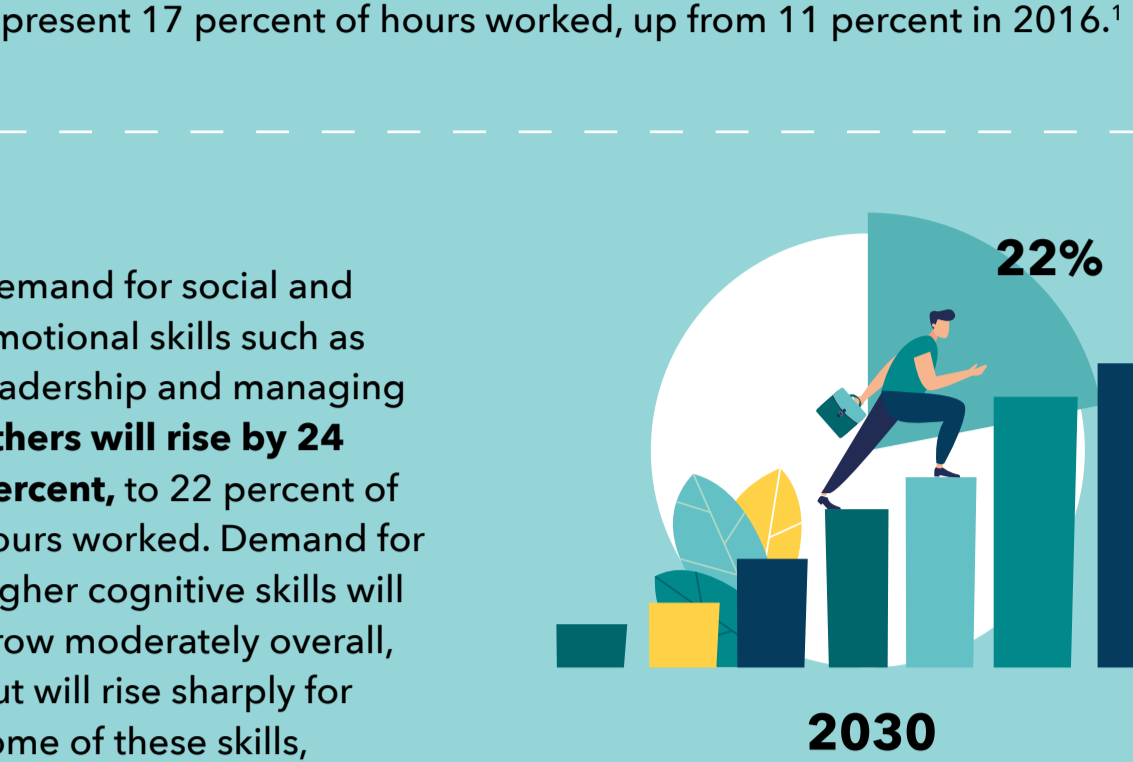


WORKFORCE OUTLOOK 2020: STRATEGIC PLANNING FOR OPERATIONS

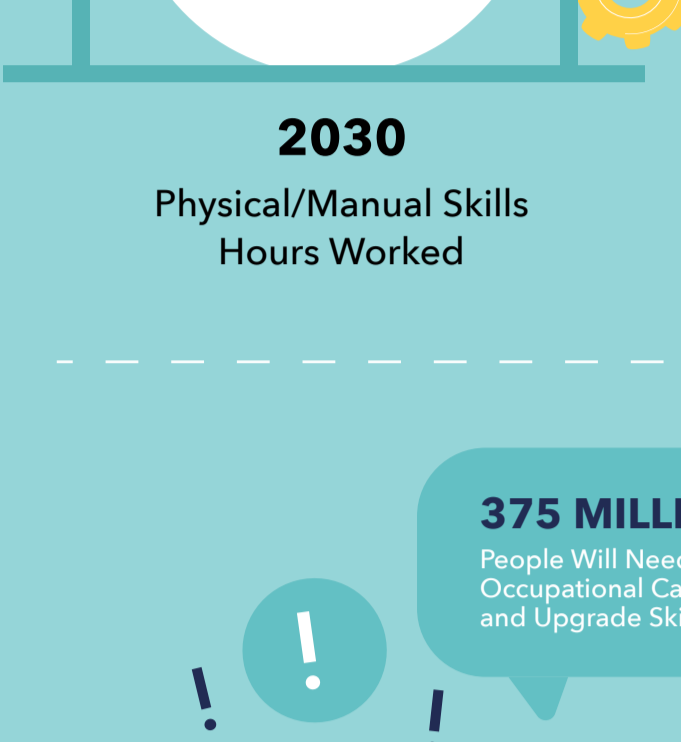
The push towards a more automated and AI-driven future is rapidly changing many industries. As a result, there is currently a dramatic shift in demand for skills taking place around the world.

