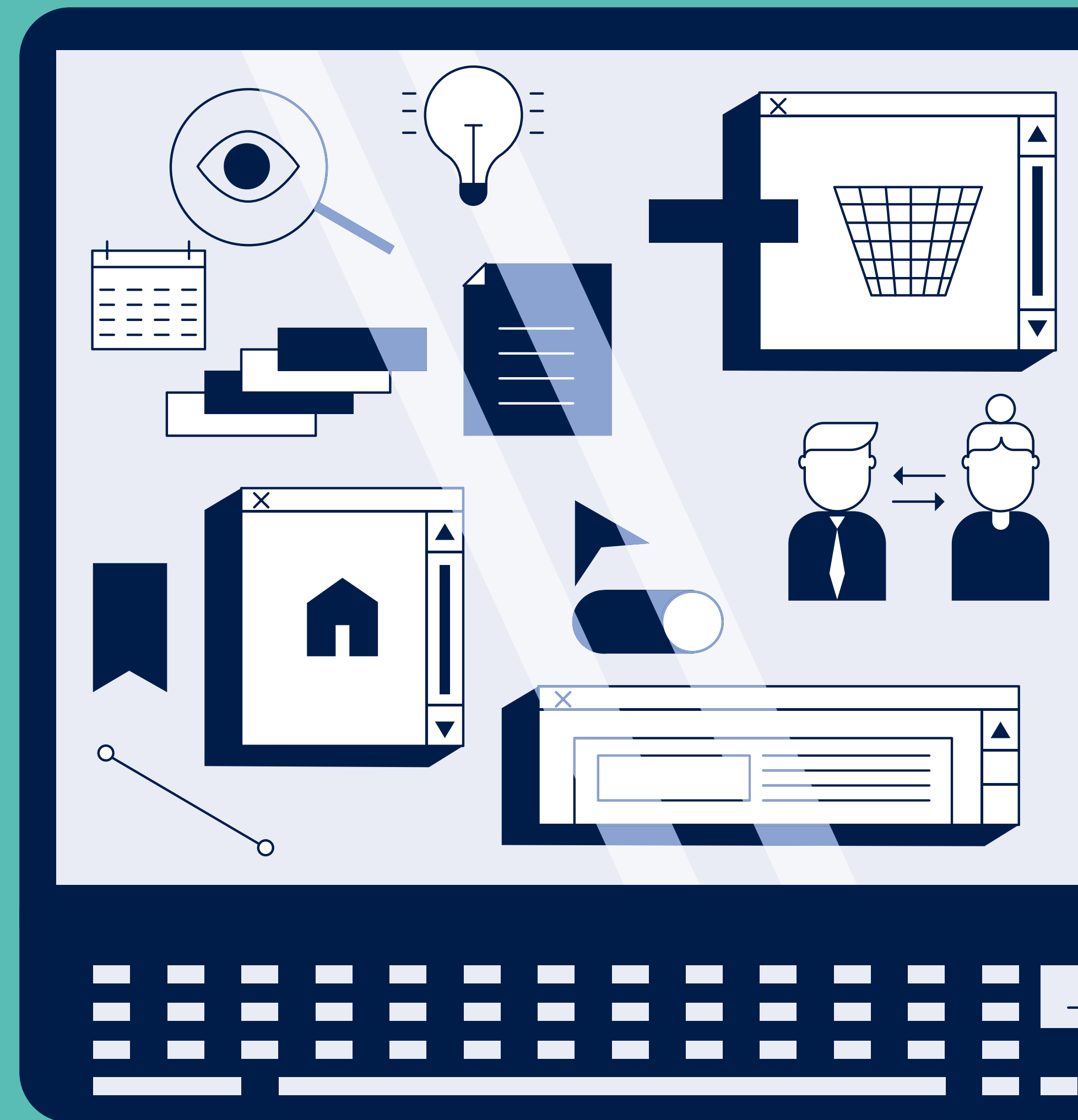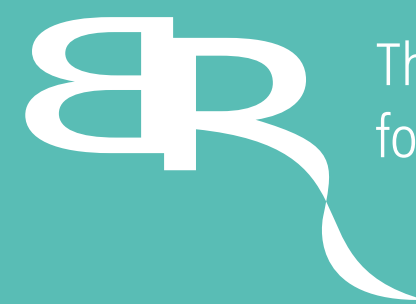# Skills4tomorrow:

