

3 ways to prepare your workforce for the future

Rapid changes brought on by COVID-19 and an accelerated evolution in digital technology and automation are making it difficult for organizations to close skill gaps in the traditional way: with new hires. With the pace of advancement, organizations today have skills shortages in areas they didn't know they needed a few years ago. Not only are the right types of skills difficult to identify, finding people with those needed skills who are also a cultural fit for the company can prove even more challenging.

How can you stay prepared in an era of rapid change? Instead of hiring each employee for a fixed role, some corporate advisory firms suggest focusing on hiring motivated, inspired people and creating a flexible workforce through continuous learning for the future.

1

reskilling: prepare an employee for a new role

Reskilling involves training an employee in new tools and approaches to prepare them to take on a different role in the company. Many companies expect that [40%](#) of their employees will require reskilling, due to industry and economic changes. Reskilling can reduce the cost of filling new roles and onboarding, while supporting employee growth.

In light of digital transformations and remote work, supporting employee development is key to business success. Continuous learning programs together with a culture that nurtures curiosity will help employees prepare for what's next.

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2

upskilling: expand your workforce's in-demand skill sets

When workers expand their skills and capabilities within their area of expertise, it's called upskilling. By expanding your employees' know-how, they become more productive and successful. Upskilling also supports diversity while providing employees a career. In a recent survey, [77%](#) of employees said they would be willing to upskill in order to become more employable.

3

new skilling: embrace continuous learning

New skilling uses AI and machine learning to accelerate workforce development. It starts with an inventory of current internal capabilities and compares them to future tasks and the skills needed to perform them in order to highlight where training and new skills are needed. AI-based [adaptive learning systems](#) reach employees across devices and channels, delivering personalized lessons, coaching and feedback in near real time and at scale.

“Upskilling is not a training expense anymore. It's an investment in the future.”

Laurent Probst
Partner, Economic Development,
Digital Transformation and Innovation at PwC