



**Ross Stevenson**

**Chief Learning Strategist**

**Steal These Thoughts!**



Good news

# The Future is Human





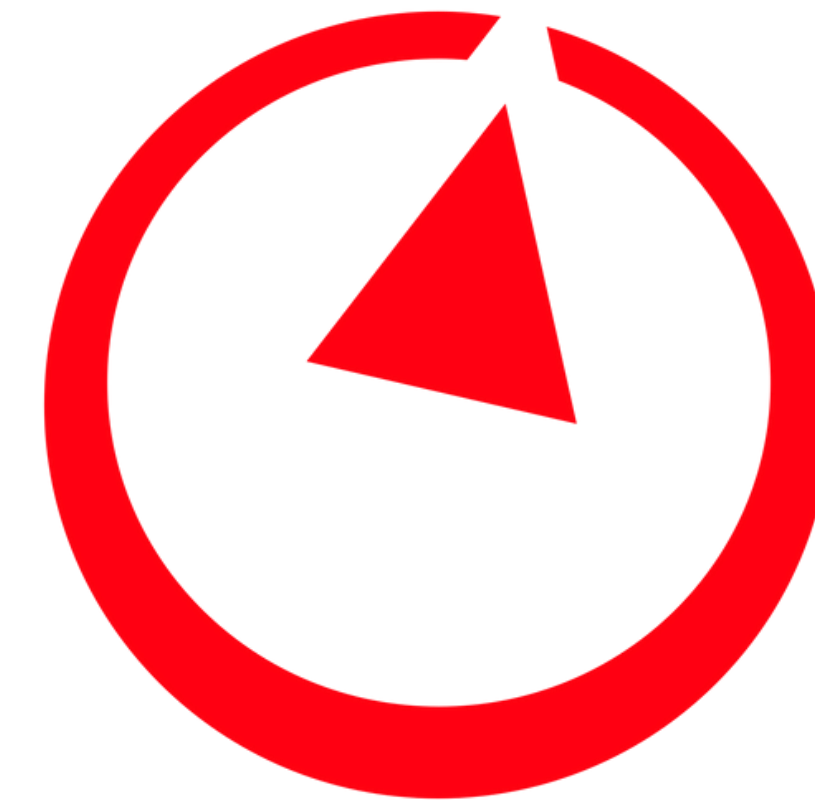
# The Skills That Matter

How we navigate the future

- Analytical Judgement
- Creative thinking
- Digital Intelligence
- Adaptability
- Social influence



