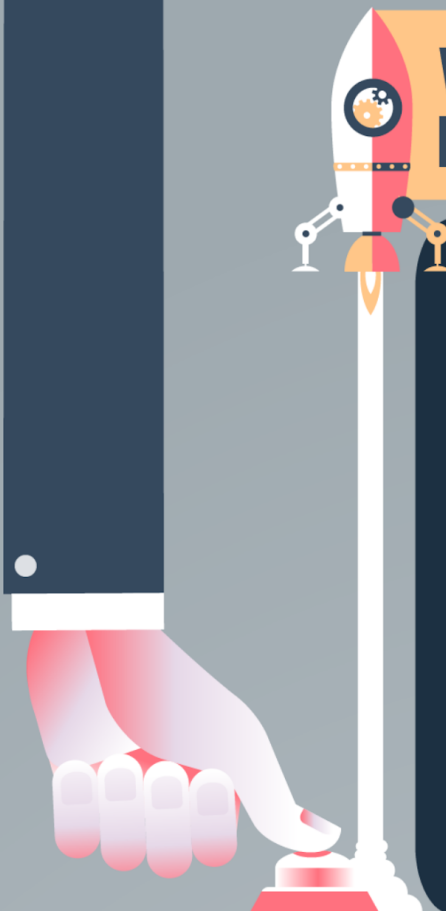


SKILLS OF THE FUTURE



10 SKILLS YOU'LL NEED TO THRIVE IN 2020



WHAT IS THE FOURTH INDUSTRIAL REVOLUTION?

The Fourth Industrial Revolution builds upon the innovation of the Third Industrial Revolution to revolutionize industries all over the globe such as:

- ✓ Artificial Intelligence
- ✓ Internet of Things
- ✓ Self-driving Vehicles
- ✓ Nanotechnology
- ✓ Renewable Energy
- ✓ Quantum Computing
- ✓ Biotechnology

Because of this explosion of new fields, new markets will emerge which will require a new set of skills for employment. Increasingly smart robots will take over some jobs, and jobs that didn't exist before will be in-demand.

WHAT ARE THE TOP 10 SKILLS YOU'LL NEED TO THRIVE IN 2020?

1 Complex Problem Solving

The skill to see relationships between industries and craft creative solutions to problems that are yet to appear is a must to keep up with AI machines.



2 Critical Thinking

People who can turn data into insightful interpretations will be sought after due to the complexity and interconnectedness of various fields like computer science, engineering, and biology.



3 Creativity

The quality of randomness and the ability to build something out of ideas is a skill that will pay off now and in the future.



4 People Management

Robots may acquire analytical and mathematical skills, but they can't replace humans in leadership and managerial roles that require people skills.



5 Coordinating with Others

Effective communication and team collaboration skills will be a top demand among job candidates in any industry.





6 Emotional Intelligence

Qualities that relate to emotional intelligence such as empathy and curiosity will be a big consideration factor for hiring managers of the future.

7 Judgment and Decision-Making

The ability to condense vast amounts of data, with the help of data analytics, into insightful interpretations and measured decisions is a skill that will be useful in the information age.



8 Service Orientation

People who know the importance of offering value to clients in the form of services and assistance will be in demand as businesses would want to provide solutions to the problems of society.

9 Negotiation

The ability to negotiate with businesses and individuals to come up with a win-win situation is a skill that will be needed to survive in affected industries.



10 Cognitive Flexibility

The ability to switch between different personas to accommodate the challenge at hand will be important to be successful in combined industries.

WHAT ARE THE TOP 5 INDUSTRY SECTORS IN 2020?



1. Technology and Computational Thinking



2. Caregiving



3. Social Intelligence and New Media Literacy



4. Lifelong Learning



5. Adaptability and Business Acumen

WHAT WILL BE THE 10 MOST IN-DEMAND JOBS IN 2020?



