

Adapting to the Future Skills Challenge



Agenda



The rate of change we are experiencing



How this change will impact your ability to attract and retain talent



The skills your people will need in the future



How well-equipped organisations are to address the future skills challenge



What organisations will need to do to create competitive advantage and prevail

How are you feeling about the amount of change happening in your organisation?

01

We are sitting around with our feet on our desks waiting for the next change to come

02

It's hectic but we are keeping our head above water

03

OMG it's getting increasingly hard to keep up



The rate of
change you are
currently experiencing
is the slowest you will
ever encounter again

Ray Kurzweil

Today's stability is
the calm before
the storm

Copilot AI



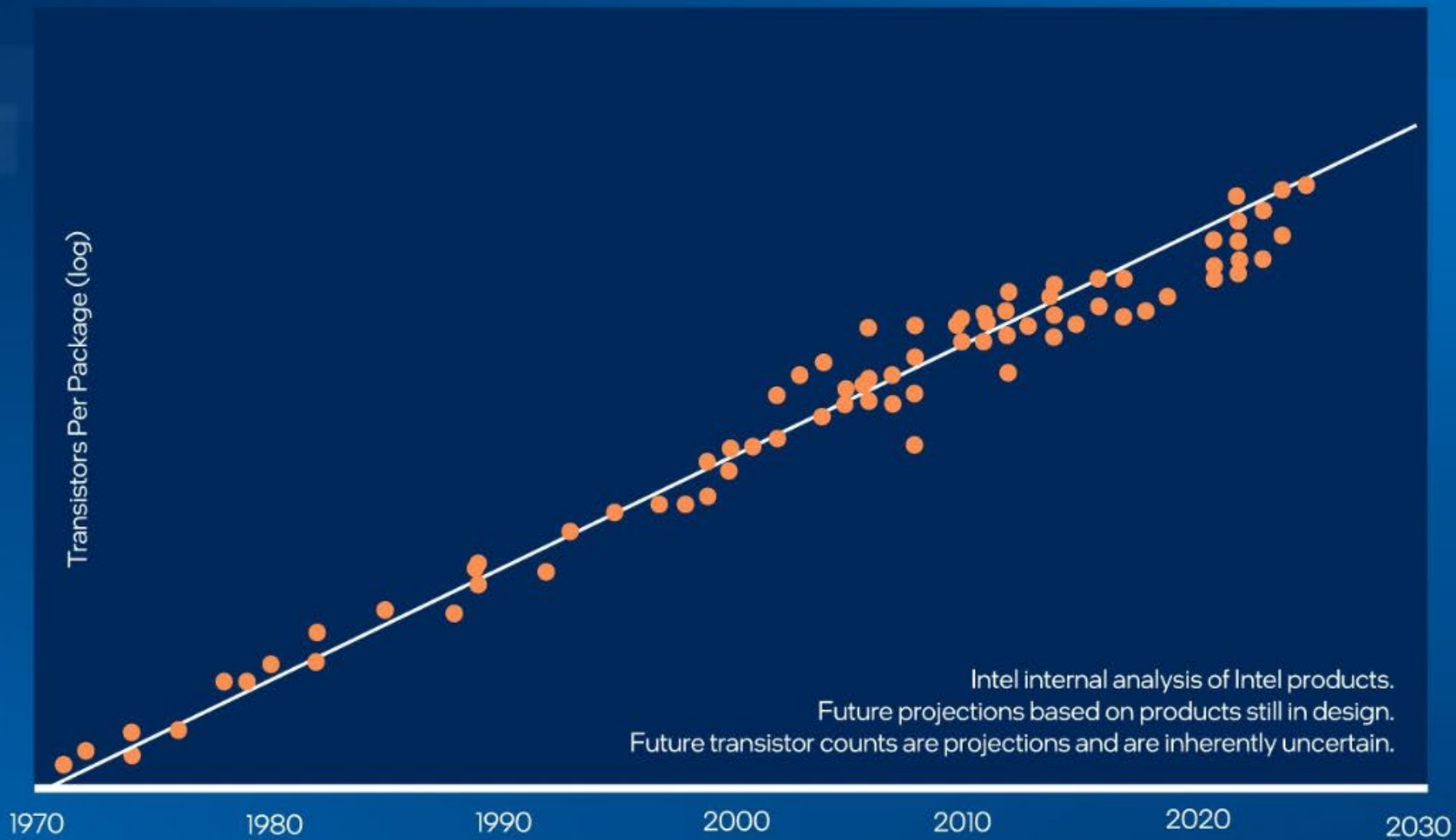
Automation and AI



Ageing population



Net zero transformation



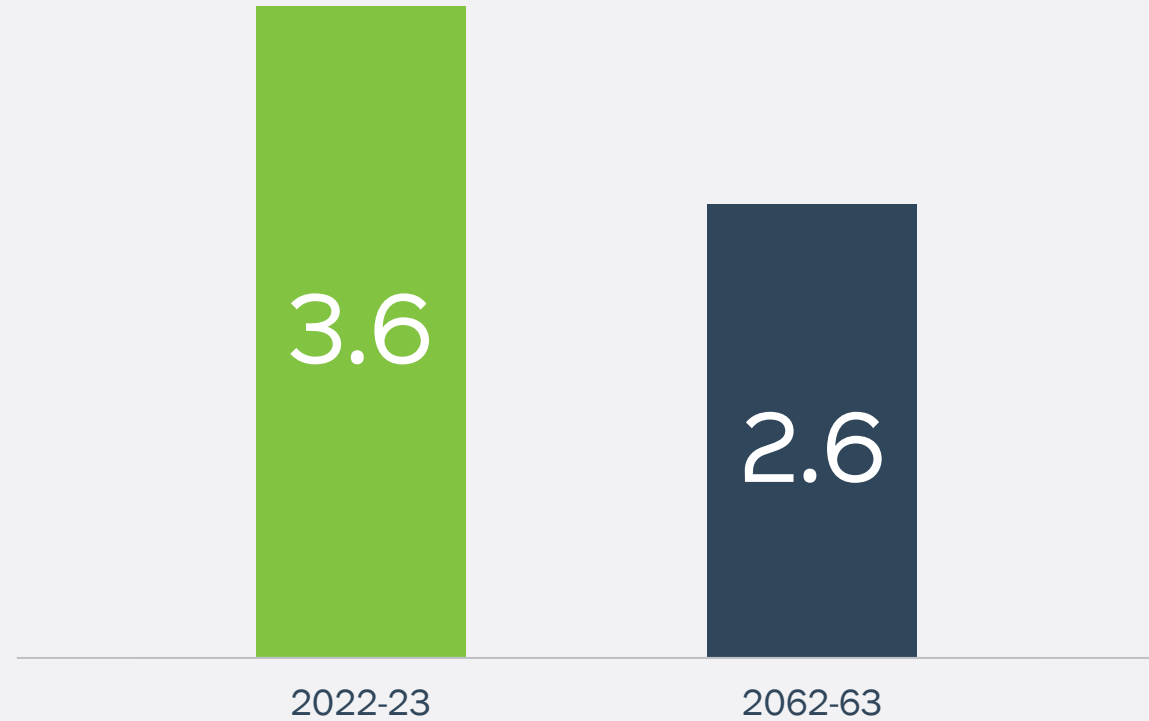
People employed globally



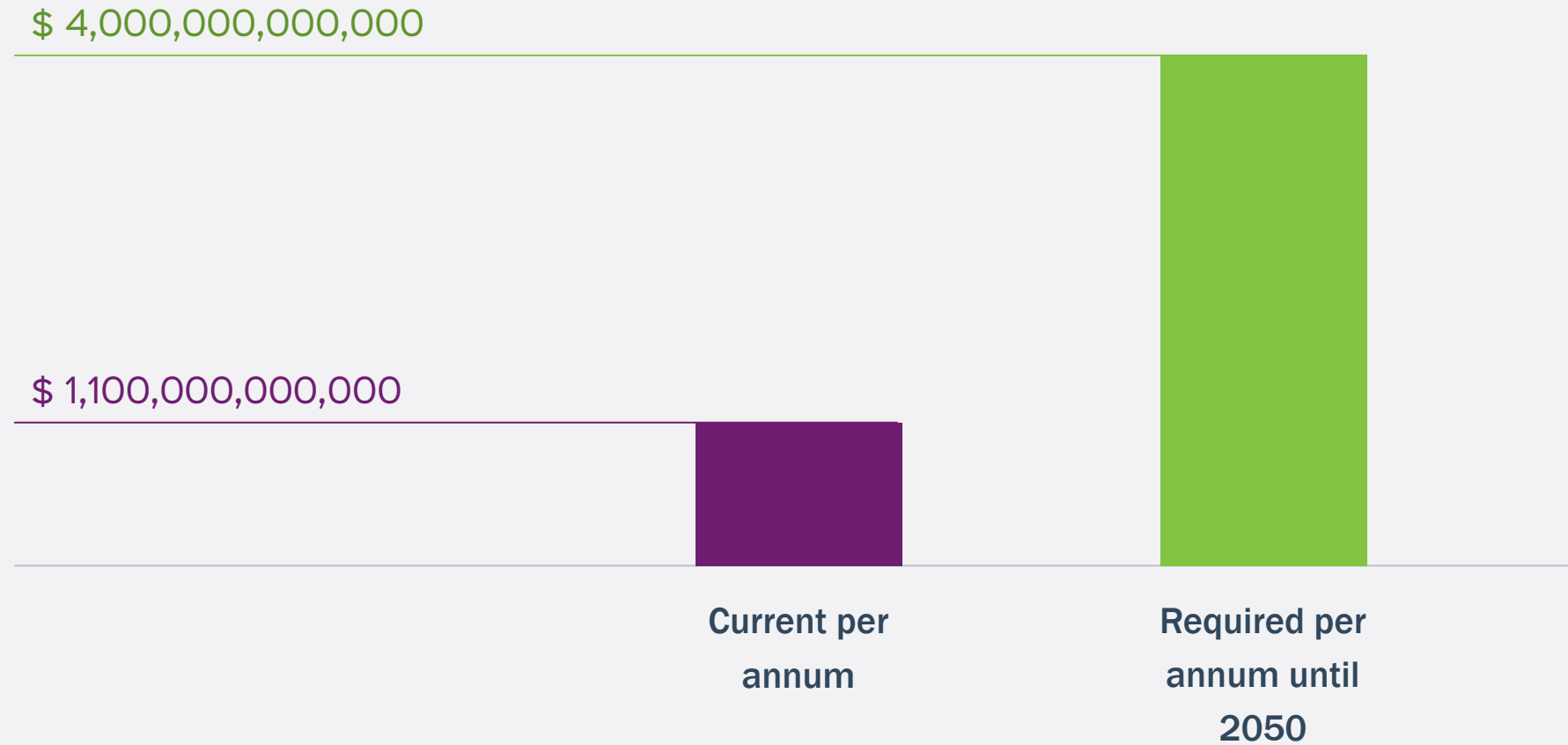


