



The 2020 Vision – Are Your Team’s Business Skills Ready?

In 2017, the word “disruption” became part of our every day – posts, blogs, articles, conferences, etc. Whether it builds fear or intrigue, it certainly creates an awareness that change is constant.

We try to envision what the new agency will look like and how automation, rapid advancements in IoT, bots, etc. will impact the skills needed for the new agency service team of the future. We can benchmark these off the universal predictions of the top 10 skills needed for jobs in 2020. This is only two years away!

According to the World Economic Forum – here they are:

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

We know for certain that technology will bring tremendous productivity to business. Although, there will be situations and business circumstances or problem solving that require human to human dialogue. The first five seconds of an exchange, such as a conversation with a customer, can make a lasting impression.

Get Ready! A value to your team and to your agency is to begin including skill growth and development of some of the skills in the above list. Pick two for 2018 – set them as learning goals. Provide opportunities for the team member to stretch and apply – keep their skills sharp.

Did you know that your (insert State Association name) is a step ahead? Visit our link: (Insert link) to access proven business skills training that you can use for skill gap or growth training.