# The data behind this



**BAIN & COMPANY**

McKinsey  
& Company

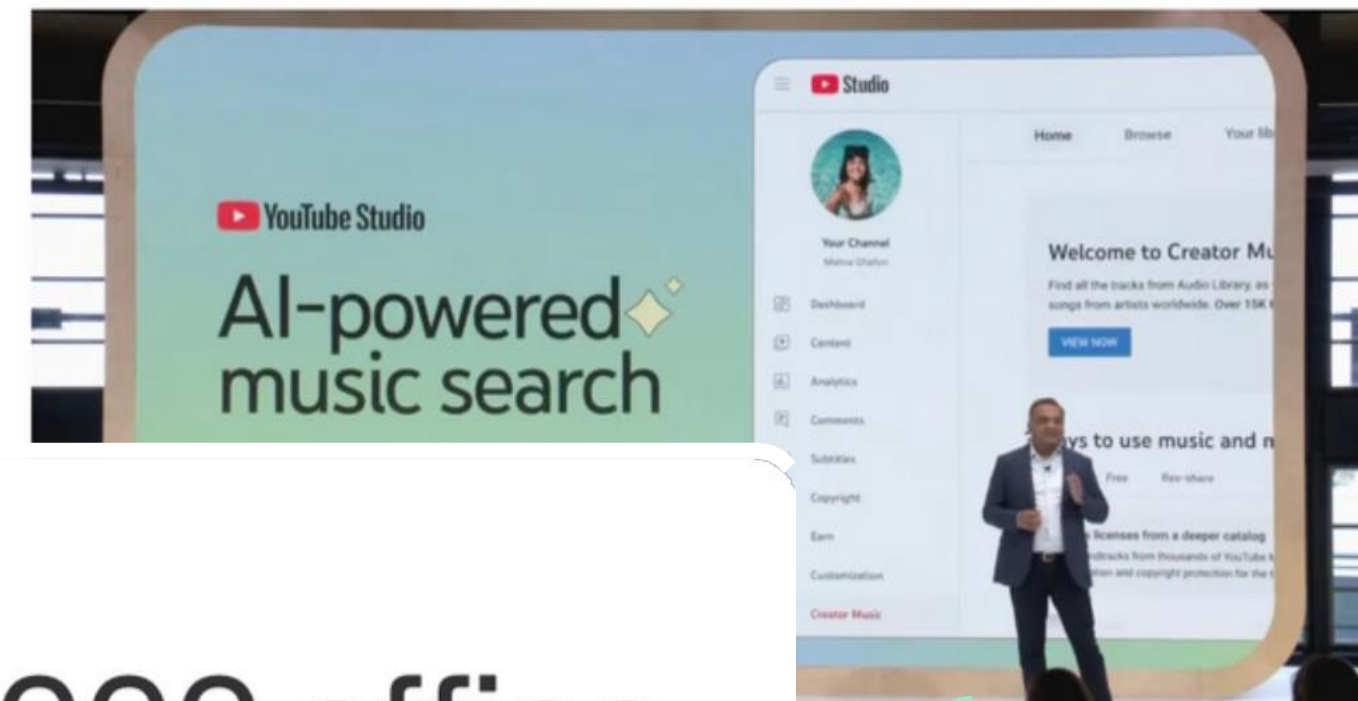
# The economic potential of generative AI

The next productivity frontier

AI

## YouTube to add AI creator tools to find music for videos, add dubs

Sarah Perez @sarahintampa / 3:39 PM GMT+1 • September 21, 2023



## Announcing Microsoft Copilot, your everyday AI companion

Sep 21, 2023 | Yusuf Mehdi - Corporate Vice President & Consumer Chief Marketing Officer



Copilot

Your everyday AI companion

## Generative AI: a legal revolution is coming – eventually

The new tech is not just a tool, it is a 'game-changer' for law firms. Plus: Pinsent Masons tops the FT 50 most innovative law firms in Europe