1. Data analysts



2. Medical technicians, physical therapists, and workplace ergonomics experts



3. Sales and Marketing Specialists



4. Customer service representatives



5. Management analysts



6. Software developers and computer programmers



7. Veterinarians



8. Product designers and creatives

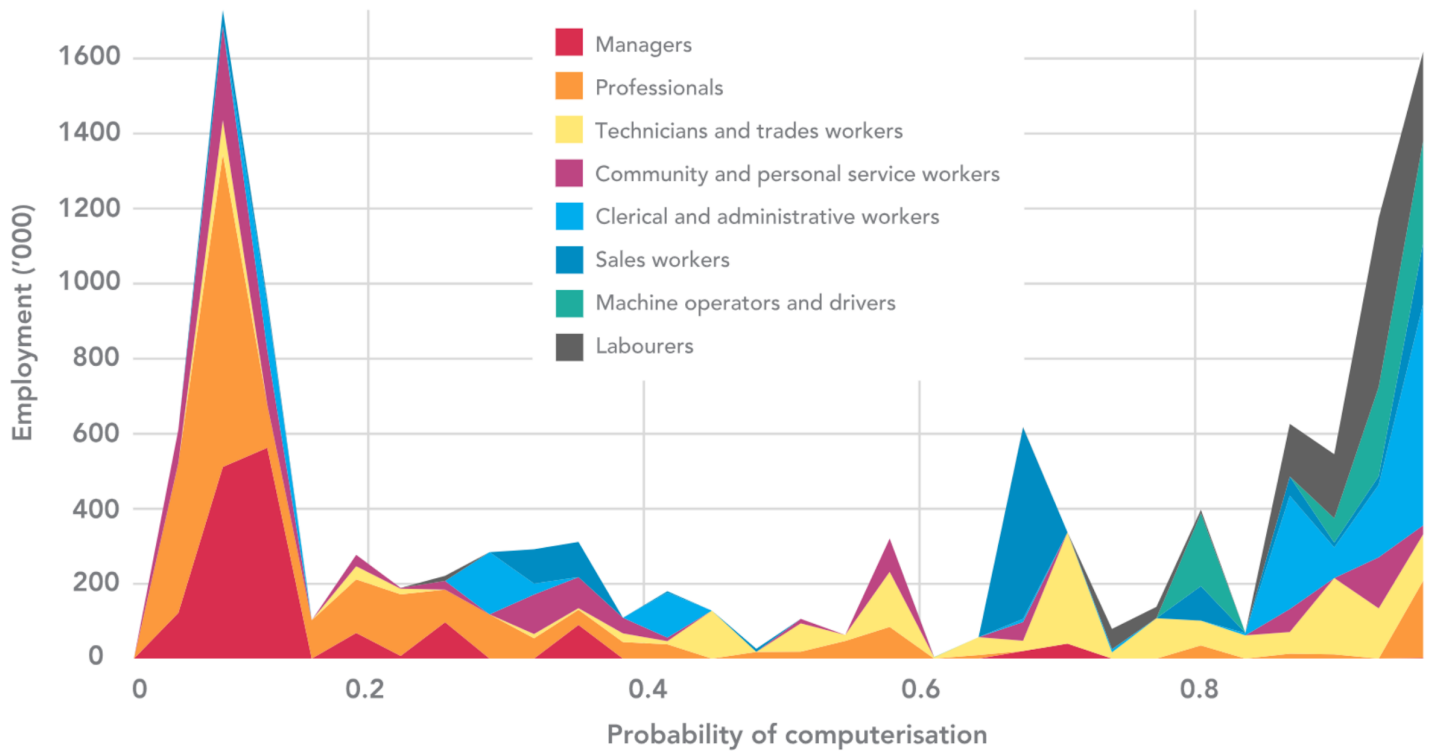


9. Teachers and trainers



10. Accountants and auditors

Probability of automation by job category⁷²



New Jobs - Outlook 2020⁷⁷

Largest projected employment gains by subgroup ('000)



Some of the industries with at least 1 in 3 vacancies unfilled:⁴¹ (% of vacancies filled)