How to Build Future Skills in the Post-Pandemic World

Skills4tomorrow:
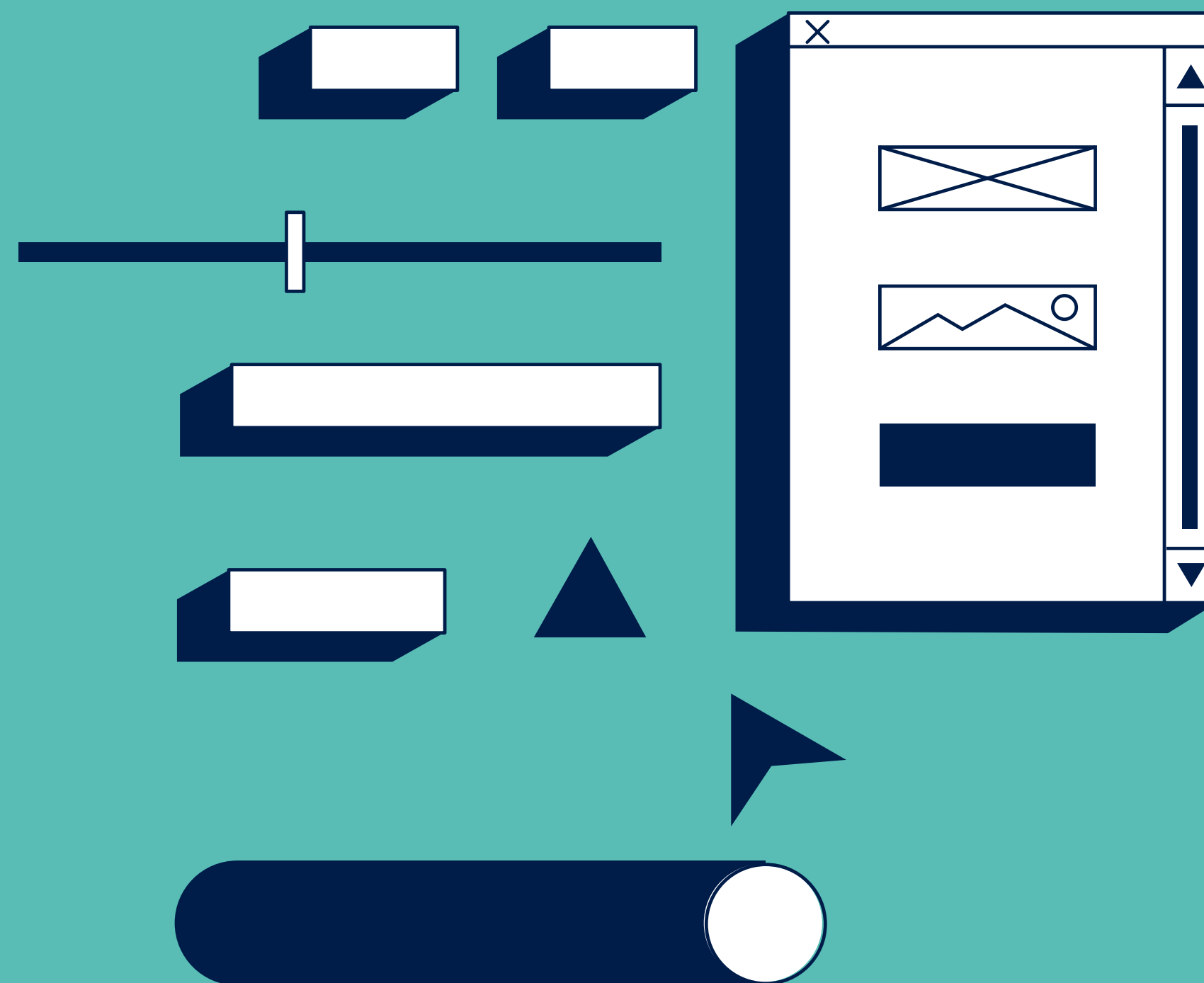
How to Build Future Skills in the Post-Pandemic World
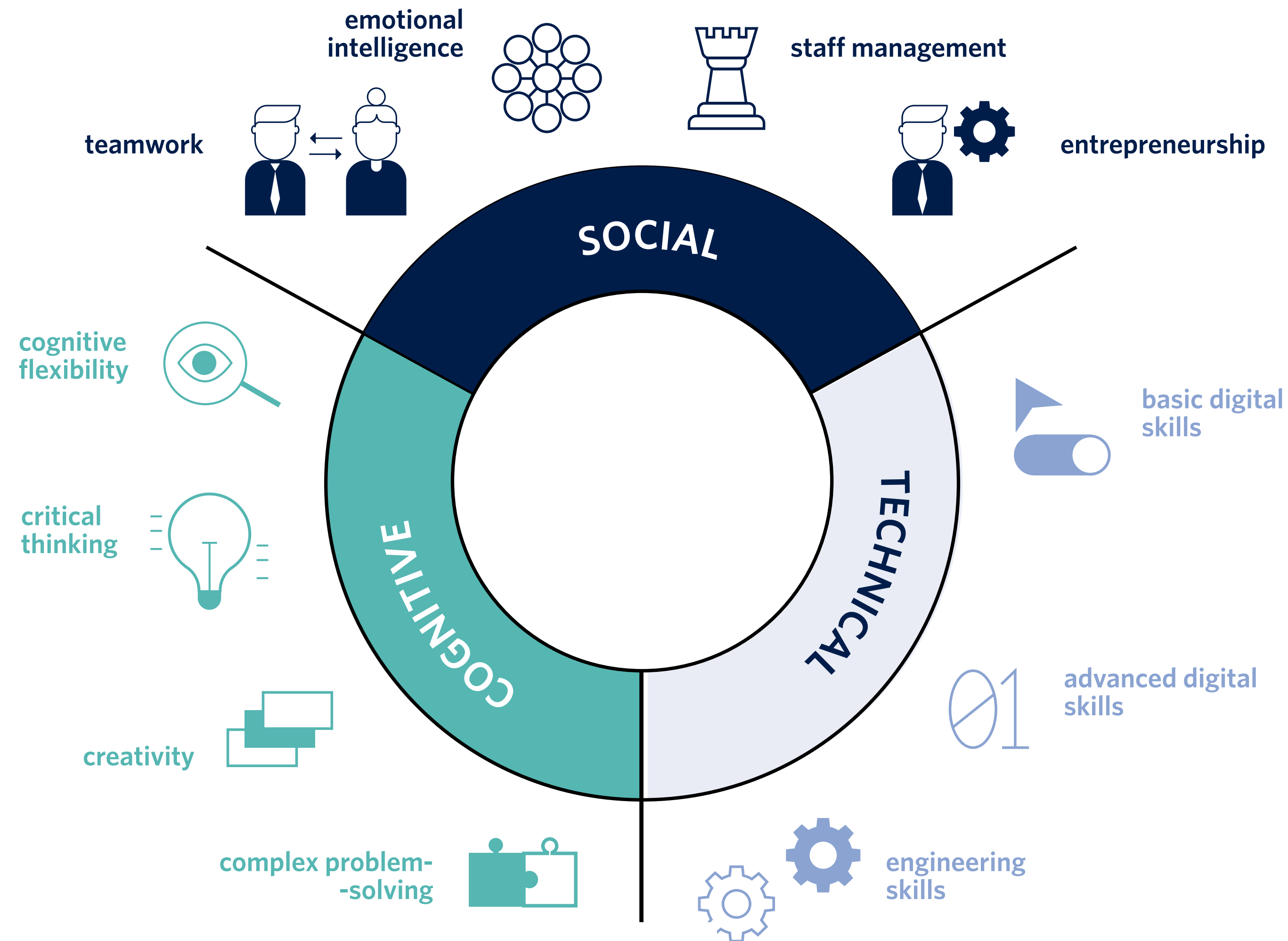
Adam Czerniak
PhD
Director for Research,
Polityka Insight

Future skills

emotional intelligence

staff management

teamwork

entrepreneurship

cognitive flexibility

basic digital skills

critical thinking

SOCIAL

TECHNICAL

COGNITIVE

advanced digital skills

creativity

complex problem-solving

engineering skills

DIGITAL (TECHNICAL) SKILLS
defined as those pertaining to creating and using technology at various levels of advancement;

SOCIAL AND EMOTIONAL SKILLS
defined as those referring to interactions with other people, part of the inner life of a person (understanding oneself, dealing with emotions, etc.).;
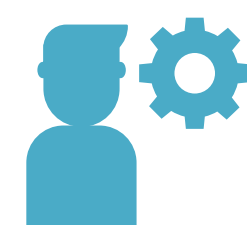
COGNITIVE SKILLS
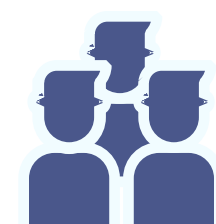defined as those related to how the brain functions, processes and data checking.

Source: Włoch, Śledziewska 2019.

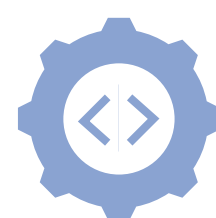# Top 10 skills of 2025

Type of skills

Problem-solving

Self-management

Working with people

Technology use and development

Analitical thinking and innovation

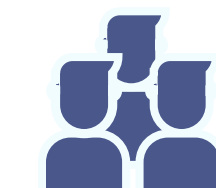Active learning and learning strategies

Complex problem-solving

Critical thinking and analysis

Creativity, originality and initiative

Leadership and social influence

Technology use, monitoring and control

Technology design and programming

Resilience, stress tolerance and flexibility

Reasoning, problem-solving and ideation

Source: World Economic Forum 2020.

Europe before the pandemic

MAP 1. EUROPE'S DIGITAL SKILLS
BY COUNTRY, 2019

Percentage of persons
with basic skills or higher.

