## Automation May Not Come for Everyone's Job After All

Uniquely human skills are becoming more important as the composition of the workforce shifts.

# Most work requires a mix of 5 skills

#### Interpersonal

Understanding others' needs and achieving shared objectives

### Examples: Teaching, negotiating

### Creative

Imagining possibilities and forming ideas

### Designing products, developing

strategies

Prescribing treatments, improving processes

**Problem solving** 

Framing issues,

and exercising

judgment

assessing options,

### Information processing

Gathering and structuring information

#### Compiling data, maintaining records

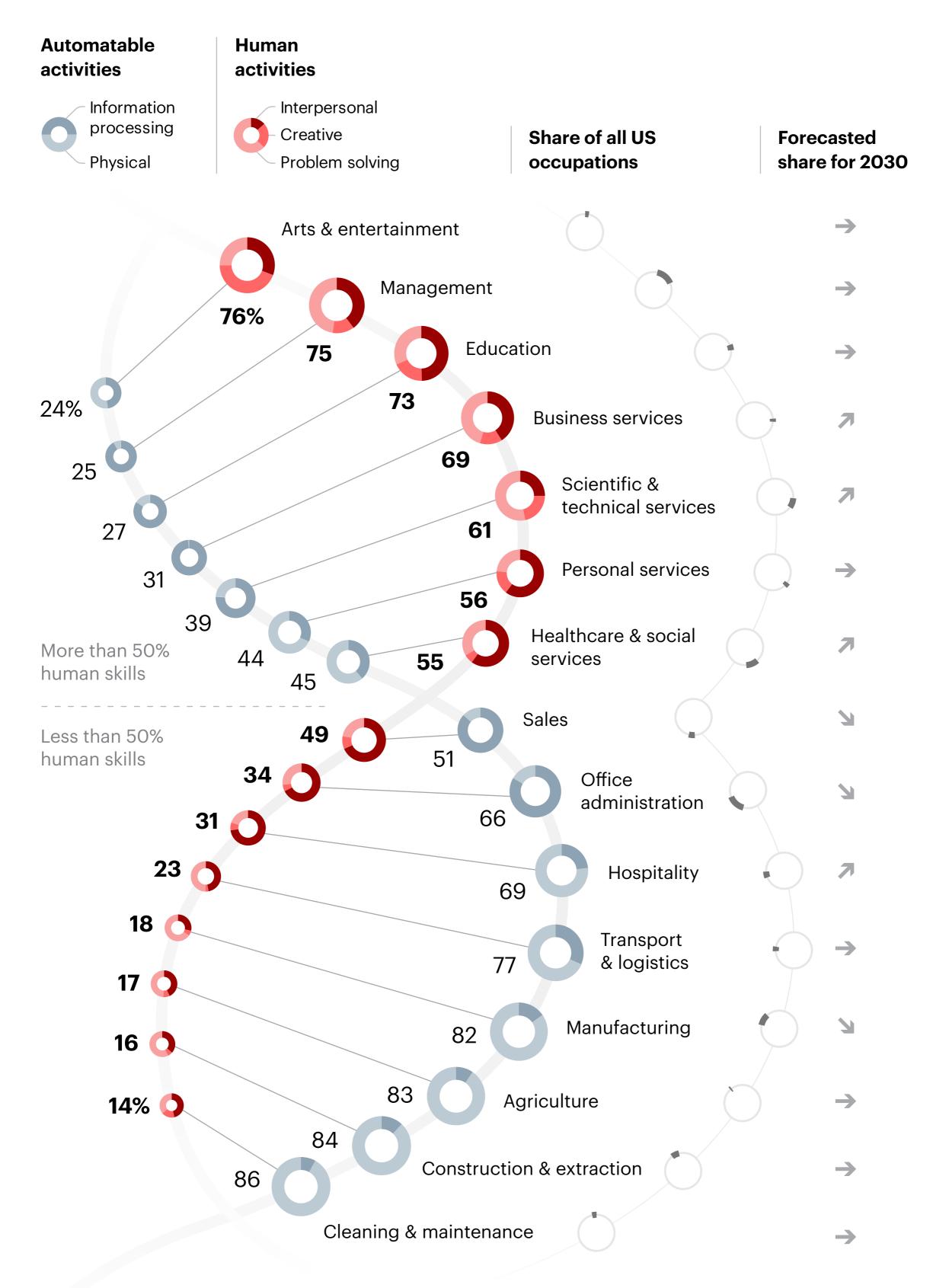
Operating machinery, preparing food

Manipulating the physical environment

**Physical** 

### Many jobs of the future will favor human skills

Occupation by activity type in the US



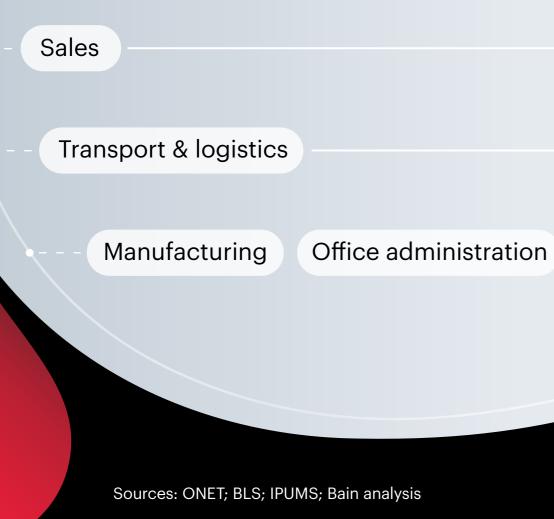
### Several forces will propel this shift

Healthcare & social services

An aging population spurs demand

Hospitality Personal services

Domestic work moves into the formal economy, but automation dampens growth



E-commerce growth and automation decrease need

E-commerce growth increases demand while automation suppresses it

Automation hastens the decline that globalization set in motion

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