Aug 30, 2023 - Technology

## Walmart will give 50,000 office workers a generative AI app

The Harvard Crimson

## 'Struggling to Keep Up': Harvard Students and Faculty Grapple with Impact of Generative AI in Classrooms

Latest Newsletters

*The Atlantic*

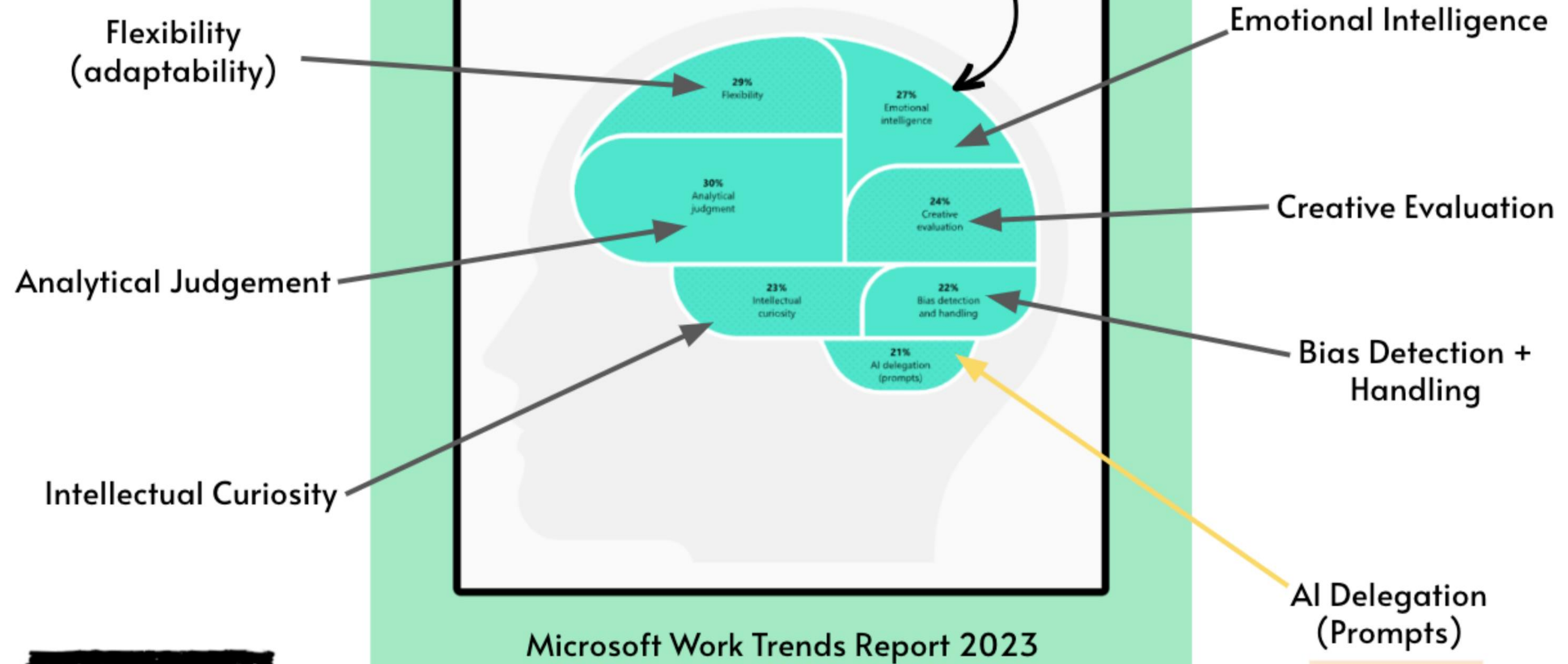
TECHNOLOGY

## The Most Important Job Skill of This Century

Your work future could depend on how well you can talk to AI.

By Charlie Warzel

# Skills In The AI Era



Flexibility (adaptability)

