THE HUMAN EDGE

Leveraging transversal skills in the AI-driven workplace
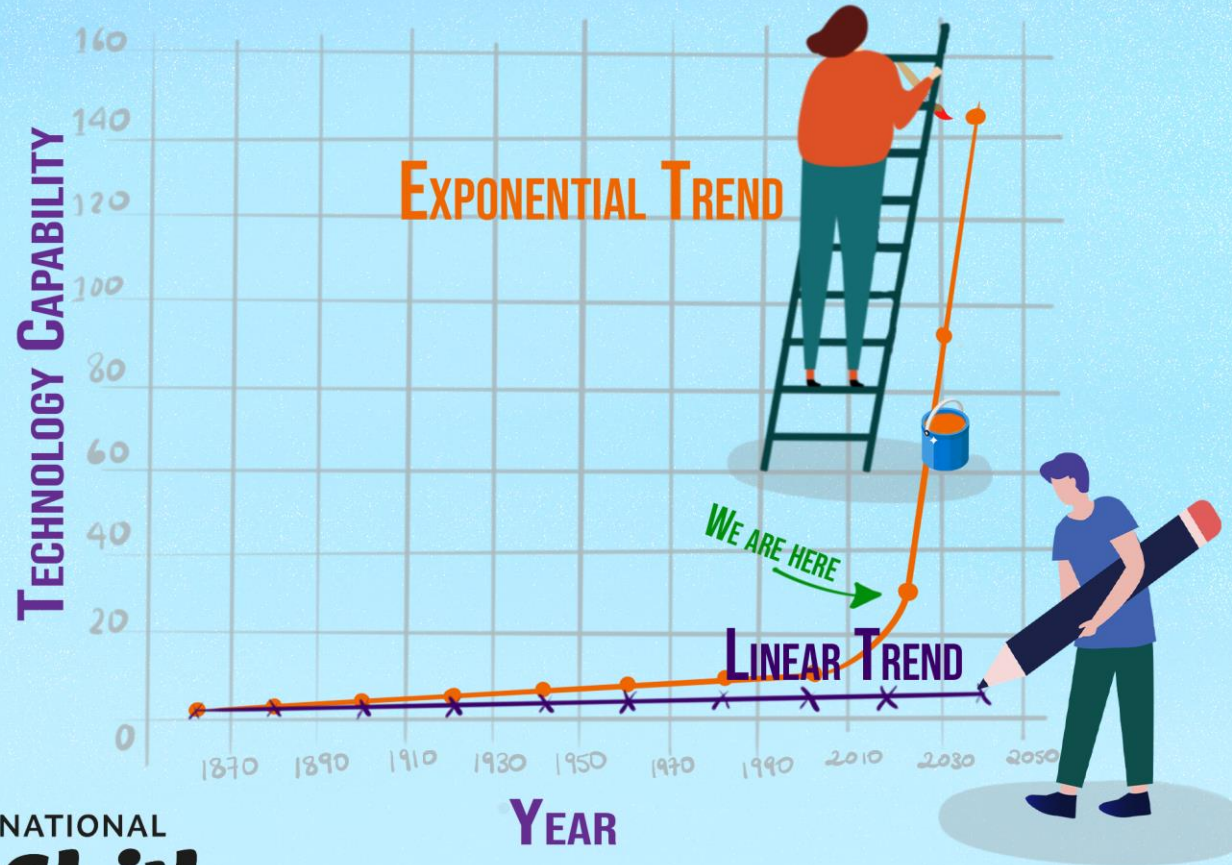
NATIONAL **Skills** COUNCIL

