

THE
DEFINITIVE
GUIDE TO
~~SURVIVING~~

THRIVING
IN THE
FUTURE
OF WORK

2020 AND BEYOND

STOP FOR A MINUTE



The future of work is here

Can you picture what Australia will look like in ten years? Your car will likely drive itself, your medical care will be conducted by a gene-powered bot, and intelligent software will take over your HR, finances and communications.

We're no longer talking about some science fiction prediction - with **today's available technologies already doubling in capacity every 18 months**, everything we know to be normal is already being challenged by automation, machine learning and other forms of Artificial Intelligence (AI). Industries are adopting AI-powered chat bots for customer services, intelligent inventory apps in their warehouses and machine learning in their finance departments and security systems.

But despite the influx of intelligent tech, research shows that the robots are not going to take over completely. **Skilled human workers are set to be in shortage of around 1.5 million by 2022**. And a recent report from MIT also said that AI will create as many new jobs as it eliminates. It's clear that we still need humans, we just don't need them in the same capacity. Luckily, in the modern world of work and education, reshaping your career to fit these new requirements is far more achievable than you think...

In this guide, we'll explore the Australian industries at risk from automation and the areas where we're predicting growth and evolution across the nation. You'll learn which skills are required for you and your team to not only survive, but thrive – plus practical ways to future-proof your career with contemporary, global skills and a 'growth mindset' as your fuel.

How do you know if you're safe?

To keep up with such rapid pace of change at the hands of technological disruption, **millions of people at various stages of life are reskilling and upskilling** in order to future-proof their careers.

In 2018, **Open Universities Australia (OUA)** commissioned the **Voice of Industry report*** to explore corporate perspectives on what Australian industry is feeling, thinking and demanding from their employees - and potential talent - amidst this evolving world of work. By combining this report's research with wider industry studies and census data, we found that while some careers are at far more risk of automation than others, the way we work - across all industries - is already changing, and our careers and attitudes need to too.

Read on to identify the at-risk industries, and learn how to audit your skills, take every opportunity that comes your way, and stay on the front-foot for the future.

*See page 37 for more information on the Voice of Industry report.

What you'll discover within this guide

6

Industry 4.0

What impact is technology having on today's workforce?

8

Is your career at risk?

Australia's strongest areas of risk and growth

14

Vital skills that are in demand

Do you have these important skills?

The importance of a growth mindset

Vital skills for today and the future

24

The role of bite-sized learning

How micro-credentials and transferable skills are key

28

What you need to do today

5 practical ways to future proof your career

32

INDUSTRY 4.0:



What impact is technology having on today's workforce?

We've come a long way since the grease and growth of 1760, when the first machinery of the Industrial Revolution began to do the heaviest lifting for us. Now, we're entering what's been dubbed **Industry 4.0** - or the '**Fourth Industrial Revolution**' - and the incentive for industries to evolve is huge. In fact, a study by Google predicts that if businesses adopt the perfect mix of Industry 4.0 technologies - including autonomous vehicles, AR, VR, big data, machine learning and mobile computing - **the Australian economy will see a \$1.2 trillion boost by 2030**. But how will this impact your job and your organisation?



"In the first Industrial Revolution, we replaced brawn with steam. In the second, we replaced steam with electricity, and in the third, we introduced computers. We've had intelligent rule-based systems. What we haven't had is the equivalent of the human cortex—systems that can learn."

Guido Jouret
CDO at ABB in Switzerland

How your role could evolve

As new and advanced technologies increasingly infiltrate our workspace, how do we ensure that we're ready to ride the waves of opportunity that surface?



Some of us will need to **adopt digital skills** to manage an increasingly digitally-based occupation or working team.



Others will need to **upskill** and enhance our human-centric or 'soft' skills while the robot takes on the mundane element of our roles.



Others still may choose to **change career paths altogether**, armed with short courses and transferable skills to get us over the line.

IS YOUR CAREER AT RISK?



Australia's strongest areas of risk and growth

The general consensus is that **'routine' cognitive and physical tasks will be the first to be automated** – from factory workers to medical equipment preparers and plasterers. But white-collar jobs are facing similar disruption as the technology around us continues to advance.