Emotional Intelligence

Analytical Judgement

Creative Evaluation

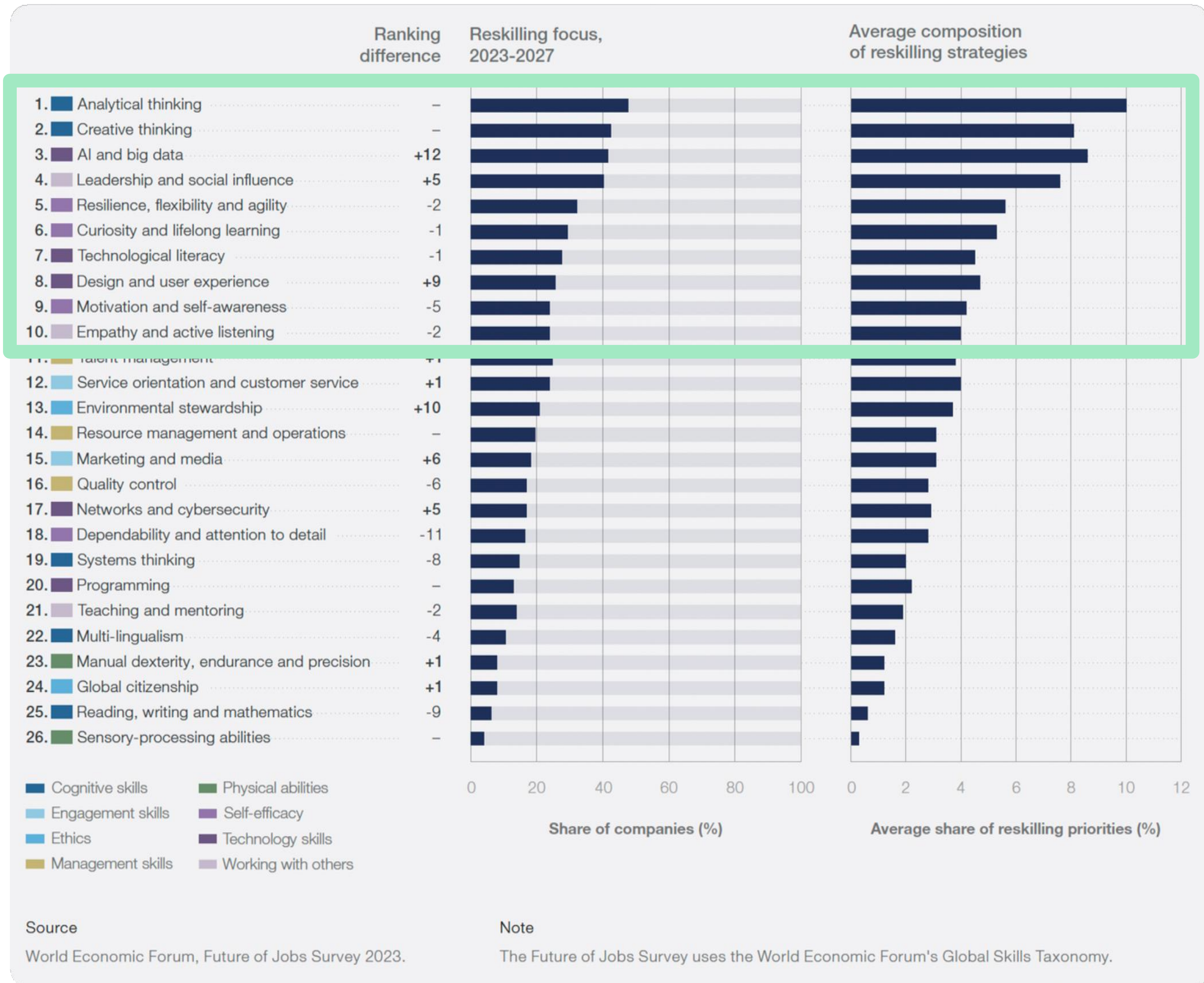
Intellectual Curiosity

Bias Detection + Handling

AI Delegation (Prompts)