EU27 AVERAGE

56

Legend:
- >70
- 50-69
- <49

ICELAND 85
MALTA 56
CYPRUS 45

FINLAND 76
NORWAY 83
SWEDEN 72
ESTONIA 62
LATVIA 43
LITHUANIA 56
DENMARK 70
IRELAND 53
UNITED KINGDOM 74
NETHERLANDS 79
GERMANY 70
POLAND 44
BELGIUM 61
<< LUXEMBOURG 65
CZECHIA 62
SLOVAKIA 54
FRANCE 57
AUSTRIA 66
SWITZERLAND 77
HUNGARY 49
SLOVENIA 55
ITALY 42
ROMANIA 31
CROATIA 53
BOSNIA AND HERZEGOVINA 24
PORTUGAL 52
SPAIN 57
SERBIA 46
BULGARIA 29
NORTH MACEDONIA 32
GREECE 51
TURKEY 36

Source: Eurostat.

What has the pandemic revealed?

>> **REMOTE WORK IS EFFICIENT!**

>> WE NEED SOFT SKILLS

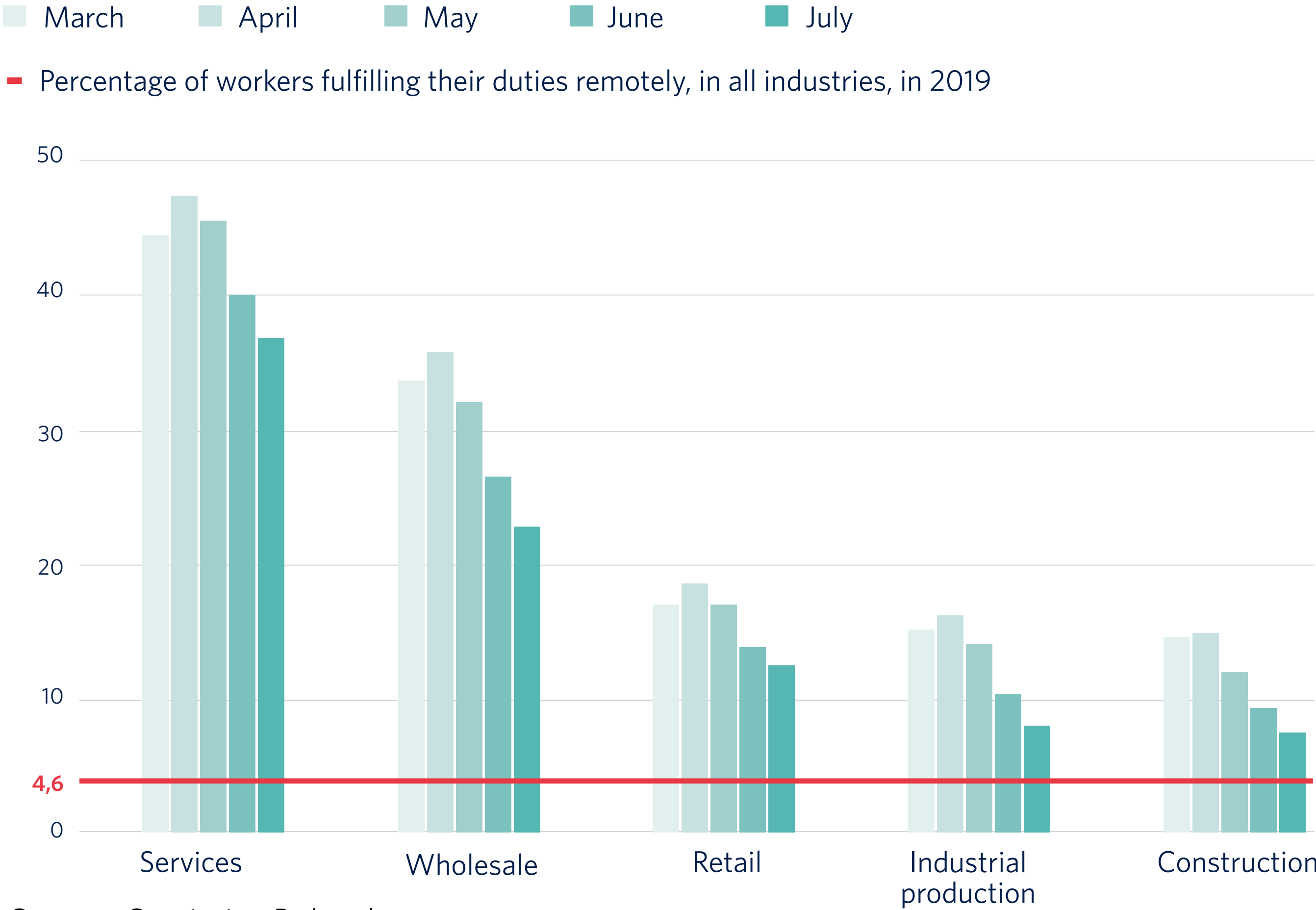>> ECONOMIC INEQUALITIES AMPLIFY DIGITAL EXCLUSION

