

# Closing the Skills Gap

Insights and Strategies to prepare the  
workforce for the future of work

tcsEMPOWERS

connected systems  
cognitive  
skills  
cloud  
economy  
Big Data  
BUSINESS 4.0  
automation  
technology  
reskill  
ideation  
data  
policy  
machines  
workforce  
jobs  
machine learning  
robots  
digitization  
business  
iot



# WHAT DOES THE FUTURE LOOK LIKE?



Full  
Employment



Mass  
Entrepreneurship



Post work  
society



Mass  
Unemployment



A Polarized  
world



**RAPID  
TECHNOLOGICAL  
PROGRESS HAS  
CREATED A  
STRONGER  
PRESSURE FOR**

# **DIGITAL IS DEFAULT**

**1**

**NEW SKILLS**

**2**

**STRONGER INCENTIVES FOR A LEARNING EVOLUTION**



# There is an increased demand for cross functional skills

## in 2020

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

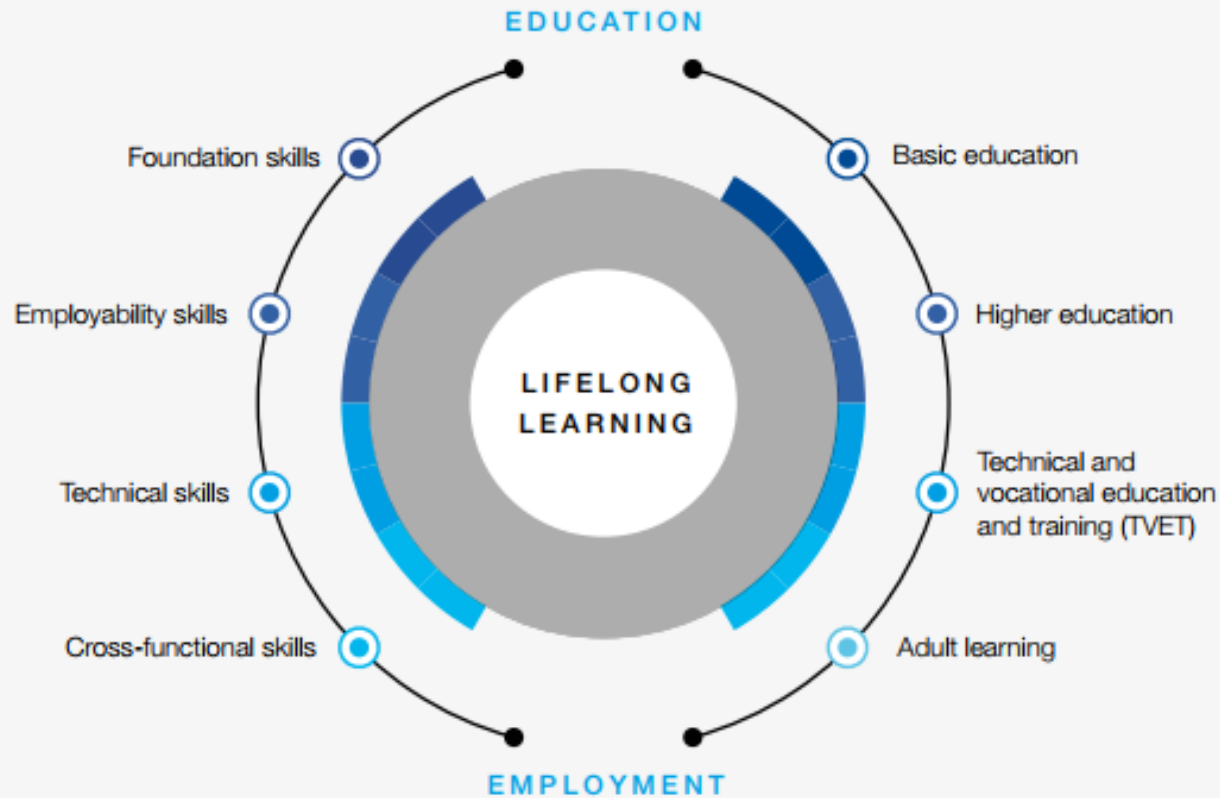


## in 2015

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



# How do we truly actualize human potential



Skilling, reskilling and upskilling has become a clear “**no-regret move**” for all stakeholders