Microsoft Work Trends Report 2023

**STEAL THESE THOUGHTS!**



The next 5 years

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# Evolving Skills

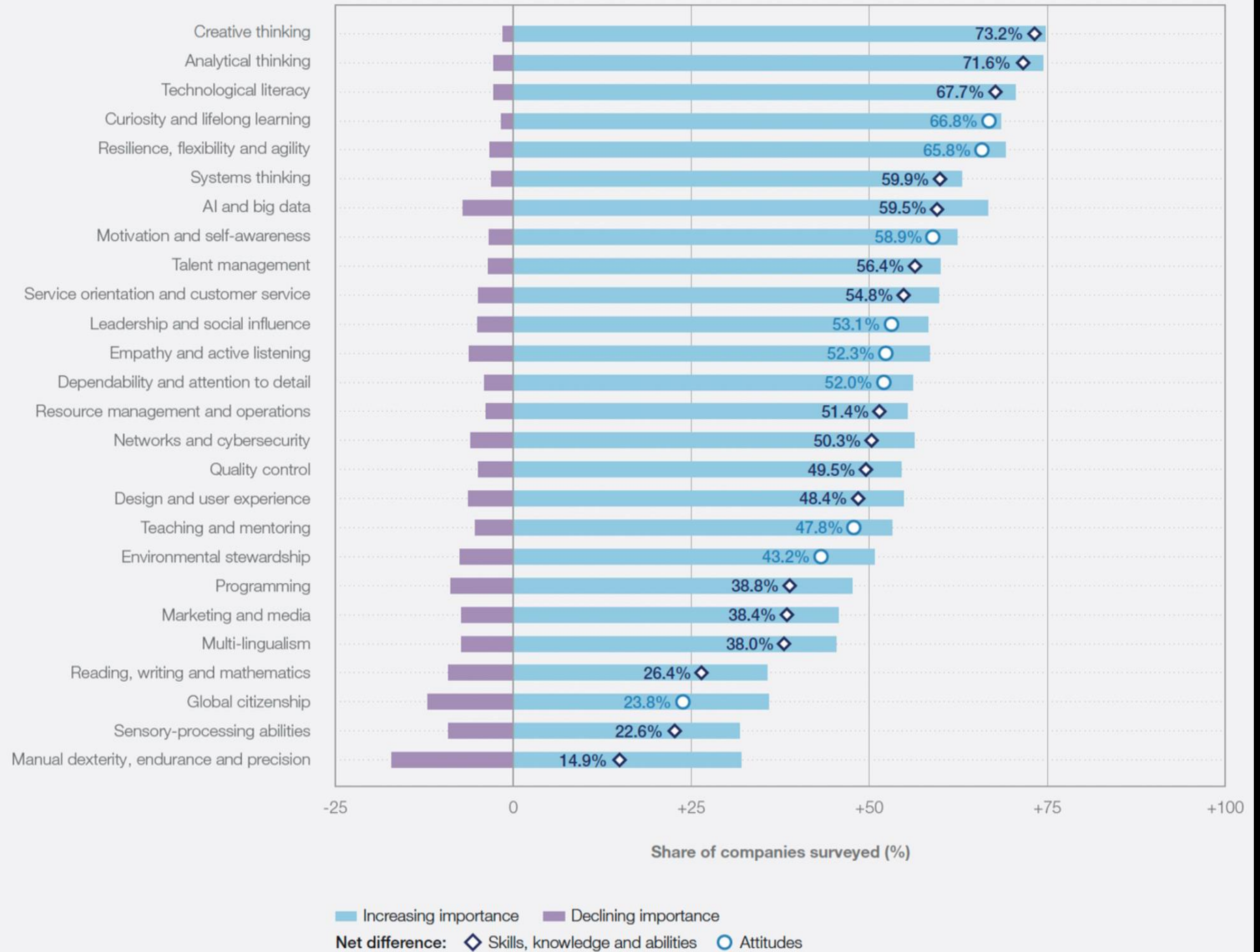
The skills, behaviours and abilities that we need to meet today's environment.

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FIGURE 4.3

## Skills on the rise

Share of organizations surveyed which consider skills to be increasing or decreasing in importance, ordered by the net difference.



Source

World Economic Forum, Future of Jobs Survey 2023.

