Ten Key Skills Required in an Age of Digital Transformation

**Agile Mindset**
- Using iterative approaches to divide work efforts into short phases, for early and frequent evaluations
- Flexibility to pivot and transition between varied roles and activities

**Design Thinking**
- Combining empathy, ingenuity and rationality to address customer needs by observing behavior and drawing conclusions about what customers want and need
- Ability to take a design-centric approach to work

**Virtual Collaboration**
- Ability to productively drive engagement and demonstrate presence as a leader of a virtual team
- Leveraging behaviors, practices, techniques and tools that facilitate efficient and effective collaboration among dispersed collaborators

**Computational Thinking**
- Ability to understand and practice data-based reasoning
- Ability to translate data into abstract concepts

**New Media Literacy**
- Ability to leverage new media for persuasive communication
- Using techniques that target social networks and applications to spread brand awareness and promote products and services

**Cross-functional Dexterity**
- Capacity to effectively collaborate across a range of functions
- Capacity to offer solutions to cross-functional challenges

**Team-based Orientation**
- Understanding and using behaviors, practices and processes that optimize team interaction and facilitate achievement of common goals
- Being an accountable leader to the team and having a desire to achieve consensus and involve others in decision-making

**Analytical/Data-driven Mindset**
- Using data and insights to develop, test and validate hypotheses for better decision-making
- Taking a balanced approach to making data-driven decisions

**Customer-centric Orientation**
- Considering the customer experience above all
- Using practices and techniques to identify and solve pain points most critical to the customer

**Passion for Continuous Learning**
- Enthusiasm for seeking out and acquiring new information and knowledge
- A sense of curiosity and a willingness to continue to develop and grow

To learn more about Skillsoft’s Digital Transformation collection, click here.