For many people, **adjusting to the changes will require upskilling or reskilling** to keep up with their industry's evolution. In trade-based industries, there is an increasing demand for new and accredited skills through government-supported TAFE institutions, while those in seemingly 'safe' jobs are adding new digital and human-centric skills to their resume. For those changing careers altogether, fully retraining may be their only way into highly-regulated industries like healthcare.

According to recent ABS data and other international studies, most of us lie somewhere in the middle. As tech evolves, so too will the percentage of our skillsets that can be automated, presenting new areas of growth and opportunities along the way. Where do you currently sit?

EVOLVING CAREERS



"As we feed more data to the machines, we're handing over more mundane tasks to our computational tools, and the role of the human architect is taking on a wholly new, more powerful form – improving the way we analyse, optimise and visualise our work."

Steve Fox, Principal at Architectus and GM of BIM Consulting



If you're a **storeperson or hospitality worker**, more than half of your job may be replaced by chat-bots and digital sales platforms – a trend already emerging in Japan.



Clerical and office support workers will see 44% of their tasks automated, mostly by technologies that can read, monitor and search through large databases. However, making decisions based on this data will remain in human hands.



For teaching professions, around 1 in 5 tasks will be automated. The robots can potentially monitor student behaviour, health and performance, but we need humans to assess individual needs, empower and support students emotionally, and establish rules and assessment criteria.



Software developers who build applications are relatively safe, with only 8% automation potential, mostly because advancing technologies have been a part of their job right from the beginning.



As new software enables people to manage their own finances, **accountants** will lose around 39% of their roles to technology. But evaluating employee performance or conducting financial audits will still require Homo sapien insight.



Personal carers and aides will still retain 70% of their roles. Each patient's care requires nuanced diagnosis, planning and connection - an inherently human relationship between patient and professional.



Architects, designers, planners and surveyors will see 17% of their work automated by computational design tools that gather survey data, investigate environmental impacts or replace manual drawing tasks. The creative part - designing solutions that meet cultural, environmental and aesthetic needs - can't be done by an algorithm.



And of course, more than half of most **bricklaying, joinery and carpentry professions** will be automated. With cleaning and mixing taken care of by machines, only 45% of the job - the project management and creative tasks like choosing materials - will be left to the human experts.

AREAS OF GROWTH

If your career involves caring for other people, your industry is seeing strong growth rates of around 18% – this includes health practitioners, childcare workers, social workers and emergency services. And it's not slowing anytime soon. IBIS World's industry research shows that technology in healthcare will be a major cost-saver, without impacting employment. In fact, **recruitment rates in Australian health services are still projected to grow every year for the next 5 years.**



Since even the robots need some human helping hands, new skills and jobs are popping up every day in **the information technology sectors**, with growth rates of around 19%. In the short term, **programmers, software engineers, web designers, database administrators** will see huge demand.



Economists, journalists and analysts are relatively safe from automation (36%) but are not necessarily seeing big growth in their industries (7.6%) thanks to a range of other digital disruptions in the media realm.



Historians, geologists, engineers – the people who design and record the earth around us, are seeing moderate growth of around 13% in their industry. It will be a long time before robots are able to tell the stories of our planet with as detailed, evocative and ethical a human lens.



Whatever the tech, we're going to need people to manage it and analyse its results – as well as the human teams around us. **Project managers, chief executives, managers and analysts** are therefore in relatively safe positions and seeing steady growth.

"[Technology can] improve response times for emergency vehicles such as ambulances and paramedics, [allow] for cheaper and more efficient consultations, or assist in the remote provision of expert medical advice in Australia and overseas and for the fast dispensing of diagnostic tests, training information, technical databases and access to financial transactions."

IBIS World Industry Report,
Health Services in Australia
(Q8400 - March 2019)



"There is most definitely a focus within high performing organisations to hire based on technical credentials. Having said that, the human element of soft skill application is a timeless necessity required to develop and deliver products and services."