EUROPEAN YEAR OF SKILLS

Euromersive

FHRD. *all about people*

MALTA COLLEGE OF ARTS SCIENCE & TECHNOLOGY · SCIENTIA ET LABORE · MCAST

Source: Kurzweil, 2001

Figure 5: β exposure ratings of occupations in the five Job Zones, which are groups of similar occupations that are classified according to the level of education, experience, and on-the-job training needed to perform them.
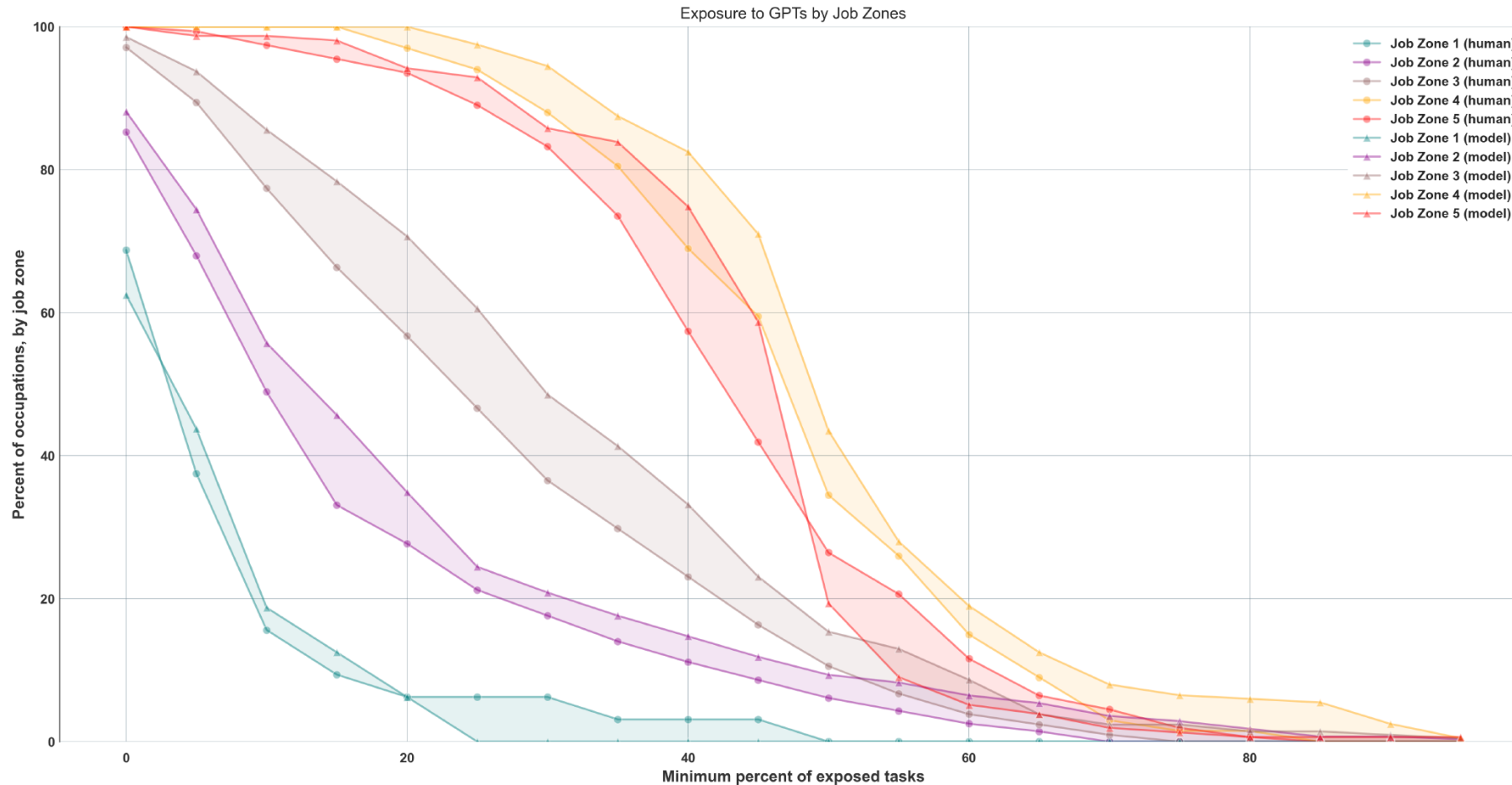
Source: Eloundou, Manning, Mishkin, & Rock, 2023

