

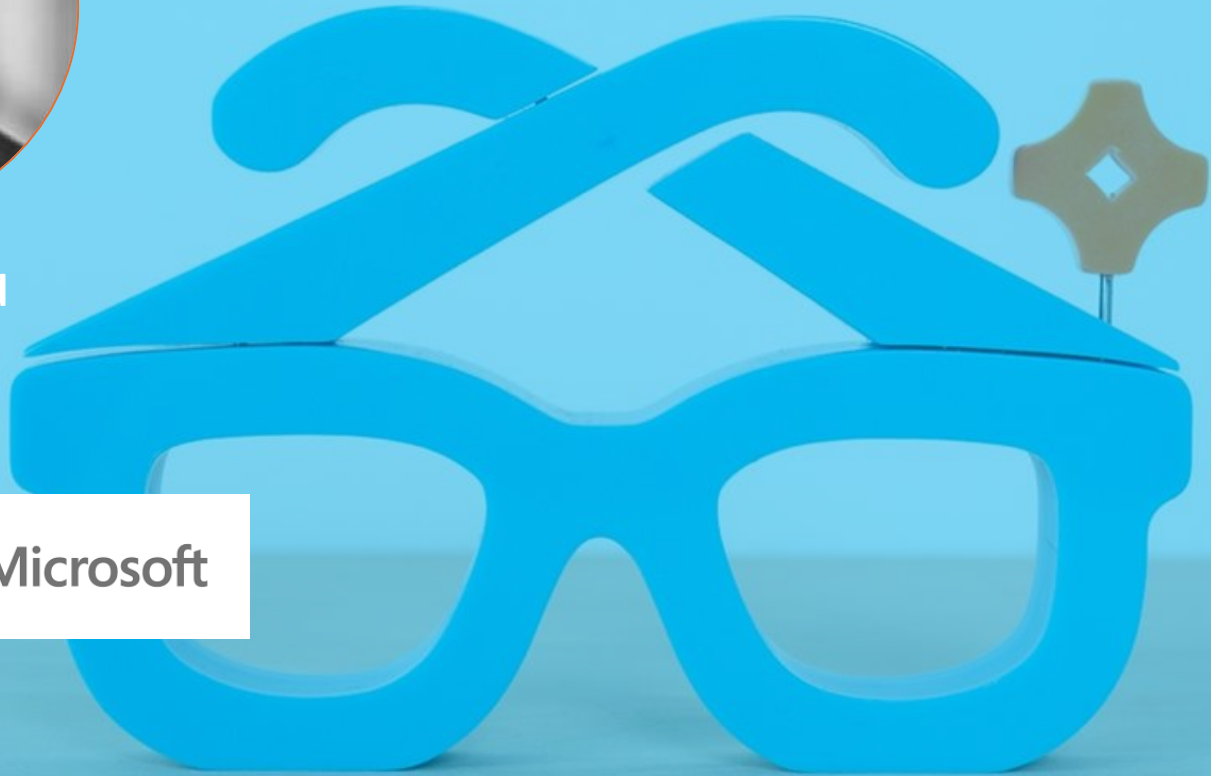
Mapping and Building the Future of Skills



Caroline Soares | Learning Services Director
Darren Nerland | Learning Strategist



