Navigating the
Reskilling Revolution:

TOP 10

TECH AND
SOFT SKILLS
IN 2018

Udemy
for Business

The reskilling revolution is here.

Are you ready?

We're on the verge of experiencing the largest job transition since the shift from agriculture to manufacturing jobs during the Industrial Revolution. While this previous transition took over 100 years, the current shift to a more automated and digitized workplace is happening at a much faster pace. Organizations must cope with this rapid change by launching sustained efforts to reskill their workforce.

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> # "Businesses will be on the frontlines of the workplace as it changes."[1]

70% of executives at large companies (more than $500 million in annual revenues) see technological disruption over the next 5 years affecting **more than a quarter of their workforce.**[1]

90%
of companies know digital disruption is around the corner.

YET ONLY

44%
are adequately preparing for it.[2]

1. McKinsey Global Institute, "Jobs Lost, Jobs Gained: Workforce Transitions in a Time of Automation," McKinsey & Company, December, 2017.
2. "2016 Digital Business Global Executive Study," MIT Sloan Management Review and Deloitte University Press, 2016.

Udemy for Business

Prepare your business for disruption

How can you prepare your workforce and business for disruption? How do you anticipate the skills your employees will need?

To help guide your reskilling programs, we provide the hot new skills trending on our Udemy platform of **20+ million** learners worldwide.

Udemy
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IN THIS REPORT, YOU'LL DISCOVER:

The top 10 tech skills, IT skills, and soft skills trending in 2018

New disruptive technologies to keep an eye on

The skills you'll need to keep your business up to speed

5 steps to prepare your employees for the future of work

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The Skills of Tomorrow

Udemy
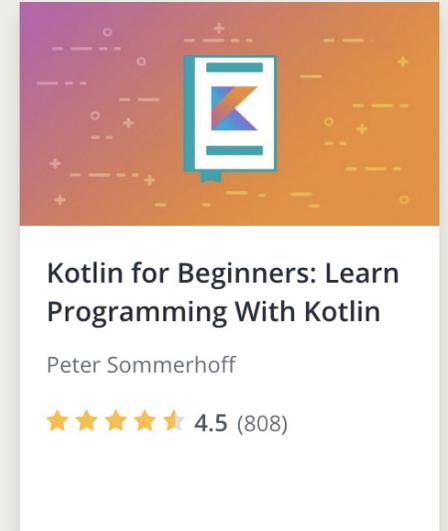for Business

I

2018 TOP 10

Tech Skills

Based on analyzing the skills 20+ million people are learning on Udemy and Udemy for Business, we can spot hot tech skills that are trending. Here are the 10 fastest-growing tech skills in 2018 to keep an eye on to stay ahead of the game.

1	Kotlin
2	Neural Networks
3	Project Management
4	Apache Kafka
5	GraphQL
6	Chef Software
7	Microsoft Certification
8	Artificial Intelligence
9	Ethereum and Blockchain
10	Robotic Process Automation

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Tech Skills

1 Kotlin

New programming language Kotlin helps streamline Android app development. Kotlin v1.0 was released in February 2016 as an alternative to Java for Android app development. On our Udemy platform, learning on Kotlin courses spiked by 95x last year, making it the #1 hot tech skill for 2018.

Java is an older language, verbose, error-prone, and has been slow to modernize. Kotlin is a new modern, sophisticated programming language that simplifies and streamlines the Android development process. Once Kotlin was released in 2016, two Kotlin courses started trending on Udemy. When Google announced formal support for Kotlin in May 2017, 29 more courses were published (5 in May alone) and consumption of Kotlin courses skyrocketed.

Kotlin for Beginners: Learn Programming With Kotlin

Peter Sommerhoff

★★★★½ **4.5** (808)

Popular course on Udemy

Kotlin for Beginners: Learning Programming with Kotlin

READ MORE Kotlin vs Java: 9 Benefits of Kotlin for Your Business

Udemy for Business

2 Neural Networks

Neural networks, also known as Deep Learning, are pushing computing power into a new frontier. As the second most popular skill, we saw a 58x growth rate of neural network learners last year on Udemy and expect this skill to continue to be in-demand in 2018.

Driving autonomously through busy streets or recognizing human emotions through facial expressions is made possible by a new type of computer simulation based on the structure of the human brain. Artificial neural networks simulate neuron-like connections and mimic how the human brain processes, stores, and acts on information.

The power of neural networks can be leveraged for just about every industry—from online retail (shopping cart analysis) and finance (credit card fraud prevention) to sports (winning games), healthcare (disease prevention), and agriculture (managing crops).

READ MORE   Neural Network and AI Skills: What Your Business Needs to Know

Deep Learning A-Z™: Hands-On Artificial Neural...

Kirill Eremenko, Hadelin de Pontev...

★★★★⯪ **4.5** (11,088)

Popular course on Udemy

Deep Learning A-Z: Hands-on Artificial Neural Networks

Udemy for Business

3 Project Management

On our Udemy platform, we saw a 42x uptick in learners taking Certified Associate Project Management(CAPM) courses, making it the 3rd most in-demand skill. Certified Associate in Project Management (CAPM) is a certification course that teaches the essentials of effective project management. It is a critical first stepping-stone for entry-level project manager roles.

Project management is a rapidly growing profession. 87.7 million project managers will be needed by 2027, and qualified talent is in huge demand, according to the Project Management Institute.[3] This talent shortage in project management skills poses risks for companies. Failure to anticipate this projected demand could result in a loss of $207.9 billion in gross domestic product through 2027.

READ MORE   10 Essential Project Manager Skills

3. Project Management Institute, "Project Management Job Growth and Talent Gap 2017-2027," May, 2017.

CAPM Exam Prep: Earn Your CAPM Certification

Joseph Phillips

★★★★★ **4.7** (2,552)

Popular course on Udemy

CAPM Exam Prep: Earn your CAPM Certification

Udemy for Business

4 Apache Kafka

Apache Kafka is a distributed streaming platform that enables companies to create real-time data feeds. It's used by companies like Uber, Twitter, Airbnb, Yelp, and over 30% of today's Fortune 500 companies. For example, by integrating diverse kinds of data such as likes, page clicks, searches, orders, shopping carts, and inventory, Apache Kafka can help feed data in real time into a predictive analytics engine to analyze customer behavior.

