

LIFE SKILLS

Life skills (rather than calling them skills for work) should be taught from a younger age:

- ⦿ team work
- ⦿ ethics
- ⦿ social responsibility
- ⦿ pride in a job well done
- ⦿ thinking critically
- ⦿ collaborating
- ⦿ communicating
- ⦿ digital literacy

Work experience programs must be expanded. Internships and extra-curricular activities such as volunteering and community projects should be commonplace.

Vocational education should be designed as scenario-based learning. Targeted skills that are delivered in just the right way, for the right duration, using the appropriate tech. The core skills should be revisited time and time again in response to emerging technologies and societal needs.

Education shouldn't stop once the learning is complete. **Ongoing mentoring and support** should be provided. Change management and transition planning between school and work and between career gaps should be a subject taught.

Communication skills should be a priority as care industries become such a vital part of our community. Having difficult conversations, managing socially diverse teams and empathy are just as important today as technical skills.

Young workers should be encouraged to mentor older workers. We need to encourage **diverse thinking** to get the best perspectives possible. Accounts teams need to work through roadblocks they face, not with other accounts team members, but with customer services, and vice versa.

A company's **values** shouldn't be set by management. Values should be a conversation that is inclusive. Sit and determine your values together with employees. If leaders are required to consult workers on safety issues, why don't they consult workers on values?

The new experience of work requires us to understand change, plan for it, accept it and communicate it well.

We must thrive on change.

THE
CAREER
HACK