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How to treat emerging skills internally

How to develop business skills and agility to respond quickly to future challenges with employees able to move fluidly between projects, teams and work?

2020 brought with it unexpected challenges. Even at the corporate level, we all understand that it's not so easy to plan for the future, but we can try to update our working practices, technologies and skills, developing agile and flexible skills so that we can respond to the challenges that the future will bring.

This goes from the approach to training company employees. Companies working on this front continually cultivate emerging skills and, in particular, do five things:

1. They build skills from scratch

Research, development and learning of emerging skills requires a bottom-up approach: skills building requires collaboration between training, in-house talent and managers. In fact, it is the workers themselves who give input to the company on this front and it is the task of managers to identify the skills needed to develop projects, achieve objectives and best fill future positions. We then start from within the company to gain insights that can be the basis of company training and **upskilling**.

2. They share and touch the new skills that have emerged

The traditional learning model is top-down. We have seen how, in this case, the traditional model is completely overturned. The source of training for emerging skills is the daily work of employees.

For example, do you know how people use information on a daily basis through social networks, mobile devices and online content? Well, the training department of Qualcomm (a U.S. research and development company in the field of wireless telecommunications) asked its employees to track their own independent learning path to update and improve their skills and provided tools for internal content sharing. Employees now regularly recommend and discuss different content with their colleagues.

3. Provide talent and experts with the platform to spread their knowledge

An employee-led upskilling program is very useful as long as employees can participate in the development of their careers and the future of the company, shape the learning experience and help colleagues grow professionally: in short, **peer learning** is put into practice, supports internal mobility facilities, creates an opportunity for mentorship programs and builds channels to share knowledge. The most effective channel for the internal dissemination of knowledge is an LMS platform, also integrated with the intranet.

4. Give feedback on progress

Informal employee-led learning should also not be a constraint-free activity. The most effective way to provide a structure for such learning is to measure individual progress, confirm new skills and focus on the next steps. The underlying idea is based on a win-win logic: every employee improves by **continuously learning** and becomes, in turn, a valuable element for the organisation.

5. Analyze data to identify emerging skills

Training department managers can help each other by analyzing data on emerging skill trends. As mentioned, they can do this from internal data or they can consult data from industry research or job advertisements on multiple online platforms.

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