We saw a 40x growth in demand for Apache Kafka courses on Udemy last year, making it the 4th hot tech skill for 2018. Apache Kafka-related questions[4] on Google Search and tech forums like StackOverflow and Github have also skyrocketed in recent years—signaling a trending hot topic.

Apache Kafka's ability to integrate and synthesize valuable data can be a differentiator for businesses as they seek to innovate and stay one step ahead of competitors. But it's not just for internet startups; traditional large enterprises are also starting to take note of its advantages.

READ MORE   4 Key Benefits of Apache Kafka for Real-Time Data

Apache Kafka Series - Learn Apache Kafka for Beginners

Stephane Maarek

★★★★⯪ **4.5** (2,987)

Popular course on Udemy

The Apache Kafka Series: Apache Kafka for Beginners

4. "The Rise and Rise of Apache Kafka," RedMonk Blog, February 4, 2016.

Udemy
for Business

5 Graph QL

GraphQL is a data query language developed internally by Facebook in 2012 to improve mobile app performance. Almost every application pulls data from a remote data source such as a server. As mobile apps become more complex and data-rich, GraphQL optimizes mobile performance by redesigning data-fetching or how data is retrieved from servers to update mobile apps and webviews.

GraphQL was publicly released in 2015 and provides an alternative to REST and ad-hoc web service architectures. Demand for GraphQL courses on our Udemy platform grew by 39x last year, making it the 5th hot tech skill to pay attention to in 2018.

GraphQL with React: The Complete Developers Guide

Stephen Grider

★★★★⯪ **4.7** (3,037)

Popular course on Udemy

GraphQL with React: The Complete Developer's Guide

READ MORE   **Graph vs REST: 4 Benefits of GraphQL**

Udemy
for Business

Tech Skills

6 Chef Software

Chef Software helps automate the management of IT infrastructure like physical servers or the cloud. Chef is a configuration management tool that ensures the files and software on a machine are present, configured correctly, and working properly. When you have one server or even fifteen, it's possible to configure them manually, even though it might be time-consuming. But if your IT infrastructure scales to thousands, it becomes easier to rely on Chef or other third party software to help automate the management process.

Many companies use Chef to control and manage their infrastructure, so it's not surprising Chef is the 6th most popular tech skill in 2018, with demand for Chef software courses on our Udemy platform growing by 35x last year.

Chef Fundamentals: A Recipe for Automating...

Robin Beck, Chef Software

★★★★⯪ **4.5** (1,271)

Popular course on Udemy

Chef Fundamentals: A Recipe for Automating Infrastructure

Udemy
for Business

Tech Skills

Microsoft Azure

7 Microsoft Certification

Microsoft certification courses on Azure, SQL Server, Windows Server and Microsoft Office (Excel, Word, Outlook, and Powerpoint) continued to be popular skills. Demand for Microsoft certification courses grew by 34x on our Udemy platform, making it the 7th in-demand skill for 2018.

70-532 Developing Microsoft Azure Solutions...

Scott Duffy, Software Architect

★★★★ 4.3 (3,241)

Popular course on Udemy

Developing Microsoft Azure Solutions Certification

Udemy
for Business

8 Artificial Intelligence

Closely related to neural networks, artificial intelligence is the 8th hot tech skill for 2018—with learners mastering artificial intelligence on Udemy expanding by 31x this past year.

Artificial intelligence (AI) is considered the most important technological innovation of our era. AI makes it possible for machines to learn from experience. AI enables computer systems to perform tasks that require human intelligence like speech recognition, visual recognition, chess-playing, or self-driving cars.

The speed in which AI technology has improved in accuracy and effectiveness in just the last few years makes it possible to use in many industries. AI can help scan images and detect cancer with better accuracy than humans or analyze patterns on PayPal to catch out money launderers. The applications for AI in business are endless, and we've only scratched the surface.

READ MORE Neural Network and AI Skills: What Your Business Needs to Know

Artificial Intelligence A-Z™: Learn How To Build An AI

Hadelin de Ponteves, Kirill Eremen…

★★★★½ **4.3** (5,023)

Popular course on Udemy

Artificial Intelligence A–Z: Learn How to Build an AI

Udemy for Business

9 Ethereum and Blockchain

Ethereum is an open software platform based on blockchain technology. Blockchains are a ledger of transactions that are recorded as "blocks," time-stamped, and unalterable. Blockchains are designed so that data cannot be altered retroactively, making it more resistant to fraud or tampering. Ethereum blockchains are used by developers to build and deploy decentralized applications that are not controlled by any individual or central entity.

Similar to Bitcoin blockchains, which provide a peer-to-peer electronic cash system that enables online Bitcoin payments, Ethereum blockchains can run code on any decentralized application for managing records or transactions like voting records, bank loans, medical records, or regulatory compliance.

These decentralized applications are more resistant to corruption, tampering, and hacking as third parties cannot make changes to data, and no individual is involved in running the system. Ethereum has the potential to disrupt all kinds of industries from finance and insurance to real estate.

On our Udemy platform, we noticed a 20x uptick in demand for Ethereum courses last year, making it the 9th hot tech skill in 2018. Popular course: Ethereum BlockChain Developer: Build Projects Using Solidity. Expect to hear more about Ethereum in 2018 and beyond.

Ethereum and Solidity: The Complete Developer's...

Stephen Grider

★★★★★ 4.7 (3,816)

Popular course on Udemy

Ethereum and Solidity: The Complete Developer's Guide

READ MORE   Don't Get Disrupted: Blockchain Skills Your Business Needs for Success

Udemy for Business

10 Robotic Process Automation

Much in the same way that physical robots have revolutionized the manufacturing industry, software robots are now capable of having a similar impact in the white-collar business world.

Robotic Process Automation (RPA) simply means using modern process automation tools to quickly and reliably replicate how human beings perform routine daily office work on Microsoft Excel & Word documents, web applications, CRMs, desktop apps, APIs, databases, and Citrix terminals.

Equipping fewer existing workers with software robots that can perform their most mundane tasks can dramatically increase the amount of work completed while simultaneously reducing errors and rework to almost zero. Robotic Process Automation can augment human workers, free them from mundane work, and allow them to focus on more creative, collaborative, and strategic work.

READ MORE   Automation Skills Your Workforce Needs Today

Robotic Process Automation - RPA Overview

Bryan Lamb

★★★★½ **4.4** (609)

Popular course on Udemy

Robotic Process Automation Overview

Get the latest online courses on the hottest tech skills for your workforce.

