

SKILLS DISCONNECT: ARE WE CLOSE TO FUTURE-READY IN RETAIL?

World Cafe Discussion

BARRIERS

- Complex bureaucratic processes
- Ineffective practices retained
- Lack of reassessment

POSITIVE IMPACTS

- eCommerce
- openness to digitalisation
- Integrated family experience while shopping
- Increased competition

CHALLENGES

- Undervaluing arts professions
- Lack of investment in training and external experts
- owners not ready for change
- Seeking better opportunities
- Toxicity at workplace
- Poaching of people

SKILLS GAPS

- Difficult to find skilled people in the industry
- Fishmongers, butchers, drivers
- Managerial skills
- Lack of transversal skills in managers
- Parents have influence on their kids choosing profession

Lack of loyalty

- Seeking better opportunities
- Toxicity at workplace
- Poaching of people

SKILLS DISCONNECT

- Underqualified or overqualified applicants
- Mismatch of expectations
- Lack of basic literacy
- Lack of technological skills
- Lack of critical thinking
- Resistance to change
- Transversal skills: empathy, readiness to adapt
- Distinguishing factor
- Lack of cybersecurity & safety skills

CHANGES

- AI and automation
- Efficiency
- Digital warehouse management systems
- Promote the importance of trades
- Enhanced career-guidance needed in schools
- Promote modern trades/workplaces
- Promote language learning
- Job shadowing opportunities for students

PRESENT

EDUCATIONAL SECTOR

- Enhanced career-guidance needed in schools
- Job shadowing opportunities for students
- Promote modern trades/workplaces
- Promote language learning

EMERGING SKILLS

- Transversal skills
- Communication
- Trades, warehousing, technical skills
- Intercultural competences
- Empathy
- Malta VET provision - variety of skill areas

CHALLENGES

- Different employee perceptions of training
- Competing environment (Academic vs VET)
- Lack of teachers to fill in future upskilling needs
- Device manufacturing, software development
- Lack of suitable applicants
- Unmanageable salary expectations
- Remove barriers for third-country nationals

SOLUTIONS

- More industry exposure to students
- Encourage business related studies
- Address local realities in more practical way

FUTURE

PAST