



digitization

SKILLS REVOLUTION INNOVATE

new ways of working

FUTURE FORCES change

Opportunity to Grow

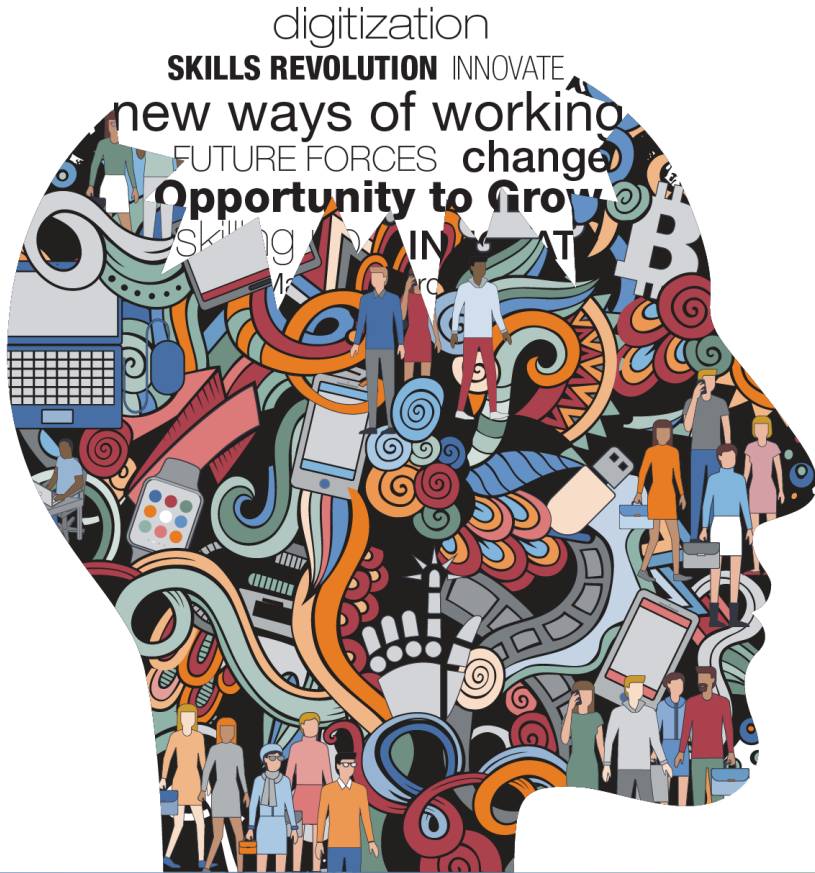
skilling up INNOVATE

World of Work Vision 2020

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Country Manager
ManpowerGroup Vietnam,
Thailand and Middle East



ManpowerGroup®



Content

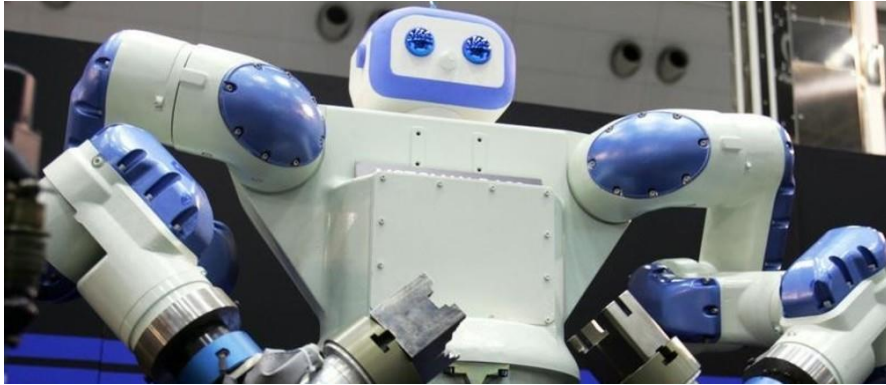
- ❑ The Skills Revolution
- ❑ The job functions to see the largest increase in headcount
- ❑ Skills today vs Skills tomorrow
- ❑ Solutions to Talent Shortages
- ❑ Case studies



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THE SKILLS REVOLUTION

Will robots/AI replace human workers?



The opposite looks true!

