

# Employee Essential Skills Suite



It is time to future-proof your company by equipping teams and employees to be globally competitive



At least **54%** of all employees will need reskilling and upskilling by 2022.<sup>1</sup>



**87%** of business leaders in Africa are concerned the lack of skills is a threat to business, **45%** are “extremely concerned.”<sup>2</sup>



In parts of Africa, **39%** of skills required for work have changed in just **5 years**.<sup>3</sup>



## Preparing employees and companies for the future of work

To be competitive in a fast-changing and increasingly digitized economy, companies need employees that can adapt to changing needs equipped with the most sought-after skills by companies<sup>4,5</sup> — transferable and interpersonal ‘soft’ skills i.e. communication, collaboration, creative problem solving, adaptability etc. These skills have been proven to achieve high performance at work while having enduring relevance as technologies and technical skills requirements for work evolve.

IREX is a proven leader in training and learning solutions, with a track record of 50 years. IREX’s Employee Essential Skills Suite unlocks employee potential by developing crucial ‘soft’ skills — what we call ‘essential’ skills — while developing a learning-oriented culture to equip teams and organizations to be competitive in a fast-changing future.

Our method is tailored to address organizational needs, while improving employee and organization productivity, adaptability and learning habits. For instance, the Suite has been tailored to strengthen technical, sales, operations and marketing teams’ performances, develop a learning culture, enhance staff satisfaction and team spirit.

## Let us tailor a solution for your specific needs

The Employee Essential Skills Suite is a product with a set of services that can be tailored for delivery for company professional development needs. The delivery can include any combination of the following training and learning products while prioritizing tailor-made solutions that can be delivered virtually or in-person.

- 1. Talent Learning Diagnostic** assesses employee professional development needs and provides data to inform the human capital and professional development investment decisions of managers and leaders.
- 2. Tailored Learning Modules** provides hands-on practical learning experiences focused on IREX’s Essential Skills necessary for workplace success (identified by employers & the latest research)<sup>4,5</sup>

<sup>1</sup> World Economic Forum. (2019). Towards a Reskilling Revolution: Industry-Led Action for the Future of Work. <https://www.weforum.org>

<sup>2</sup> PricewaterhouseCoopers (2019). 22nd Annual Global CEO Survey. PricewaterhouseCoopers. Available at: <https://www.pwc.com/gx/en/ceo-survey/2019/report/pwc-22nd-annual-global-ceo-survey.pdf>

<sup>3</sup> Samans, R. and Zahidi, S. (2017). The Future of Jobs and Skills in Africa: Preparing the Region for the Fourth Industrial Revolution. [www.weforum.org](http://www.weforum.org)

<sup>4</sup> Jenkins, R. (2019). This Is the Most In-Demand Skill of the Future. Inc.com <https://www.inc.com/ryan-jenkins/this-is-most-in-demand-skill-of-future.html?cid=hmsub3>

<sup>5</sup> Gray, A. (2019). The 10 skills you need to thrive in the Fourth Industrial Revolution. World Economic Forum. Available at: <https://www.weforum.org/agenda/2016/01/the-10-skills-you-need-to-thrive-in-the-fourth-industrial-revolution/>

- 3. Power Learning Strategy & Tools** equip employees to become ‘power learners’ who can be self-reliant to quickly adapt and learn as skills needs and job requirements shift within a rapidly changing workplace.
- 4. Employee-Driven Learning Culture** strategies and a training for employees (and/or Human Resources staff) to lead and cultivate a learning and development culture through activities, peer learning and more.

## A Case Study: Results for employees and the company



The Suite was developed based on a training approach that has been implemented in 18 countries. It was then tailored and implemented for an Agri-tech startup headquartered in Nigeria with operations in 10 countries across Africa and Asia. It produced the following results:

### Results for employees:

**Employees showed statistically significant gains** in all Essential Skill areas the tailored modules focused on: Communication, Empathy, Collaboration, Adaptability, Problem Solving, Problem Analysis

“ [Employee] skills were nascent before and now they show maturation.   
 - Manager ”

“ Staff are now more proactively asking clarifying questions and asking for feedback ”

### Results for teams and the company:

**Trained employees led a learning initiative based on the Power Learning approach over 6 months.**

As a result of her experience with the Employee Skills Suite, the manager at HQ said:

“ Learning together improves employee satisfaction, enhances collaboration & builds team spirit   
 - Leader ”

A manager is already leading learning efforts modeled after strategies from the Suite.

“ I now prioritize hiring managers with a passion to ‘develop people’ because I recognize the need to invest in our staff. ”

**100% of employees reported that they intentionally applied the skills in their work after the training.** This is in contrast to in improved productivity, adaptability and collaboration.

“ The skills are showing up during projects. [For example, A] is now anticipating challenges, adapting to & resolving these challenges.   
 - Manager ”

“ When key staff apply the skills, most staff are impacted by improved processes and tools that help the team run smoothly and effectively   
 - Manager ”

“ When I learnt of problem analysis and applied it, my debugging rate increased as a developer.   
 - Employee ”

“ [My applying a skill] has improved a workflow [for customer shipments at Hello Tractor]   
 - Employee ”

**80%** of trainees rated **improved productivity** as the most likely organizational impact from improved skills and skills application to work.

 Communication	<i>Improved responsiveness and results for customers</i>
 Collaboration	
 Higher order Thinking	<i>Solutions for product and customer needs</i>
 Adaptability	<i>Efficient finance and organizational processes</i>
 Communication	<i>Efficiency through clarity of roles</i>

## IREX's 'Essential' Skills

The Employee Essential Skills Suite focuses on the enduring and transferrable “Essential” Skills necessary for success in the workplace.

 Skills of mind		 Skills of a team player		 Skills for the future	
 Higher order Thinking	 Communication	 Collaboration	 Adaptability	 Resilience	
 Empathy	 Entrepreneurial Thinking	 Positive Self-Concept	 Interdisciplinarity	 Inclusiveness	