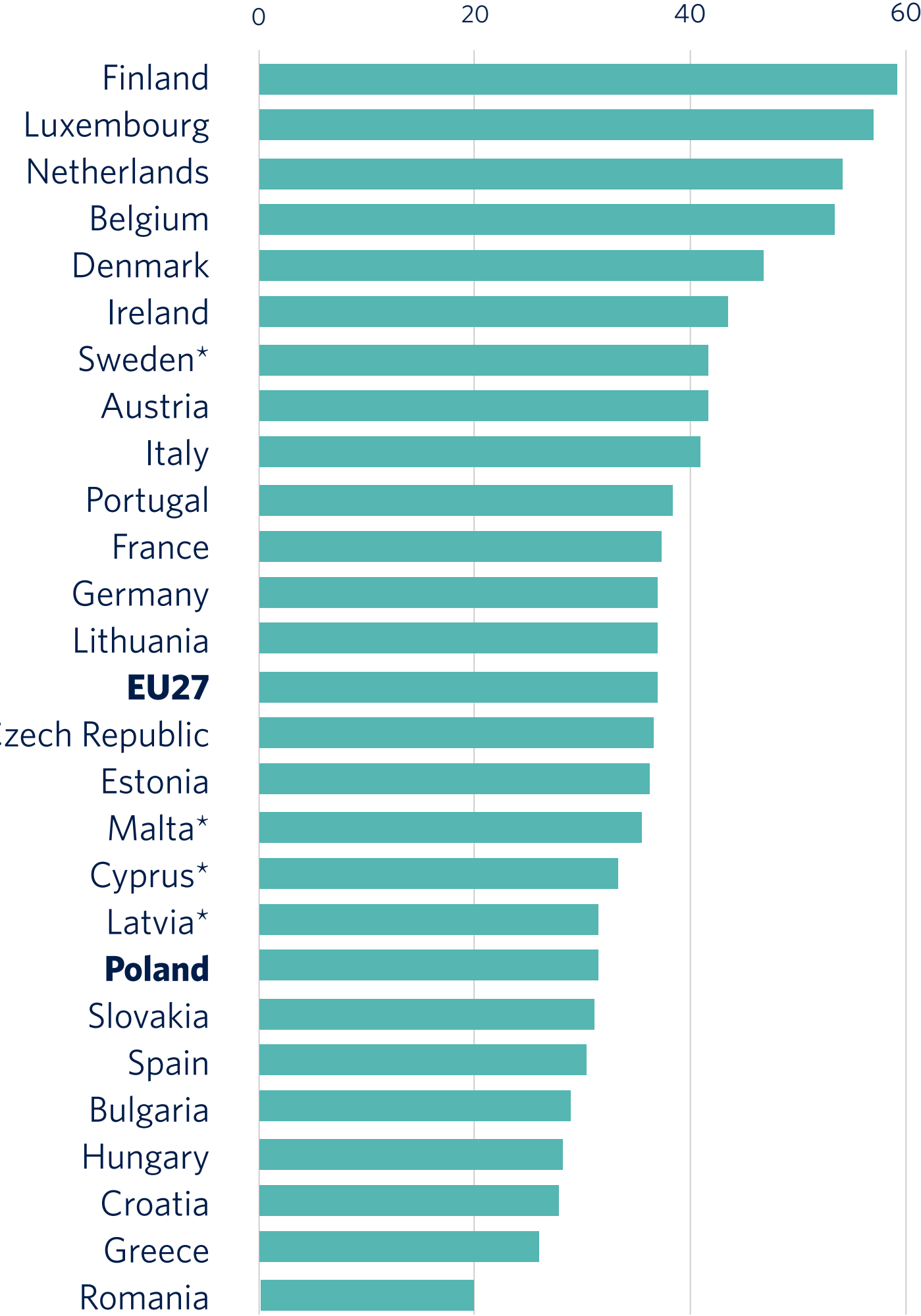>> LEGISLATION IS OBSOLETE

>> DIGITAL SOLUTIONS ARE ILL-CONCEIVED

Remote work is efficient!

March ■ April ■ May ■ June ■ July

— Percentage of workers fulfilling their duties remotely, in all industries, in 2019

4,6

Services   Wholesale   Retail   Industrial production   Construction

Source: Statistics Poland.

Finland
Luxembourg
Netherlands
Belgium
Denmark
Ireland
Sweden*
Austria
Italy
Portugal
France
Germany
Lithuania
EU27
Czech Republic
Estonia
Malta*
Cyprus*
Latvia*
Poland
Slovakia
Spain
Bulgaria
Hungary
Croatia
Greece
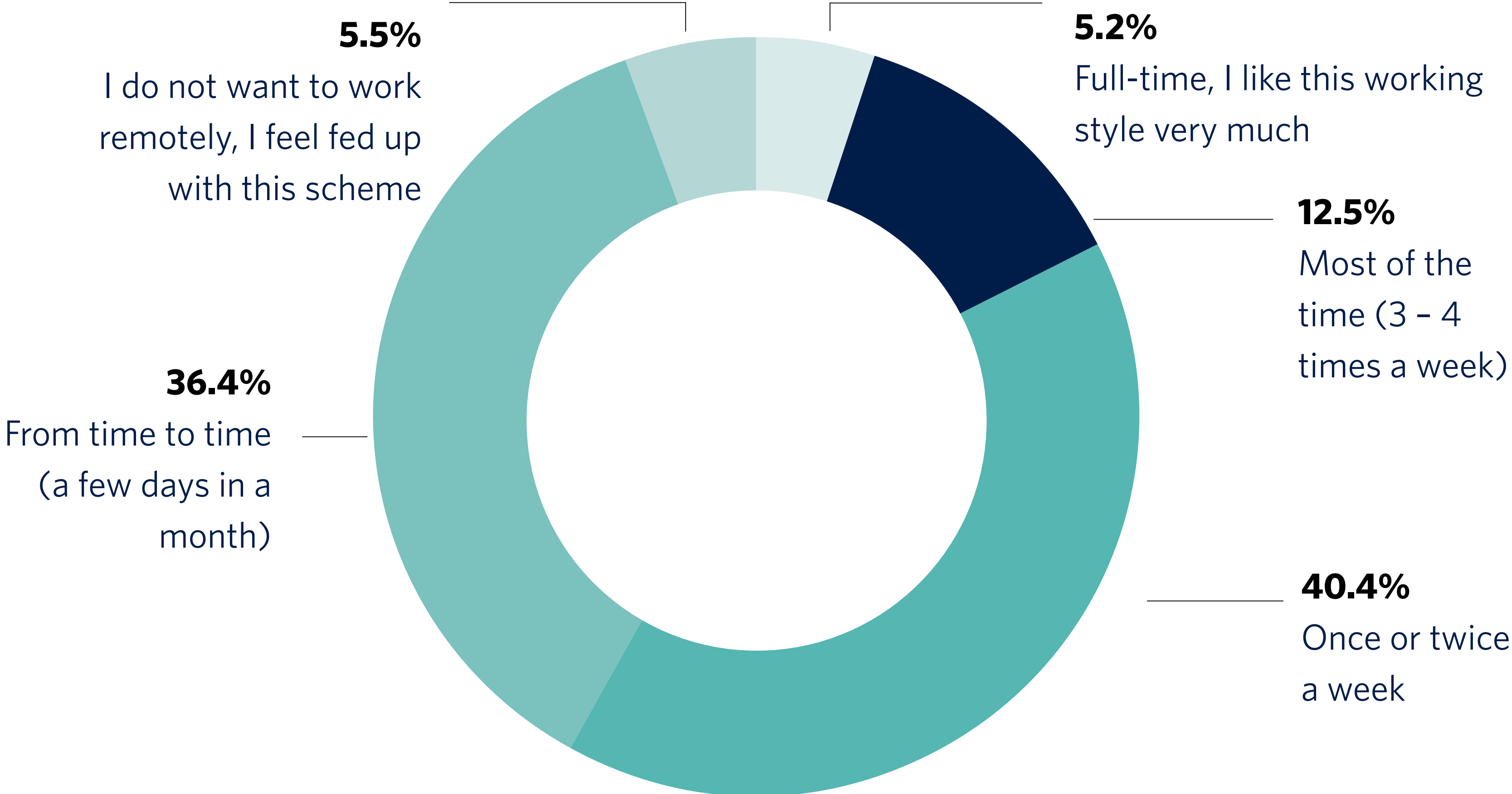Romania

Source: Eurofound 2020.

Remote work is efficient!

» ARE WORKERS EAGER TO CONTINUE REMOTE WORKING AFTER THE PANDEMIC?

5.5%
I do not want to work remotely, I feel fed up with this scheme

5.2%
Full-time, I like this working style very much

12.5%
Most of the time (3 – 4 times a week)

36.4%
From time to time (a few days in a month)

40.4%
Once or twice a week

According to IMF **15-30%** of remote work jobs are unlikely to switch to their previous form in the post-pandemic world.

Source: Dolot 2020.