Change in the ratio of working-age people to those over 65

Treasury forecasts:
2023

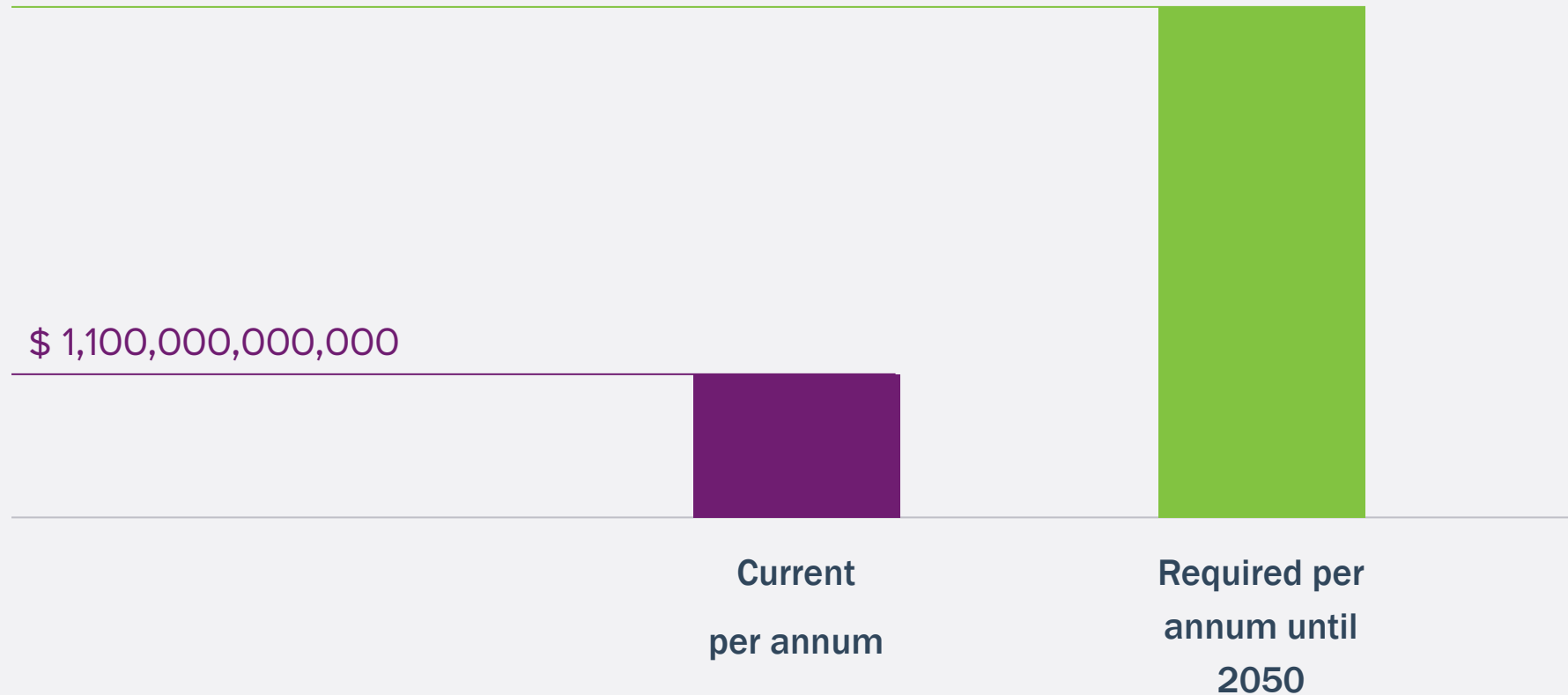


Investment in net zero



Investment in net zero

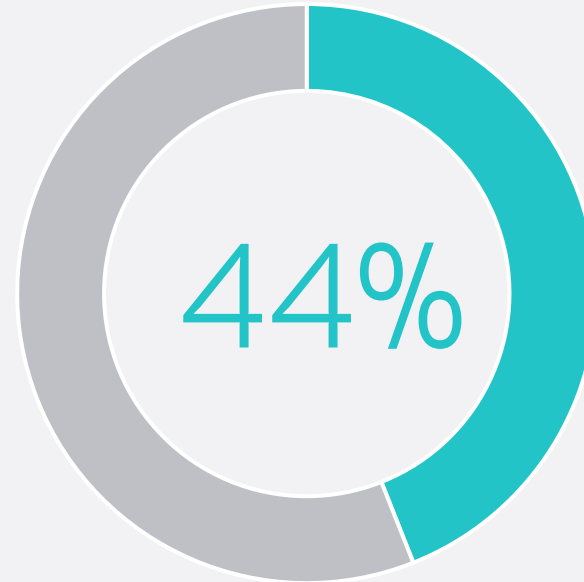
\$ 4,000,000,000,000



Impact of all this change

01

The skills your people have today are not the skills that they will need tomorrow