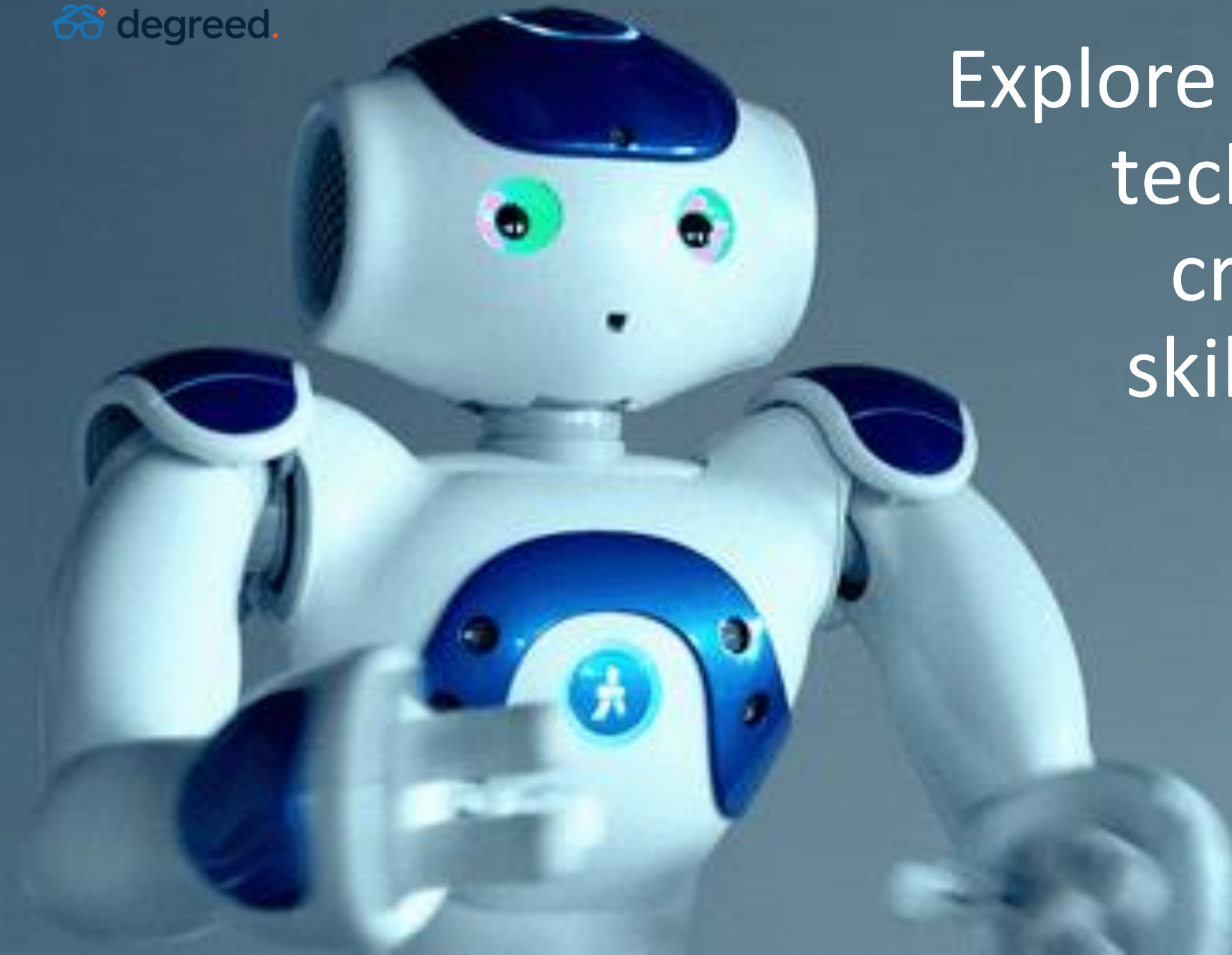
Darren Nerland
Learning
Strategist



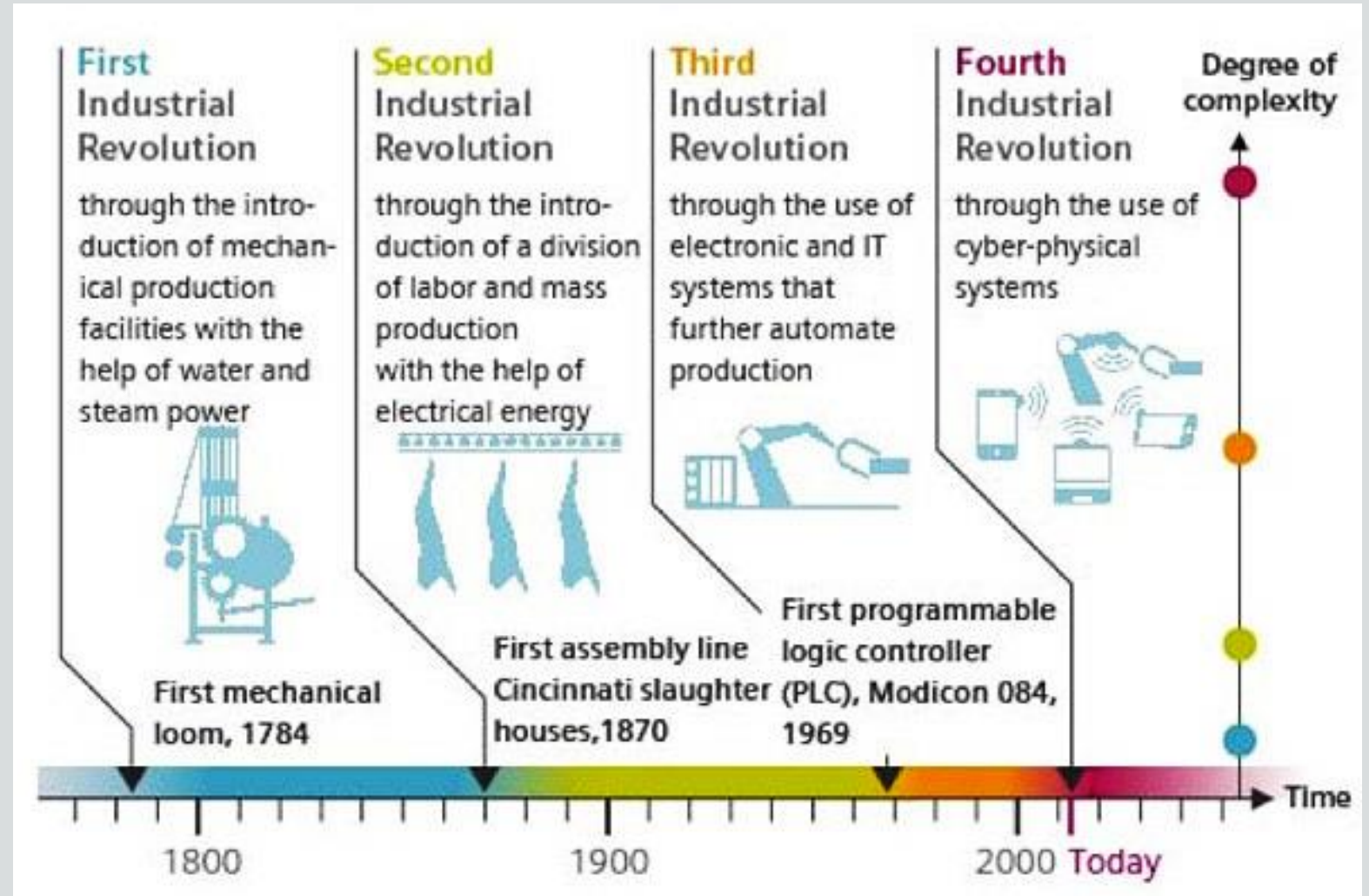
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- Explore how learning technologies are creating future skills economies
 - Visualize future roles, skills, and insights for your organization
 - Investigate new ways of learning to upskill and reskill employees