What has the pandemic revealed?
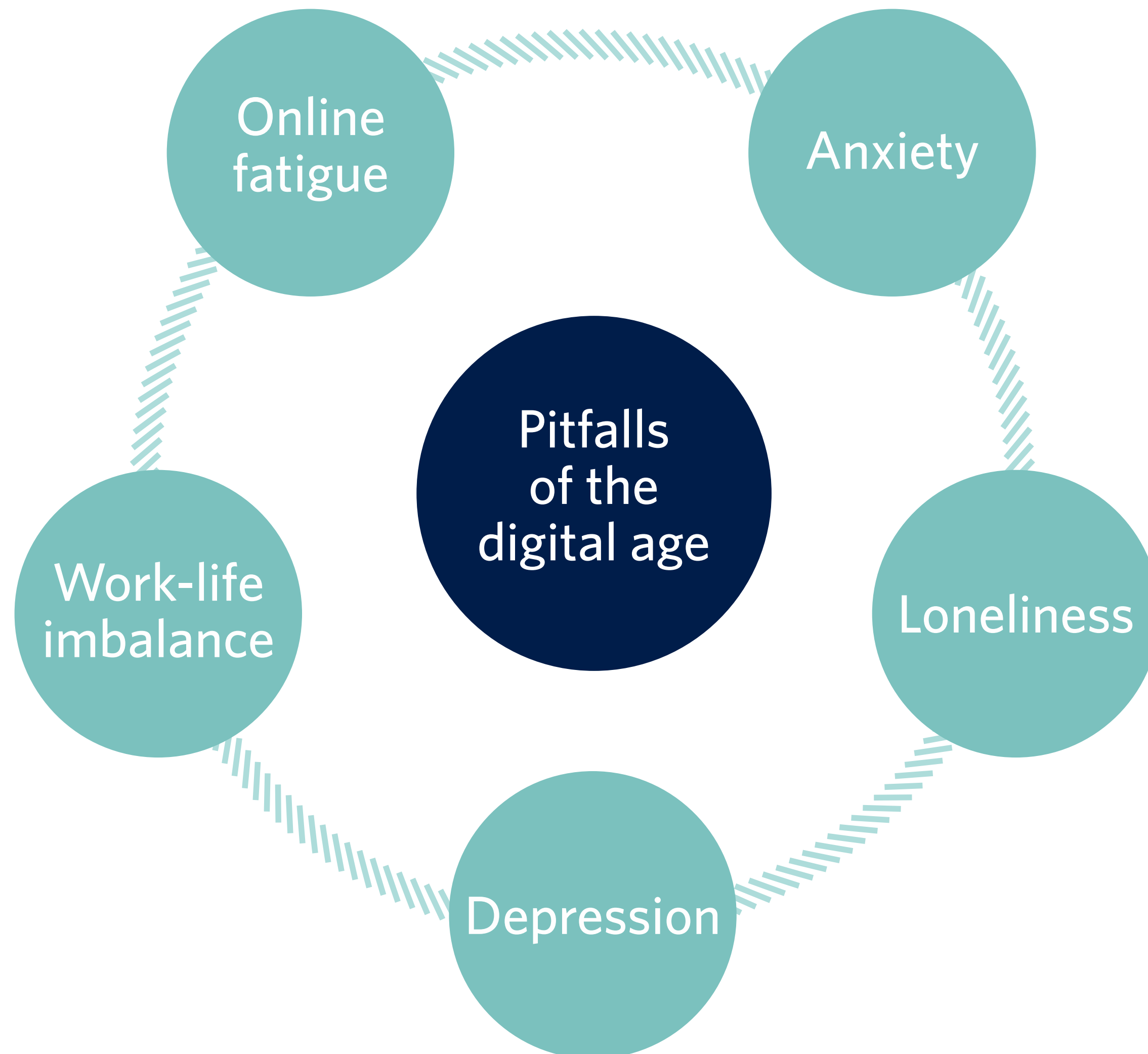
>> REMOTE WORK IS EFFICIENT!

>> **WE NEED SOFT SKILLS**

>> ECONOMIC INEQUALITIES AMPLIFY DIGITAL EXCLUSION

>> LEGISLATION IS OBSOLETE

>> DIGITAL SOLUTIONS ARE ILL-CONCEIVED

We need soft skills

Online fatigue

Anxiety

Pitfalls of the digital age

Work-life imbalance

Loneliness

Depression

An hour of telework is more mentally exhausting than a **three-hour meeting** in a conference room or classroom.

22% of respondents said they encountered enormous **difficulties** whilst focusing on work and managing free time **to achieve work-life balance.**

Teachers felt most affected by COVID-19, with as many as two-thirds of them declaring a **decrease in mental (65.3%) and physical (67.7%) health.**

What has the pandemic revealed?

>> REMOTE WORK IS EFFICIENT!

>> WE NEED SOFT SKILLS

>> **ECONOMIC INEQUALITIES AMPLIFY DIGITAL EXCLUSION**

>> LEGISLATION IS OBSOLETE

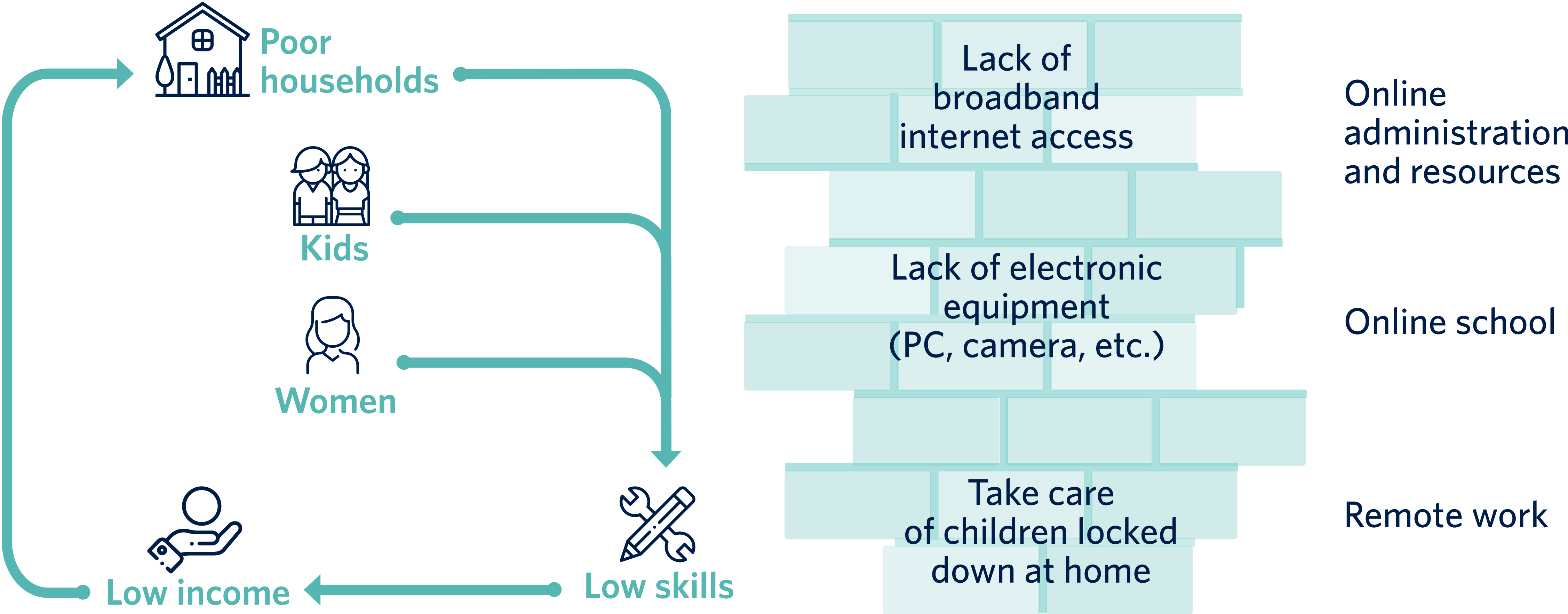>> DIGITAL SOLUTIONS ARE ILL-CONCEIVED

Economic inequalities amplify digital exclusion

» DIGITAL SKILLS IN POLAND'S JOB MARKET, 2019

	Unemployed	Self-employed	Temporary employees	Permanent employees	Total
Digital skills	**28**	**44**	**51**	**57**	**44**
including					
information skills	64	79	86	89	75
communication skills	68	74	87	88	73
problem-solving skills	60	74	81	85	70
software-related skills	30	46	52	59	47

Percentage of persons with basic skills or higher. Source: Eurostat.