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II

2018 TOP 10

Soft Skills

Soft skills are on the rise, but which soft skills matter the most? We took a look at what 20+ million people are learning on Udemy to find out the 10 fastest-growing soft skills trending in 2018.

1	Manager Training
2	Emotional Intelligence
3	Business Writing
4	Focus Strategies
5	Personal Development
6	Presentation and Public Speaking
7	Negotiation
8	Stress Management
9	Customer Service
10	Interviewing Skills

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for Business

Soft skills are on the rise

77% of employers feel that soft skills are more important than hard skills.[5] Why is that? Soft skills are on the rise for many different reasons. Employees increasingly demand positive workplace cultures built on collaboration and respect. Always-on social media means treating customers with white gloves goes a long way. Treating them with punching gloves can destroy your brand in 24 hours. As a result, today's customer-facing employees need to master communication, listening, and empathy.

Finally, as more processes and jobs become automated, soft skills are what differentiates humans from robots. With 82% of business leaders saying human-robot teams will be a reality in 5 years, soft skills—like subtle communication and creativity—are what's going to matter in these hybrid roles.[6] In other words, let the robot input the data and crunch it, while the human collaborates with his colleagues on how these data insights can be applied to the business. Negotiation, public speaking, and collaboration skills are going to count more than ever.

77%
of employers feel that soft skills are more important than hard skills.[5]

82%
of business leaders say human-robot teams will be a reality in 5 years. Soft skills will matter in these new hybrid roles.[6]

5. SkillSurvey, "The Rise of Soft Skills and Why They Matter Now," Infographic.
6. Dell Technologies, "Realizing 2030: A Divided Vision of the Future."

Udemy
for Business

1 Manager Training

Leadership and manager training has always been a critical soft skill and it continues to top the list. Research has shown good managers make a huge difference in employee engagement, productivity, and retention. According to Culture Amp employee feedback data, organizations with great managers and great leaders results in 89% of employees feeling committed to staying at a company.[7] With collaborative workplace cultures valued by employees, angry bosses are no longer the norm. Millennials are also now moving into new manager roles and require leadership training. So it's not surprising that employees are busy honing their managerial skills on **Udemy** and **Udemy for Business** with courses like **Management Skills: Productivity, Strategy, Leadership & More**.

Management Skills: Productivity, Leadership,...

Davis Jones, MBA, Eazl Publishing, ...

★★★★½ **4.3** (659)

Popular course on Udemy

Management Skills: Productivity, Strategy, Leadership & More

Udemy for Business

2 Emotional Intelligence

Emotional Intelligence (EQ) comes in second as the fastest-growing soft skill on Udemy in 2018. In addition to being a key skill in creating more collaborative workplace cultures, research also demonstrates that employees with higher EQ like empathy, communication, and people skills are more successful, particularly in fields like sales, customer service, or management. For example, sales agents with high emotional competencies at a national insurance company sold policies worth an average of $114,000 versus those agents with weaker EQ who sold only an average of $54,000. Emotional Intelligence matters to both culture and performance and employees are busy mastering this skill with courses like **The 21-Day Crash Course in Emotional Intelligence**.

21 Day Crash Course in Emotional Intelligence

Dr. Patricia Thompson

★★★★☆ **4.2** (289)

Popular course on Udemy

The 21-Day Crash Course in Emotional Intelligence

Udemy
for Business

Soft Skills

3 Business Writing

What is the top skill missing in recent college graduates? 44% of managers reported that writing was the skill most college grads lacked.[8] With the rise of email and social media communication channels in the workplace, strong writing skills have become a must-have for everyone. Business writing, in particular, requires a concise and persuasive writing style that is often not taught at school. On Udemy, business writing is the third most sought-after soft skill trending in 2018 with popular courses like **Writing with Impact: Writing that Persuades**.

Writing With Impact: Writing That Persuades

Clare Lynch

★★★★½ **4.5** (1,930)

Popular course on Udemy

Writing with Impact: Writing that Persuades

8. PayScale, "2016 Workforce Skills Preparedness Report," 2016.

Udemy for Business

4 Focus Strategies

Our recent **Udemy 2018 Workplace Distraction Report** found that nearly 1 in 4 workers believe they're more distracted now than in previous years. The top causes of distraction include chatty coworkers (80%), office noises (70%) and social media (56%).[9] With the rise of social media and open office plans, employees are increasingly distracted at work, and it's hurting their productivity. It's not surprising that the 4th hot soft skill trending on our Udemy platform is mastering focus strategies. This includes courses like **The Power of Focus: Boost Your Brain**.

The Power Of Focus: Boost Your Brain

Gregory Caremans - Brain Academy

★★★★⯨ 4.4 (308)

Popular course on Udemy

The Power of Focus: Boost Your Brain

9. Udemy, "2018 Workplace Distraction Report," 2018.

Udemy
for Business

Soft Skills

5 Personal Development

Related to focus strategies, we also saw more learners striving to improve their entire life, not just their work life. Personal development, which includes improving self-esteem, motivation, or personal happiness ranks as the 5th hot soft skill in 2018. Organizations should take note and offer learning that helps develop their employees holistically as these soft skills no doubt benefit the workplace as well. A popular course in this category includes **Master Your Brain: Neuroscience for Personal Development**.

Master your brain: Neuroscience for personal...

Gregory Caremans - Brain Academy

★★★★ **4.5** (1,428)

Popular course on Udemy

Master Your Brain: Neuroscience for Personal Development

Udemy for Business

6 Presentation and Public Speaking

Always an important workplace skill, presentation, and public speaking skills rank as the 6th hot soft skill trending on Udemy. Employees aren't just learning how to speak well to a large crowd, but how to better connect with their audience and how to present their case more persuasively. A popular course includes **The Complete Presentation and Public Speaking Course**.
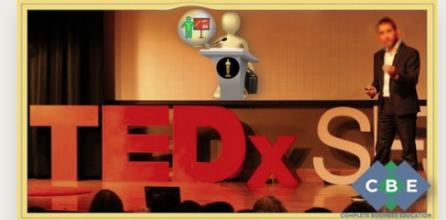
The Complete Presentation and Public Speaking/Spee...

Chris Haroun, Complete Business ...