**Edward Sadza, Consultant,
Workforce Optimisation &
Performance Excellence –
National Australia Bank.**

Edward studied RMIT's
Executive MBA through
[Open Universities Australia](#).

What skills do you need to future-proof your career?

According to the Voice of Industry report, the skills most sought-after in the future workforce range from highly-technical specialities to inherently human qualities that we need to enhance and officialise as part of our CVs.



VITAL SKILLS THAT ARE IN DEMAND

According to global research by The McKinsey Global Institute, **up to 375 million jobs around the world will be fully or partially replaced by automation and AI by 2030**. While we can't ignore the risks posed by robotics here in Australia, we've got to see how, with the right skills and mindset, it can also open-up a world of exciting new opportunities.

For those of us working full time jobs already, and balancing home responsibilities, the idea of upgrading our skillset can feel daunting. But new studies by the Foundation for Young Australians (FYA) show that **when a person trains for or works in a job, they acquire the skills for 13 other jobs**, so you may already have many of the skills you need to enter a leadership role or change industry. For example, an accountant (high risk career) boasts skills in data security as well as risk analysis and mitigation, similar to that of a cybersecurity officer (growth area) therefore improving the ease of transfer between careers by not needing to retrain from scratch.

Recruiters are increasingly valuing this transferable expertise - 'old skills' that can be supported by new skills and applied in new and emerging fields. The result? We're no longer tied down to our field of original study, or to traditional education or career pathways. Skills are not siloed and can be applied in a surprisingly broad number of sectors and roles.

Broadening your skillset with digital and soft skills to stay relevant across various fields in your cluster can dramatically increase your career options and propel you into higher level positions.



"I always tell my developers that one way to make themselves as appealing as possible to a hiring team is by becoming polyglots – masters of many languages or skills. Don't pigeonhole yourself. A specialist in one coding language will struggle to have career progression, while those with more languages up their sleeves will be sought-after as they can cover more roles."

Liam Kelly,
Halcyon Knights



TOP #5

HUMAN-CENTRIC SKILLS YOU NEED



“In the industries in which I’ve mostly worked (legal and health) there’s a different shift happening in that a lot of staff have sufficient tech skills due to growing up learning, playing and studying on computers – but some people don’t have the people skills – which is now more important than ever as some people’s jobs become automated by tech.”

Faye Strugnell, Case Manager/Investigator – Australian Health Practitioner Regulation Agency.

Faye is studying Curtin University’s Master of Health Industry Management through [Open Universities Australia](#).

Respondents in the **Voice of Industry report** said that “*now, technical skills are out of date so quickly, the other skills are more important. A person can have all sorts of degrees, qualifications, bits of paper, but if they can’t talk to people, build trust, form those relationships, then the bits of paper are irrelevant.*”

We’re seeing a shift towards emotional intelligence at the higher end of the scale, with many CEOs now coming from more people-centric roles rather than the traditional finance or operational backgrounds. But you don’t have to be born with a high emotional intelligence (EQ) or natural proficiencies in soft skills. Industries were in agreement that soft skills can be taught - via higher education and work experience.

Studies show that if businesses invest in training their staff in soft skills such as problem solving, communication, and decision-making, their return on investment is 250% - in only eight months.

If you’re going to upskill, read on to discover the soft skills most likely to keep you ahead of the curve...

1 | Story-telling

As our interactions both inside and outside the office become increasingly digital, what does communication really look like today and for the future? While the robots may be able to churn out facts and figures faster than we could ever attempt, only humans have the inherent ability to add imagination to information and weave a story that truly connects with its audience. As city dwellers, we are now served well over 5000 ad messages every single day, so cutting through the fluff requires that real human connection and the ability to evoke emotional responses in your colleagues or customers if they're going to feel connected, invested and inspired to take action.