Note

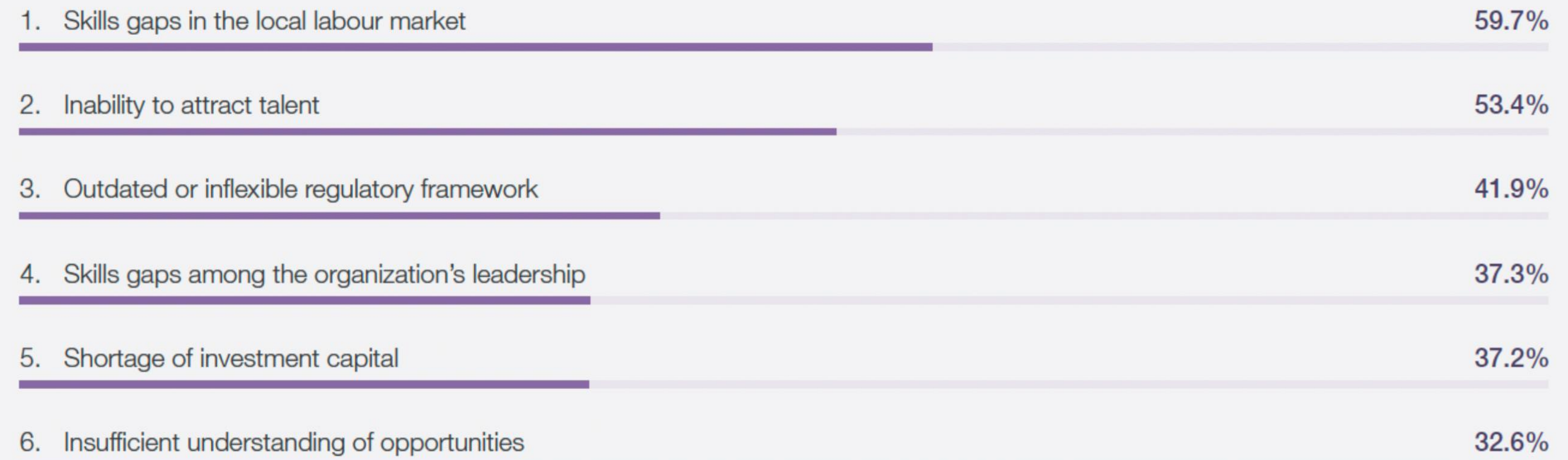
The Future of Jobs Survey uses the World Economic Forum's Global Skills Taxonomy. The share of companies which consider skills to be of stable importance to their workers is not plotted.



FIGURE 5.1

### Barriers to business transformation, 2023-2027

Share of organizations surveyed expecting these factors will limit the transformation of their business



Source

World Economic Forum, Future of Jobs Survey 2023.

# Closing the skills gap

FIGURE 5.4

## Business practices to increase talent availability, 2023-2027

Share of organizations surveyed that identify these business practices as promising ways to increase talent availability in the next five years



Source

World Economic Forum, Future of Jobs Survey 2023.



## How IKEA Upskilled 8,500 Employees To \$1.4 Billion

- **8,500** call centre workers were transformed into interior design advisors.
- Billie, the AI bot, effectively managed **47%** of customer inquiries.
  - Sales through remote interior design consultations amounted to **1.3 billion euros** (~\$1.4 billion).

Source

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# How Carrefour is upskilling 320,000 employees

- Carrefour aims for a **digital-first retail model** by 2026.
  - The 'Tous digital!' initiative equips all employees, notably frontline staff, **with essential digital skills.**
- In **3 weeks they upskilled 60,000 employees**, aligning with EU's 2023 Year of Skills.
- Future plans include an **exploration of emerging tech like Generative AI.**