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:



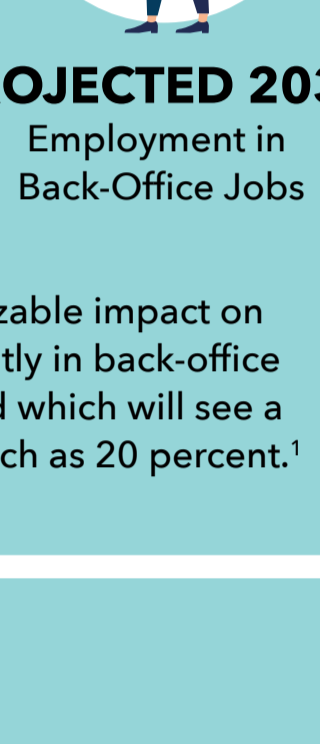
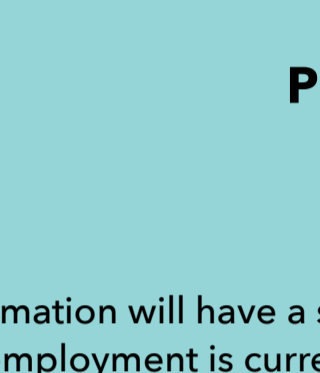
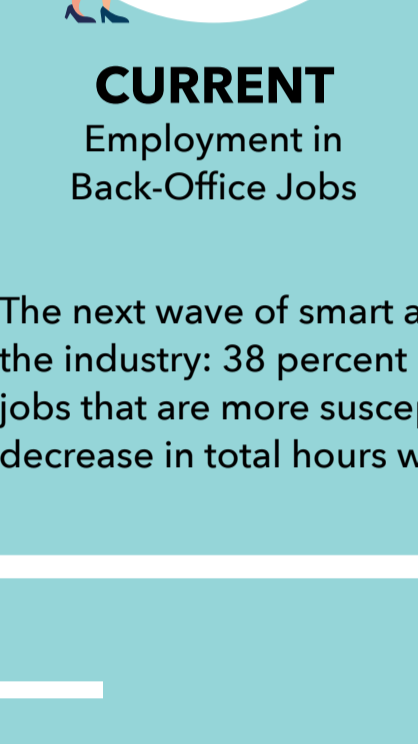
Demand for social and emotional skills such as **leadership and managing others will rise by 24 percent**, to 22 percent of hours worked. Demand for higher cognitive skills will grow moderately overall, but will rise sharply for some of these skills, especially creativity.



