**Video Title:** The Future of Work: Upskilling and Reskilling Your Workforce

**Video URL:** [**https://www.youtube.com/watch?v=GmcOFCd78PY**](https://www.youtube.com/watch?v=GmcOFCd78PY)

**Run Time/Source:** 3:38. Kelly Palmer/YouTube

**Close Caption Available:** Yes

The topic of job skills training sic overed on pages 56-58 of the textbook. Future skills are hard to predict, says Kelly Palmer. But we do know today that AI, analytics, and data are growing increasingly important to all organizations. AI, analytics, machine learning, digital literacy continue to be a workforce knowledge requirement. Yet “power skills” (or soft skills) will also grow in importance as machines take over routine tasks. Among these power skills are compassion and empathy which are components of emotional intelligence. The most important skill, however, will be learning agility or ability, whereby people can control their own learning and choose which skills they need. Many organizations are already developing strategies to empower their employees to control their own learning.

In short, the age of automation and digitalization makes it essential for employees at many levels to acquire knowledge about highly technical subjects such as AI and data analytics. At the same time, they will need power (or soft) skills contained in emotional intelligence.

*Questions for Thought and Discussion*

1. Where might organizational behavior contribute with respect to the skills needed of the workforce in the future of work?

2. Kelly Palmer glibly talks about retraining the entire workforce. Speaking realistically, is every worker in the organization capable of learning the technical and soft skills required for the workforce of the future?

3. To what extent do you think you have the learning agility to acquire the skills that might be needed in the future in your field?

4. Provide an example of a job that you think requires *empathy*, or understanding another person’s point of view?

5. Do you think a person needs to have knowledge about data science and statistics to make use of AI for the job?