# How should we be thinking about skills change

## Industry Trends

Digital reimagination (Automation, Artificial Intelligence, Social, Cloud, Mobile, Pervasive Computing, Big Data)  
Globalization



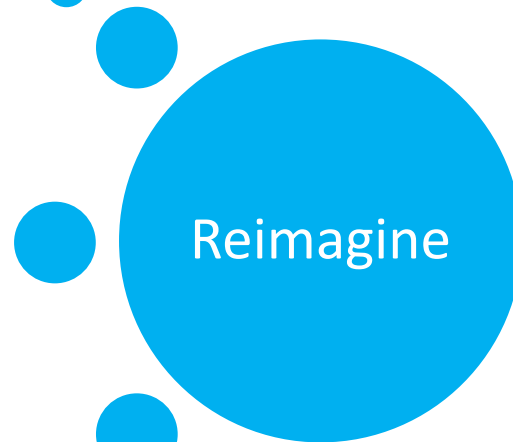
## Workforce Trends

Demographics  
Geo-political forces



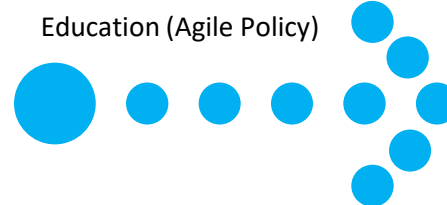
## Education Trends

Policy changes  
Training teachers  
Ed Tech



## Job Growth

Industries (early adopters)  
Geographies (Mobile talent)  
Education (Agile Policy)



## Up-Skilling

Enhancing skills for future job tasks similar to current role

## Re-Skilling

Learning new skills relevant for the jobs of the future

## Life-Long Learning

Develop mindset to learn, unlearn, relearn, and adapt with changing times

## Adapting the education ecosystem

Curriculum: industry inputs to ensure relevance of the curriculum

Delivery: private sector support for teacher training and a strong focus on apprenticeship programs

Collective action to strengthen reskilling and upskilling initiatives.

