

10 key skills for the age of digital transformation



Agile Mindset

- Using iterative approaches to divide work efforts into short phases, for early and frequent evaluations
- Flexibility to pivot and transition between varied roles and activities



Cross-functional Dexterity

- Capacity to effectively collaborate across a range of functions
- Capacity to offer solutions to cross-functional challenges



Virtual Collaboration

- Ability to productively drive engagement and demonstrate presence as a leader of a virtual team
- Leveraging behaviors, practices, techniques and tools that facilitate efficient and effective collaboration among dispersed collaborators



Team-based Orientation

- Understanding and using behaviors, practices and processes that optimize team interaction and facilitate achievement of common goals
- Being an accountable leader to the team and having a desire to achieve consensus and involve others in decision-making



Design Thinking

- Combining empathy, ingenuity and rationality to address customer needs by observing behavior and drawing conclusions about what customers want and need
- Ability to take a design-centric approach to work



New Media Literacy

- Ability to leverage new media for persuasive communication
- Using techniques that target social networks and applications to spread brand awareness and promote products and services



Computational Thinking

- Ability to understand and practice data-based reasoning
- Ability to translate data into abstract concepts



Customer-centric Orientation

- Considering the customer experience above all
- Using practices and techniques to identify and solve pain points most critical to the customer



Analytical/Data-driven Mindset

- Using data and insights to develop, test and validate hypotheses for better decision-making
- Taking a balanced approach to making data-driven decisions



Passion for Continuous Learning

- Enthusiasm for seeking out and acquiring new information and knowledge
- A sense of curiosity and a willingness to continue to develop and grow

Adapted from IESE Deep Insight, "Are You Fit for the Future? 10 New Skills that Every Worker Needs." By Devin Fidler and Marina Gorbis, Issue 12, First Quarter 2012, World Economic Forum skills for 4th Industrial Revolution and the MIT Initiative on the Digital Economy & MIT / Deloitte co-sponsored research.

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