Basic Skill	α (std err)	β (std err)	ζ (std err)
	All skill importance scores are normalized to be between 0 and 1.		
Constant	0.082*** (0.011)	-0.112*** (0.011)	0.300*** (0.057)
Active Listening	0.128** (0.047)	0.214*** (0.043)	0.449*** (0.027)
Mathematics	-0.127*** (0.026)	0.161*** (0.021)	0.787*** (0.049)
Reading Comprehension	0.153*** (0.041)	0.470*** (0.037)	-0.346*** (0.017)
Science	-0.114*** (0.014)	-0.230*** (0.012)	-0.346*** (0.017)
Speaking	-0.028 (0.039)	0.133*** (0.033)	0.294*** (0.042)
Writing	0.368*** (0.042)	0.467*** (0.037)	0.566*** (0.047)
Active Learning	-0.157*** (0.027)	-0.065** (0.024)	0.028 (0.032)
Critical Thinking	-0.264*** (0.036)	-0.196*** (0.033)	-0.129** (0.042)
Learning Strategies	-0.072* (0.028)	-0.209*** (0.025)	-0.346*** (0.034)
Monitoring	-0.067** (0.023)	-0.149*** 0.020)	-0.232*** (0.026)
Programming	0.637*** (0.030)	0.623*** (0.022)	0.609*** (0.024)

Science and **critical thinking** skills are strongly negatively associated with exposure.

Programming and **writing** skills show a strong positive association with exposure.

Influencing Factors

ENVIRONMENTAL SUSTAINABILITY
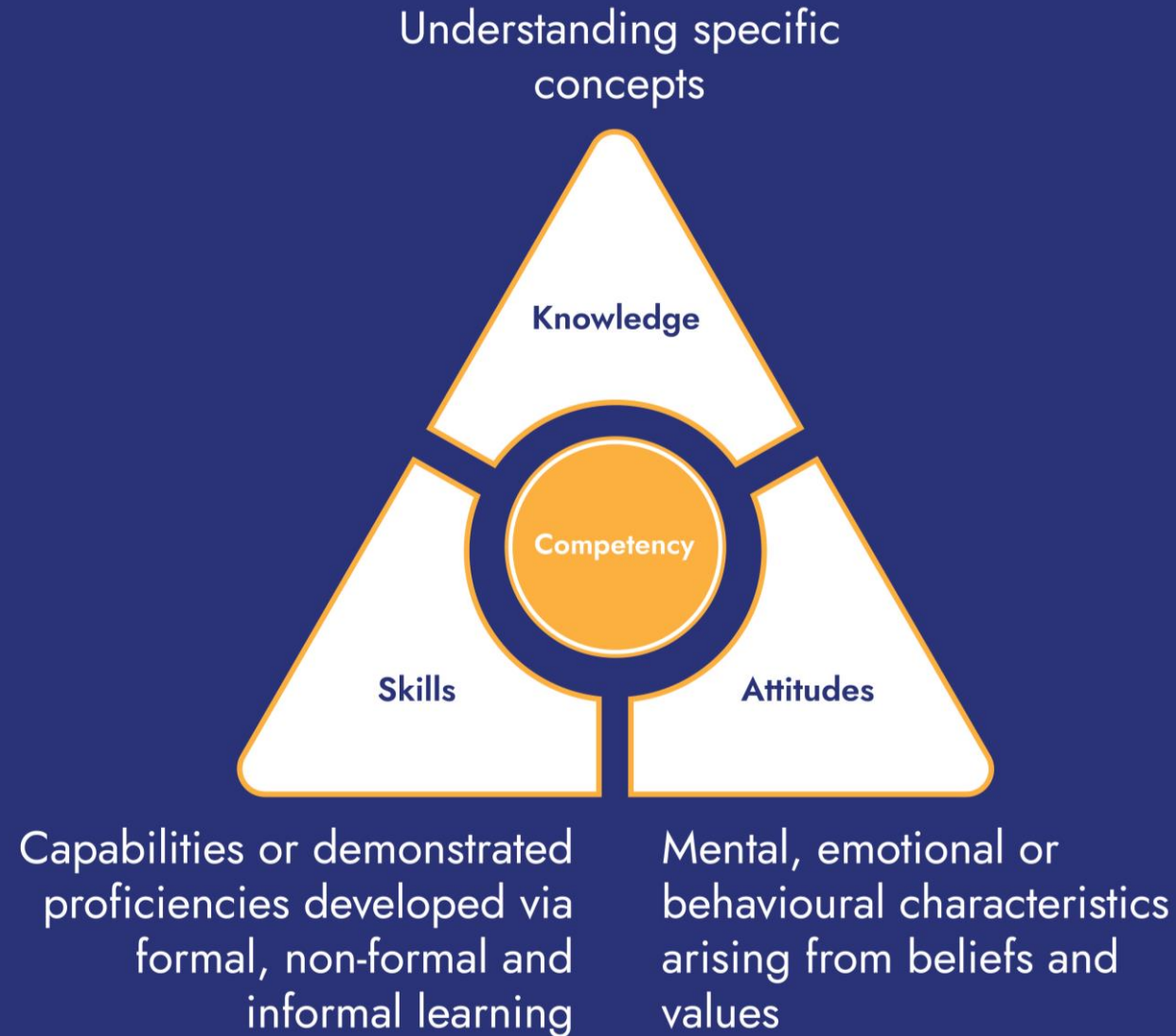
DEMOGRAPHIC CHANGE