Explore how learning technologies are creating future skills economies



Where we've been, where we are headed with the degree of complexity



A HISTORY OF *L&D*

1890s-1900s

National Cash Register Company forms first personnel department



1940s-1950s

AT&T's Bell labs invents the transistor, laser, and several programming languages



1990s-2000s

Learning management systems deliver learning digitally

1910s-1920s

Ford Motor Company forms a Sociological Department

+ 1970s-1980s

Every Motorola employee attends Motorola University

The Future

L&D is tied to business objectives while putting employees first

“

Traditional LD practices - creating content, pushing content, blended learning and more - do not IMPACT business outcomes. The ingredients of a learning culture consistently predict meaningful business results.”

- Deloitte



“

We play the role of facilitators and motivators more than anything else.

MASTERCARD Chief Learning Officer, Janice Burns

The human experience

- Designing with empathy,
- Executing with humanity,
- Being authentic,
- Working to change the world

What technology will most impact work of the future?

- AR/VR
- AI-Driven Technologies
- Digital Talent Platforms
- Quantum Computing
- Robotics



Connected devices (IoT)

More than **9 billion** devices are currently connected to the internet.

By **2025**, the average number of connected devices, per person, is **9.5**. The global number of internet connected devices reaches **76,760,000,000**.

Artificial Intelligence

Machine learning and user interfaces such as speech and gesture recognition technology will contribute to data density and advance to increase productivity or eliminate some knowledge work altogether



A New Computer Interface



The potential impact is we'll interact and see the world through "new lenses" literally **and** figuratively.





Visualize future roles, skills,
insights in your organization

“

People will create the jobs of the future, not simply train for them, and technology is already central. It will undoubtedly play a greater role in the years ahead.

”

JONATHAN GRUDIN

Principal Researcher at Microsoft



What will be the most needed soft skills and behaviors in the next 3 years for you and your organization?

It won't be just tech skills...

2022 Skills Outlook

Growing

- 1 Analytical thinking and innovation
- 2 Active learning and learning strategies
- 3 Creativity, originality and initiative
- 4 Technology design and programming
- 5 Critical thinking and analysis
- 6 Complex problem-solving
- 7 Leadership and social influence
- 8 Emotional intelligence
- 9 Reasoning, problem-solving and ideation
- 10 Systems analysis and evaluation

Declining

- 1 Manual dexterity, endurance and precision
- 2 Memory, verbal, auditory and spatial abilities
- 3 Management of financial, material resources
- 4 Technology installation and maintenance
- 5 Reading, writing, math and active listening
- 6 Management of personnel
- 7 Quality control and safety awareness
- 8 Coordination and time management
- 9 Visual, auditory and speech abilities
- 10 Technology use, monitoring and control

- 10 Συστήματα ανάλυσης και αξιολόγηση
- 9 Λογισμικό, επίλυση προβλημάτων και ιδέες
- 8 Επικοινωνιακή νοημοσύνη
- 7 Ηγετική και κοινωνική επιρροή
- 6 Συνθετική επίλυση προβλημάτων
- 5 Κριτική σκέψη και ανάλυση

- 10 Τεχνολογική χρήση, παρακολούθηση και έλεγχος
- 9 Διαχείριση, συντονισμός και ενεργή ακρόαση
- 8 Συντονισμός και διαχείριση πόρων
- 7 Ποιοτικός έλεγχος και ασφάλεια
- 6 Διαχείριση προσωπικού
- 5 Διαβίωση, γραφή, μαθηματικά και ενεργή ακρόαση

