Trained To Skill

Soft Skills That Drive Success In The Emerging Workforce

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Introduction

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Work with F500 organizations to align their business goals to supporting courses

Curated over 2,500 courses in OpenSesame's library

"People-Person" who loves finding new ways to solve problems

OpenSesame

What We Will Cover Today

- **Background**
  - Why does this matter?
  - Where are the gaps coming from?
  - Impacts in the workplace

- **What is Missing?**

- **Best Practices for Improvement**

- **Steps for Action**

- **Q&A**

Why Do We Need To Pay Attention?

Millennials and Gen Z Will Inherit Our Organizations

The forces that define them have affected us all
Trends are already set into motion (economic, social, technology, etc)

Degrees Aren't Enough

More millennials hold college degrees than any other prior generation of young adults...

...but is it really preparing them given the change in the economy and the change in their workforce experience?

There Is No Turning Back

"The jobs the US economy has been creating in the past two years are very different in nature from the ones that were lost in the recession that followed the 2008 financial crisis.

The labor market itself is now quite different. **Technology is not only automating ever more jobs and increasing the skill gaps for the jobs that remain; it is changing the very nature of work and giving us less time to adapt.**"

Dobbs, Manyika & Woetzel - McKinsey Global Institute "No Ordinary Disruption: The Four Global Forces Breaking All the Trends.

The Largest Generation,
The Smallest Young Workforce

The number of 16 to 24 year-olds enrolled in school or working has remained steady, however **participation in the workforce has steadily declined since the early 1990's**

Labor Force Participation of 16 to 24 Year-Olds
1960-2013

Percent

Share Enrolled or Participating

Share Participating

1960   1970   1980   1990   2000   2010
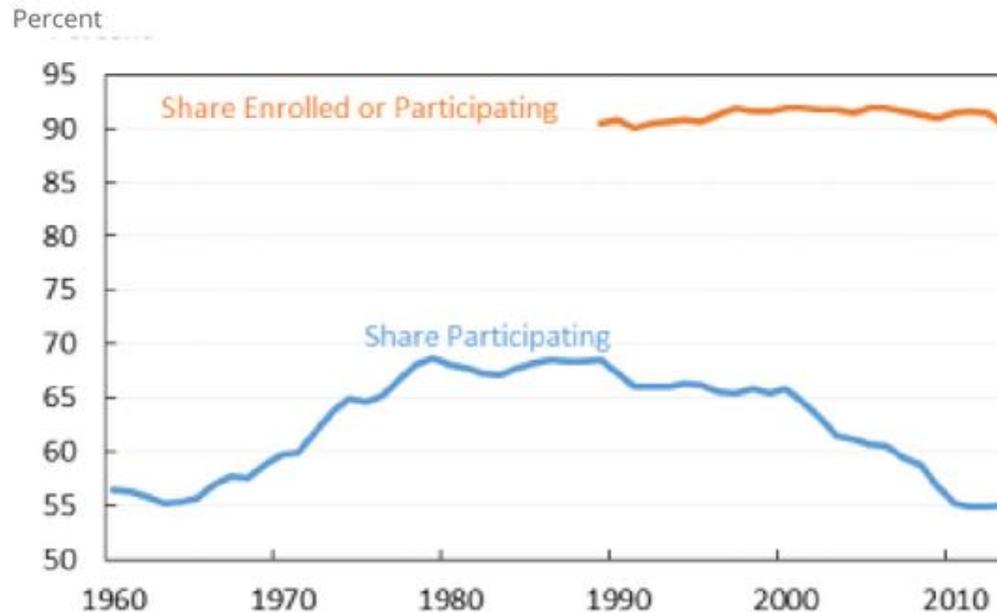
Source: Bureau of Labor Statistics and CPS October Supplement; CEA calculations.
Note: Enrollment includes full-time and part-time students.
https://www.whitehouse.gov/sites/default/files/docs/millennials_report.pdf

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Have Diploma, Need Skills

When asked "How useful have the skills you gained in higher education been, compared to those learned in jobs you have had since graduation?"

Skills needed in achieving the overall goals of the organization:

37% learned from higher education

63% learned from employment

Skills needed in fulfilling day to day roles and responsibilities:

