

# A new approach to developing 'soft skills' lies at the intersection of psychology and neuroscience



Last century was driven by mass production and increasing efficiency. This one will be a semantic century, in which how well you connect will determine how well you perform. As knowledge tasks now become increasingly more automated, social skills are trumping cognitive skills and there are calls for a shift in emphasis from 'knowledge workers' to 'relationship workers'. The objective is no longer to claw your way to the top of the heap, but to nudge your way to the centre of the network.

People entering the workforce today will 'industry hop' as much or more than people 'job hop' now. Careers will be 50+ years and many of the industries they enter won't yet exist. The trend towards a gig economy has begun. Agility and lifelong personal development will be needed .... just to survive. Flourishing will require a much broader range of skills, continuously entering and mastering new and unknown terrains.

We will need to teach our people a broad range of thinking, social/emotional and meta-cognitive skills that are horizontally applicable to all industries and to life in general. Drawing on both psychology and neuroscience new pedagogies are emerging with the goal that individuals become self-agents in their own life-long learning. Taking a 'growth mind-set' (an attitude) and continuously spiralling up a suite of analytical, creative and socially collaborative competencies.

The session will be led by **Steve Zanon**, a management consultant with over 30 years' experience in organisation structural change, entry into new markets and large scale business process re-engineering.



# Four Corners TV program

## “Future Proof”

*Monday 4 July 2016*

**Rethinking what we need to teach our kids for the 21<sup>st</sup> century.**

### Key themes:

- Job security continues to rapidly diminish,
- Youth unemployment remains high,
- An expanding gig economy,
- The competition for jobs is now global,
- 750,000,000 young Asians are entering the workforce.

### What’s the answer ??? .....

Agility in the workforce and learning HOW to learn  
& relearn new things in many new situations.  
Being able to continuously extend, evolve and adapt.



# Content is Ubiquitous



**WIKIPEDIA**  
*The Free Encyclopedia*



**MOOC's – Massive Open Online Courses**

# Why Do Our Creativity and Divergent Thinking Skills Decline the Longer we Spend in Our Education System ???



## RSA ANIMATE: Changing Education Paradigms

This RSA Animate was adapted from a talk given at the RSA by Sir Ken Robinson, world-renowned education and creativity expert and recipient of the RSA's Benjamin Franklin award. <https://www.youtube.com/watch?v=zDZFcDGpL4U&feature=youtu.be>

# Education for the 21<sup>st</sup> Century



*How do we Educate our Children for all of the **New Jobs** that will arise in their lifetimes ?*

*Jobs that we that we can't as yet imagine.*

*Careers that will extend well beyond 65 years of age*

**Our Children will need to be .....**

- **Highly Adaptable to an ever changing World.**
- **Quick to Learn & Master a Succession of New Skills**  
**..... over & over again ..... to stay viable**

***Life Long Continuous Learning will be needed to Embrace & Flourish in this New World.***

# The Changing Nature of Employment in the 21<sup>st</sup> Century

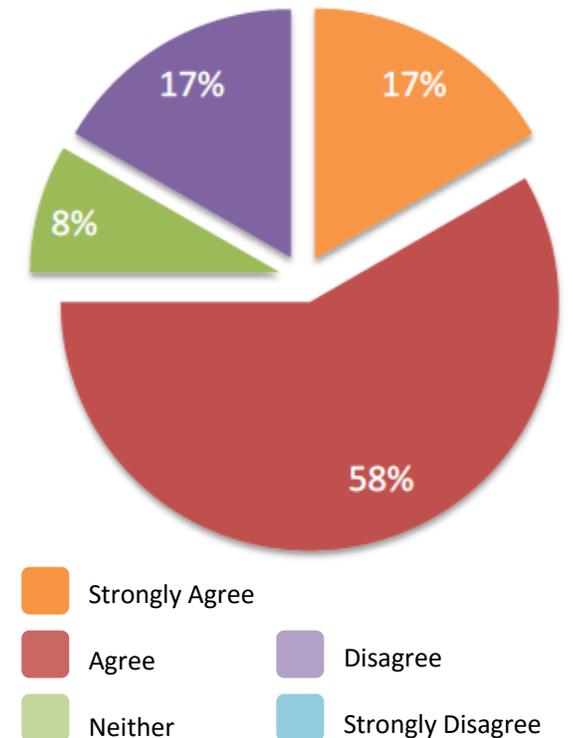
	20 <sup>th</sup> Century Model	Evolving 21 <sup>st</sup> Century Model
Workers	Trained to match generic job roles	Trained to maximise individual potential
Jobs	Filled from a pool of best fit candidates	Matched with specifically tailored candidates
Employers	Get candidates with generic industry skill set , train the “last mile”, & culture fit	Get candidates matched to their company’s ‘context dependant’ needs
Training Institutions	Offer generic courses for employment	Offer suite of personally tailored training modules, extending to life long learning
Employment Process	Highly Fragmented Service Providers	Integrated Business Process
Skills	Coarsely measured, non uniform, mix of objective and subjective assessments	Objectively measured with high fidelity and common assessment taxonomy
Careers	Lock step training to next job role	Incremental continuous improvement
The HR Function	Performance review (judgementally looking backwards)	Coaching towards job templates and a ‘context dependant’ culture (motivationally looking forwards)
Human Capital	Not reported on	Actively managed as a corporate asset