★★★★ 4.3 (3,054)

Popular course on Udemy

The Complete Presentation and Public Speaking Course

Udemy
for Business

Soft Skills

7 Negotiation

In increasingly collaborative workplaces, negotiation has become an important skill as consensus-driven decision-making has replaced more traditional top-down management styles. As a result, every employee must master the art of negotiation and learn how to both advocate and compromise whether it's a new project they're proposing or agreeing on the team's goals for the quarter. Negotiation skills are the 7th hot skill on our Udemy platform in 2018 with popular courses like **Successful Negotiation: Master Your Negotiation Skills**.

Successful Negotiation: Master Your Negotiating...

Chris Croft

★★★★⯪ **4.5** (1,305)

Popular course on Udemy

Successful Negotiation: Master Your Negotiation Skills

Udemy for Business

Soft Skills

8 Stress Management

Our **Udemy 2017 Workplace Stress Study** found that 52% of workers are feeling more stressed than they were a year ago.[10] While workplace stress in the form of deadlines or tough managers has always been an issue, more recently, our study found fears of automation and the rapid pace of change are also adding more stress for workers. Stress is also a well–known damper on both innovation and productivity in humans. As a result, organizations are increasingly offering wellness programs to help employees manage their stress and anxiety at work. Stress management was the 8th hot soft skill trending our Udemy platform, and popular courses include **Stress Management: 40 Easy Ways to Deal with Stress**.

Stress Management: 40+ easy ways to deal with...

Gregory Caremans - Brain Academy

★★★★ 4.4 (305)

Popular course on Udemy

Stress Management: 40 Easy Ways to Deal with Stress

10. Udemy, "2017 Workplace Stress Study," 2017.

Udemy for Business

9 Customer Service

A successful customer service team builds authentic and trusting relationships with your customers, turning them into natural advocates of your brand. Customer service matters to your company's bottom line. 78% of customers have bailed a transaction or not purchased because of poor service experience.[11] Organizations recognize the importance of great customer service and are equipping customer service teams with the soft skills they'll need to succeed—from listening skills to empathy. Customer service is the 9th hot soft skill in 2018 with popular courses like **Brilliant Customer Service: How to Impress Your Customers**.

Brilliant Customer Service: How to Impress your...

Lecturio GmbH

★★★★⯪ **4.4** (287)

Popular course on Udemy

Brilliant Customer Service: How to Impress Your Customers

11. HelpScout, "75 Customer Service Facts, Quotes, & Statistics."

Udemy for Business

Soft Skills

10 Interviewing Skills

Finally, with the tight labor market and growing job openings, interview skills rank as the 10th hot skill to have in 2018. Both sides of the interview table are busy brushing up on their skills—whether it's improving how to conduct an interview and identify good candidates or how a potential hire can ace an interview. A popular course includes: **Interviewing Skills: How to Interview and Hire the Best**.

Interviewing Skills: How to Recognize & Hire The Best

Mark Fiveman

★★★★ **4.4** (234)

Popular course on Udemy

Interviewing Skills: How to Interview and Hire the Best

Get the latest online courses on the hottest soft skills for your workforce.

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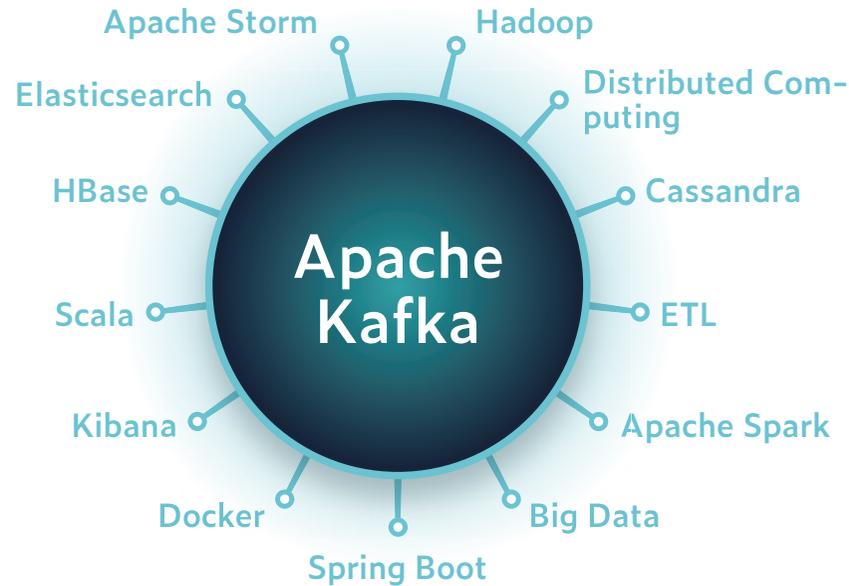
III

2018 TOP 10

IT Skills

Whether it's automating your IT infrastructure or enhancing your cybersecurity, here are the top 10 IT-specific skills trending on our Udemy platform.

1	Apache Kafka
2	Graph QL
3	Chef Software
4	GNS3
5	Kubernetes
6	Amazon Web Services (AWS)
7	LPIC
8	Splunk
9	Microsoft Azure
10	AWS Lambda

Udemy
for Business

1 Apache Kafka

Apache Kafka is a distributed streaming platform that enables companies to create real-time data feeds.

What people learn next

Apache Storm · Hadoop · Elasticsearch · Distributed Computing · HBase · Cassandra · Scala · **Apache Kafka** · ETL · Kibana · Apache Spark · Docker · Spring Boot · Big Data

Apache Kafka Series - Learn Apache Kafka for Beginners

Stephane Maarek

★★★★½ **4.5** (2,987)

Popular course on Udemy

The Apache Kafka Series: Learn Apache Kafka for Beginners

Udemy for Business

IT Skills

2 Graph QL

Graph QL is a data query language that improves mobile app performance.