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

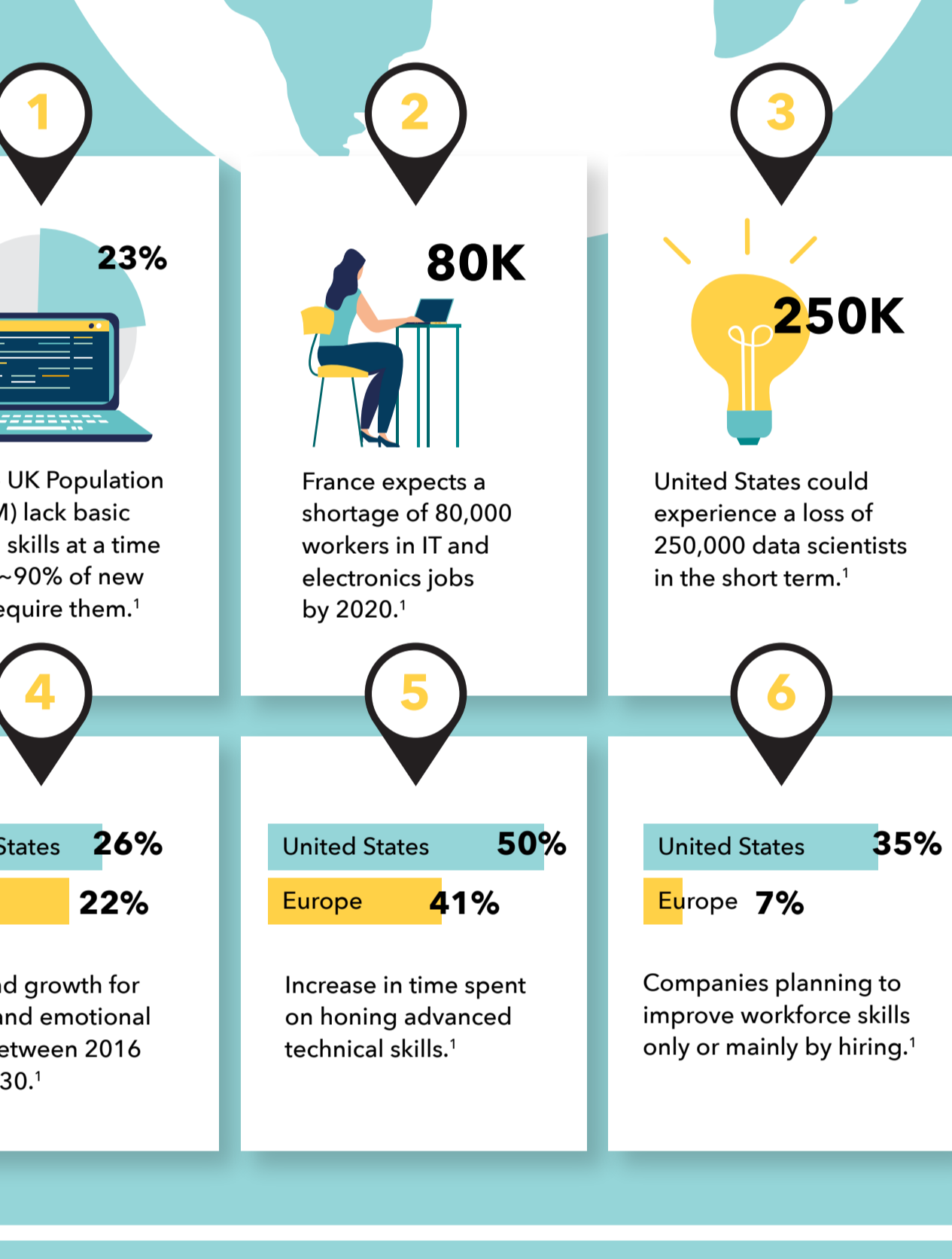


Automation and AI Technologies are projected to create new prosperity and millions of new jobs, but worldwide, as many as 375 million people will need to shift occupational categories and upgrade skills during this transition.¹



