

Market Burst

Top trends in talent

1. Addressing the skills mismatch
2. A permanent shift to remote work
3. Employee wellbeing is more important than ever
4. Improved visibility through Services Procurement
5. Organisations continue to streamline operations

November 2020

Addressing the skills mismatch

For more than **50%** of people around the world, upskilling and reskilling is going to be crucial to their long-term career prospects. The global skills gap, that has grown progressively over the past 10 years, is once again at the top of hiring agendas. The responsibility of upskilling and reskilling falls on the shoulders of government, organisations, educational constructs and workers themselves.

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A permanent shift to remote work

From highly technical SMEs to freelance workers and digital nomads, the demand for flexible working continues to surge. Today, many non-essential workers remain at home since the shift to virtual work in early 2020 and many have little desire to return to their office environment once the COVID-19 pandemic is under control. In fact, surveys show **80%** of employees want to work from home at least some of the time and over **one third** of workers are willing to take a pay cut to maintain their remote setup. As attitudes and expectations of workers change, brand attraction and work arrangements must adapt to compete for talent against these new parameters.

“Education and skills training is key and not just for AI specialists, scientists and software engineers, but also for electricians, plumbers, people in factories, construction workers and caretakers.”

– Hans-Paul Bürkner, chairman of The Boston Consulting Group

Employee wellbeing is more important than ever

The expectation for employers to prioritise employee wellbeing has continued to be a focus as more people are experiencing burnout in response to managing pandemic related illness, home schooling and the general strain this year has brought.

The impact has been particularly severe for women and minorities, with **“one in four women considering downshifting their careers or leaving the workforce because of COVID-19”** according to research from McKinsey. In many of these instances, balancing childcare and an increased workload has become unmanageable. Many organisations are re-evaluating their wellness plans and making the necessary adjustments to ensure employees are supported and encouraged to put their wellbeing first.

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When employers adjust workloads, provide extra precautions for essential workers and enable workers to put their home needs first, employee loyalty increases exponentially.



Improved visibility through Services Procurement

This year, across organisations in nearly every industry, many projects and strategic initiatives were paused or delayed to prioritise to pandemic response and support time-critical transformation. As we emerge in a post-COVID world and projects get back on track, resources will need to be realigned and budgets revised.

An increasing number of organisations are engaging with Statement of Work (SOW) outsourcing options for project based work. A Services Procurement solution provides total project visibility and budget adherence with clearly outlined time and material milestones.

[Read our case study here](#)

Organisations continue to streamline operations

As organisations aim to increase efficiency, purely operational functions are shifting to optimise outputs and reach peak productivity. With this shift, more defined career paths are carved out and talent must be prepared to upskill and ensure they are a critical asset to their organisation. When employees have cross-functional skills and knowledge across the business, their capabilities are unlocked. The responsibility to develop and advance the workforce's skills falls to line managers, senior leadership and HR leaders alike.

55% of organisational redesigns were focused on streamlining roles, supply chains and workflows to increase efficiency