What people learn next
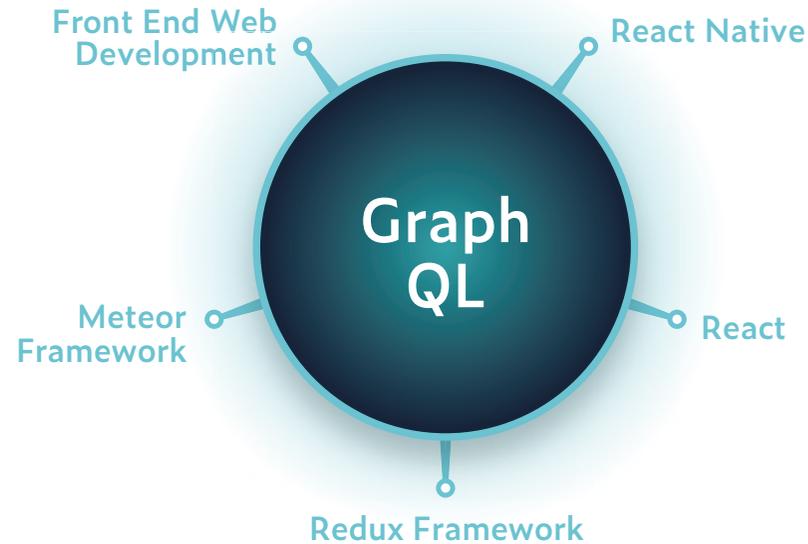
Front End Web Development

React Native

Meteor Framework

Graph QL

React

Redux Framework

GraphQL with React: The Complete Developers Guide

Stephen Grider
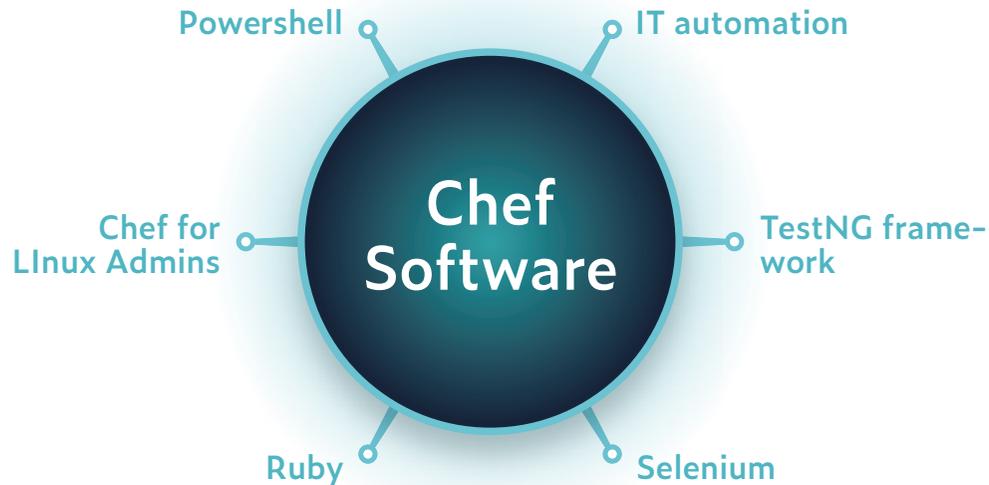
★★★★½ **4.7** (3,037)

Popular course on Udemy

GraphQL with React: The Complete Developer's Guide

Udemy for Business

3 Chef Software

Chef software is a configuration management tool that helps automate the management of IT infrastructure like physical servers or the cloud.

What people learn next

Powershell

IT automation

Chef for LInux Admins

Chef Software

TestNG frame-work

Ruby

Selenium

Chef Fundamentals: A Recipe for Automating...

Robin Beck, Chef Software

★★★★ 4.5 (1,271)

Popular course on Udemy

Chef Fundamentals: A Recipe for Automating Infrastructure

Udemy for Business

IT
Skills

4 GNS3

GNS3 is a graphical network simulator that allows you to design complex network topologies.

What people learn next
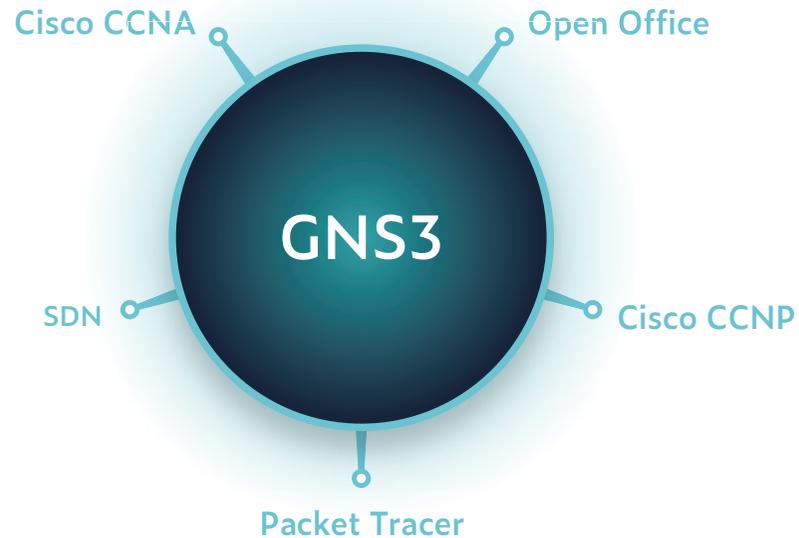
Cisco CCNA   Open Office

GNS3

SDN   Cisco CCNP

Packet Tracer

GNS3 Fundamentals (Official Course) Part 1

David Bombal

★★★★★ 4.9 (221)

Popular course on Udemy

GNS3 Fundamentals: Official Course Part 1

Udemy
for Business

5 Kubernetes

Kubernetes is an open-source system for automating deployment, scaling, and management of containerized applications. It groups containers that make up an application into logical units for easy management and discovery.

What people learn next

DevOps · Docker · Ansible · OpenShift · Red Hat · Continuous Integration · Jenkins
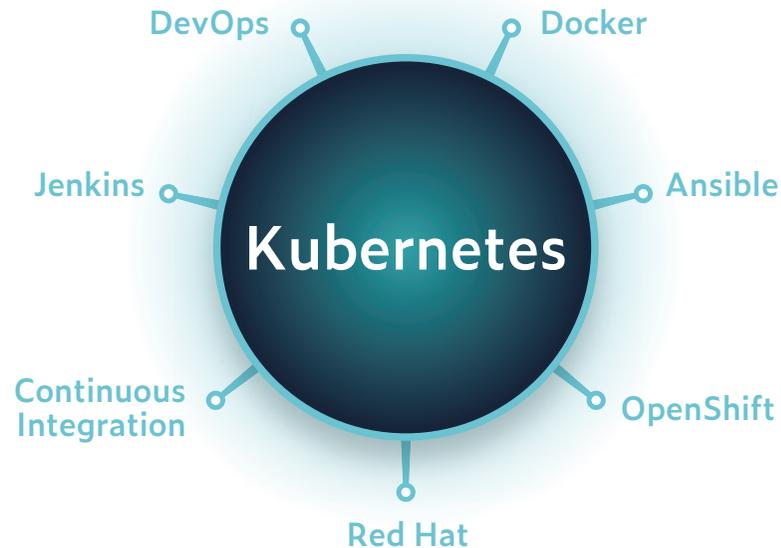
Kubernetes

Learn DevOps: The Complete Kubernetes...