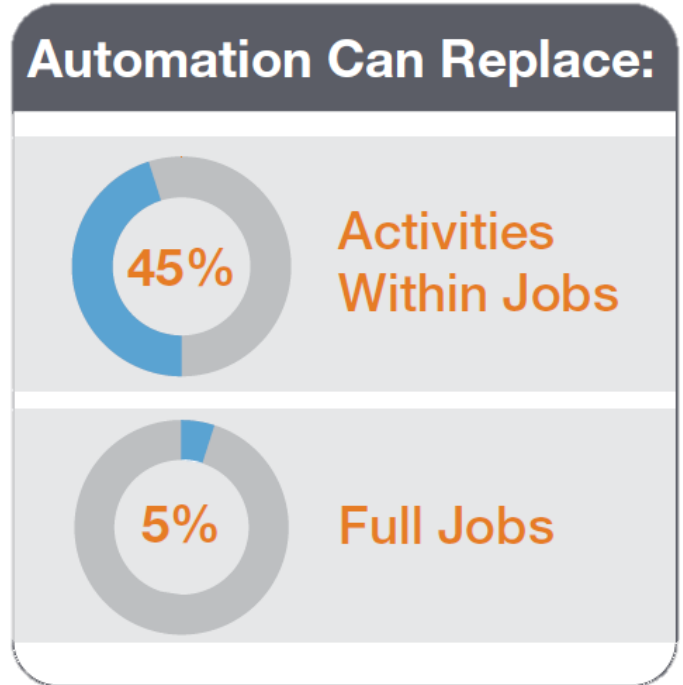


- People have more choices
- New ways to get things done

Skills Revolution 4.0 - Human Wanted, Robots Need You

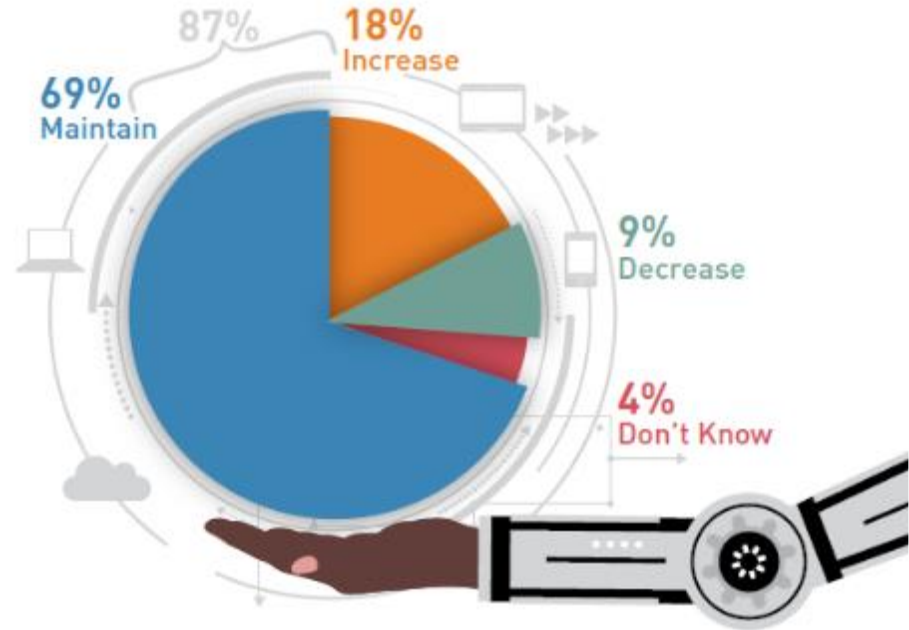
**WE ASKED 19,000 EMPLOYERS
IN 44 COUNTRIES**

***41% of companies** will automate tasks
over the next 2 years*

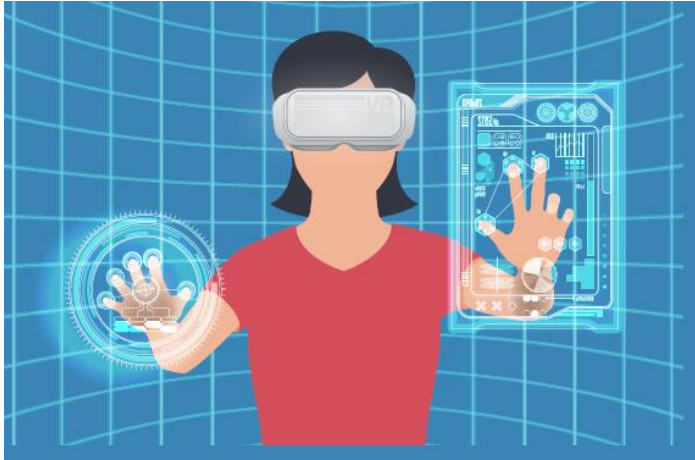


Automation is creating jobs

More employers than ever – **87%** plan to **increase** or **maintain headcount** as a result of **automation**.



