

# HARNESSING REVOLUTION

Creating the future workforce

Advances in digital technologies are impacting work and the workforce as the pace of change increases. And working people are optimistic.

Feelings about changes to work:

**84%**

excited

Attitude towards technology:

**87%**

optimistic

Impact of automation:

**80%**

positive

New ways of working require new skills. And people are willing to invest.

**87%**

expect part of their job to be automated

**95%**

feel they need new skills to stay relevant

**85%**

would invest free time to learn new skills

Many working people are aware of the skills they need to develop. But employers can do more when it comes to accelerating reskilling.

**58%**

are aware of the skills they need to develop

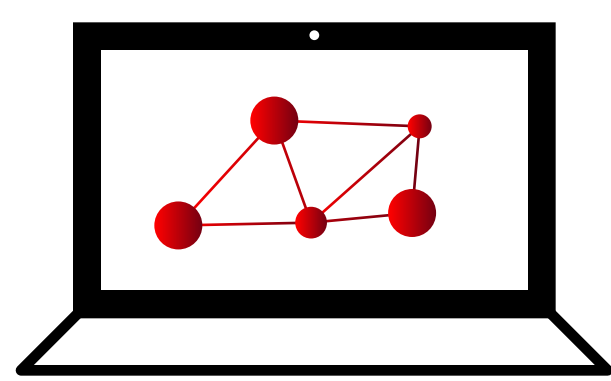
**32%**

rate employer learning opportunities as excellent

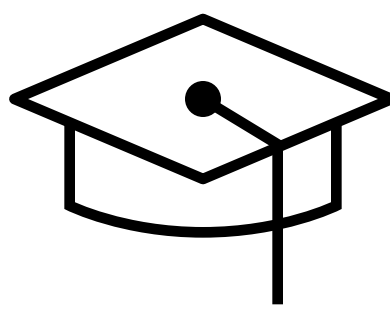
**73%**

believe technology in the workplace can help them learn new skills

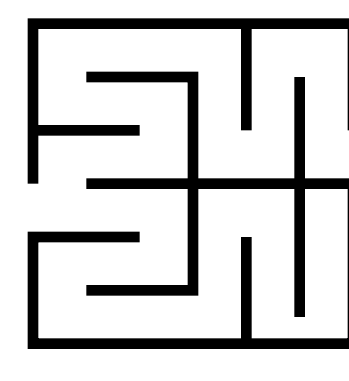
Top skill areas people consider important to develop in order to remain relevant at work:



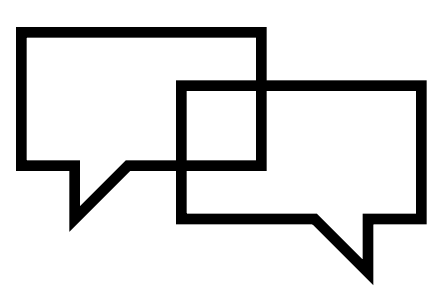
Technical skills



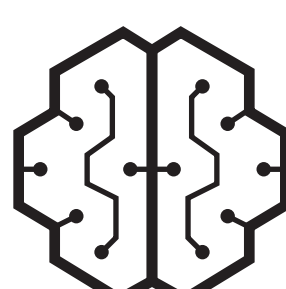
Ability to change and learn



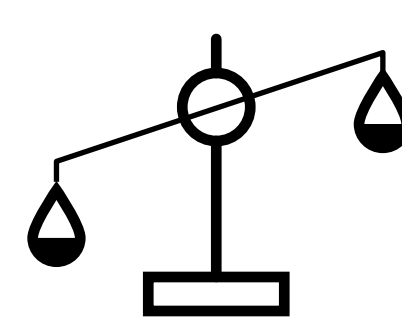
Complex problem solving



Customer service



Ability to work with intelligent machines



Judgment and decision-making

CEOs must be mindful to put their people first and at the center of change to create the future workforce.



### Accelerate reskilling

From top to bottom, invest in technical and more human skills such as creativity and judgment. Scale reskilling by using digital technology, and use intelligent software to personalize training.



### Redesign work to unlock human potential

Co-create role-based, gig-like employment opportunities to satisfy workers' demands for more varied work and flexible arrangements. Develop platforms offering a range of resources and services to employees and freelancers alike.



### Strengthen the talent pipeline from its source

Address industry-wide skills shortages by supporting longer term, collective solutions. Work with the education sector to design curricula that develop relevant skills at the beginning of the talent supply chain.

For more information, please visit:

[www.accenture.com/HarnessingRevolution](http://www.accenture.com/HarnessingRevolution)