



WORKFORCE OUTLOOK 2020: STRATEGIC PLANNING FOR OPERATIONS

The push towards a more automated and AI-driven future is rapidly changing many industries. As a result, there is currently a dramatic shift in demand for skills taking place around the world.

In 2020, operations leaders must take the lead and proactively address the need for agile practices, new technology use cases and a more seamless approach to managing complex environments.

AUTOMATION IS DRIVING DEMAND FOR SPECIFIC WORKFORCE SKILLS:



The strongest growth in demand will be for **technical skills**, the smallest category today, which will rise by 55 percent and by 2030 will represent 17 percent of hours worked, up from 11 percent in 2016.¹

Demand for social and emotional skills such as **leadership and managing others will rise by 24 percent**, to 22 percent of hours worked. Demand for higher cognitive skills will grow moderately overall, but will rise sharply for some of these skills, especially creativity.



2030
Leadership/Management Hours Worked



2030
Physical/Manual Skills Hours Worked

On the other hand, in the age of automation, demand for physical and manual skills, which include general equipment operation, **will drop by 14 percent**, but will remain the largest category of workforce skills in 2030 in many countries, accounting for 25 percent of the total hours worked.¹

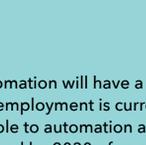
375 MILLION
People Will Need to Shift Occupational Categories and Upgrade Skills



Automation and AI Technologies are projected to create new prosperity and millions of new jobs, but worldwide, as many as 375 million people will need to shift occupational categories and upgrade skills during this transition.¹



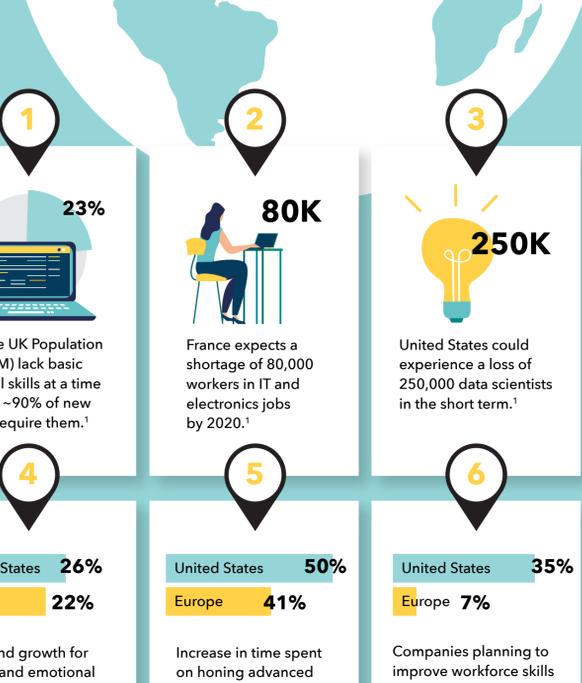
CURRENT
Employment in Back-Office Jobs



PROJECTED 2030
Employment in Back-Office Jobs

The next wave of smart automation will have a sizable impact on the industry: 38 percent of employment is currently in back-office jobs that are more susceptible to automation and which will see a decrease in total hours worked by 2030 of as much as 20 percent.¹

TRENDS AROUND THE GLOBE



1
23%
Of the UK Population (12.6M) lack basic digital skills at a time when ~90% of new jobs require them.¹

2
80K
France expects a shortage of 80,000 workers in IT and electronics jobs by 2020.¹

3
250K
United States could experience a loss of 250,000 data scientists in the short term.¹

4
United States **26%**
Europe **22%**
Demand growth for social and emotional skills between 2016 and 2030.¹

5
United States **50%**
Europe **41%**
Increase in time spent on honing advanced technical skills.¹

6
United States **35%**
Europe **7%**
Companies planning to improve workforce skills only or mainly by hiring.¹

THE PATH FORWARD

The top three areas identified as having the largest skill shortages:¹

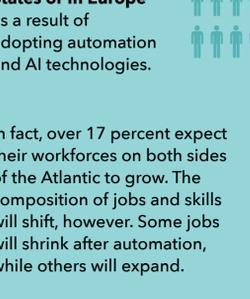


Consider it important to build partnerships with educational institutions for effective retraining

VS.



Planned to retrain internally



About 90 percent of operational survey respondents express that they have "some" or even "significant" responsibility to **help laid-off employees learn new skills or find new jobs.**¹

77%
About 77 percent of operations leaders **expect no net change in the size of their workforces either in the United States or in Europe** as a result of adopting automation and AI technologies.



In fact, over 17 percent expect their workforces on both sides of the Atlantic to grow. The composition of jobs and skills will shift, however. Some jobs will shrink after automation, while others will expand.



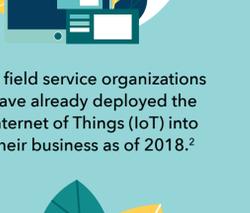
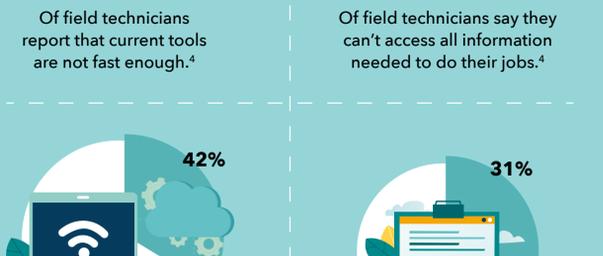
OPERATIONS NEEDS OUT IN THE FIELD

There are now an estimated **20 million field technicians** operating worldwide.²



Top Challenges for Technicians

Most of the resources needed by technicians are available less than half of the time.³



Of field technicians report that current tools are not fast enough.⁴



Of field technicians say they can't access all information needed to do their jobs.⁴



Of field service organizations have already deployed the Internet of Things (IoT) into their business as of 2018.²



Of FSOs are set to deploy IoT in the next 2 years.²

AR/VR tech is set to make headways in field service. 92% of service executives say they need to transform their service models through this new tech; 72% of best-in-class FSOs are more likely to use visual collaboration tools than their peers, and more millennial customers expect this type of immersive service experience.⁵

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To learn more about how we support global operations teams, [click here.](#)

Source:
¹ Shift Automation and the Future of the Workforce, 2018, McKinsey Global Institute.
² Field Service Management (FSM) Market - Growth, Trends, and Forecast (2020-2025), Motodora Intelligence.
³ Discover the Value of Field Service Management Software, Click Software.
⁴ Field Service Software Statistics to Make You Rethink Your Process, Fieldpoint Services Inc.
⁵ Why Augmented Reality is the Future of the Field Service Industry, Field Service News.