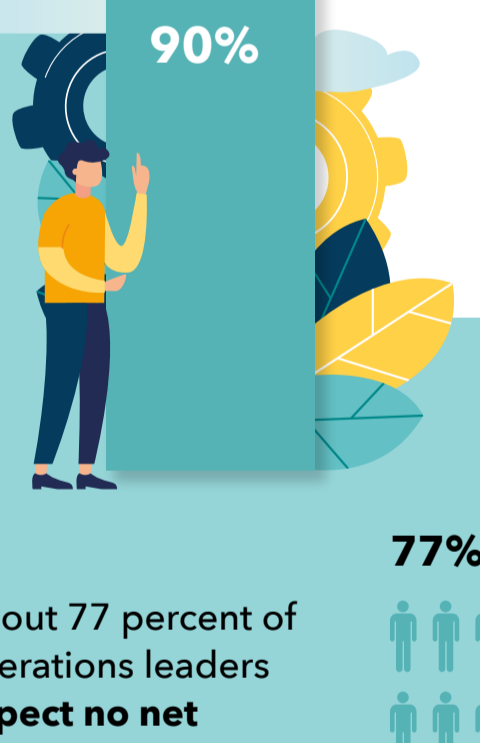
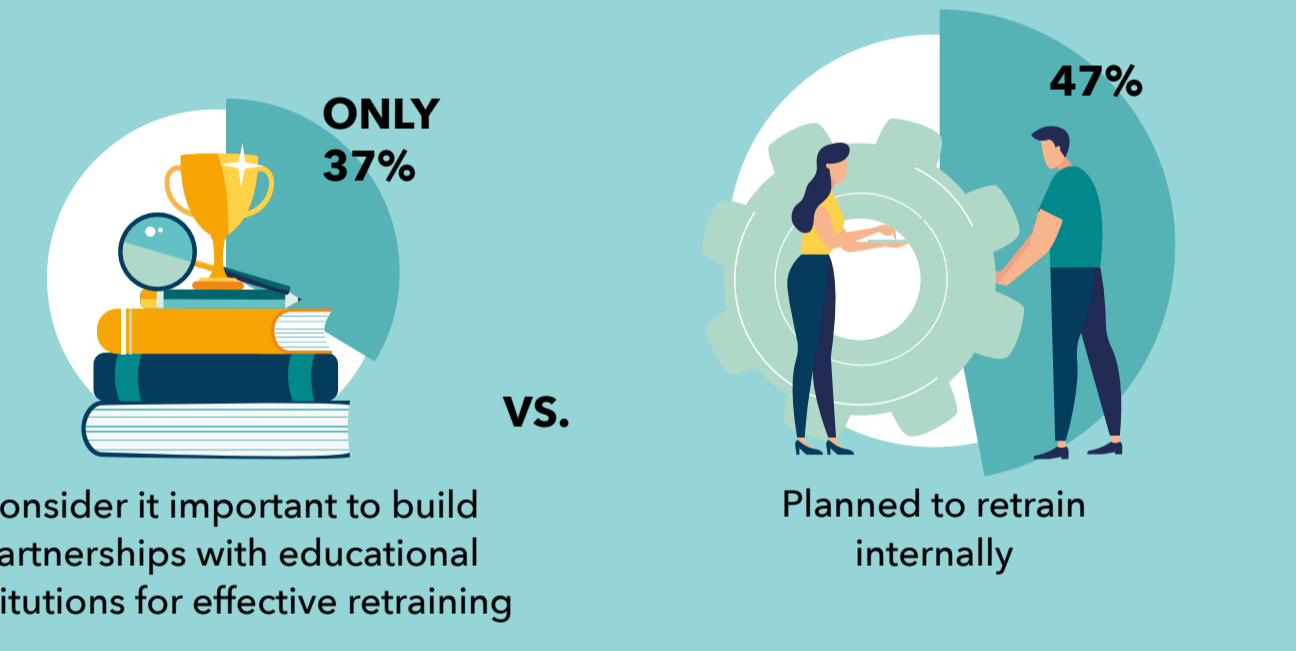
The next wave of smart automation will have a sizable impact on the industry: 38 percent of employment is currently in back-office jobs that are more susceptible to automation and which will see a decrease in total hours worked by 2030 of as much as 20 percent.¹