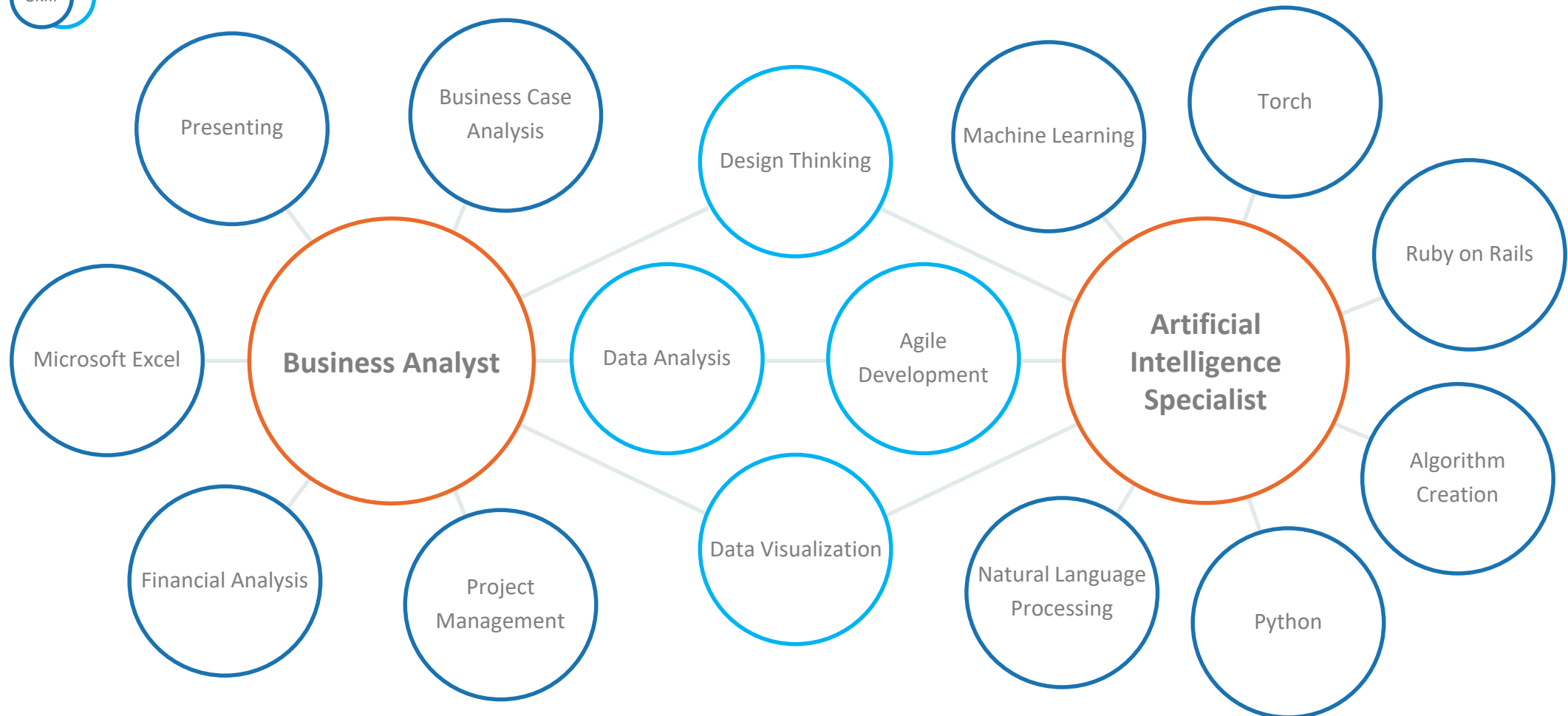
You cannot leverage an unknown asset



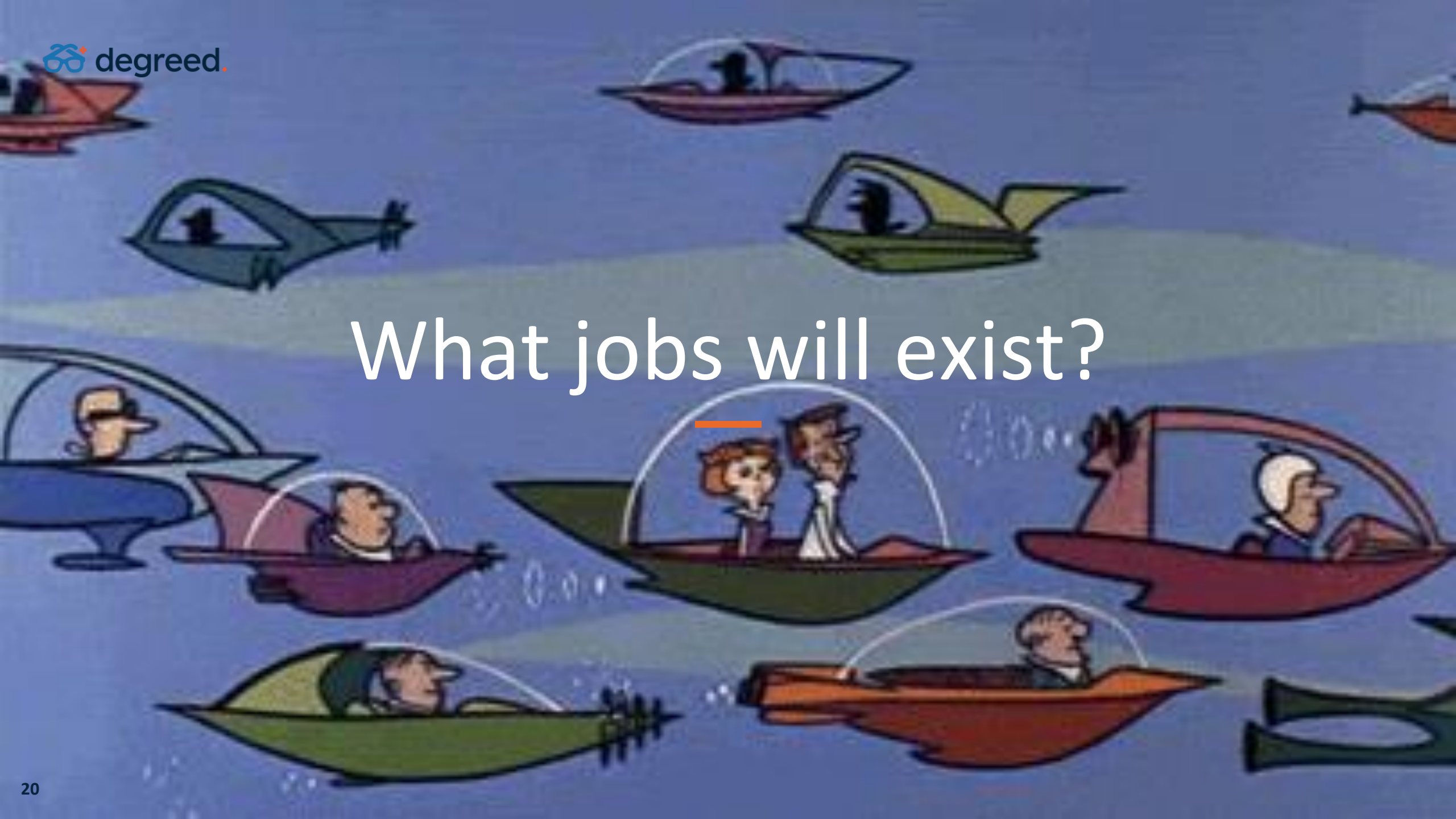
Susan Clavin
Mobile Developer
Skills Profile



Skills are the building blocks



What jobs will exist?