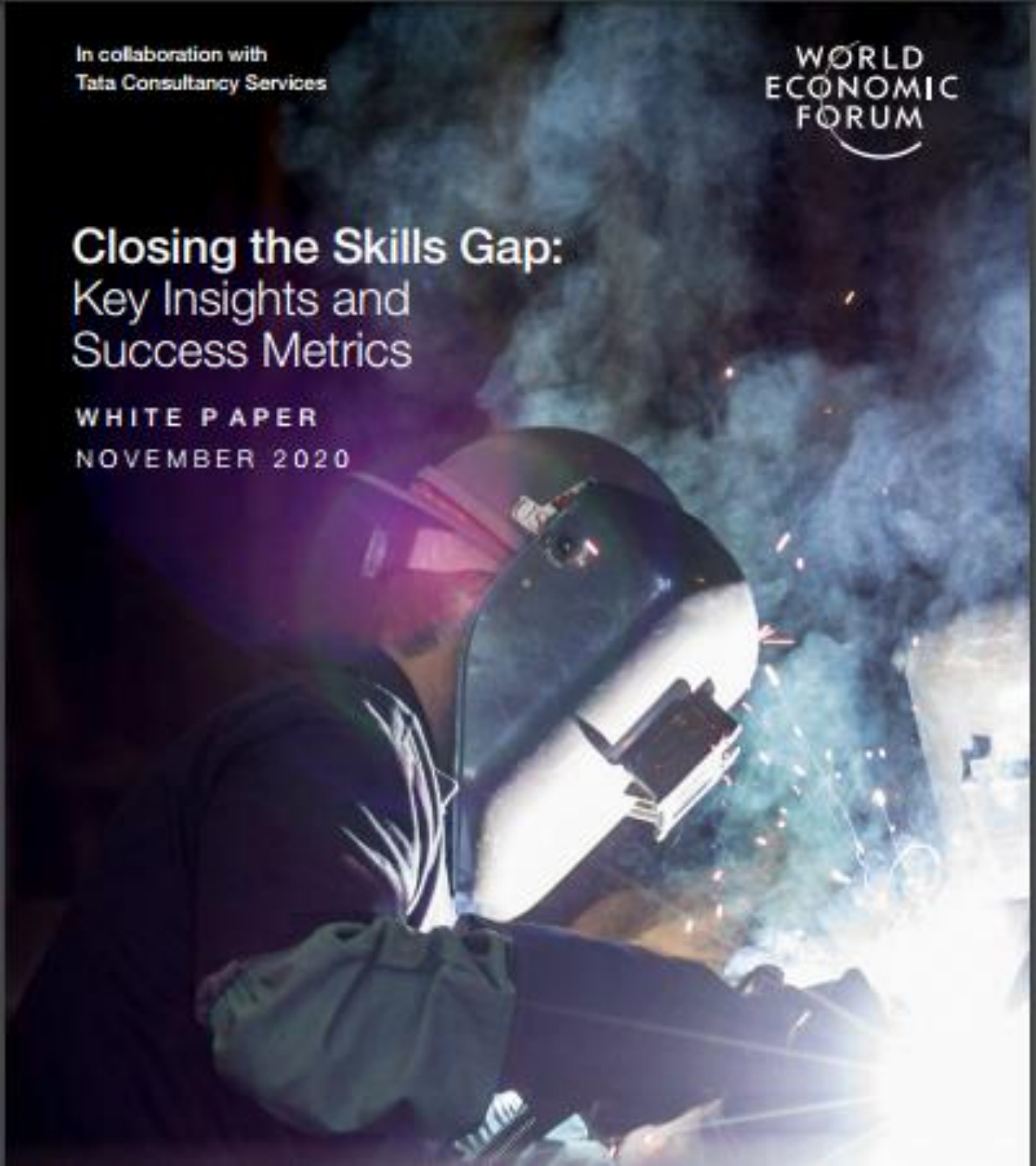
Includes case studies and lessons learned from various industries, impacting a range of stakeholder groups in multiple geographies.