2 | Emotional intelligence (EQ)

One thing that machines can't yet do (and may never fully master) is the human art of emotions - the empathy, resilience, humility, and trust that underpin our ethics, values and connections. Our deepset intuitions and immensely complex ability to respond to each other and the world is what will keep us valuable, as robots take on the unemotional part of our roles. In fact, over in the engineering field, Accenture's Randy Wandermacher once noted that employers increasingly favour graduates who don't "**reduce the world to ones and zeros. In the digital and robotics age we still require STEM graduates. But what we also want in graduates is curiosity, resilience, judgement and adaptivity.**"

3 | A growth mindset

Flexibility and adaptability are the only strategies to cope with a capricious work environment. If you can't evolve with external changes, you'll risk getting left behind - even if you're one who currently leads the pack. Luckily, a shift from a 'fixed mindset' where you believe that your circumstances or current skills are permanent and out of your control, to a 'growth mindset' where you are willing to continuously learn, try, fail and evolve, is a must-have in all industries. To prove this mindset to a potential employer, Victoria's government-funded startup agency LaunchVic recommends that you include any examples of continuous learning in your CV: "**include your career progression, micro-credentials, meetups and any study you've pursued to better yourself. Let your interviewer in on the risks that you've taken - in your career or personal life - and what you did, what you learned and what you'd do differently next time.**"

“Think
OUTSIDE THE BOX”

4 | 21st century leadership

The days of the dictatorial hierarchy are soon to be old news. Companies are increasingly adopting a 'flat' structure, where roles are viewed more equally and leadership is more integrated into the fabric of the business. Leaders need to be able to work alongside, not just above, their colleagues, and need to embody the new priorities of the 21st century workforce - diversity, inclusion, sustainability and collaboration at the top of the list. It's no longer about exercising control, but rather about giving control; creating an environment where workers can grow and thrive in a role that feels meaningful, balanced and relevant in society.

5 | Creativity

'Think outside the box' is the oldest advice in the book, but it's even more important when we consider that our future colleagues may be robots who can only think within the box. While algorithms and datasets constrain AI to an efficient yet limited set of solutions, humans have the creativity to solve the same problems in much more complex and diverse ways. For example, the architecture industry is seeing a huge rise in computational tools that can provide specific design solutions at the drop of a hat - but the machine won't be able to integrate or understand the cultural sensitivities, community opinions or environmental considerations that are key to the design's success. Only the creativity of the human architect can take that on.

TOP #5

ESSENTIAL TECH SKILLS

We're not just referring to a proficiency in Microsoft Office. New specialist digital skills are becoming a priority in individual industries, as well as a basic understanding of how technology is evolving and will impact your industry.

According to the **Voice of Industry report** and other studies, here are the **top 5 digital skills** that are increasingly valued across all arms of a 21st century business, and will stand your career in good stead, today and in the future:

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“The rate at which technology is changing means that roles are becoming increasingly complex and requiring all staff to have digital skills.”

Respondent from the Voice of Industry report



1 | Analytics

In a connected world, we have more and more information about our customers, products, target audiences and the world around us available at our fingertips. But we need to be able to turn that information into tangible insights for it to be of any benefit. If you want to face a digital world, you need to be able to understand the importance of every 1, 0 and everything in between. Candidates with data science, strategy or business analytic skills - people who can turn huge sets of structured and unstructured data into real insights and solutions - will be revered in years to come.

2 | Human-centred design (HCD)

It's well known that how your customers or clients interact with you is a key element of their satisfaction. A focus on designing seamless, user-friendly products and experiences has seen huge focus in recent years, with user experience (UX) a key priority in all industries - not just those online. Human-centred design (HCD) takes it one step further by involving humans at all stages of the design process, making sure that every problem is collaboratively solved with human perspectives at hand. After all, if you want a product designed for humans, leaving it to the robots probably isn't the best option.

3 | Agile product management

You can thank software developers for the iterative, flexible way the modern workforce is beginning to operate. While it's only just starting to spread to other industries, agile methodology is a collaborative approach that developers have been using to strategise, adjust and optimise their products through experimentation, quick changes and productive problem solving. As agile frameworks continue to spread to new industries, employees will need to start adopting an agile mindset in order to solve problems creatively, reflect on progress and adapt to new challenges to meet short-term goals.