# How the Geelong Community supported the Values that underpin their Jobs Vision

Four values underpin the Jobs Vision .....

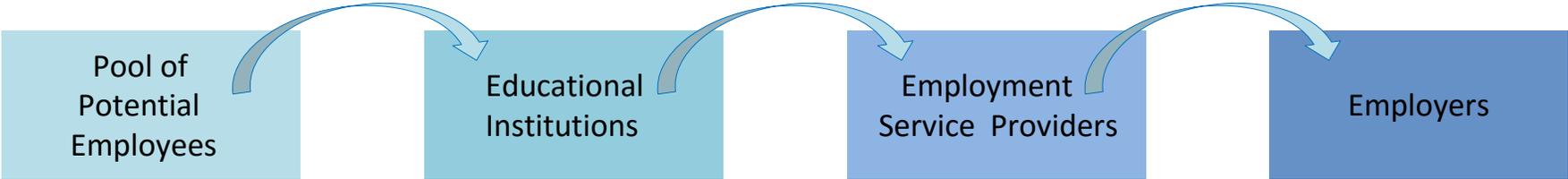
.... and have the communities support.

Proportion of community participants

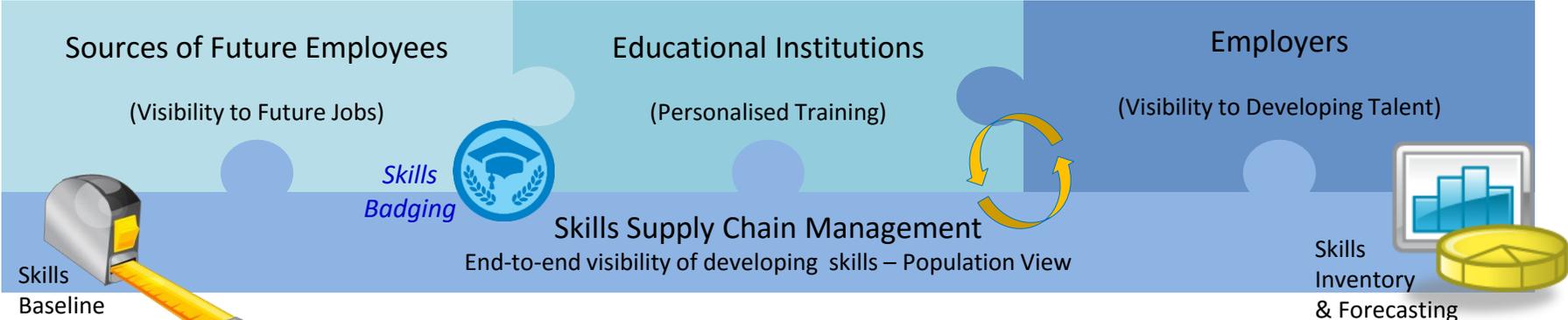


# New Ways of Learning : The Skills Supply Chain

**A Highly Fragmented System**

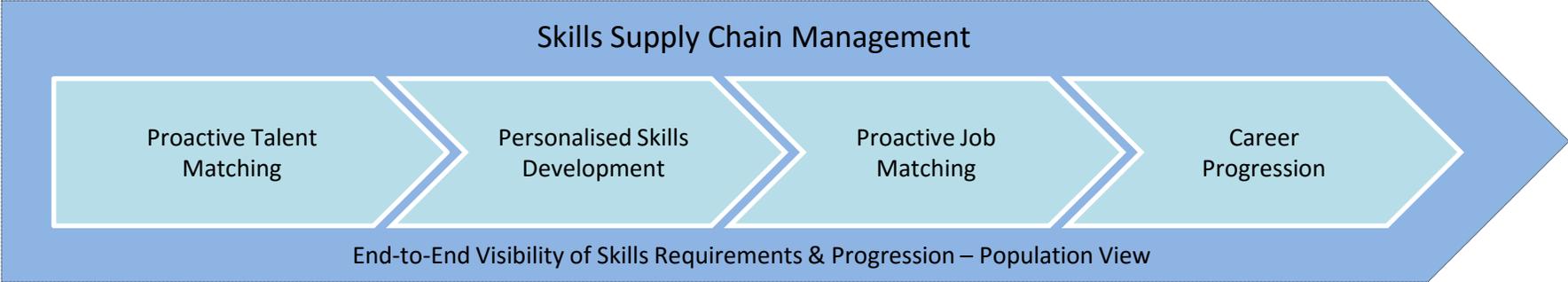


**The Current Training & Employment Process is Fragmented**



**A Productive Training & Employment Process Requires Integration**

**An Integrated Model**



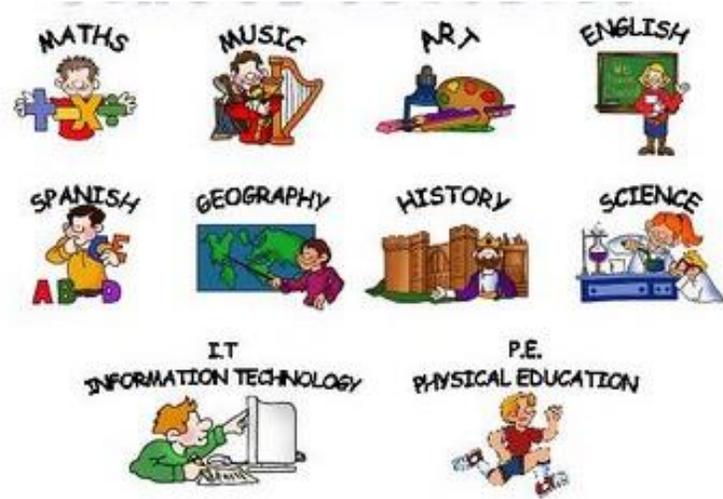
**An Efficient Skills Development & Employment Process Requires Supply Chain Mgt Practices**

# These Changes are Happening

## Two Case Studies

From ....

To ....

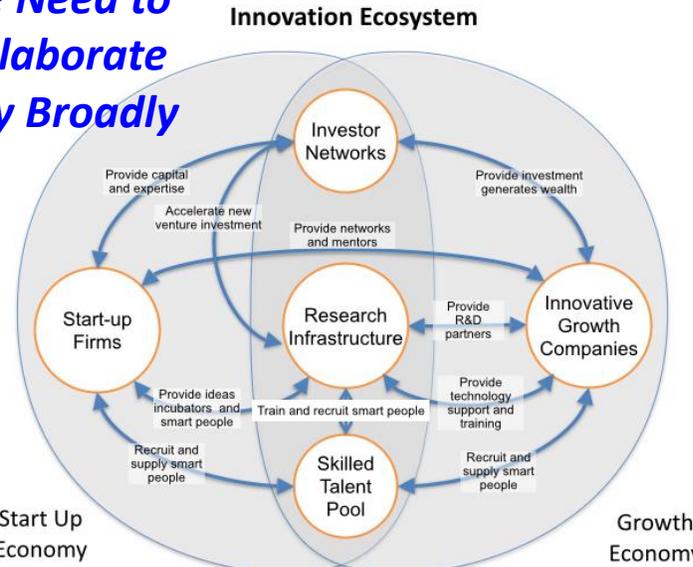


From ....

To ....



*The Need to Collaborate Very Broadly*



Source: Ed Morrison, Dale Wunderlich

# Presenter Info

Steve Zanon

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**Company Purpose :** My professional goal is to help develop organisations and communities that motivate and assist their people to want to take a proactive approach in their own mental, physical & social wellbeing. To build a strong platform from which to engage in active fulfilling lives and better collaborate with and participate in their collective networks for mutual benefit.

**Specialities :** Developing and deploying new products and services in emerging markets.

**Research Linkages :** I have developed an extensive network of research institutions both locally in Australia and around the world. These connections supply significant value to the consumer education, training and management consultancy that we provide in a variety of industries that are now enthusiastically examining the potential for adopting effective psychology and neuroscience interventions.

**Life Experience :** Most recently, 7 years as an Independent Entrepreneur, running several businesses. Prior to that over 25 years in services industries, including a global role in a multinational. Over 15 years product development experience, 15 years martial arts training progressing to national competition (UK), Australian government professional sports coaching qualification (level 2), psychotherapy, mindfulness meditation, and independent travel in more than 60 countries.