TRENDS AROUND THE GLOBE



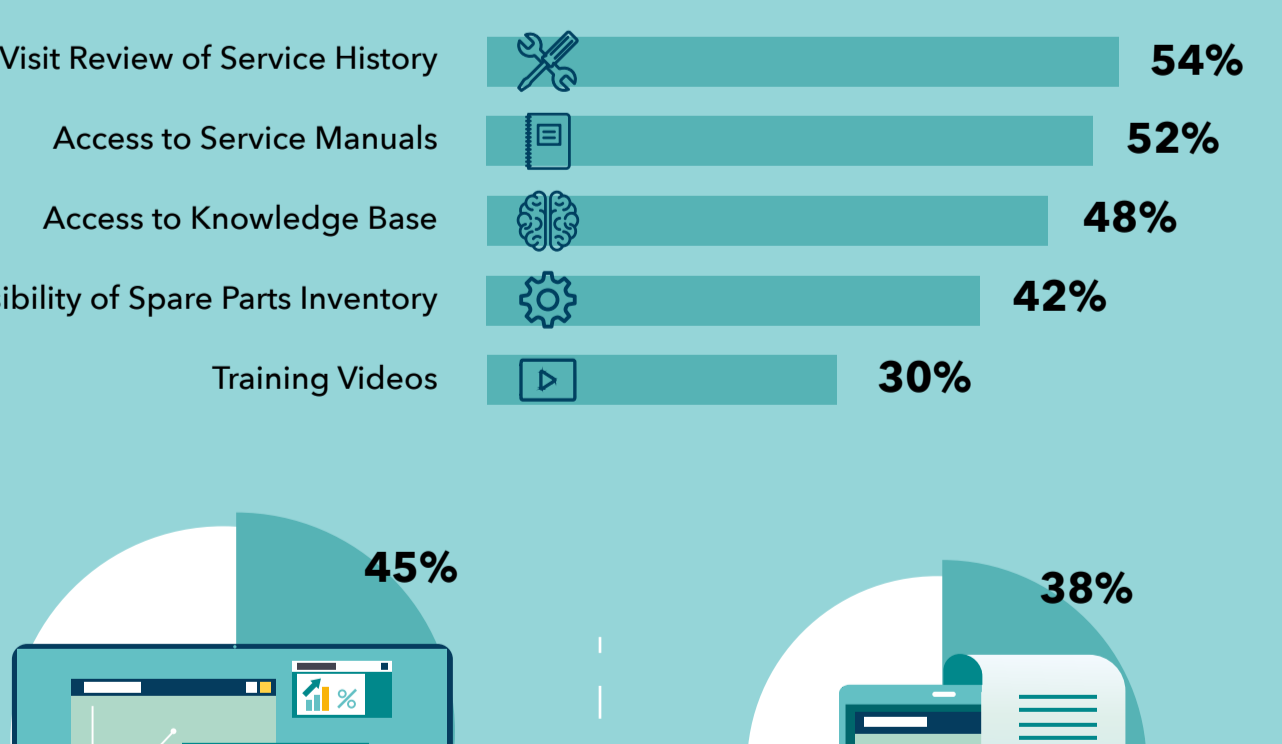
THE PATH FORWARD

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



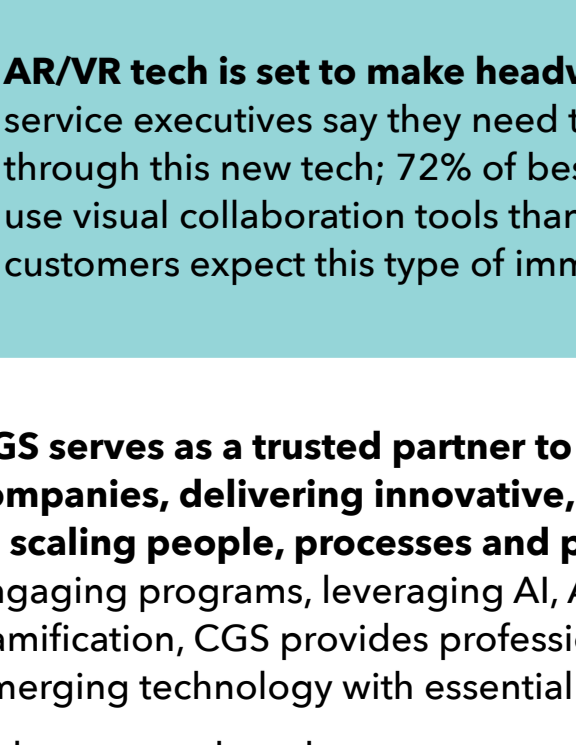
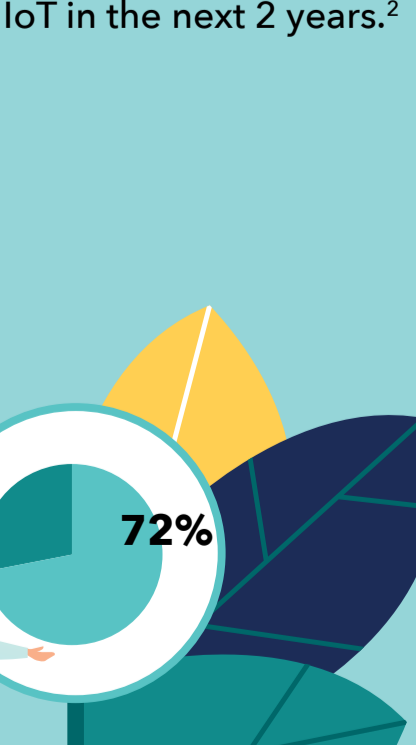
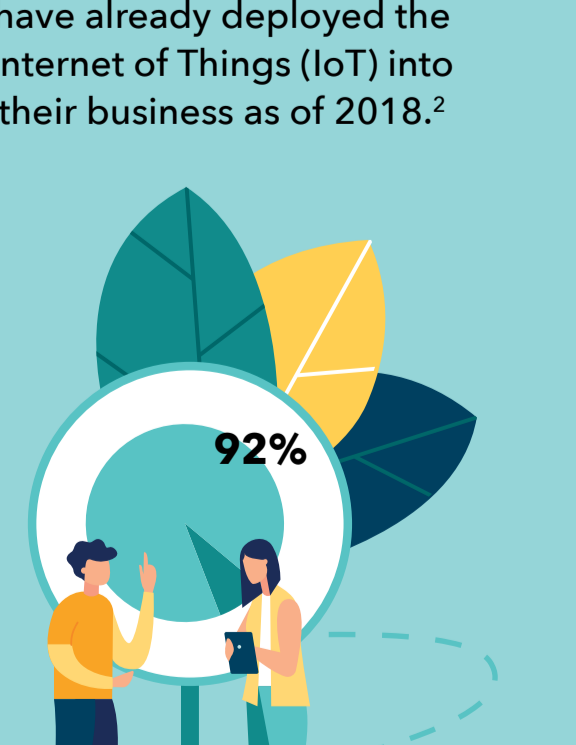
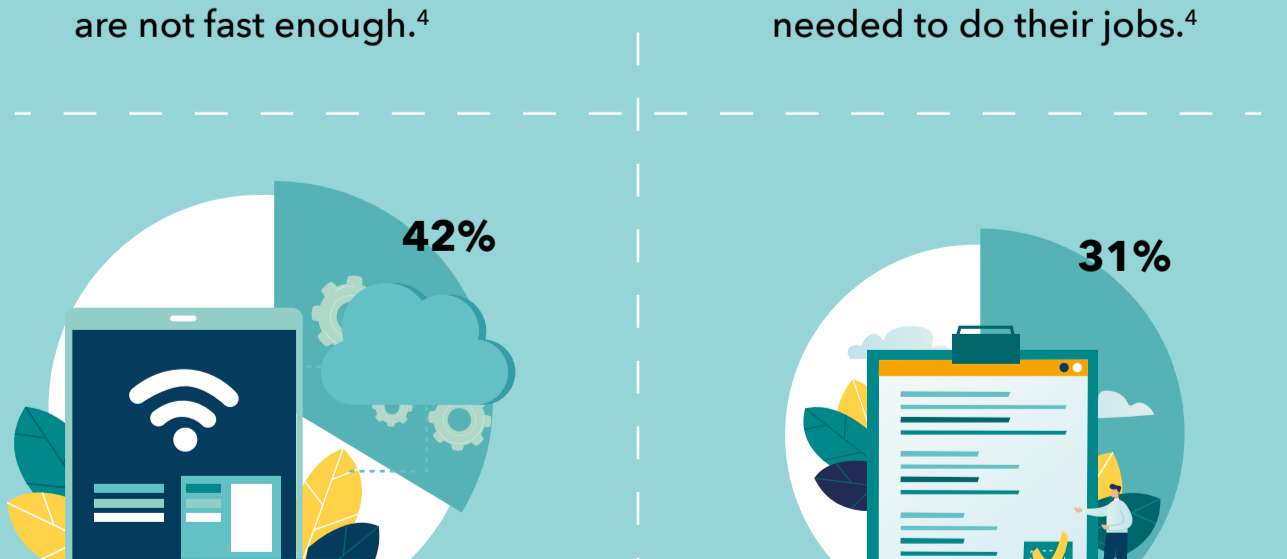
OPERATIONS NEEDS OUT IN THE FIELD

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



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

CGS serves as a trusted partner to many of the world's most dynamic companies, delivering innovative, custom learning solutions essential to scaling people, processes and performance. Through tech-forward engaging programs, leveraging AI, AR/VR, machine learning and gamification, CGS provides professional development solutions, blending emerging technology with essential shoulder-to-shoulder training.

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), Motodor 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.