4 | Smart technologies

AI, VR/AR, blockchain, computation, automation and natural language processing are just some of the technologies that will soon become household names. You may not need to be able to write a machine learning algorithm, but you do need to be able to interact with and potentially even incorporate automation, computation and AI into your work. At the very least, you'll need to understand the way these technologies work and how they may impact your industry - you may discover opportunities to lead their adoption in your company or use advanced tools to streamline your own job.

5 | Cybersecurity

You may think that if you're not working in IT or technology, cybersecurity concerns don't apply to you. But the intensity and intelligence of cybercrime is infiltrating even the most unsuspecting of industries - for example, the healthcare industry is on high alert after 15,000 personal medical files at a Melbourne hospital were held at ransom in early 2019. As long as you are working with people and data in an online capacity, you need to understand the risks and be able to secure their information, and yours, to avoid a loss of IP, capital and identity.



“The tech skills I’ve acquired through my IT degree and on-the-job experience, combined with my study in the field of psychology and previous career in TV, have all played a pivotal role in where I’m at today - these days there’s so much opportunity to harness your skill-set and totally reinvent your career path.”

Dr. Peta Masters,
Research fellow
at University of
Melbourne
specialising in
the field of AI.
Peta studied
a Bachelor of
Information
Technology
with RMIT
through [Open
Universities
Australia](#).



THE IMPORTANCE OF A GROWTH MINDSET

How to adapt successfully

Science shows that straight lines don't have an evolutionary advantage. Bend a straight line and it will break, bend a curved one and it will, well, bend. According to evolution, flexibility makes you adaptable, while rigidity makes you extinct. But what has this got to do with your career trajectory?

Flexibility, and a belief that with hard work we can change and evolve, allows us to retrain, upskill, adapt and change jobs far more seamlessly than previous generations. And we need to - 45 years in one industry with all the right, relevant degrees and just two office cubicles? Done for. A belief that we cannot change, or that progress is impossible? Finished, finite, FIN. We need to be entering jobs with the knowledge that the times are changing, and develop attitudes that allow for us to continuously grow in tandem.



"The changes are just so quick. If you can't be agile and able to adapt to different environments, you won't be successful."

"Whether a candidate works in their field of study or not is sometimes irrelevant. It shows a commitment to develop themselves."

Respondent from the Voice of Industry report



"There are definitely some key skills that will help you to effortlessly move across industries. The first one would be problem solving... your ability to have complex analytical thought is essential. Secondly, your ability to navigate the digital world and to utilise online platforms... lastly, your adaptability. Being able to be flexible on the job, to be really fluid in learning new skills and overall just having that flexible mindset."

Suzie Plush,
Psychologist and
Careers Expert

CHANGE



CAREER FLUX IS THE NEW NORM

According to the ABS, **over 1 million Australians changed employers or the businesses they ran in 2017/18**. From work and home life, to education and globalisation, our social structures have become increasingly malleable in recent years, and career progression is mirroring this flexibility in the wider world.



"It's not about matching perfectly what exists today. We're always looking at what a person can bring that doesn't already exist, and we want our employees to have this forward-thinking mindset too."

Michael Kyle, Talent Director, Redbubble

What's enabled this changeability?

Companies are increasingly searching for **new talent with new skills in roles that might not even have existed a few years ago**. And to help fill the gaps, recruiters are no longer looking solely at your formal qualifications to assess your abilities. A combination of new and 'traditional' skills has opened up myriad opportunities to take your career in exciting new directions.

THE AVERAGE AUSTRALIAN LASTS **3 YEARS IN A JOB**

THE AVERAGE AUSTRALIAN WORKS IN **3 INDUSTRIES OVER THEIR LIFETIME**

AUSTRALIANS CHANGE JOBS AROUND **17 TIMES IN THEIR CAREERS**

134,000 AUSTRALIANS OVER 40 STUDY EVERY YEAR FOR A CAREER CHANGE

THE ROLE OF BITE-SIZED LEARNING

Exploring micro-credentials

For some industries with strict academic or accreditation requirements like healthcare or teaching, a traditional degree or certification is still a must-have. But many of the Australians looking to change or progress their careers are already working full time, have family commitments and financial barriers that get in the way of full-time study.