Percentage of workers globally that will need to be reskilled by the end of 2027
The World Economic Forum (2023)

Impact of all this change

02

If you think that you can solve the future skills challenge by tapping the market then think again, because there will be less talent available

03

Organisations that successfully retrain and retain their people will create competitive advantage

04

The good news is that CCs generally have lots of young talent that can be redeployed as assisted volumes decrease

Future skills



Health and care skills



Data and digital skills



Sustainability/green skills



Higher-order cognitive skills



Social and emotional skills

Technical
skills

Humanistic
skills

Most in demand future skills

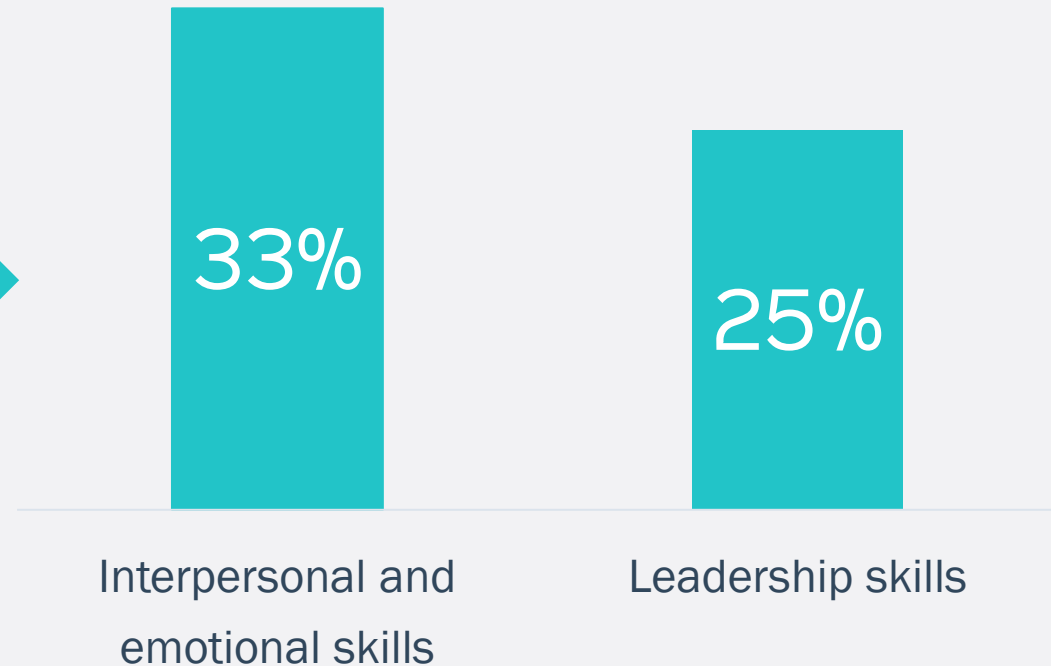


Higher-order
cognitive skills



Social and
emotional skills

By 2030

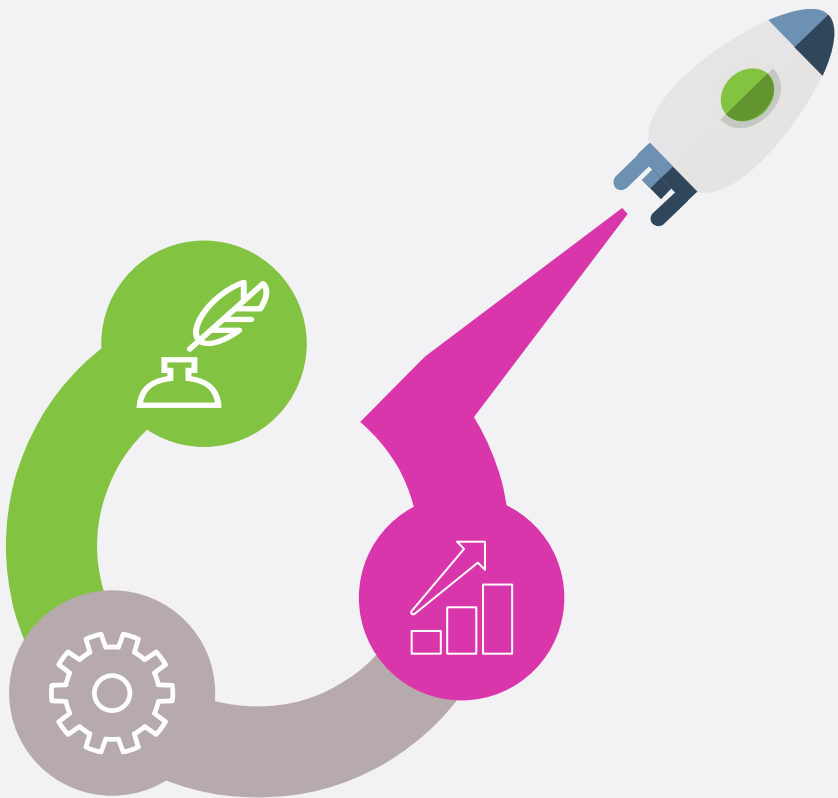


McKinsey 2024

“Security lies in the ability to continue to produce what the marketplace wants, and those wants are constantly changing. Unless **people learn, change, grow, and progress** to accommodate the market, there can be no security.

Security lies in the power to continually learn.”

Stephen Covey: Primary Greatness



How good are organisations at helping their people to “learn, change, grow, and progress”?

Over \$400 billion spent globally on training with the following outcomes:



64% of managers think their organisation is not able to keep pace with the future skills

Gartner



Only 12% of employees apply new skills learned in L&D programs to their jobs

HBR



Only 25% of respondents believe that training measurably improved performance

McKinsey

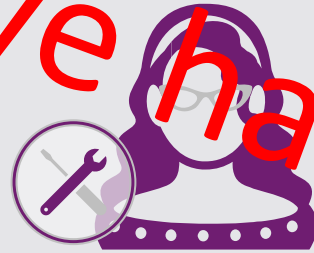
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McKinsey

Houston, we have a problem

What will Contact Centers need to do to meet the future skills challenge by helping people to “**learn, change, grow, and progress**”?

Why not ask AI?

