Digital Upskilling

Networking Business Breakfast

Saluto introduttivo

Cc-Ti

Relazione sul tema: Digital upskilling

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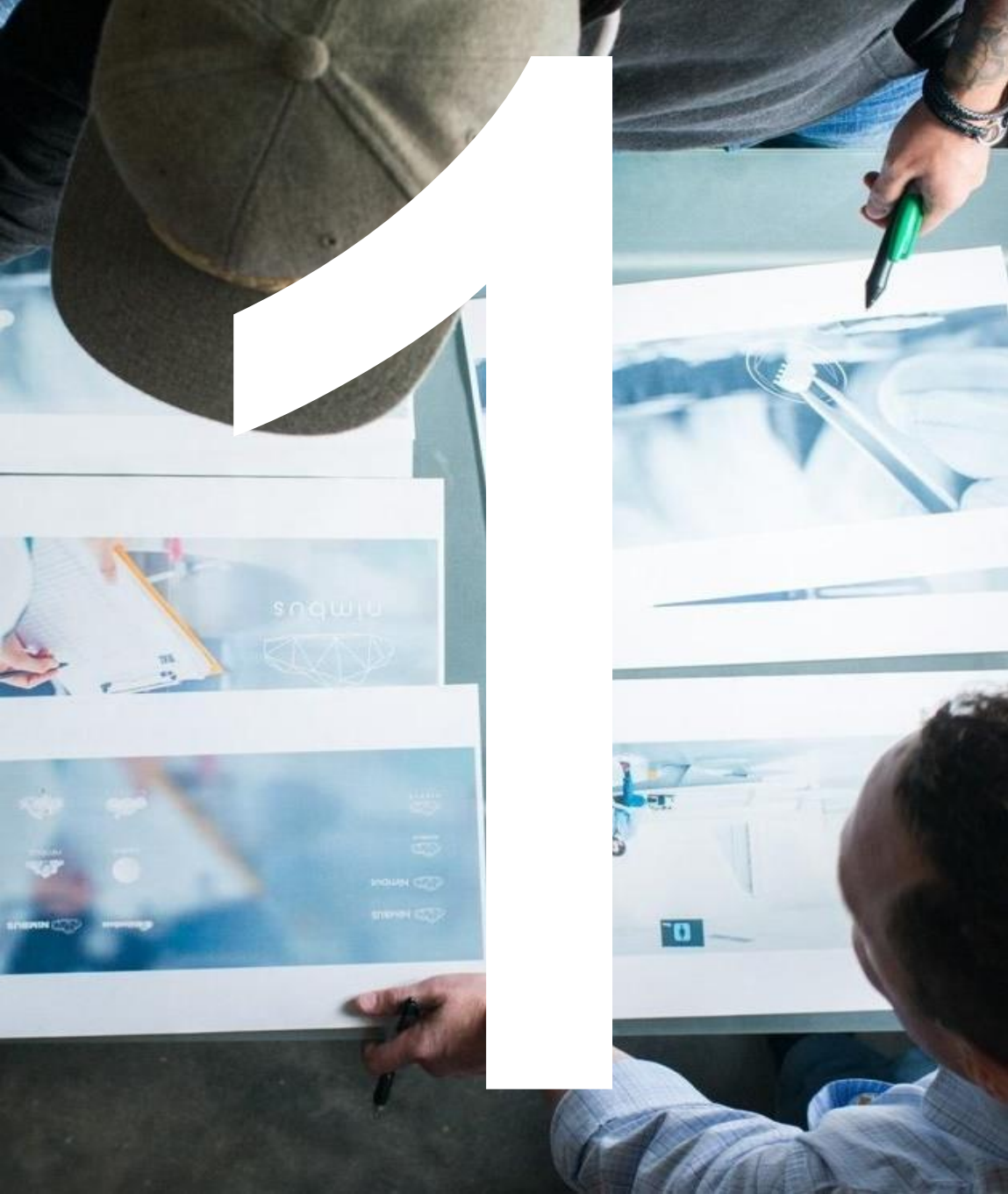
PwC Lugano