Source

# Reskilling in the Age of AI

1/ Reskilling is a strategic imperative

2/ It's the responsibility of every manager and leader

3/ It is a change management initiative

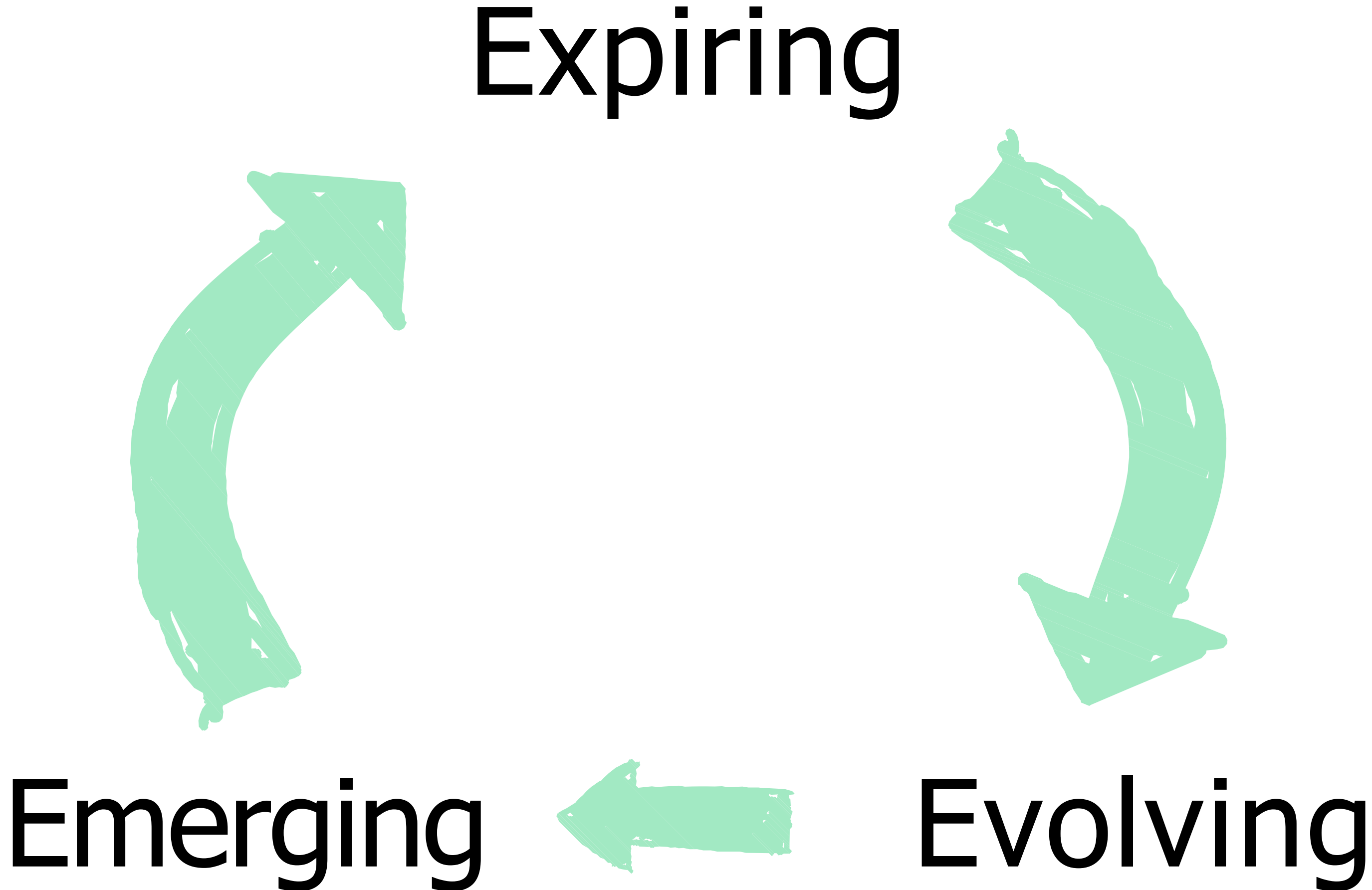
4/ Employees want to reskill – when it makes sense.

5/ It takes a village to make this happen

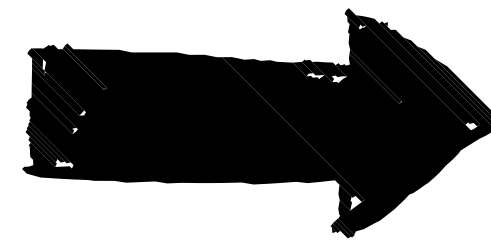
Source



# What you can do



**SOFT**



**HUMAN**

# Final thoughts

- The future is human
- Focus on the skills that matter
- Skills are underpinned by continuous learning and a growth mindset
- Deploy reskilling and upskilling programmes