Economic inequalities amplify digital exclusion

Poor households

Kids

Women

Low income

Low skills

Lack of broadband internet access

Lack of electronic equipment (PC, camera, etc.)

Take care of children locked down at home

Online administration and resources

Online school

Remote work

What has the pandemic revealed?

>> REMOTE WORK IS EFFICIENT!

>> WE NEED SOFT SKILLS

>> ECONOMIC INEQUALITIES AMPLIFY DIGITAL EXCLUSION

>> **LEGISLATION IS OBSOLETE**

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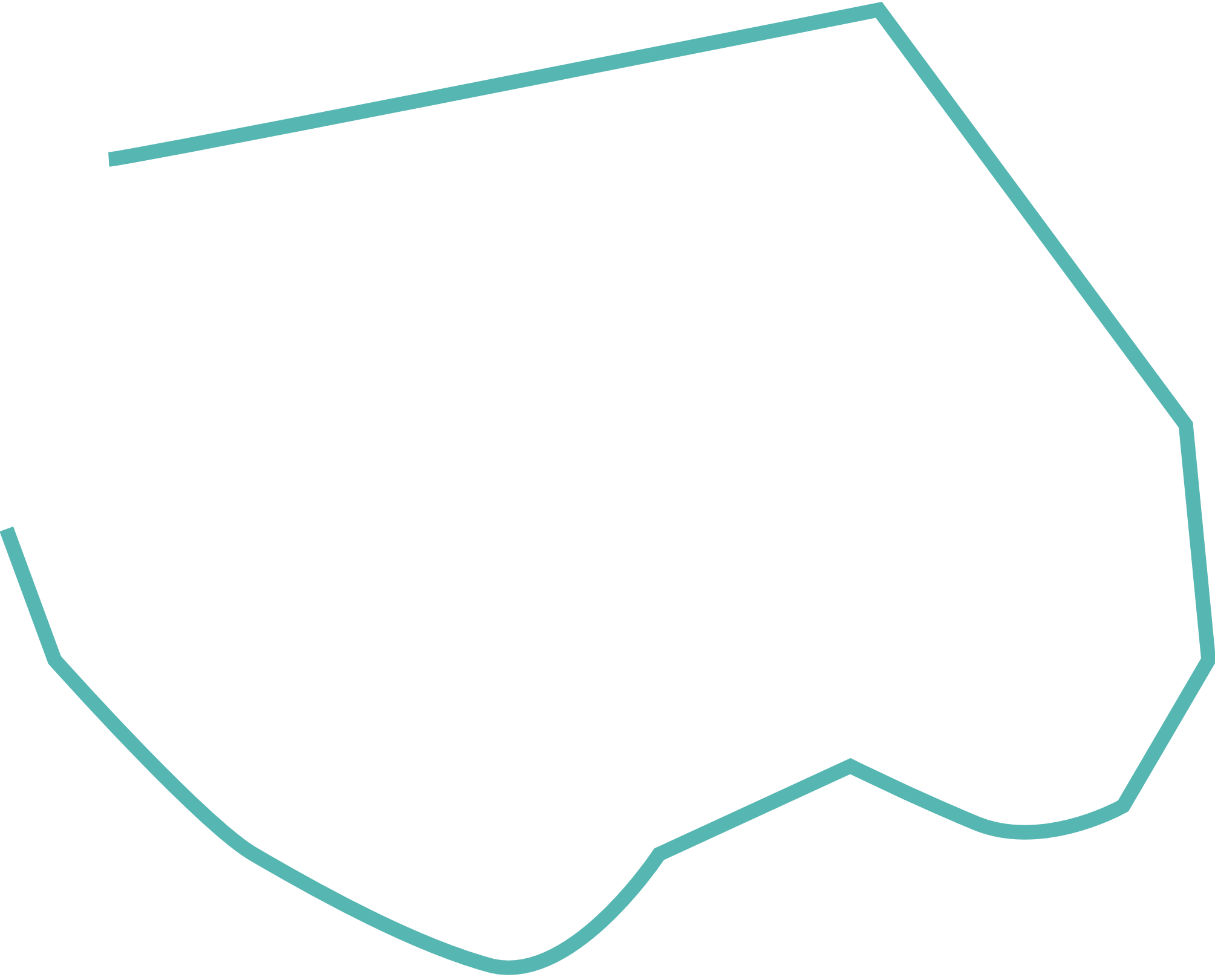
>> REMOTE WORK IS EFFICIENT!

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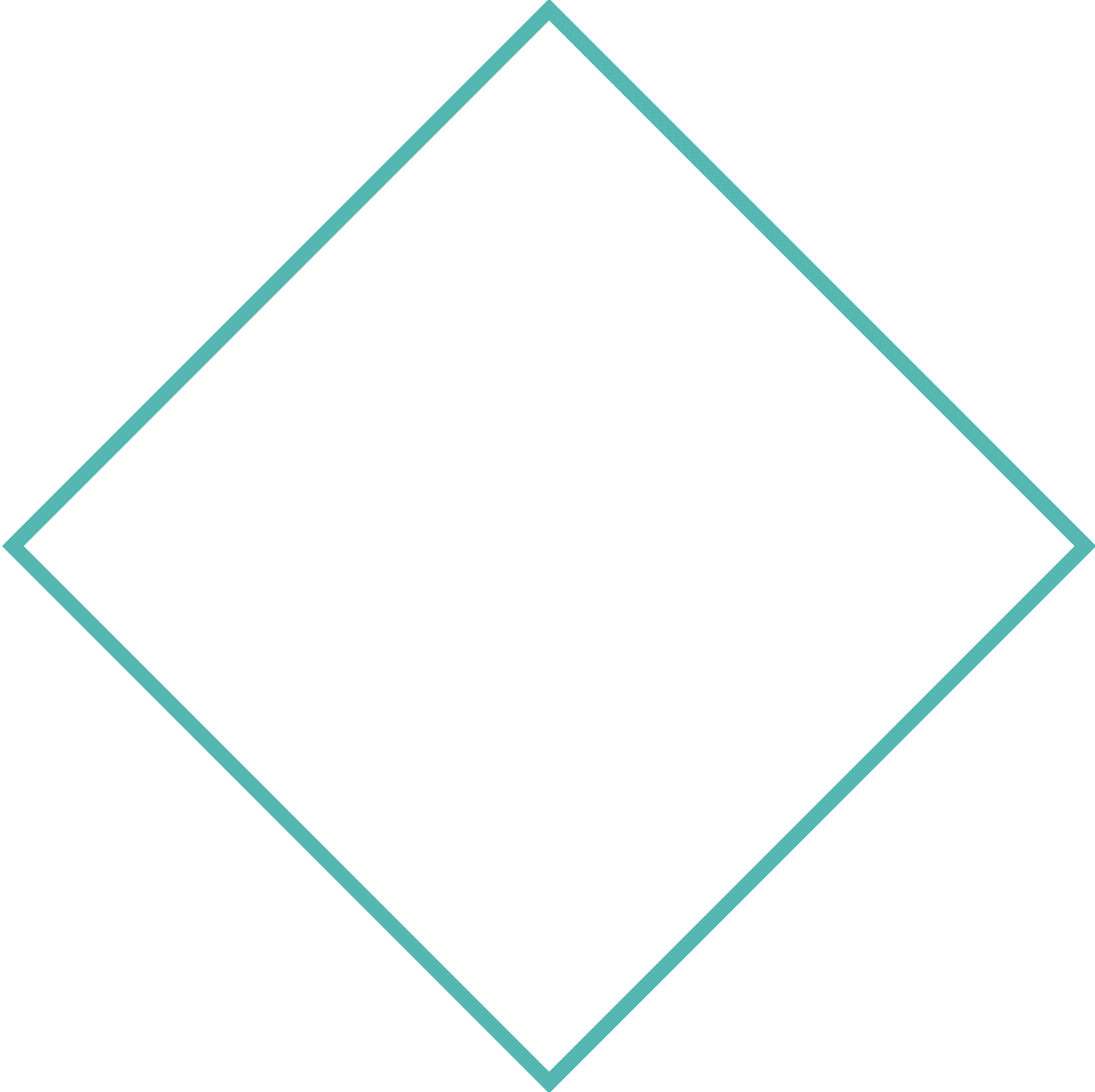
>> ECONOMIC INEQUALITIES AMPLIFY DIGITAL EXCLUSION

