





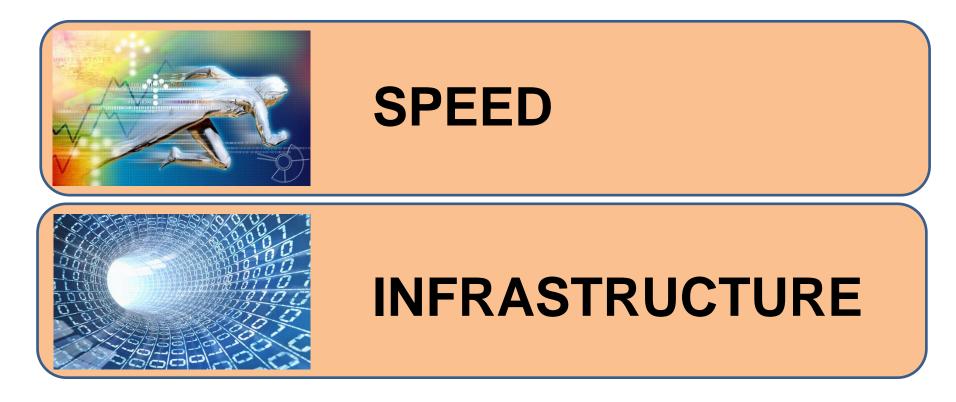
# Smart people – verso un profilo professionale 4.0

Milano, 19.10.2016 Katrin Helber, AHK Italien / Dual.Concept Srl





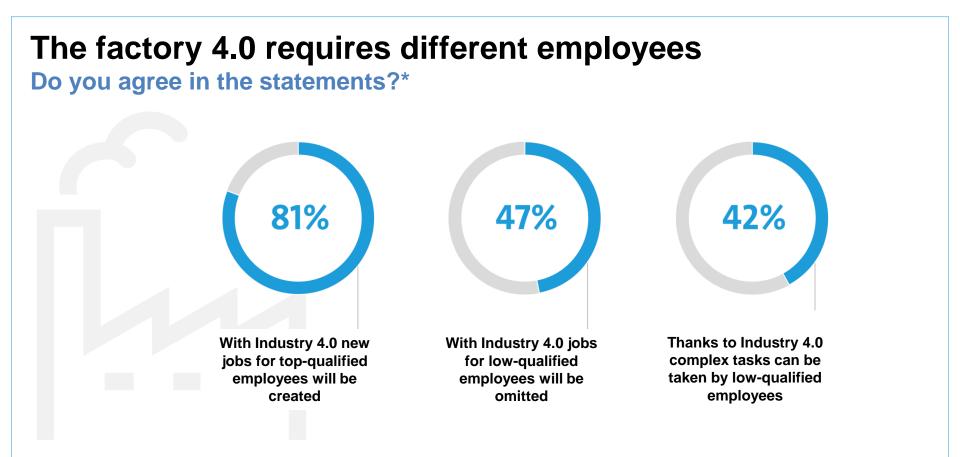












Basis: Alle befragten Industrieunternehmen | "Werte für »stimme voll und ganz zu« und »stimme eher zu« Quelle: Bitkom Research

#### bitkom

TOP 10 skills employees will need by 2020

### in 2020

DUAI

FORMAZIONE PROFESSIONALE

- 1. Complex Problem Solving
- 2. Critical Thinking
- 3. Creativity
- 4. People Management
- 5. Coordinating with Others
- 6. Emotional Intelligence
- 7. Judgment and Decision Making
- 8. Service Orientation
- 9. Negotiation
- 10. Cognitive Flexibility

## in 2015

- 1. Complex Problem Solving
- 2. Coordinating with Others
- 3. People Management
- 4. Critical Thinking
- 5. Negotiation
- 6. Quality Control
- 7. Service Orientation
- 8. Judgment and Decision Making
- 9. Active Listening
- 10. Creativity





Source: Future of Jobs Report, World Economic Forum



Smart people as the key factor for a successful Industry 4.0

Digitalization affects every business, it will not stop anywhere

#### Industry 4.0 changes job profiles

the 4.0-employee is able to take decisions together with the machines based on his process know-how and digital fitness

resilience for change and complex problem solving need trained employees focused on practical experience (e.g.training on the job, dual training)



# Thanks for your attention!

More information about Dual Training in Italy: <u>team@dualconcept.it</u>