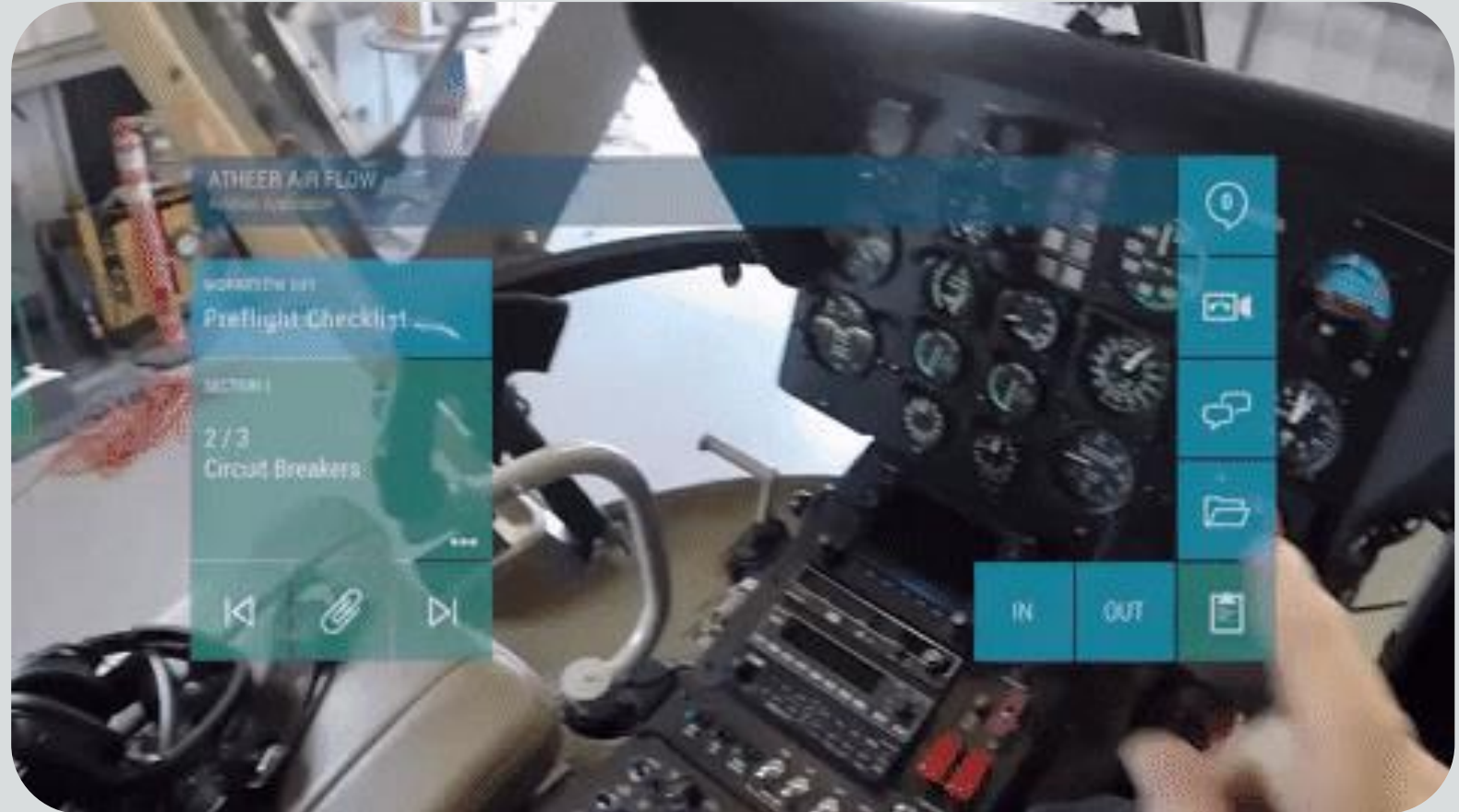


Augmented-Reality Journey Builder

They will personalize the next generation of mind-blowing stories and in-the-moment vignettes

Skills:

- UX / UI Designer
- User Centered Design
- Creative Thinking
- Gamification
- Video | Computer Coding

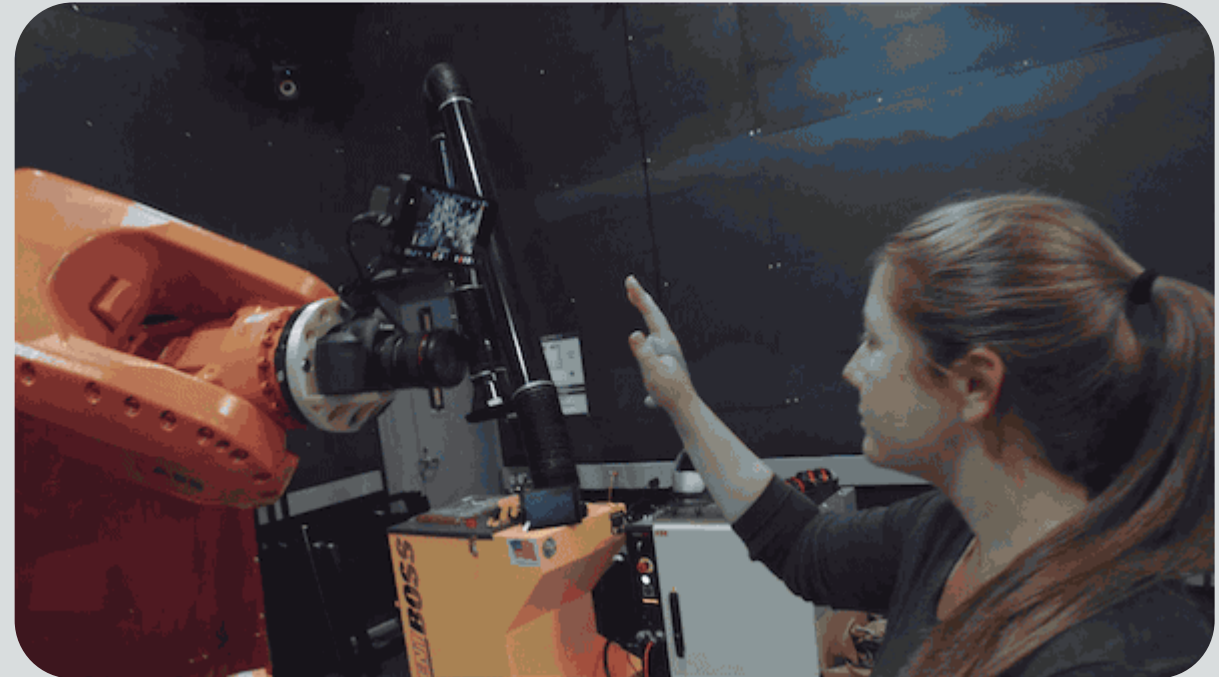


Human-Machine Teaming Manager

They will identify tasks, processes, systems, and experiences that can be upgraded by newly available technologies and imagine new approaches, skills, interactions, and constructs.