>> LEGISLATION IS OBSOLETE

>> **DIGITAL SOLUTIONS ARE ILL-CONCEIVED**

Digital solutions are ill-conceived
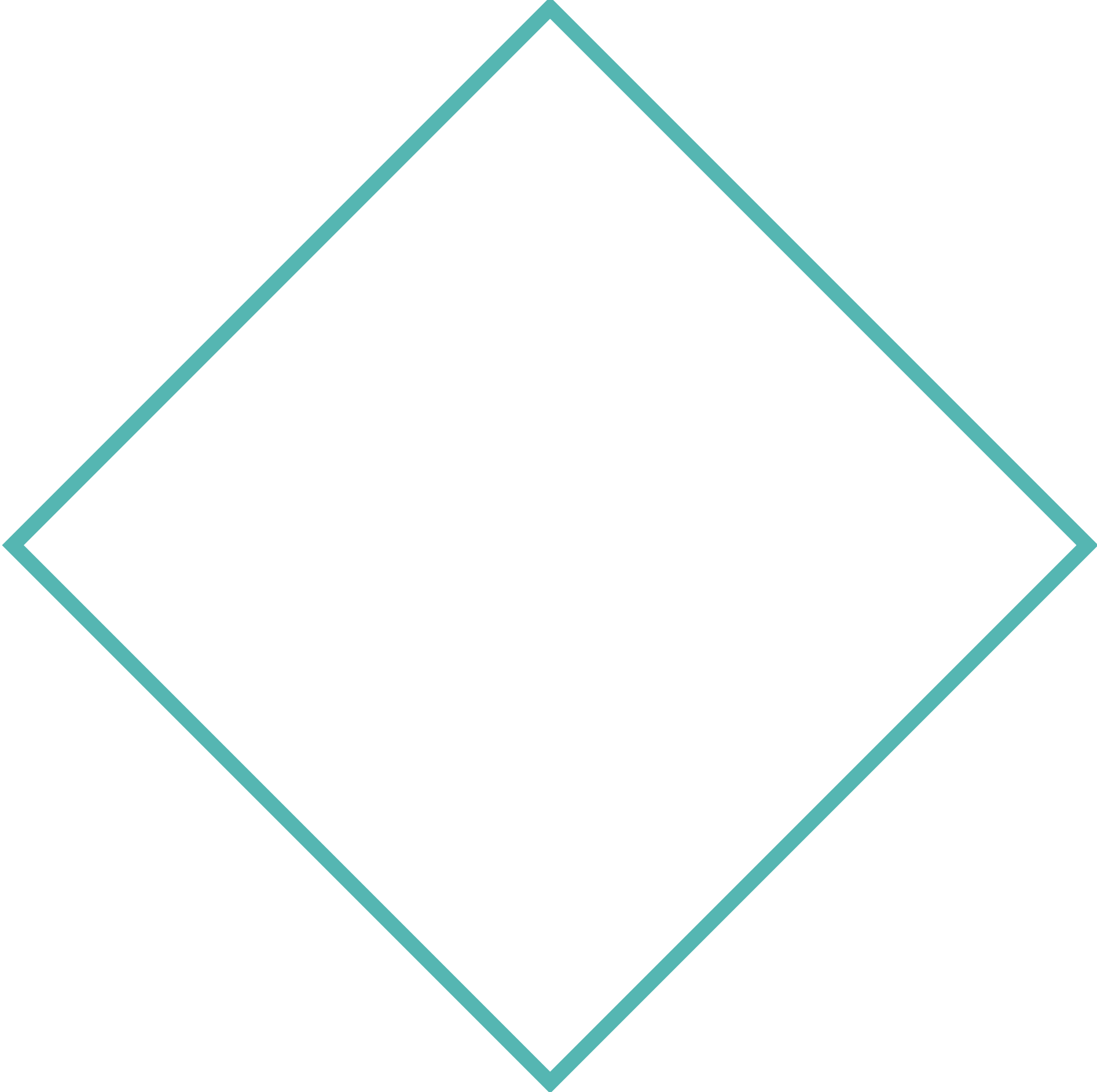
A typical latent business process

