies plan to adapt structures as a result of adopting automation and AI technologies

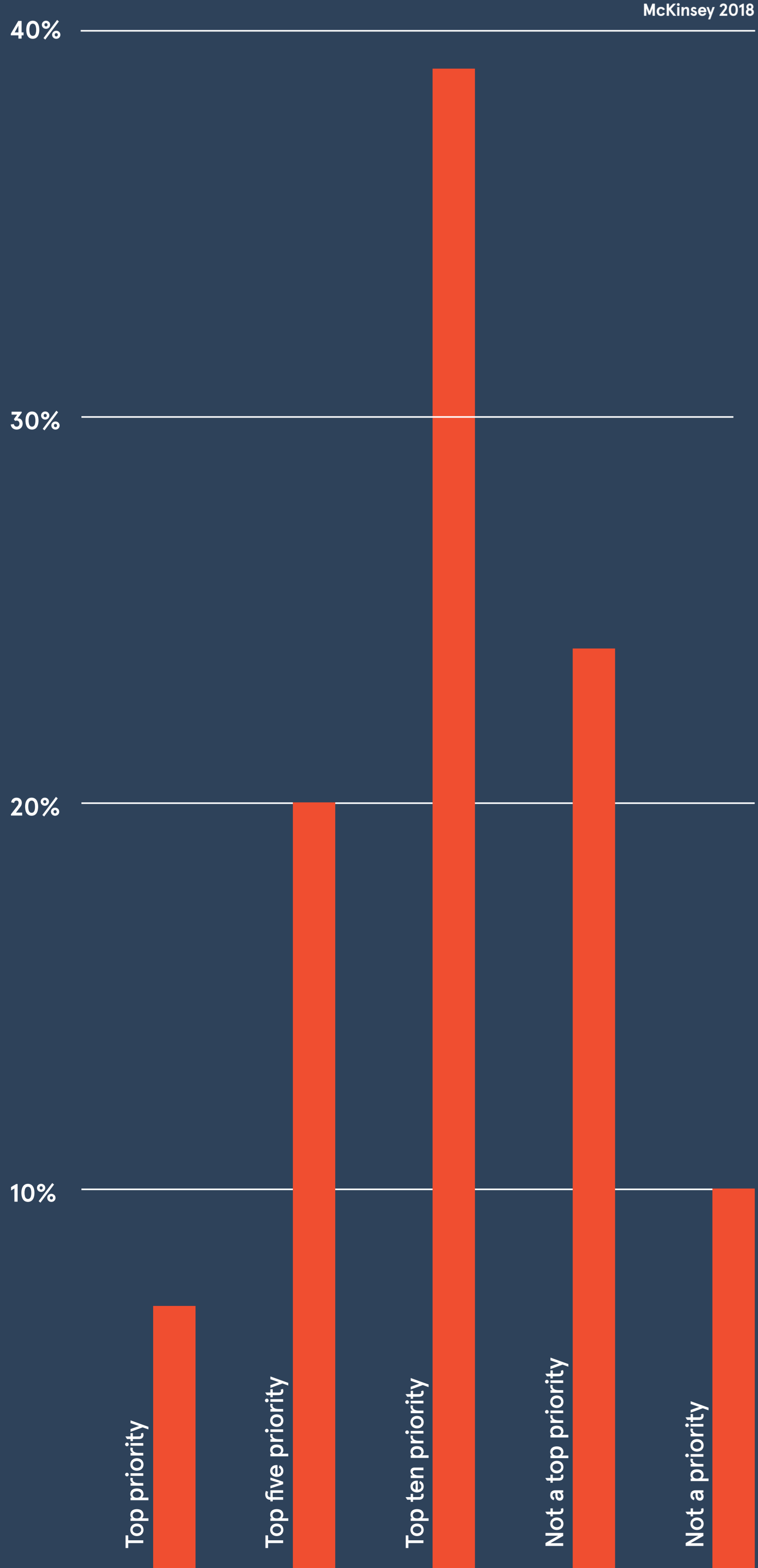
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BIG COMPANIES LARGELY NOT PRIORITISING THE IMPACT ON EMPLOYEES

Private-sector organisations with more than \$100 million annual revenues rated the importance of addressing the potential skills gaps related to automation and digitisation