Skills:

- Collaboration
- Business Analysis | Analytical Reasoning
- Data Science
- Emotional intelligence | Leadership



Drone Traffic Optimizer

Someone will need to oversee their flight paths, so they don't begin to wreak complete havoc.

NASA and the FAA are working on this issue today at a national level. The drone traffic optimizers will handle at a local level.

Skills:

- Artificial Intelligence
- Critical Thinking
- Judgment and decision making
- Active learning with a growth mindset



Digital Currency Advisor

Specialize in these currencies and show people how to manage their wealth by using the right balance of systems. Digital currency advisors will have backgrounds in accounting, financial management, and data security.

Skills:

- Analytical (critical) thinking
- Judgment and decision making
- Communication
- Collaboration

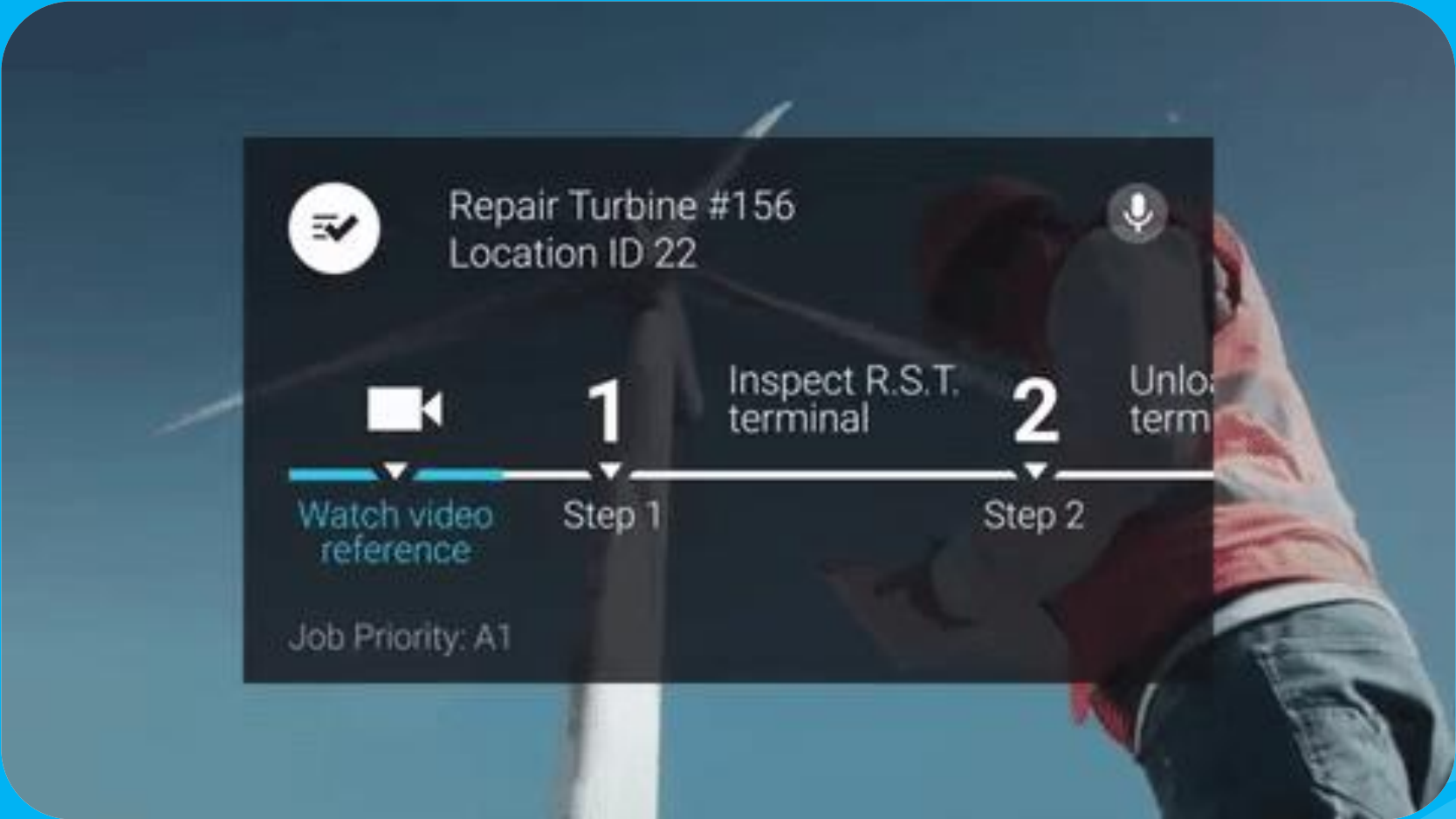


The background is a solid blue color with various 3D geometric shapes scattered across it. These include rectangular blocks of different sizes and colors (light blue, dark blue, brown), circular discs, and a pair of blue-rimmed glasses. The shapes are rendered with soft shadows, giving them a three-dimensional appearance.