In collaboration with  
Tata Consultancy Services



## Closing the Skills Gap: Key Insights and Success Metrics

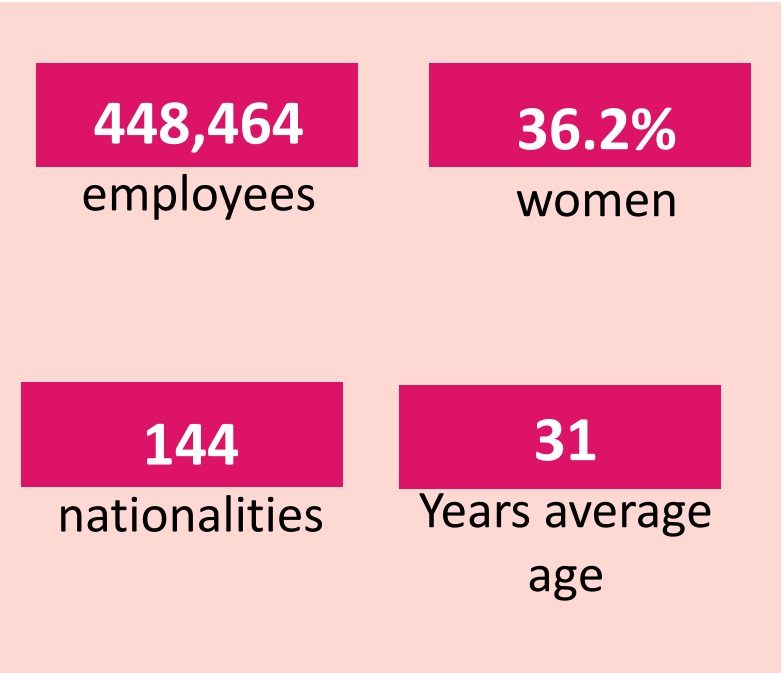
WHITE PAPER  
NOVEMBER 2020



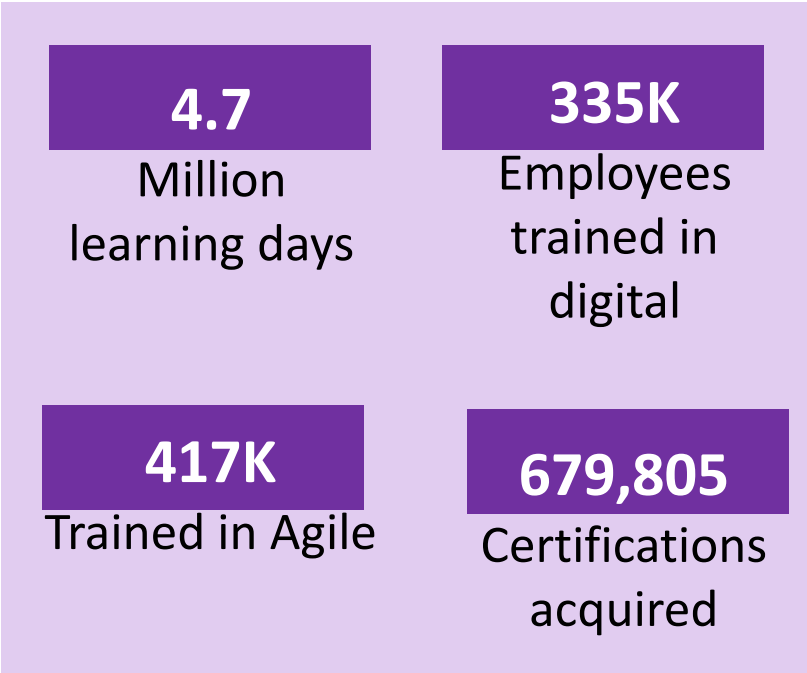


# TCS: Who are we

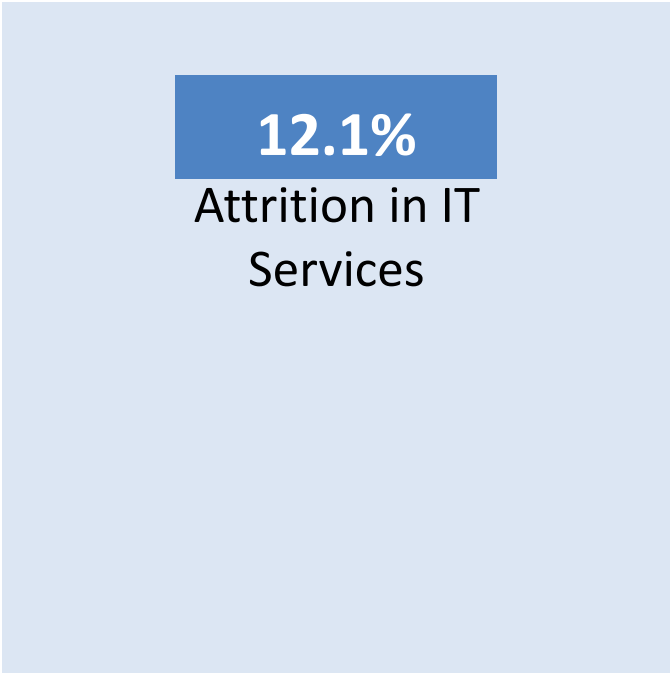
## Young Global, Diverse Workforce



## Talent Development



## Talent Retention



# Strategic approach to talent development

## Initial Learning Program (ILP)

- Broad set of software engineering practices and team building soft skills training at our Corporate training centers across the globe