A digital business framework
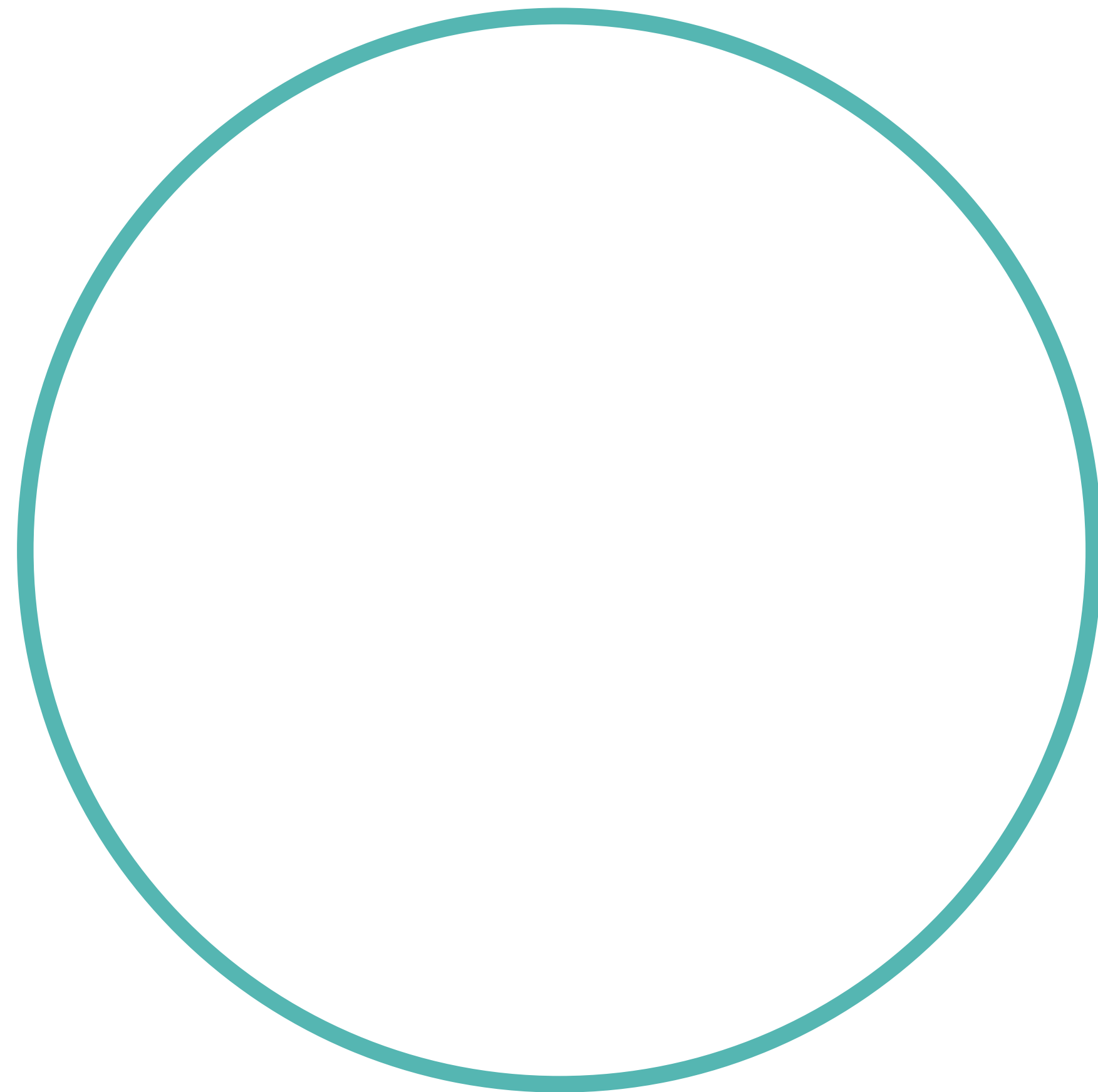
Digital solutions are ill-conceived

The business process needs to be defined

A well-described business process

A digital business framework

Digital solutions are ill-conceived

The digital framework needs to be addapted to the business process

A well-described business process

A digital business framework

Digital solutions are ill-conceived

The digital framework
needs to be
implemented
into the business process

Digital solutions are ill-conceived

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What is missing
in this picture?
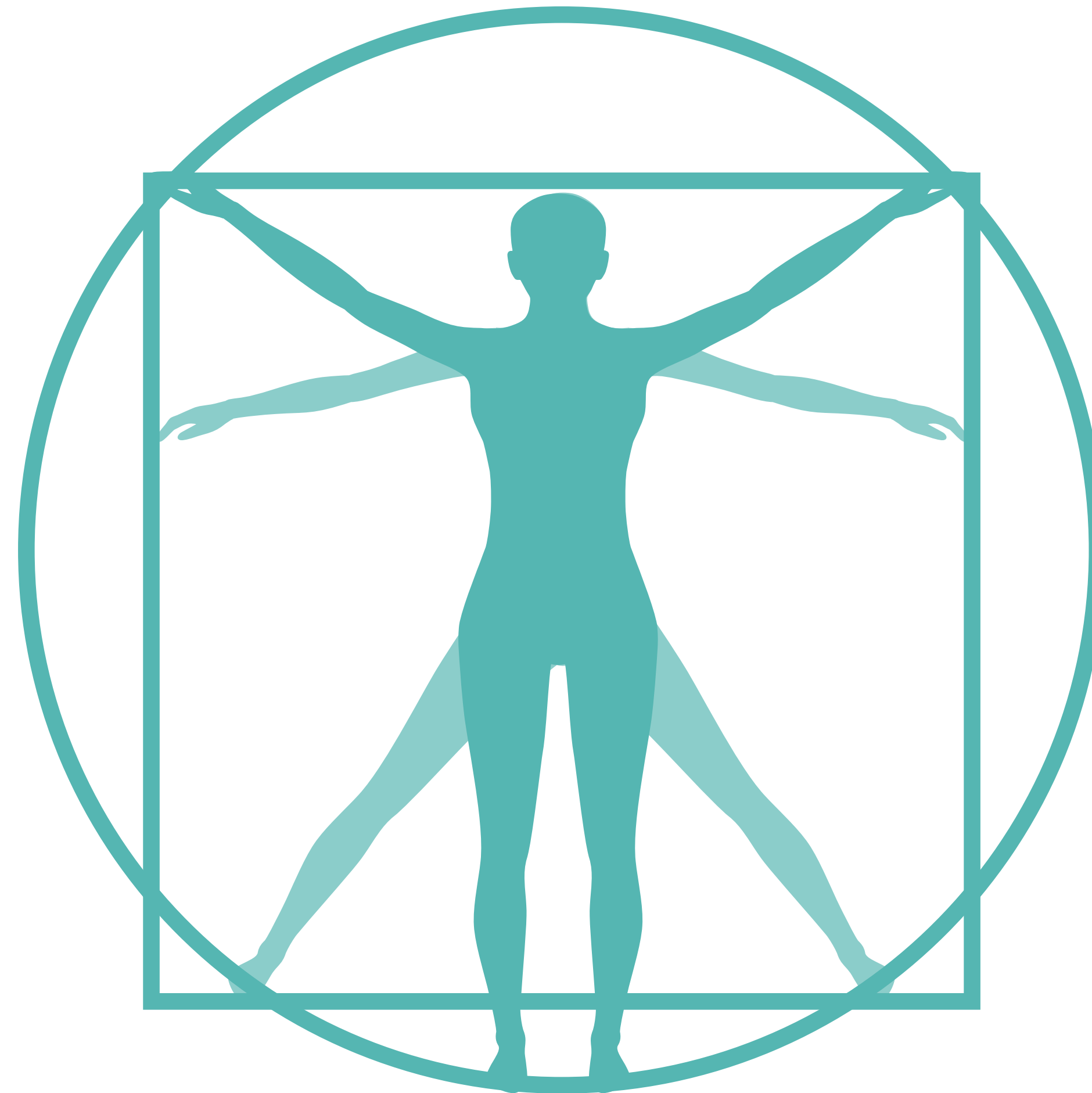
The Missing Human Factor

IT specialist

Client

Back-end user

Front-end user

Employee

Citizen

A sensible digital solution

Key recomendations

INFRASTRUCTURE
ICT infrastructure investment enhancement.

PUBLIC INSTITUTIONS
Introduction of guidelines for software used in the public sector.

DIGITIZATION PROGRAMME
Development of a nationwide digitization programme for both society and economy.

BUSINESS
Creation and development of business platforms with ready-made solutions to implement digitization proces.

GUIDELINES
Creation of good digitization practices' code.

PEOPLE
Human capital investment support.

EDUCATION
Increase the emphasis on future skills in education.

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INSIGHT | **RESEARCH**

THE PARTNER
BR The National Centre
for Research and Development

Skills4tomorrow

How to Build Future Skills
in the Post-Pandemic World

*Humans should not attempt to
compete with machines, but learn to
communicate with them, program
them, specifically and in respect
to their core ethical principles.*

Polish version

English version

IGF 2020 - Internet Governance Forum