Investigate new ways of
learning to upskill
and reskill employees











What jobs will exist in your organization in the future? More importantly, what skills will you need?

What high performing orgs are doing today

“

No customer ever asked Amazon to create the Prime membership program, but it sure turns out they wanted it.

AMAZON Founder and CEO, Jeff Bezos

Calling all Humans!

What will you explore, visualize, investigate this week?



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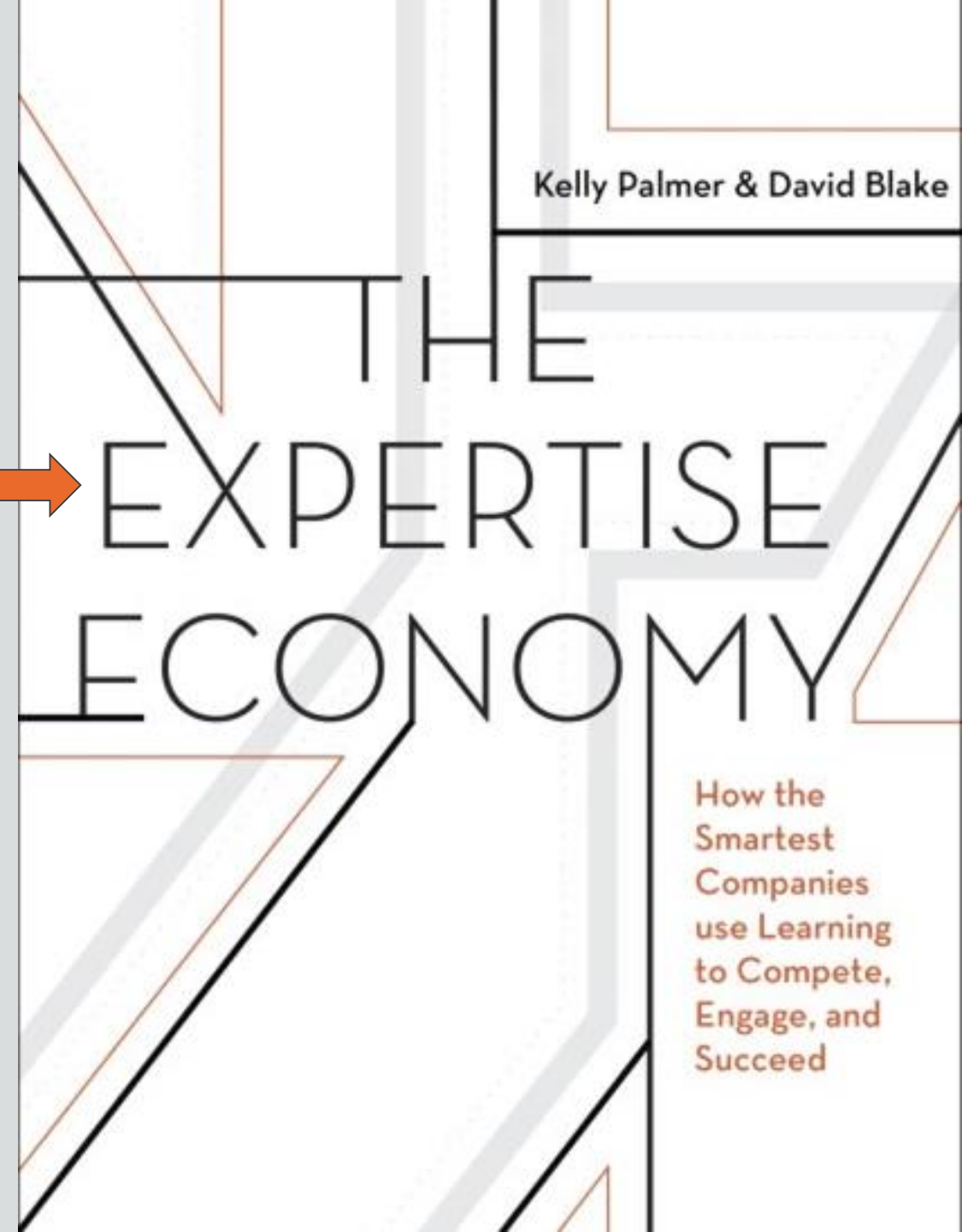
Questions?

Create a Culture of Learning today! Book Give-Away



“The Expertise Economy”

- Kelly Palmer
- David Blake





DEMO DEGREED
DISCOVER AND MEASURE
THE SKILLS YOUR EMPLOYEES
NEED TO WIN

TRAINING INDUSTRY

CREATE POLL: *Would you be interested in a Degreed Demo?*

1. Yes
2. No, not at this time



“

This is not noble. This is about how to drive businesses... Engagement drives performance. Performance drives expense structures. Expense structures drive revenue and cash flow.

ORACLE CEO, Mark Hurd