Appropriate skills matter in the digital age



of companies planning to increase headcount in IT roles say communication is the most valued soft skill

*Those who have the **appropriate skills** to adapt to the new working environment will **call the shot**.*

Top 10 skills by 2020

in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity

Source: Future of Jobs Report, World Economic Forum

Soft skills are important

“

While **38%** of organizations say it is difficult to train in-demand technical skills, **43%** said it is even harder to teach the soft skills they need

”

Learnability will be the great equalizer



LQ

Learnability
Quotient™

What does your LQ say
about you?

<https://www.learnabilityquotient.com/>

Are you ready to lead in the digital age?

DigiQuotient



What does your
Digital Innovation Quotient
say about you?

New technology and innovation is changing the Future of Work – your DigiQuotient reflects your desire and ability to grow and lead within this ever changing digital landscape.

Find my DigiQuotient >>

<https://digiquoteint.io/>

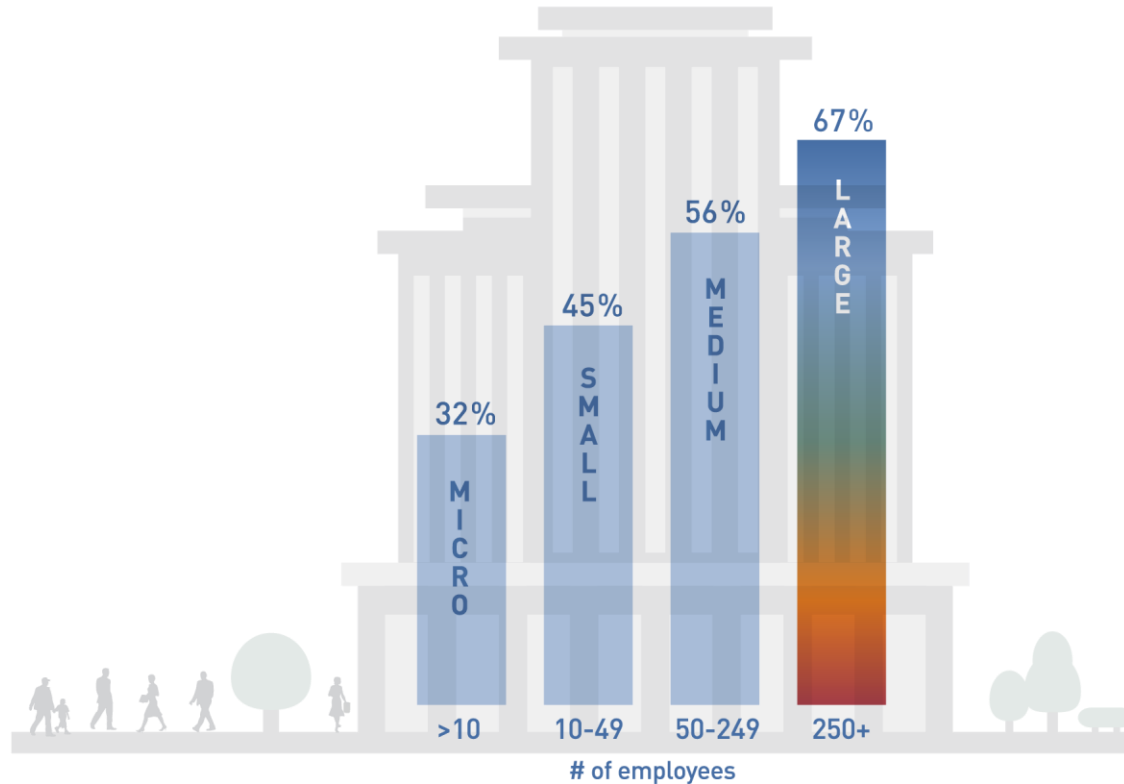
digiquoteint.io

GLOBAL TALENT SHORTAGES

Global talent shortages reach 12-year high



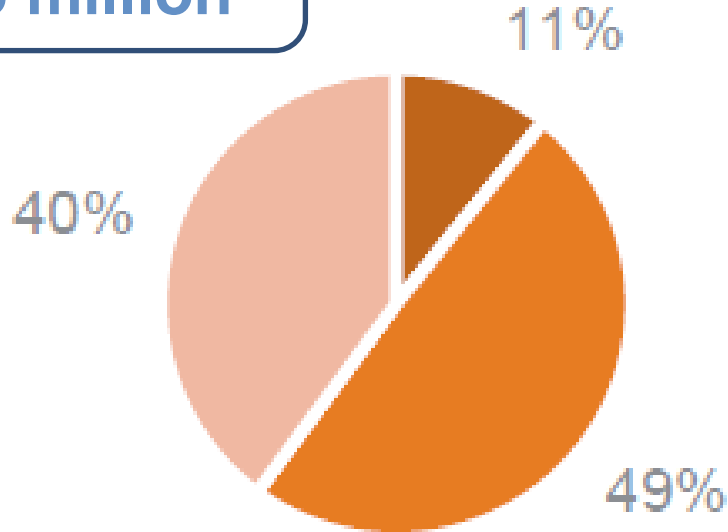
Large companies face double the difficulty



Vietnamese talent shortages

Total workforce
57.5 million

- Highly Skilled
- Medium Skilled
- Non Skilled



50%
English Proficiency

IT Talent Demand in Vietnam

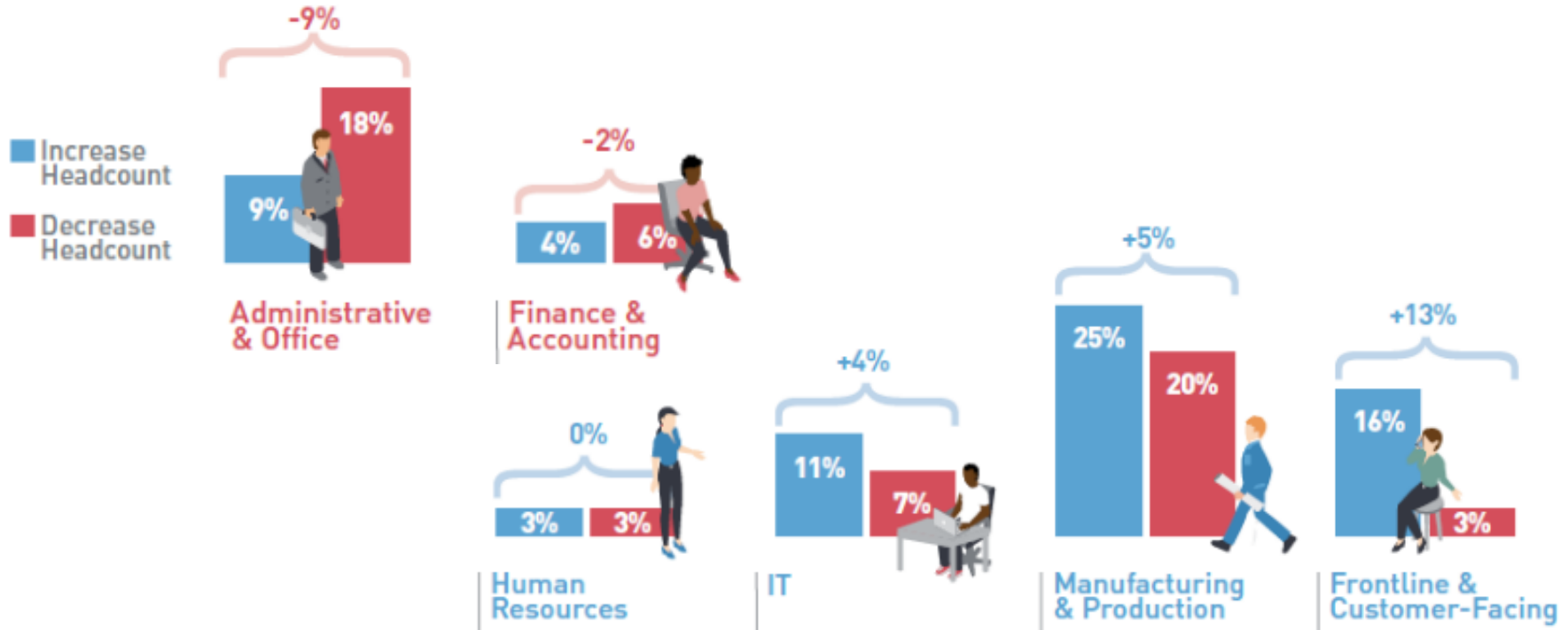


By 2020, Vietnam needs more than **one million** IT workforce.