Agenda

1. The imperative for action

2. The PwC digital upskilling journey

3. Key Takeaways
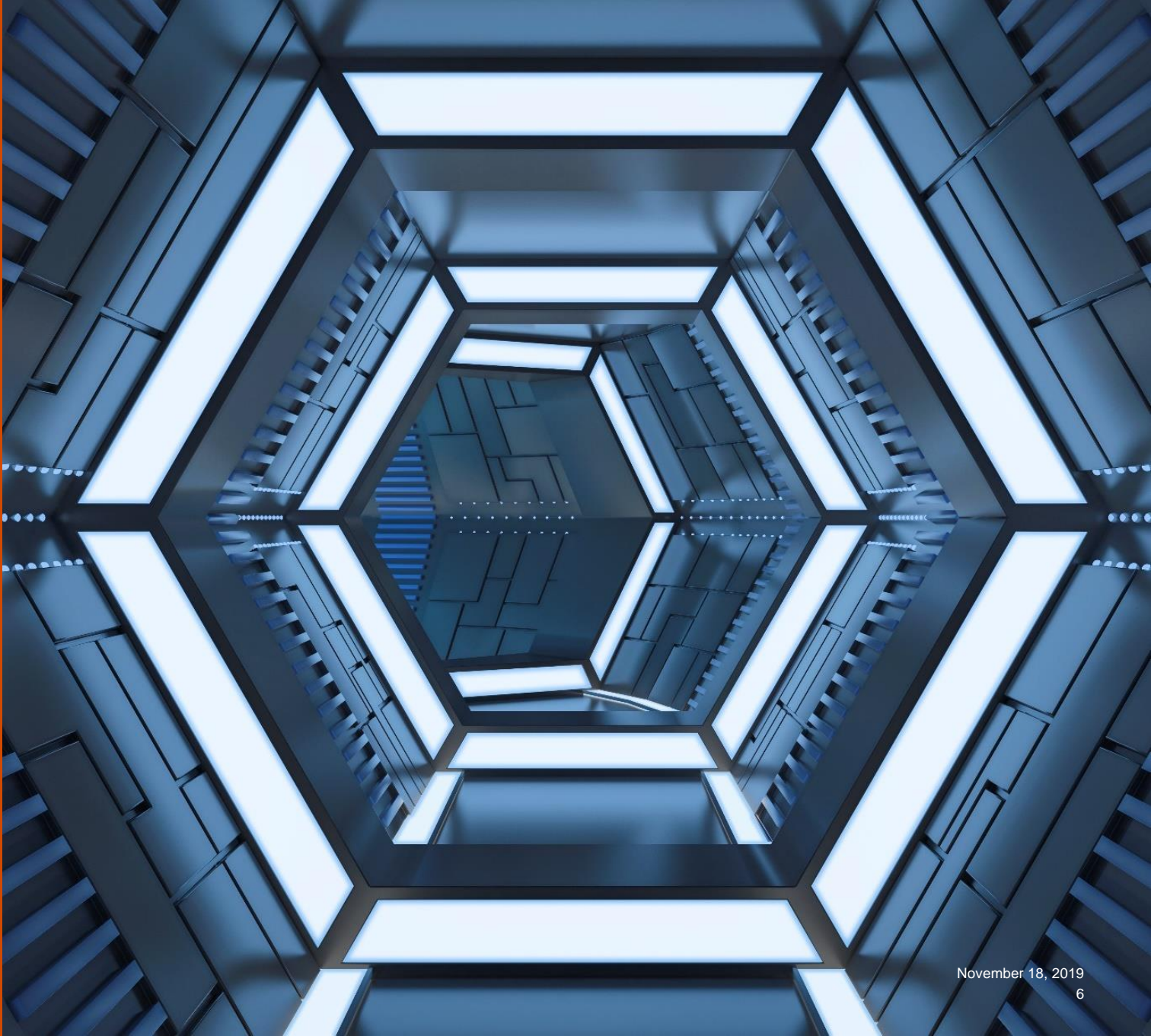
4. Questions and answers

1

The imperative for action

Your vote…

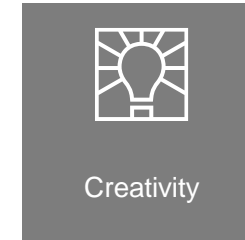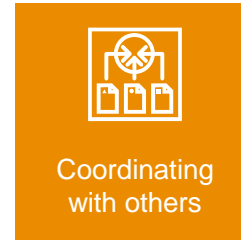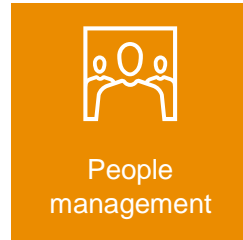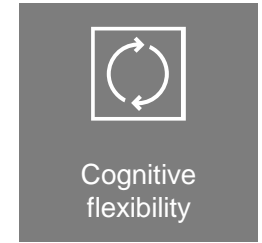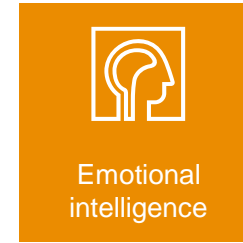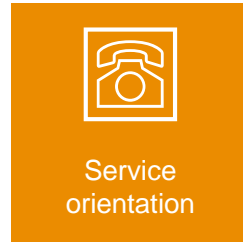Go to
www.menti.com

And use the code:
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What does digital mean to you?

What type of skills do you think are critical to develop in your workforce?

Top skills in a digital world

The **rapid and constant change** of environments driven by technology impacts **the required workforce and skills**.

Service orientation	Negotiation	Emotional intelligence	Judgement and decision-making	Cognitive flexibility

People management	Coordinating with others	Critical thinking	Creativity	Complex problem-solving

Digital skills

Examples of Digital Literacy

Knowledge about…

- Generic and function-specific **knowhow about digital tools**
- Internal **IT systems** and **cloud computing**
- **AI**, **machine learning** and programming skills
- **Data visualisation**, data driven problem solving and digital content creation
- **Cyber security** and handling of technical problems
- (Virtual) **collaboration skills** and **human-machine interaction** (technology changes how we work)

Legend: ■ Cognitive Skills ■ Social Skills ■ Digital Skills

Source: WEF, 2016

Digital skills are more than just technical skills

Skills

The right digital skill sets and capabilities across an organisation – people and leaders – to be successful in a digital age

Mindset

The values, beliefs, attitudes, assumptions, biases and ways of thinking about digital to fuel innovation

Relationships

The right connections, collaboration, relationships and influence within an organisation to foster digital innovation

Behaviours

The application of new learnings to adapt habits and actions that drive digital innovation