URBANISATION

POLITICAL UNCERTAINTY

TECHNOLOGICAL CHANGE

GLOBALISATION

INCREASING INEQUALITY

Competencies

Understanding specific concepts

Knowledge

Competency

Skills

Attitudes

Capabilities or demonstrated proficiencies developed via formal, non-formal and informal learning

Mental, emotional or behavioural characteristics arising from beliefs and values

Technical ~~Hard~~ **Skills** VS *Transversal* ~~Soft~~ **Skills**

Fluency in a second language

Bookkeeping

Project management
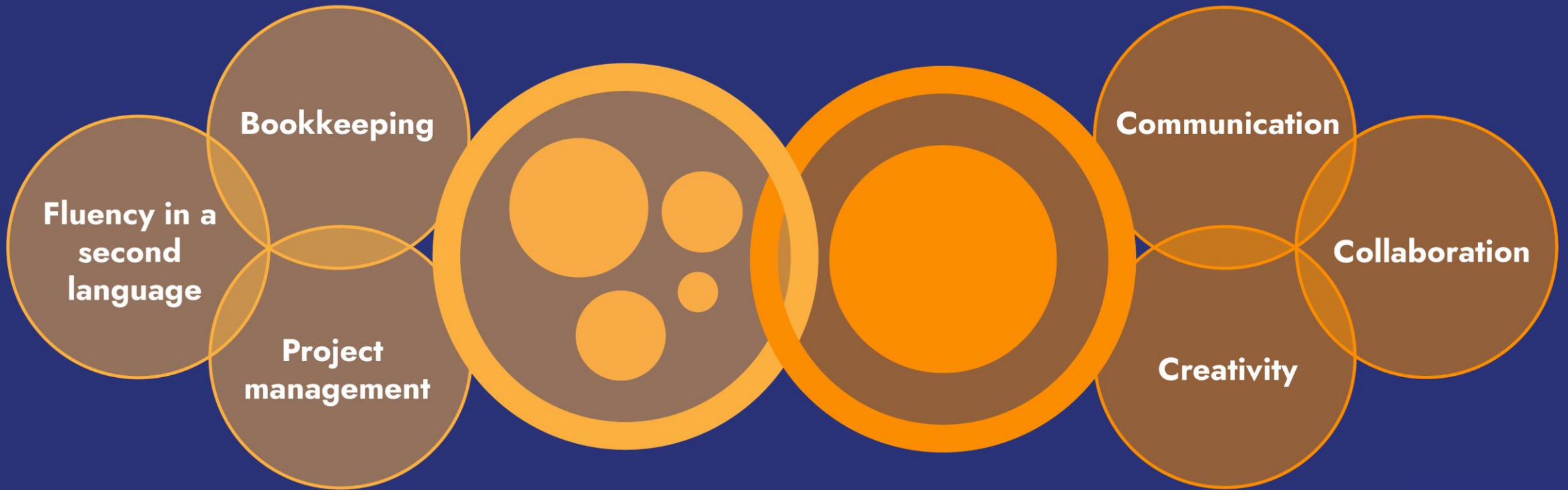
Communication

Collaboration

Creativity

Table 6.1

Foundational skills for the future

Source: McKinsey - Defining the skills citizens will need in the future world of work (June 2021)