The demand for IT skills **increase 47% per year**

THE JOB FUNCTIONS TO SEE THE LARGEST INCREASE IN HEADCOUNT

The functions that organizations plan to increase or decrease headcount the most by 2020



Skills today vs Skills tomorrow

HUMANS WANTED



What **skills** will your job function require in the **4th Industrial Revolution**?

SKILLS TODAY

Adherence to process & detail

Compliance

Record keeping

SKILLS TOMORROW

Recognizing patterns & trends

Business translation

Presentation & customer service



Finance & Accounting

Source: Skills Revolution 4.0 - ManpowerGroup

HUMANS WANTED



What **skills** will your job function require in the **4th Industrial Revolution**?

SKILLS TODAY

Data entry

Basic literacy, numeracy & communication

SKILLS TOMORROW

Problem solving

Communication & relationship building

Managing machines



Frontline & Customer-facing

Source: Skills Revolution 4.0 - ManpowerGroup

Skills today vs Skills tomorrow

HUMANS WANTED



What **skills** will your job function require in the **4th Industrial Revolution**?

SKILLS TODAY

Technology installation & maintenance

Technology use, monitoring & control

Strong IT skills

SKILLS TOMORROW

Critical thinking, analysis & problem solving

High learnability

Technology design & programming



IT

Source: Skills Revolution 4.0 - ManpowerGroup

HUMANS WANTED



What **skills** will your job function require in the **4th Industrial Revolution**?

