

Improving Workers' Resilience in an Era of Digitization

Physical and manual skills	<ul style="list-style-type: none"> • General equipment operation and navigation • General equipment repair and mechanical skills • Craft and technician skills • Fine motor skills Gross motor skills and strength • Inspecting and monitoring skills
Basic cognitive skills	<ul style="list-style-type: none"> • Basic literacy, numeracy, and communication • Basic data input and processing
Higher cognitive skills	<ul style="list-style-type: none"> • Advanced literacy and writing • Quantitative and statistical skills • Critical thinking and decision making • Project management • Complex information processing and interpretation Creativity
Social and emotional skills	<ul style="list-style-type: none"> • Advanced communication and negotiation skills • Interpersonal skills and empathy • Leadership and managing others • Entrepreneurship and initiative-taking • Adaptability and continuous learning • Teaching and training others
Technological skills	<ul style="list-style-type: none"> • Basic digital skills • Advanced IT skills and programming • Advanced data analysis and mathematical skills • Technology design, engineering, and maintenance • Scientific research and development

Source; analysis of hours spent by U.S. workers on tasks requiring certain skills, by McKinsey Global Institute, Skill , May2018

- » An estimated 77% of jobs will require some use of technology by 2020.1
- » Among middle-skill jobs, which represent the majority of jobs in America, 82% already require the use of technologies such as spreadsheets, software programs for medical coding or billing, and digital platforms to track customers and orders.2
- » And 84% of small businesses in the U.S. use at least one digital platform.3