## Project Specific Training

- 360 degree view of customer Business, Processes, Project Background and technical landscape.
- Role sensitization & expectations
- Graduation case-studies to ensure associate is aware of business and related role & responsibilities

## Continuous Learning Program (CLP)

- TCS' commitment to the continuous growth of associates
- Programs spawn from various corporate initiatives, business unit strategies, specific project needs, technology and business directions and the associates' career aspirations

## Targeted Training

- Covers latest skills around Digital, Analytics and courses are structured in both MOOC and Select partnerships in campus trainings

## Leadership Training

- Leadership training across different leadership levels that includes faculties from premier Global & Indian institutes

**Diverse Platforms to cover every aspect of training : Deep Dive, Just in Time, Anytime - Anywhere**

iEvolve

Fresco Play

SKILLPORT

Business Domain Academy

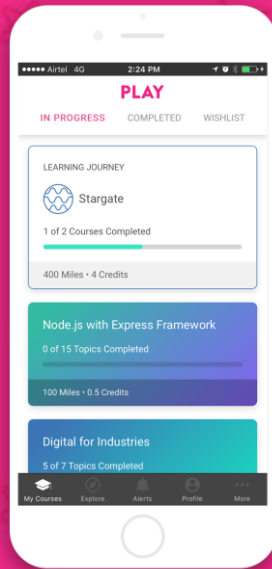
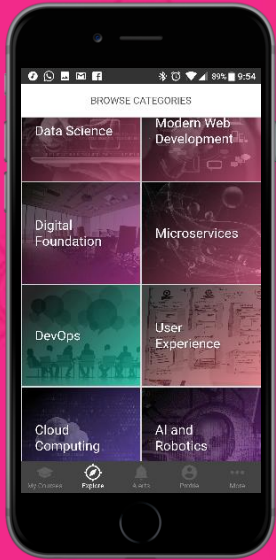
Physical & Virtual Training Labs

Mentoring Programs

Collaboration  
Programs

# Digital Learning Platform

- Futuristic Learning Methodologies
- Web/SmartPhone enabled TCS Platform
- Byte Sized Learning. Mixed Media of Content
- Integrated with an Inbuilt Sandbox to enable Hands-On Learning



Hackathon platform



Sandboxes



Continuous feedback



Learner analytics



Phy-gital experience

- Focus on Building
  - **Digital Ninjas**
  - **Deployable Digital Skills** in associates
  - **Just in Time** Deployable resources
- Drives Learning through
  - **Dedicated Measure** as an indication of a persons depth and breadth of Learning
  - **Hackathon** as a Culture of Learning
  - **Intuitive** Learning Journey's
  - **Persuasion** in the form of Gamification
  - **Eliminating Friction** by enabling an Any time –Anywhere learning platform



**109,700+**  
**IMPACTED**

**20,000+**  
**EMPLOYED IN  
SERVICES SECTOR**

Youth Employment

## **GETTING READY FOR THE WORLD OF WORK**

Sayali Deshmukh had the education and ideas, but needed help gaining the confidence to articulate them. That was just one of the valuable skills Employability IT helped her gain.



## “STUDENTS LEAVE MY CLASSROOM AS GLOBAL CITIZENS”

Middle-school teacher Pete Delgado found huge value in IMFIS especially in facing the challenges posed in his border school district right on the Texas/Mexico border.

[READ IMPACT STORY ›](#)

**670,000+**  
U.S. STUDENTS

**11,600+**  
U.S. EDUCATORS

IMFIS



## CREATING HOPE IN THEIR COMMUNITY ONE APP AT A TIME

When goIT came to Wyoming, four middle-school entrepreneurs embraced the opportunity to talk about real problems in their community—and designed an app concept to help address them.

**30,000+**  
STUDENTS

**100+**  
CITIES

goIT

[READ IMPACT STORY ›](#)



# THANK YOU!

**tcs**EMPOWERS

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