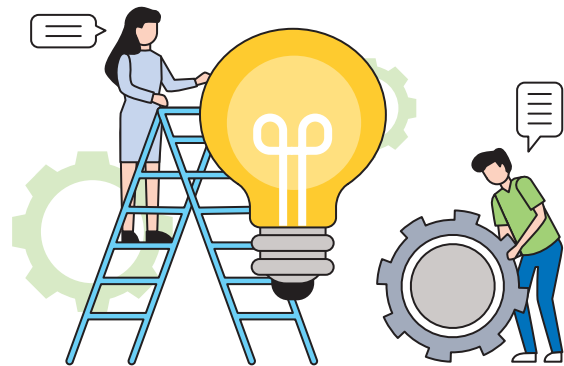


# Skills in demand during the Covid-19 pandemic



## TOP 10 ADAPTIVE SKILLS

- 1 Adaptability and resilience
- 2 Teamwork and collaboration
- 3 Innovation
- 4 Effective communication
- 5 Service excellence
- 6 Leadership
- 7 Creativity
- 8 Negotiation and influencing skills
- 9 Analytical reasoning and complex problem solving
- 10 Design thinking

## TOP 10 DIGITAL SKILLS

- 1 Digital marketing
- 2 Project management
- 3 Data analysis
- 4 Basic IT support
- 5 Data-driven decision making
- 6 Web/App design and development
- 7 Cyber security
- 8 Governance, risk management and personal data protection
- 9 AI or machine learning
- 10 Robotic process automation