Edward Viaene

★★★★½ 4.3 (3,411)

Popular course on Udemy

Learn DevOps: The Complete Kubernetes Course

Udemy
for Business

IT Skills

6 Amazon Web Services (AWS)

Amazon Web Services (AWS) provides on-demand cloud computing platforms.

What people learn next

AWS Databases · Docker · Code Pipeline · Microsoft Azure · Jenkins · Security Certification · IT Networking · Amazon AWS · Command Line · Cyber Security · Cloud Computing · DevOps · Test Taking Skills · Python · Linux

AWS
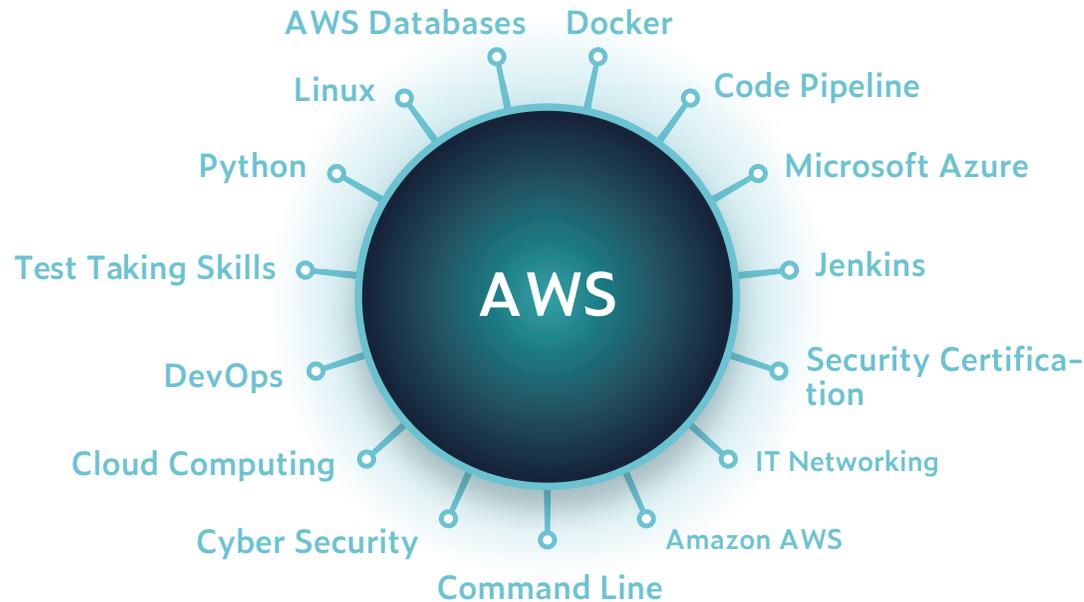
AWS Certified Solutions Architect (associate)

Linux Academy, Thomas Haslett

⭐⭐⭐⭐⯪ **4.6** (2,391)

Popular course on Udemy

AWS Certified Solutions Architect (Associate)

Udemy for Business

IT
Skills

7 LPIC

LPIC is a multi-level Linux professional certification program. The LPIC validates the candidate's ability to perform maintenance tasks on the command line, install and configure a computer running Linux and configure basic networking.

What people learn next

- Linux Certification
- Linux
- Network Monitoring
- CompTIA Linux+
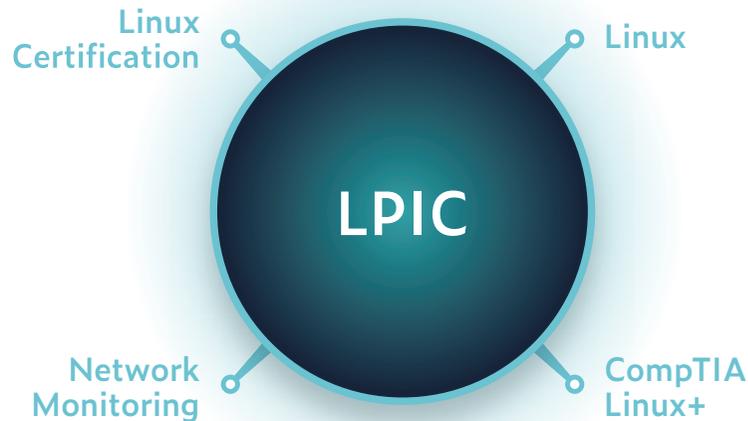
LPIC

The Complete Linux LPIC-1 Certification Course Exam...

Ahmad Nadeem, Joe Parys, Joe Par...
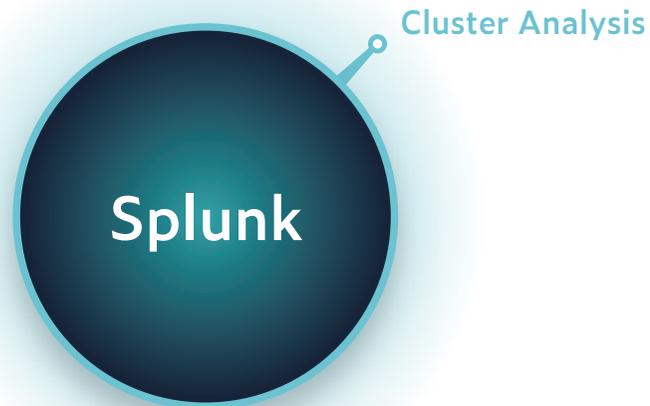
★★★★☆ 3.8 (342)

Popular course on Udemy

The Complete Linux LPIC-1 Certification Course Exams

Udemy
for Business

8 Splunk

Splunk Inc. turns machine data into answers with the leading platform to tackle the toughest IT, Internet of Things and security challenges.

What people learn next

Cluster Analysis

Splunk

The Complete Splunk Beginner Course

Adam Frisbee

★★★★⯪ 4.5 (1,176)

Popular course on Udemy

The Complete Splunk Beginner Course

Udemy
for Business

IT
Skills

9 Microsoft Azure

Microsoft Azure is an open, flexible, enterprise-grade cloud computing platform.

