



Riding the Waves of Change Ten (10) Skills at Work You'll in 2020 and Beyond

The World Economic Forum says we are on the cusp of the Industry 4.0 – self-driving cars, quantum computing, artificial intelligence (A.I) and virtual reality. We don't need to see *Steven Spielberg's A.I Artificial Intelligence* movie anymore to know what's the future will be, since it is already here.

Industries earmarked to revolutionize the future and generate billions if not, trillions for the global economy. It is a new world today!

With this lightning-speed advancements and mind-boggling change, ask ourselves – what skills at work we need to thrive in this brave changing world?

1. Complex problem-solving
2. Critical Thinking
3. Creativity
4. People management
5. Coordinating with others
6. Emotional Intelligence (EI)
7. Judgment and Decision-making
8. Service orientation
9. Negotiation
10. Cognitive flexibility

It means, having mental elasticity to think for solutions, and solving challenges.

One report details, *"More than one third (36%) of all jobs across all industries are expected to require 'complex problem-solving' as one of their core skills"*. It is about being able to see the big picture, zero-in on minute details, and move things around to make a difference.

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