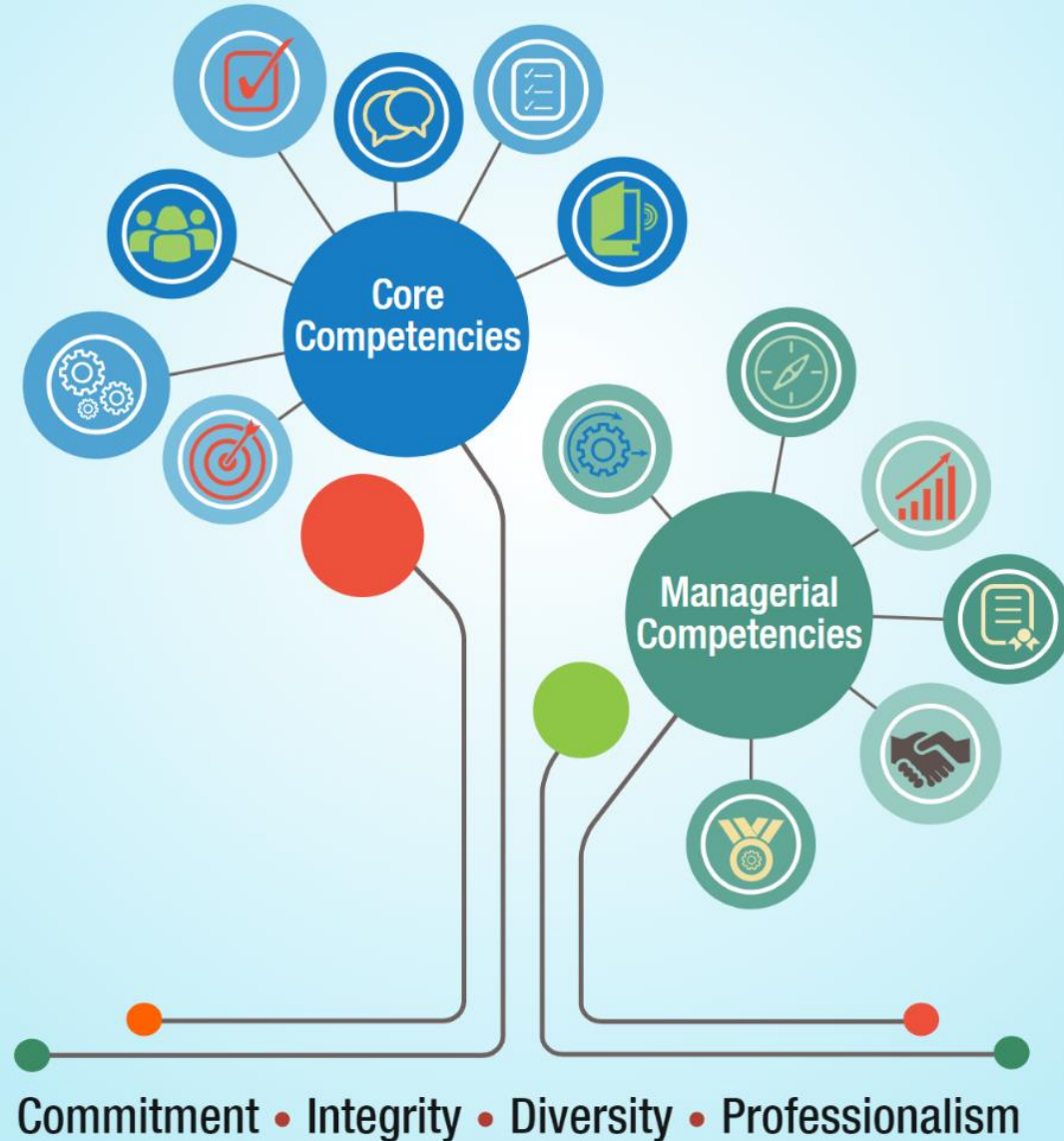| COGNITIVE		INTERPERSONAL	
Critical thinking • Structured problem solving • Logical reasoning • Understanding biases • Seeking relevant information	**Planning and ways of working** • Work-plan development • Time management and prioritisation • Agile thinking	**Mobilising systems** • Role modelling • Win–win negotiations • Crafting an inspiring vision • Organisational awareness	**Developing relationships** • Empathy • Inspiring trust • Humility • Sociability
Communication • Storytelling and public speaking • Asking the right questions • Synthesising messages • Active listening	**Mental Flexibility** • Creativity and imagination • Translating knowledge to different contexts • Adopting a different perspective • Adaptability • Ability to learn	**Teamwork effectiveness** • Fostering inclusiveness • Motivating different personalities • Resolving conflicts • Collaboration • Coaching • Empowering	
SELF-LEADERSHIP		DIGITAL	
Self-awareness and self-management • Understanding own emotions and triggers • Self-control and regulation • Understanding own strengths • Integrity • Self-motivation and wellness • Self-confidence		**Digital fluency and citizenship** • Digital literacy • Digital learning • Digital collaboration • Digital ethics	
Entrepreneurship • Courage and risk-taking • Driving change and innovation • Energy, passion, and optimism • Breaking orthodoxies		**Software use and development** • Programming literacy • Data analysis and statistics • Computational and algorithmic thinking	
Goals achievement • Ownership and decisiveness • Achievement orientation • Grit and persistence • Coping with uncertainty • Self-development		**Understanding digital systems** • Data literacy • Smart systems • Cybersecurity literacy • Tech translation	