SKILLS TODAY

Operating machines

Physical skills

Adherence to order & procedure

SKILLS TOMORROW

Managing machines

High learnability

Complex problem solving

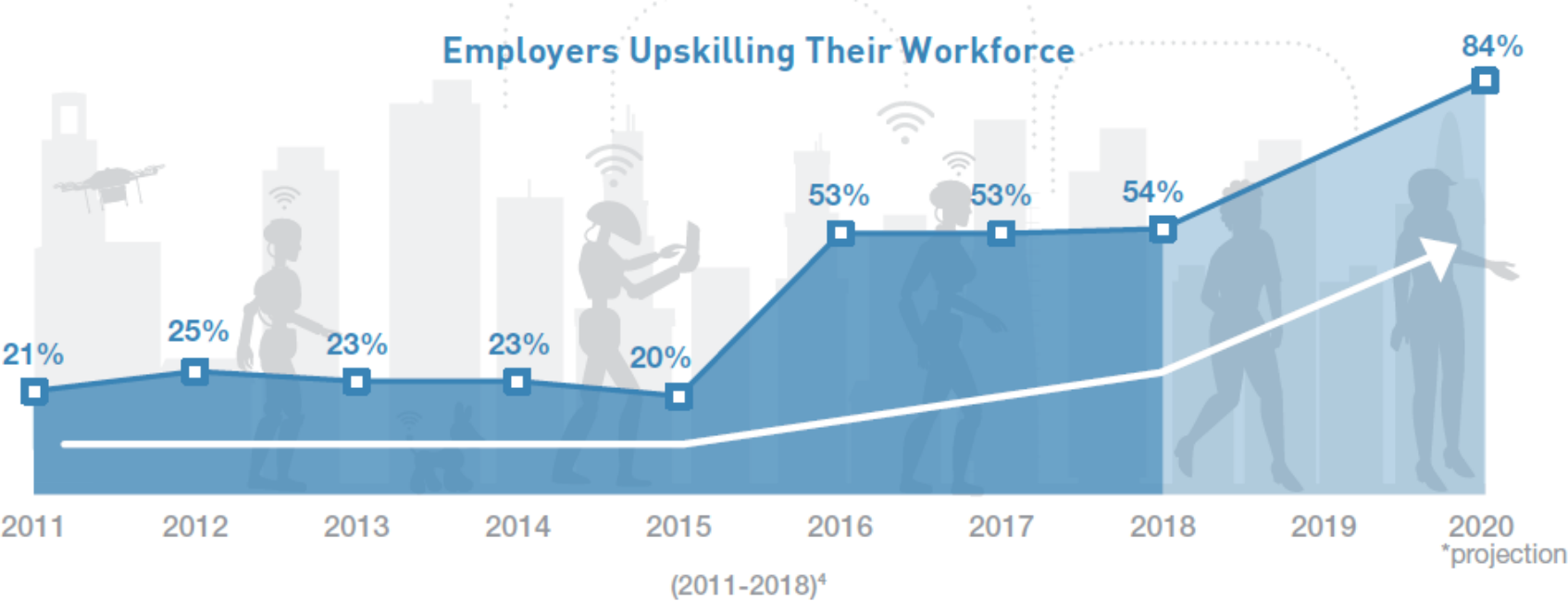


Manufacturing & Production

Source: Skills Revolution 4.0 - ManpowerGroup

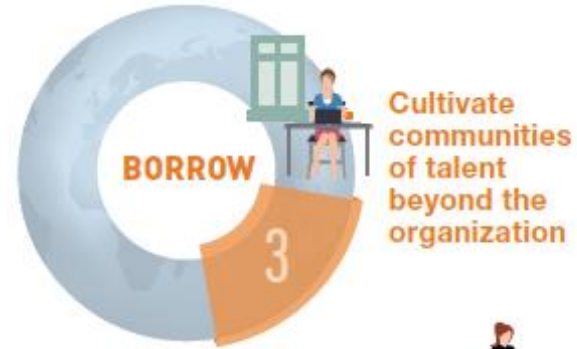
SOLUTIONS TO TALENT SHORTAGES

Companies are becoming builders of talent



Skills Revolution 4.0

TALENT STRATEGY 4.0





Invest in learning
and development

BUILD



*84% of employers
will upskill their
current workforce
versus **21% in 2011***



Go to market to attract
the talent that cannot be
built in-house



*79% of employers plan
to buy the skills they
need, either paying
higher market prices or
improving compensation
for existing staff*



Cultivate communities
of talent beyond the
organization

BORROW



Only **32%** of organizations will use contractors and other forms of alternative work models even though **87%** of workers say they are open to this NextGen work



Help people move on
or move up to new
roles inside or outside
the organization



BRIDGE

*56% of employers will create pathways
for people to move around or out by 2020*

Culture of Innovation

INDUSTRY LEADERS ACHIEVE A
70% INCREASE IN PRODUCTIVITY
FROM INVESTMENT IN NEW
TECHNOLOGY VS **30%** FROM
FOLLOWERS.



Culture of Innovation

ManpowerGroup at **Viva Tech 2019** -
The Fastest Growing Global Tech Conference in May

- ManpowerGroup branded HR Tech
- Virtual reality (VR) training
- Digital assessments - *DigitalEvolutionPathway*
- **Talent Connect** Online Platform
- Live streamed CEO Forum



Case Study 1: upskilling the workforce



We have **identified skills adjacencies**, accessed role requirements and **upskilled over 500 people** to become certified games testers in just three months.



Case Study 2: culture of innovation



ManpowerGroup **helps** TomTom assessed **750 managers** in 35 countries in six months

- They needed to do digital transformation
- They needed to assess and measure the potential of their leaders.

ManpowerGroup: Leading Global Workforce Solutions Company

70 Years of Global Workforce Solutions Expertise



Revenues of
\$22 billion



87% of revenues
generated outside of U.S.



80 Countries
& Territories



29,000
Employees



2,700
Offices

World-Leading IT Professional resourcing firm
A World-Leading Outplacement Firm
LARGEST GLOBAL
VENDOR-NEUTRAL MSP PROVIDER

World of Work Vision 2020

- Providing meaningful work for **600,000+** people every day
- Connecting **millions** of job seekers with work every year, globally
- Finding talent for clients from small/medium to Fortune 100 companies



Most Trusted Brand in the Industry

2019
WORLD'S MOST
ETHICAL
COMPANIESTM
WWW.ETHISPHERE.COM

FORTUNE
WORLD'S MOST
ADMIRED
COMPANIES²⁰¹⁸



Strong and Connected Brands



ManpowerGroup®



ManpowerGroup
Solutions



Experis[®]
ManpowerGroup



Manpower[®]



Right
Management[®]
ManpowerGroup

Thank You!