

21st Century Job Skills to Improve Your Resume

Social Skills

- Coordinating with Others
- Emotional Intelligence
- Negotiation
- Persuasion
- Service Orientation
- Training and Teaching Others

Complex Problem Solving Skills

Process Skills

- » Active Listening
- » Critical Thinking
- » Awareness of Yourself and Others

Resource Management

- » Management of Financial Resources
- » Management of Material Resources
- » Human Resources Management
- » Time Management

TECHNICAL SKILLS

- » Equipment Maintenance and Repair
- » Equipment Operation and Control
- » Programming
- » Quality Control
- » Technology and User Experience Design
- » Troubleshooting

Content Skills

- ✓ Active Learning
- ✓ Oral Expression
- ✓ Reading Comprehension
- ✓ Written Expression
- ✓ ICT Literacy

Systems Skills

- ✓ Judgement and Decision-Making
- ✓ Systems Analysis

What is the demand for these skills in different industries?

(+ possible jobs you can apply for)

In the following charts, you can see what the estimated demand for each of the aforementioned skills for 2020 in different industry groups. Each skill demand is in per cent*. There are also possible job positions you can apply for once you compare your personal skills to the demand in the labour market.

Basic and Infrastructure



Jobs in the Industry

- Assembly and Factory Workers
- Plant Operators
- Chemical Engineers
- Civil Engineers
- Construction Laborers
- Manufacturing, Mining and Construction Managers

Energy



- Energy and Petroleum Engineers
- Electrotechnology Engineers
- Assembly and Factory Workers
- Mining and Petroleum Extraction Workers
- Mining and Petroleum Plant Operators

Information and Communication Technology



Jobs in the Industry

- Database and Network Professionals
- Software and App Developers and Analysts
- Telemarketers
- Mechanics, Machinery, Electronics, and Telecommunications Installers and Repairers
- Electrotechnology Engineers
- Architects and Surveyors

Media, Entertainment & Information



- Advertising and Public Relations Professionals
- Telecommunications and Broadcasting Technicians
- Cashiers and Ticket Clerks
- Door-To-Door Sales Workers, News and Street Vendors

Professional Services



Jobs in the Industry

- Human Resources Specialists
- Data Analysts
- Sales and Marketing Professionals
- Real Estate Sales Agents
- Business Services and Administration Managers
- General and Operations Managers

Consumer



- Assembly and Factory Workers
- Food Processing and Related Trades Workers
- Shop Salespersons
- Sales Representatives, Wholesale and Technical
- Management and Organisation Analysts

Financial Services & Investors



Jobs in the Industry

- Financial and Investment Advisers
- Investment Fund Managers
- Data Analysts
- Information Security Analysts
- Securities and Finance Dealers and Brokers
- Sales and Purchasing Agents and Brokers

Healthcare



- Assembly and Factory Workers
- Biologists and Geneticists
- Chemists and Chemical Laboratory Scientists
- Technical and Scientific Sales Representatives
- Personal Care Aides

Mobility



Jobs in the Industry

- Assembly and Factory Workers
- Sheet and Structural Metal Workers
- Electrotechnology Engineers
- Industrial and Production Engineers
- Supply Chain and Logistics Specialists
- Transportation Attendants and Conductors

* The percentage is based on the World Economic Forum methodology of measurement. Source: http://www3.weforum.org/docs/WEF_Future_of_Jobs.pdf