Source: McKinsey, 2021
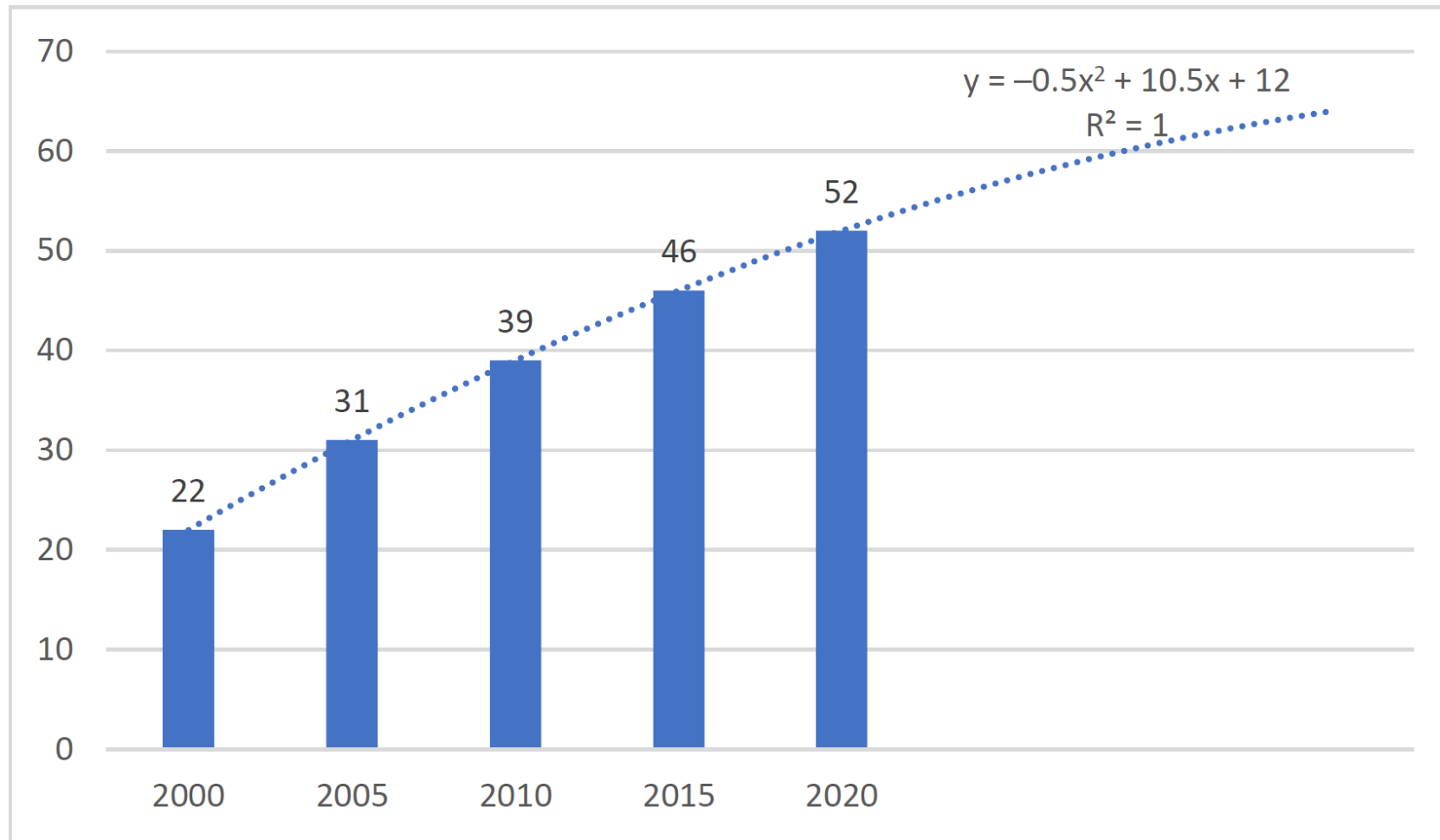
Figure 3. The forecast of the need for soft skills in the workplace. Source: the authors based on data from (Rasli et al. 2020).