If you're not sure how you'll manage to start your studies from scratch, you're not the only one. In fact, **Ernst & Young's Universities of the Future study in 2018 looked at redefining how the modern world is accruing new skills**, and researchers found that **'non-traditional students' now make up 74% of the global higher education cohort.**

It can be hard for this increasing number of non-traditional students to commit to full-time study. But luckily, pedagogies are evolving to incorporate more online study that can be done from home, and the **popularity of micro-credentials continues to rise**, making it easier for even the busiest professionals to fit short courses into their timetable. Upskilling short courses in specialised or singular subjects can either count towards a more comprehensive degree, or simply be used to prove a singular skill and help you move to a different industry.

'Non-traditional students' are classified as those who:

62% ARE WORKING FULL OR PART TIME

35% RE ENROLLED IN TWO-YEAR COURSES

43% ARE ATTENDING PART-TIME STUDY

28% HAVE AT LEAST ONE DEPENDENT



"For someone in business who hasn't got a university degree, but wants to acquire one, being able to chip away at something and then have it coalesce into a degree, it's a lower barrier to entry then - you can start with something.

Industry Leader, Voice of Industry



What exactly are micro-credentials?

In short, micro-credentials are used to recognise compartmentalised skills or achievements without needing a full degree. You can do short courses in specialised or singular areas of study, which can either count towards a more comprehensive degree, or simply be used to prove a singular skill.

Already, we're seeing a shift towards these shorter courses in Australia, enabling full-time professionals to upskill and evolve without huge time and financial investment. In the **Voice of Industry report**, these shorter, more efficient and cost-effective forms of learning were highly regarded by Australian industries to upskill, reskill, and fulfil a competency gap in employees' careers. *"Single units are good,"* said one respondent in the **Voice of Industry report**. *"Sometimes you might not need a full degree, you might just need to top up."*

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"Achieving my career goals is central to who I am as a person, and with that comes a commitment to continuously acquiring new skills – for me, lifelong learning goes hand in hand with career success."

Nessa Pastoors, General Manager of People and Communications - Merri Health.

Nessa studied RMIT's Executive MBA through [Open Universities Australia](#).

LIFELONG LEARNING IS KEY

”
"64% of executives feel that the need for continuous lifelong learning will demand more credential attainment from job seekers and higher levels of education in the future."

Sean Gallagher, University World News

Recent studies predict that our generation may have the opportunity to work until we're 70. At the current rate of change, you can only imagine how different the world might look then. We need to be arming ourselves with tools that will evolve with the times. In fact, various studies predict that businesses with creative learning cultures will thrive while those who don't partake in or support lifelong learning will get left behind.

"There's an expectation right across the economy that businesses need to be leaner and more efficient which is encouraging people to be more multi-skilled," said one of the