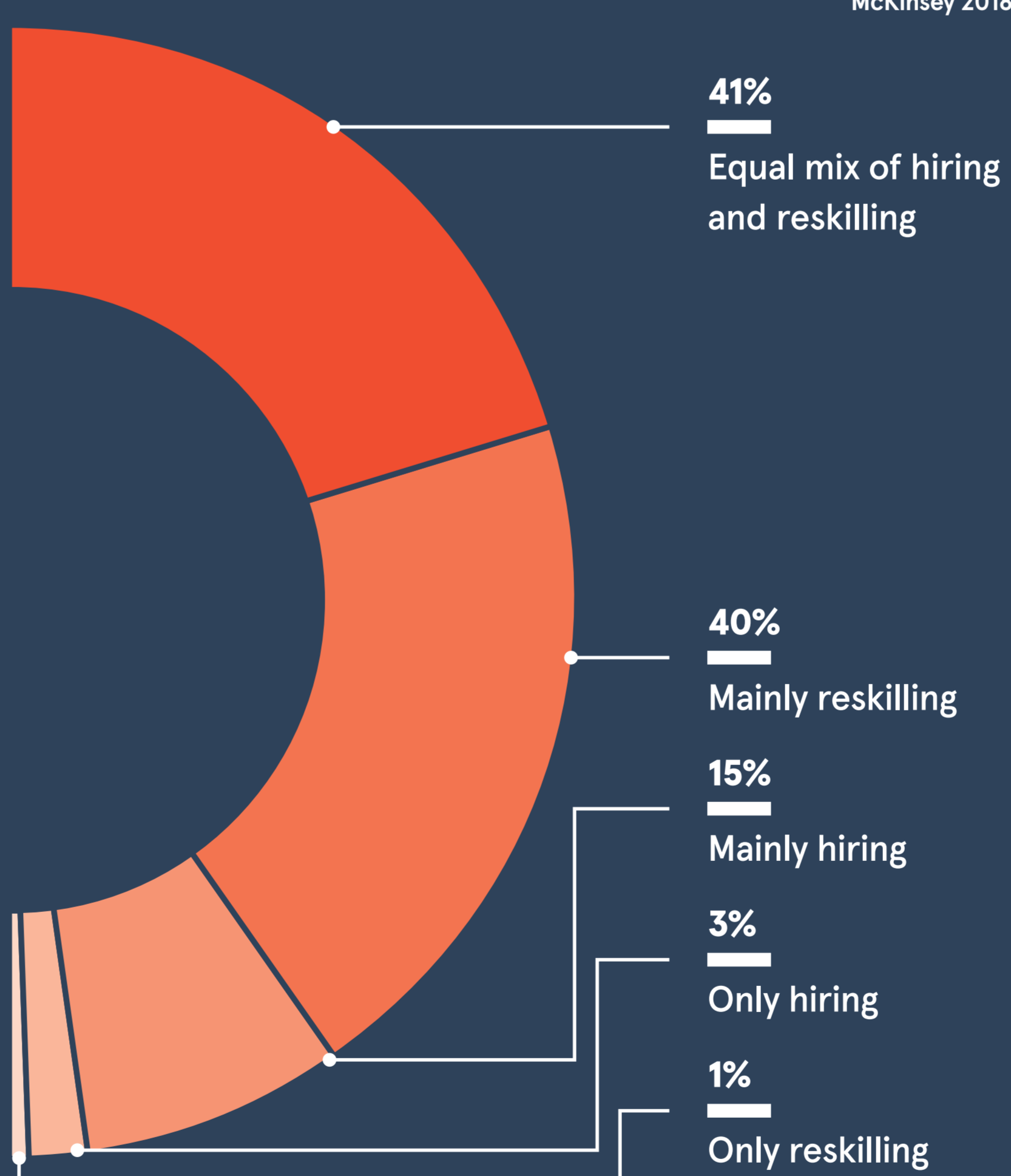
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MOST SKILLS WILL COME FROM WITHIN

How organisations plan to best resolve a potential skills gap

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TRENDING SKILLS FOR THE NEAR FUTURE

Business leaders were asked which skills will be most in demand in 2022

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- Analytical thinking and innovation
- Active learning and learning strategies
- Creativity, originality and initiative
- Technology design and programming
- Critical thinking and analysis
- Complex problem-solving
- Leadership and social influence
- Emotional intelligence
- Reasoning, problem-solving and ideation
- Systems analysis and evaluation

WHO WILL MANAGE THE WORKFORCE TRANSITION?

Business leaders' preferred partners in managing the integration of new technologies and workforce transition

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