80% of CEOs worldwide see the lack of availability of key skills as an existential threat to business.
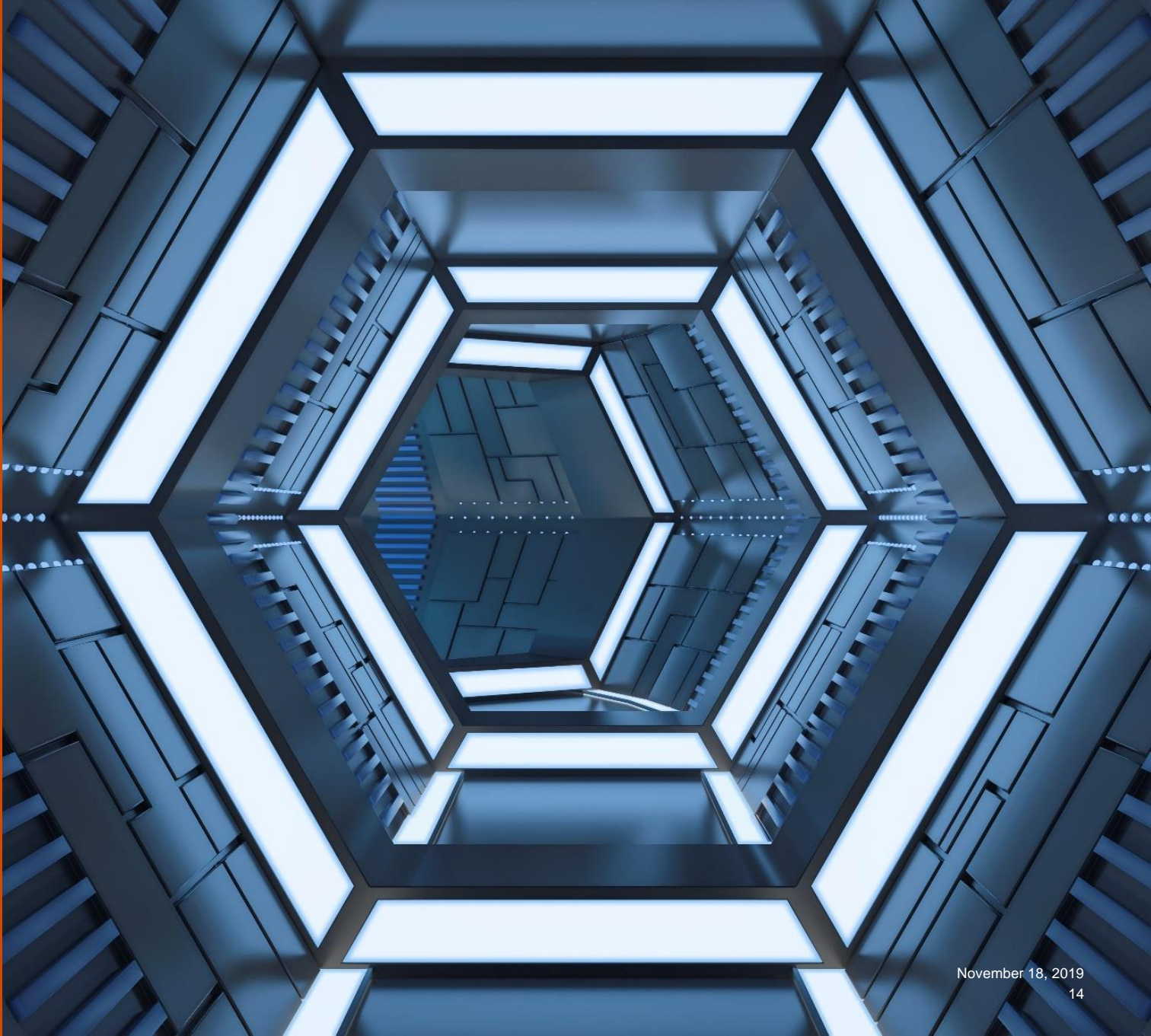
Source: PwC, CEO Survey 2018

46%

of CEOs say their first priority to remedy the issue is upskilling workers they currently have.

Source: PwC, CEO Survey 2018

2

The PwC digital upskilling journey

Everyone in the firm, across levels and xLoS, from assistant to partner, should have a **fundamental understanding** of data management, data analytics and data visualisation.

What are the main components of the programme?
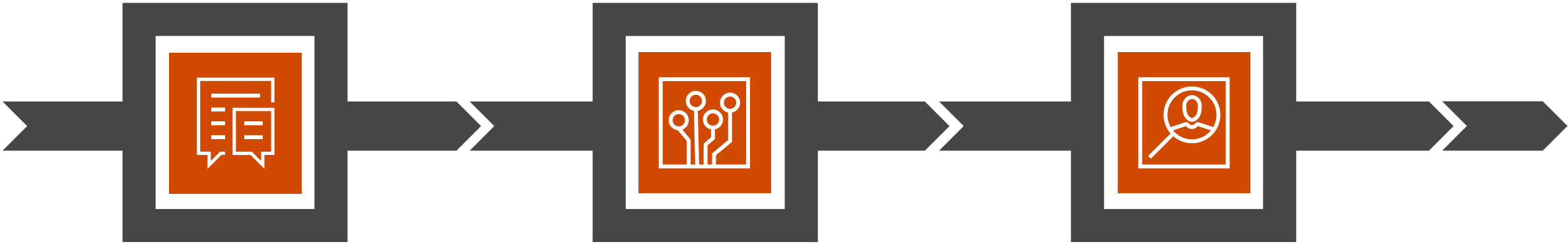
Learning Content

What digital skills would our company benefit from?