What people learn next
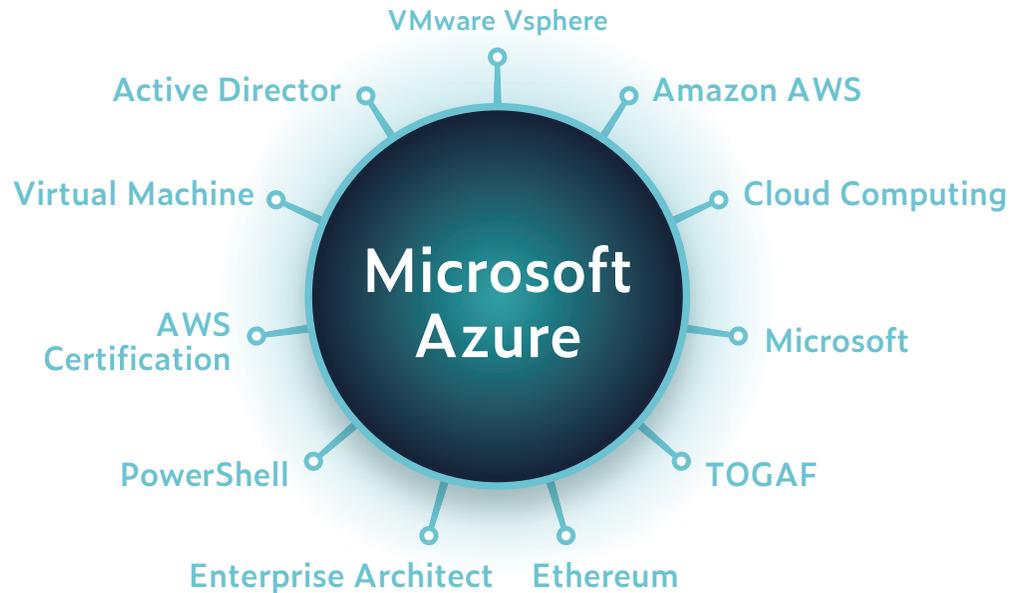
VMware Vsphere

Active Director

Amazon AWS

Virtual Machine

Cloud Computing

Microsoft Azure

AWS Certification

Microsoft

PowerShell

TOGAF

Enterprise Architect

Ethereum

70-532 Developing Microsoft Azure Solutions...

Scott Duffy, Software Architect

★★★★ 4.3 (3,241)

Popular course on Udemy

70-532 Developing Microsoft Azure Solutions Certification Course

Udemy
for Business

IT Skills

10 AWS Lambda

Amazon Web Services (AWS) Lambda is a compute service or serverless framework that lets you run code without provisioning or managing servers. You pay only for the compute time you consume. The days of managing fleets of servers are over.

What people learn next

- Alexa Development
- Amazon AWS
- AWS Databases
- AWS Lambda
- Code Pipeline
- Lambda Expressions

AWS Lambda and the Serverless Framework -...

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AWS Lambda and the Serverless Framework–Hands-On Learning

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IV

5 STEPS

Prepare your employees for the future of work

1 Stay on top of ever-evolving skills

2 Redeploy employees to new roles

3 Retrain employees quickly for new roles

4 Prepare your workplace culture with the right mindset

5 Adopt talent processes and tools to support your future of work plan

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Forward-looking companies anticipate new skill needs

Organizations will need to reevaluate their talent strategies and workforce needs. Hiring new talent for brand-new skills won't be easy and organizations will have to step up retraining their own internal workforce for new roles rather than trying to find skills that don't exist yet in the labor pool. Forward-looking companies that strategically anticipate skill needs and train or redeploy existing employees will likely have a strategic advantage over slower-moving organizations that try to find non-existent talent externally.

40%

of global employers reported difficulties in sourcing skilled talent[12]

2X

At the same time, the number of global companies addressing skill gaps by retraining people internally has doubled since 2015, from just 1 in 5 to more than half.[12]

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Reskill your workforce, reinvent your business

Companies that come out on top in this new era are the ones that constantly reinvent themselves. AT&T is transforming its business by moving in a new direction and investing in workforce reskilling on a large scale.[13] AT&T strategically moved from cables and hardware to the internet and cloud to stay competitive. Reinventing itself requires reskilling its workforce in cloud–based computing, coding, data science, and other technical skills.

 13. John Donovan and Cathy Benko, "AT&T's Talent Overhaul," Harvard Business Review, October, 2016.

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1 Stay on top of ever-evolving skills

Learning & Development (L&D) and business leaders will need to sit down together to outline their company's strategic direction and skill needs for the next 5 years. Once you understand your organization's skill needs, you'll need to develop a plan to hire talent, outsource, or upskill your workforce.

L&D and business leaders will also need to drive the conversation on skills gaps and related training. L&D and business leaders can play an important role in understanding external skill trends and anticipating what the business might need in the next 5 years. There's a wealth of data on trending skills that L&D and business leaders can tap into to stay on top of ever-evolving skills. For example, at Udemy, we can spot trending skills that 20+ million people are learning worldwide on our platform—which we've outlined in the above chapters.

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2 Redeploy employees to new roles

Technology will create new types of jobs, just as it takes away others. With new skills increasingly hard to find, thriving companies will be the ones that strategically redeploy and retrain employees for brand-new jobs. In some cases, it might be moving workers who are losing out to automation to new roles internally. In other cases, it may mean continuously growing your employees so they can acquire new skills and address your talent shortages.

The World Economic Forum report on the reskilling revolution released a comprehensive study on the jobs that might disappear and mapped out "transition pathways" for people to move into similar jobs with related skills.[14] For example, office and administrative jobs and production jobs will experience the highest rate of disruption due to automation by 2026, accounting for a combined 1.15 million jobs. However, office and administrative jobs lost like Data-Entry Keyers, File Clerks, and Administrative Assistants could be easily transitioned to new, growing jobs with similar skill-sets like Customer Service Representatives or Information Clerks with some training. Bookkeepers whose roles are automated could also be transitioned to Data Analytics roles which are in huge demand. To identify new roles to deploy employees, L&D teams may need to add a "Skills Mapping Manager" role to their team.

14. World Economic Forum, "Towards a Reskilling Revolution: The Future of Jobs for All," January, 2018.

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Malwarebytes

Reskill your workforce, don't lay them off

When cybersecurity firm Malwarebytes automated its quality assurance testing last year, the company invested in upskilling employees instead of laying them off.[15] Malwarebytes identified the skills its quality assurance testers needed to stay competitive in the rapidly evolving cybersecurity industry. Using Udemy for Business, the firm upskilled its testers to learn coding languages like Python and PowerShell, so they can now help identify errors in the codebase and contribute to a solution to fix it.