40% learned from higher education

60% learned from employment

Skills needed in fulfilling long term career objectives:
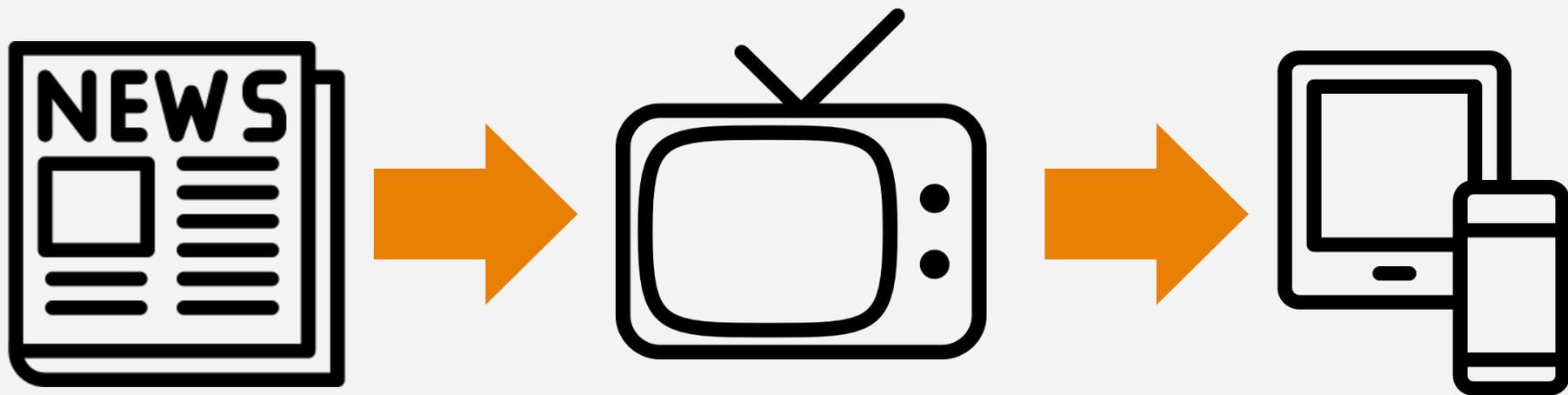
42% learned from higher education

58% learned from employment

Answers included BOTH "hard" skills *and* "soft" skills

Source: Deloitte 2015 Global Millennial Survey
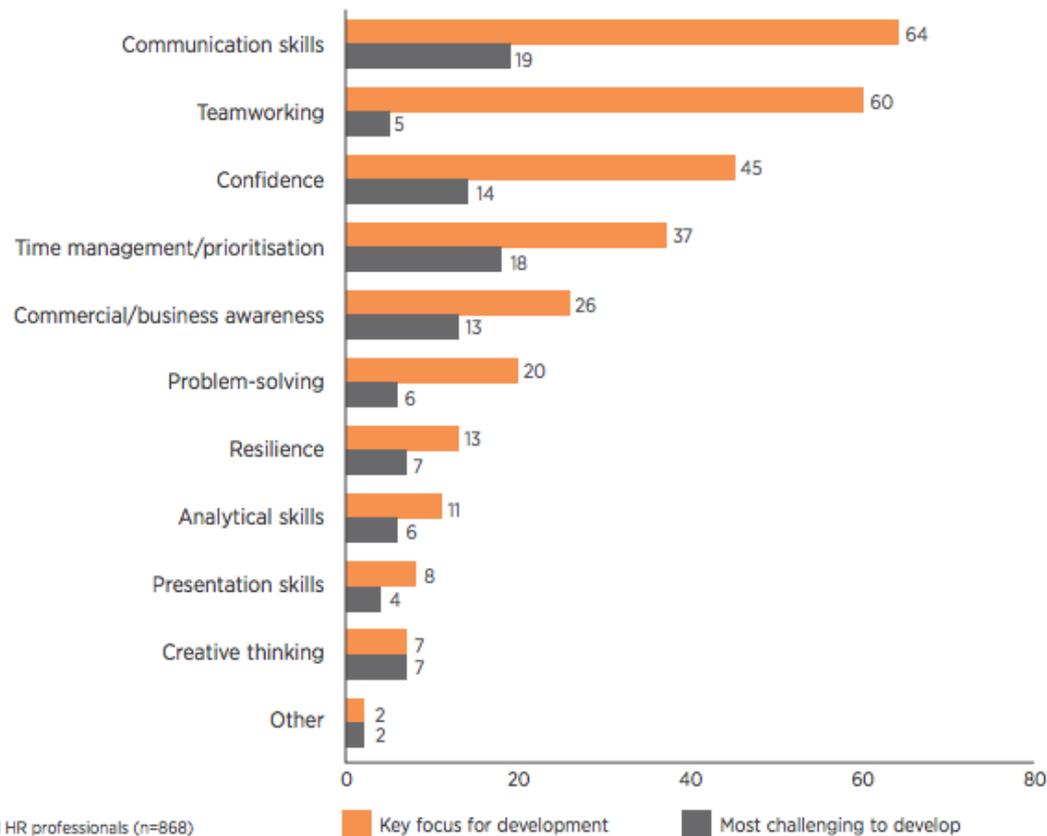
Hard Skills Are Getting Harder

Technology doesn't make all workers' skills more valuable; some skills become valuable, but others go obsolete.

Meet the Graphic Designer

What Are We Spending Time Developing?