Technology

What tools are needed for our people to apply their digital skills?

Change management

How do we accompany our people on their journey to ensure success?

What skills do we want our employees to learn?

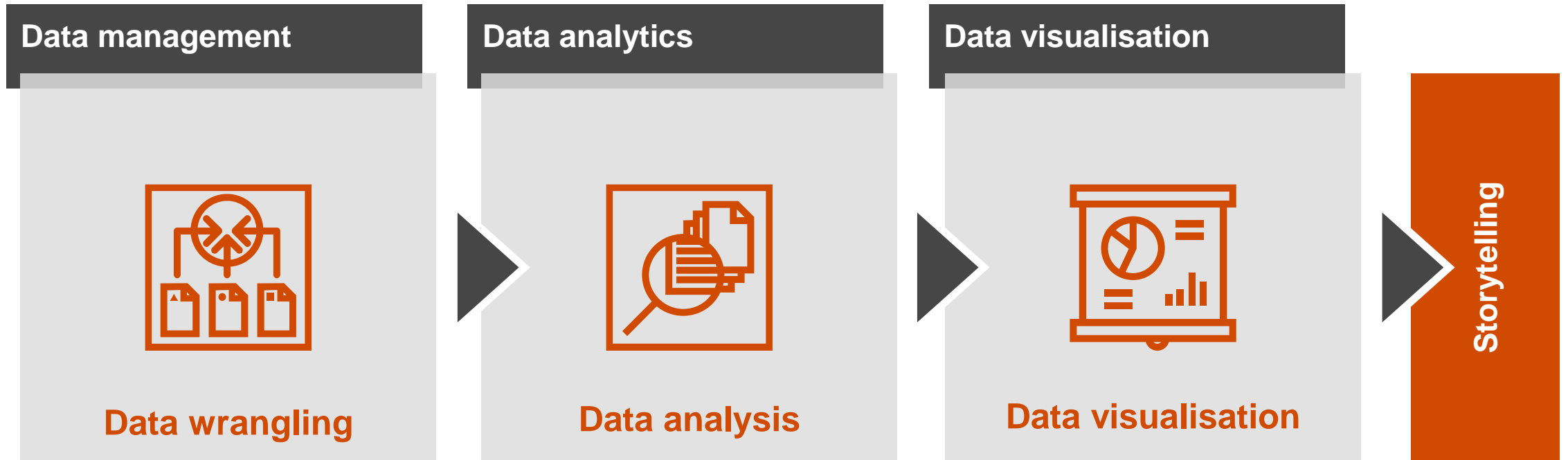| Data management	Data analytics	Data visualisation	
Data wrangling	**Data analysis**	**Data visualisation**	**Storytelling**

Alteryx →

Power BI →

Digital upskilling journey

Fundamentals

Assess your digital IQ	**Data & analytics on-line training**	**Hands-on practice**	Open practice groups	
			Tailored challenges	

Kick-start and strategize — Drive upskilling — Accelerate

Digital Lab

Incentives — KPIs — Gamification

Digital accelerator

Innovation Champions

Digital Personal Trainer

Digital Buddies

Digital persona landscape: Enhancing the digital knowledge and skill level off all your people

Digital Rookie

Digital Explorer

Digital Champion

Key takeaways

- Upskilling is a must and not a nice-to-have

- Tone at the top starts with the board

- If not done already, ask yourself the questions on the who, the what and the how and define your digital upskilling strategy

- Don't forget change management

- **And don't forget that you are part of it!**

Do you have any questions so far?

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Grazie per l'attenzione!

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