15. Tracey Lien, "Algorithms Are Coming for Their Jobs, So Workers Are Teaching Themselves Algorithms," LA Times, May 4, 2018.

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ROI of Learning for Malwarebytes

By relying on online Python courses on Udemy for Business instead of classroom training, Malwarebytes also reaped significant cost and time savings in transitioning its workforce.

READ MORE

A Culture of Learning Drives Innovation at MalwareBytes

CHALLENGE

Sending the QA team to on-site Python training would incur high travel and training costs.

SOLUTION

QA team to take on-demand Python courses through Udemy for Business.

RESULTS

Entire team trained in 30 days vs. 6 month goal.

Substantial savings in travel, training, and labor costs.

Entire production calendar moved up which resulted in shipping product releases and updates ahead of schedule.

$2,340
Savings per employee

×

11
QA engineers

=

$25,740
Total savings

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3 Retrain employees quickly for new roles

Once L&D and business leaders have identified new skill-sets required for the business to move forward and potential employees to redeploy to these new roles, the final step will be quickly upskilling your employees. This is the easy part for L&D. But even so, L&D teams will need to approach training in novel ways. With a massive skill shift underway, there will be no time to waste with long course creation cycles or static classroom learning.

Instead, L&D teams will need to increasingly rely on agile learning tactics such as leveraging external vendors that provide learning content updated in real-time and applying Agile Development techniques to cut course creation cycles. Artificial intelligence and machine learning can also help L&D teams personalize learning, so employees are served up relevant courses and learning paths appropriate to their journey. Finally, just-in-time learning or letting employees learn on the job with bite-sized videos will enable them to learn what they want, when they need it. This can reinforce formal learning and help employees transition into new roles.

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TBC CORPORATION

Just-in-Time Learning

TBC Corporation, a sixty-year-old private brand tire marketer, takes a new approach to measuring success for online learning. It's not about whether employees took the entire course, but whether they found what they needed to help them do their job at that moment.

TBC's L&D team adopted a more accessible and on-demand approach to learning and implemented Udemy for Business across the company. Within 60 days, the company had a 70% adoption rate. Employees utilized this new way of learning to fill skill gaps which helped them achieve larger professional goals. What also drove engagement was the way courses were broken down into bite-sized lectures on the Udemy for Business platform, enabling people to learn only what they needed to know. One employee attended over 100 courses but only consumed the specific sections that were useful to him and helped solve a problem in his daily workflow whether it was Excel or presentation skills. As Kathleen puts it, "It was 'just in time' learning." This self-directed learning empowered TBC employees to optimize what they learned and when they needed to learn.

READ MORE **Just-in-Time Learning Helps TBC Employees Achieve Professional Goals**

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People were going into courses, learning, and then applying it right away.

Kathleen Moore
Head of Learning & Development at TBC Corporation

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4 Prepare your workplace culture with the right mindset

It's also important to create the right mindset in your workplace culture, so employees are ready for change. Building a growth mindset of continuous learning will help employees realize they need to be constantly reskilling for ever-changing roles as well as encourage them to embrace change. Rather than fearing that automation will replace their jobs, employees need to understand smart machines like AI will augment their jobs—making them "superhuman" so they can do their jobs better and faster. For example, customer service agents can let AI and chatbots respond to simple customer questions while freeing agents to spend more time handling more complex ones. L&D teams and business leaders will need to provide training to help employees understand how to adopt a growth mindset as well as be open to change.

Want to put this into practice?

Webinar: Creating a Growth Mindset: Preparing for the Future of Work

Hernan Chiosso, VP of Global Talent at ITX Corp and Dale Newcomb, Software Development Director at Appian Corporation share how they have implemented a growth mindset and prepared their employees for the future of work.

Check out webinar

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Train your workforce to be digitally fluent

L&D and business leaders can train managers to be digital champions of new AI tools as well as encourage employees to experiment, fail forward, and learn continuously. In addition to training customer service agents on how to use the new AI tools, L&D can also teach them to understand when and when not to use the new tool, depending on the needs of the individual customer.

At the same time, automation will mean employees will need to enhance their soft skills—the kinds of skills machines lack. Customer service agents who handle more complex questions and situations will need to strengthen soft skills like listening, negotiation, conflict resolution, and collaboration.

Finally, to increase technology adoption, L&D and IT can also collaborate to pilot new AI tools with a select group of employees who are open to new technology and can help evangelize the benefits to the rest of the organization.

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5 Adopt talent processes and tools to support your future of work plan

Your HR and L&D teams will need to rethink company talent processes to adapt to the future of work. With ever-changing roles, the future of work will be "role-less." Organizations will need to rethink titles, roles, and job descriptions to be more flexible and fluid—allowing managers to deploy talent where it's most needed. Training will be a key part of this new "role-less" future of work as employees move between roles throughout their career—constantly upskilling every step of the way. New on-demand talent and agile learning platforms can help you both identify skill gaps as well upskill your workforce quickly.

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Conclusion

The massive skill shift we're about to witness will likely present many challenges to both organizations and employees. But what's clear is companies that excel at constantly reskilling their workforce will have a competitive advantage over those that don't.
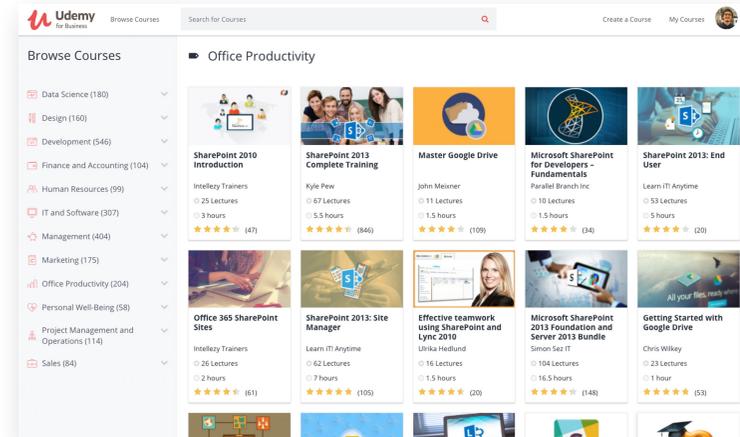
Get Ready for the Reskilling Revolution

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