UNESCO Competency Framework
Learn • Develop • Excel

Core Competencies

Managerial Competencies

Commitment • Integrity • Diversity • Professionalism

How to Conduct Effective Employee Skill Assessments?

1. **Prepare thoroughly**
2. **Involve multiple raters**
3. **Share results constructively**
4. **Re-assess regularly**

Source: UNESCO, 2016

Workforce Planning and 21st Century Skills

The focus on 21st century skills such as leadership, creativity and empathy is evident. 80% of respondents indicated that their organisation not only recognises the importance of these skills, but actively invests in promoting them, while 86% stated their commitment to nurturing re-skilling and continuous learning to help workers remain employable.
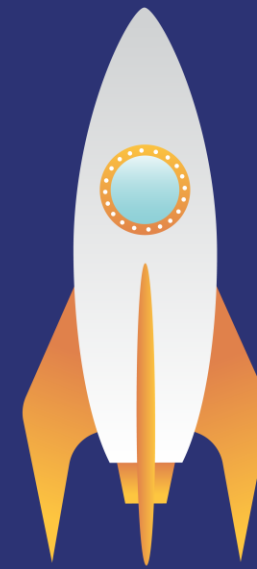
HR Pulse Survey, a collaboration between the Malta Foundation for Human Resources Development (FHRD) and PwC Malta (2023)

Today, we'd like to gain a deeper understanding of the diverse skill sets present in this room. Below, you will find a list of 8 transversal skills.

1st | Creativity
2nd | Innovation
3rd | Critical Thinking
4th | Resilience
5th | Adaptability
6th | Communication
7th | Agility
8th | Empathy

Most Requested

TRANSVERSAL Skills

- Creativity
- Innovation
- Critical thinking
- Resilience
- Adaptability
- Communication
- Agility
- Empathy

TECHNICAL Competencies

Broad
- Project management
- Design & Systems Thinking
- Environmental Stewardship
- Data analysis

Job Specific Skills
- Continuous & on-the-job learning

BASIC Competencies

- Literacy
- Applied STEM
- Digital literacy
- Learning to learn
- Ethical & Social Responsibility

Most Requested

I hear and I forget = Compulsory learning
I see and I remember = Imputed learning
I do and I understand = Immersive learning

NATIONAL **Skills** COUNCIL

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Thank you.