Skills for Productivity and Resilience in the Post Covid-19 Era

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No historical precedence to the impact of Covid-19

Loss of working hours to equal 195m full-time jobs, UN agency warns

Almost 7% of working hours worldwide set to be wiped out in second quarter, says ILO
Colossal crises are often followed by deep, permanent and multi-dimensional social and economic shifts.
At the wake of the crisis, society could likely be:

- **Pandemic conscious** – inducing changes in attitude and behavior
- **Resilience-focused** – inducing changes in business models as well as the roles of government
- Less **trusting** in in the invincibility of humanity and government
  - but more aware of the importance of effective leadership and governance systems (and science of course)
- **Emphatically digital** - with increased sense of community and more through digital connectivity
As a result, seismic shifts are likely in:

**Social interactions**
- The way we relate with each other & approach technology
  - Behavioral, attitudinal & cultural shifts
  - Change in purchasing and consumption behavior

**Political institutions**
- The way we relate with government
  - Concepts of government & governance
  - The profile we look for in political leaders

**Business models**
- Resilience as a new business currency
  - Change in choice of technology, production, marketing and delivery systems
  - Work place arrangement – telecommuting and other flexibilities
The big question: What do these changes mean for businesses?

i.e. productivity, competitiveness, growth and resilience
Two related questions that businesses may increasingly ponder on...

- What type of enterprises demonstrated better resilience, flexibility and innovation during the crisis?
- What factors were at play in fostering (or curtailing) flexibility, innovation and resilience?
  - What business eco-systems? – (What policies, rules and regulations)
  - What business models, organizations set-ups and leadership systems? – (What team formats, sets of employees’ skills; incentive systems; technological choices and infrastructures etc ...
As the game changes so should the rules of the game ...

• Lifestyle changes: Emphatic Digitalization of life and work (including clients, suppliers, workplace arrangements etc ...)  
• Strong demand and better social perception for automation technologies

“You have to learn the rules of the game. And then you have to play better than anyone else.”  
—Albert Einstein
Skills for productivity and resilience: a new business mantra?

• Shift of competitive edge towards enterprises with strong digital infrastructure, footprints and savviness

• Stronger demand and competition for high skills, with emphasis on soft skills,
Thank you