The top 3 skills to be developed during the first year in work

Skill	Key focus for development	Most challenging to develop
Communication skills	64	19
Teamworking	60	5
Confidence	45	14
Time management/prioritisation	37	18
Commercial/business awareness	26	13
Problem-solving	20	6
Resilience	13	7
Analytical skills	11	6
Presentation skills	8	4
Creative thinking	7	7
Other	2	2

Base: All HR professionals (n=868)

■ Key focus for development   ■ Most challenging to develop

Source: CIPD Developing The Next Generation

Working Life Skills

Communication

Leadership

Commercial Skills

Work Life Skills

Problem

Jeff has his first client lunch.

He didn't consider his attire and showed up in sneakers and a polo shirt.

Viewpoint

Jeff wore sweatpants in college. His boss did not.

His boss assumes it's common sense while Jeff assumed daily office attire was suitable.

Improvements

Guidelines for meetings and lunches outside the office

Access to training

BUSINESS FORMAL ATTIRE

Emily Post®

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Communication

Problem

Soraya's emails are long and unclear

She grew up using email, but has never used it to communicate action plans

Viewpoint

Soraya doesn't want to miss details

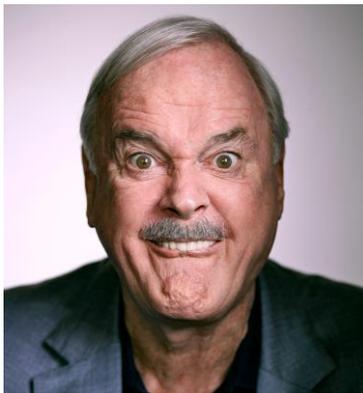Her boss gets weighed down in the details and action items are buried

Improvements

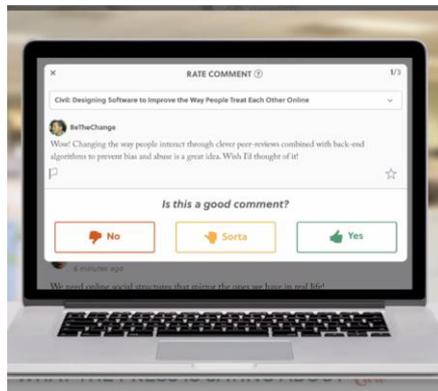**Openness to coach in the moment**

Access to training

★★★★☆

Business Skills do
action defined

Clear and Concise Emails
by Vado

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How Do You Take Action?

Get Relevant	Improve Experience	Create Champions	Enlist Experts
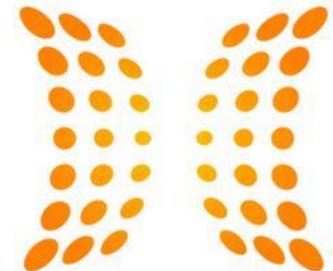
Get Relevant

Independent of **what** you need to teach, **how** you teach it matters

WHAT?

Hard Skills
How do I "Get a Job" or advance in my career?

Soft Skills
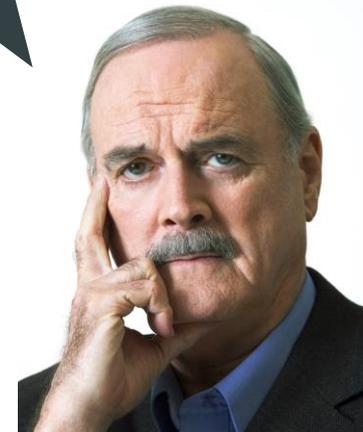*How do I "Keep a Job" and work better with others?*

Compliance
How do I meet workplace requirements or handle those who I see who are not compliant?

HOW?

People learn nothing when they're asleep and very little when they're bored"

-John Cleese
Video Arts Founder

Best Practice #1 | Get Relevant

Focus and Curate

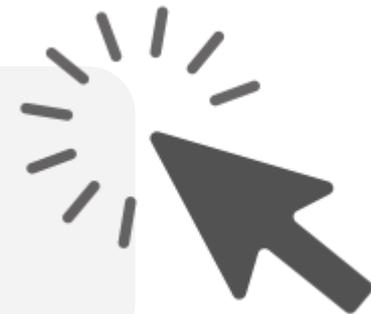### Over-the-Counter
Informal Learning: YouTube, Google, Slack

Prescription
Formal learning: eLearning, Classroom, Coaching

Improve the Learning Experience

Organize to Enable Discovery

Count the Clicks

Listen and Respond Quickly

Create Champions

- **Identify Candidates**
  Look for diverse, authentic candidates
  Is there someone who excels in a skill gap you have?

- **Set the Stage**
  Let them buy in (or not) to being a champion
  Give clear expectations, make them an insider

- **Empower and Acknowledge**
  Give them a voice in front of others
  Decide if awards/cash incentives are appropriate

Be Open To Surprises

Consider allowing off-hour access and defining a BYOD policy...
the results might surprise you!

2 DAYS → **16 MIN** → **WIN**

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