- Go to chat.openai.com or your AI of preference
- Use your own or the following prompts to generate ideas and discussion
 - What will Contact Centers need to do to address the future skills challenge?
 - How do you create a culture of continuous learning?
 - What unique advantages do Contact Centers have when addressing the futures skills challenge?

How well equipped is your organisation to meet the future skills challenge by helping people to “learn, change, grow, and progress”?

Your answer:

1. Not confident at all
2. Slightly confident
3. Somewhat confident
4. Quietly confident
5. Very confident

Instructions:

1. Appoint a scribe to fill in this sheet
2. Appoint a spokesperson to relay the outcomes to the wider group.
3. Each person to consider the question below.
4. Scribe to record each person's response (including their own) in the table below.
5. Each person to consider the question to the right, using AI to generate ideas if needed (see presenter slide)
6. Brainstorm and discuss ideas.
7. Scribe to record key themes.

How well equipped is your organisation to meet the future skills challenge by helping people to “learn, change, grow, and progress”?

Place a tick in the appropriate box for each person on your table

| | |
|----------------------|--|
| Not at all confident | |
| Slightly confident | |
| Somewhat confident | |
| Quietly confident | |
| Very confident | |

What will Contact Centers need to do to meet the future skills challenge by helping people to “**learn, change, grow, and progress**”?


Theme 1

Theme 2

Theme 3

Theme 4

Theme 5



In the future more than
ever, corporate learning
will go hand in hand with
competitive advantage

A culture of continuous learning

01

Change and Learning must become mission critical

02

Change and Learning must be owned by operations/line management

03

Traditional Change and Learning functions must focus on establishing and fostering a continuous learning culture