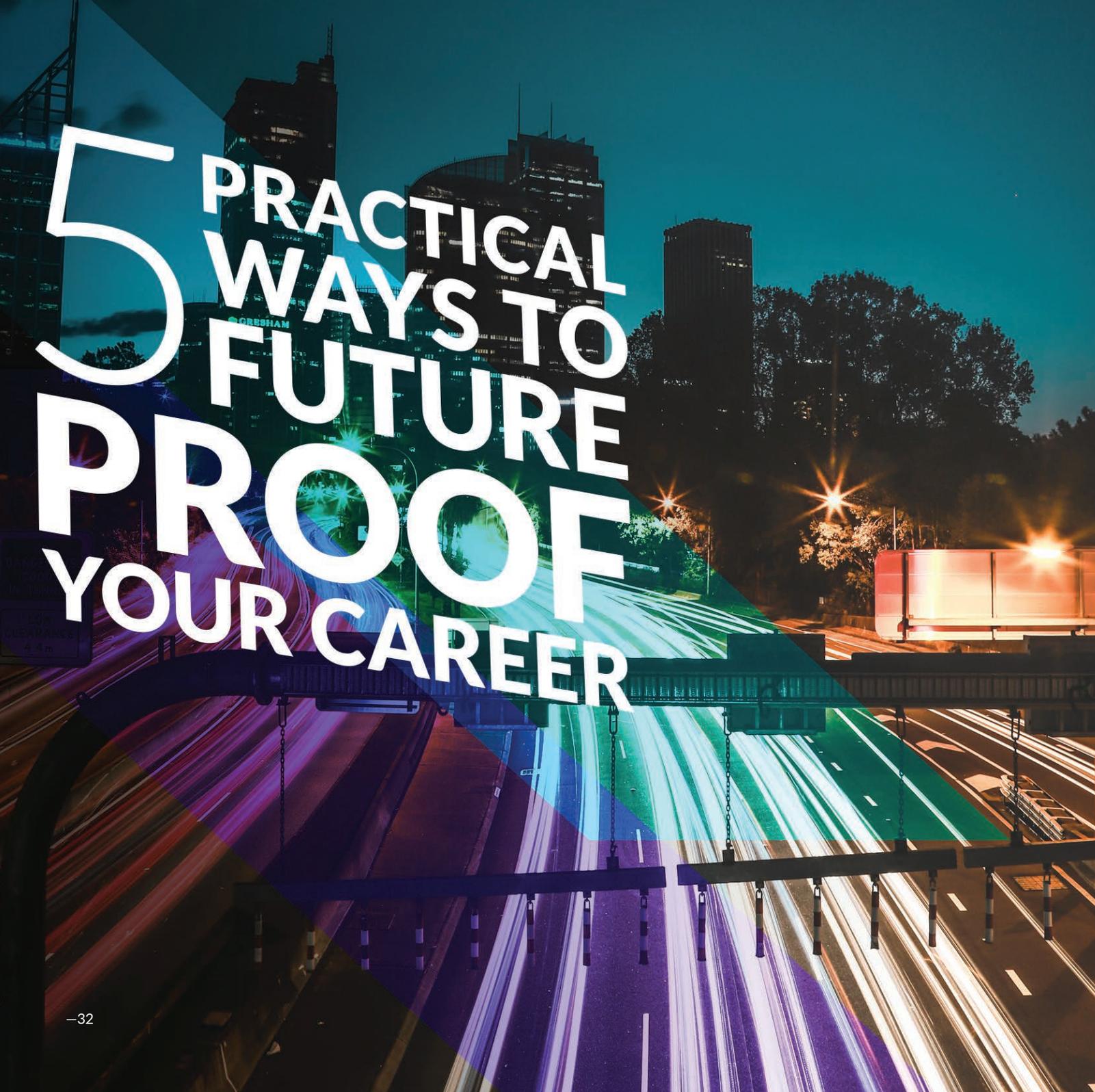
industry leaders in the **Voice of Industry report**. *"We would expect that increasingly, graduates will have multiple degrees and there will be an expectation of ongoing learning and education."*

Continuously evolving keeps you ahead of the curve, and more ready to make a move should a sticky situation or enormous opportunity arise. Lifelong learners can not only implement new skills in their current job and out-perform expectations, but can also move with confidence to their next role, armed with sought-after modern ideas and refreshed ability to think critically and tackle bigger ideas.

”

"People don't have time to do a Masters degree, or that much money. But if it's \$2K here or there ... Degrees now need to be shorter. Quite often I've seen organisations balk at educating someone because they realise that person will probably move on and that in five years' time they're still having to budget for it."

Industry Leader, Voice of Industry



What you need to do today

It's in human nature to fear being left behind: In fact, it's an evolutionary survival mechanism – trail behind the pack and you're the one who'll make a good lunch for a hungry crocodile at the river crossing.

But despite our innate desire to progress, we still find ourselves feeling 'stuck' in our current situations. That truth is that the first step is often the hardest to take.

Read on to discover some small steps to help get you started...

1 | Be the automator, not the automated

Whether you're considering your own role in the future of work, or that of your team members, now is an ideal time to audit the more repetitive tasks or 'business as usual' activities. This way you'll expose how new technology can help streamline your workflow. Research online to identify what platforms could enable you and your team to work smarter.

Platforms such as Asana and monday.com are leading the way in the space of automating workflows so you can be more effective with your time. Considering how the rapid rise of technology is impacting the way we interact, chances are programs like these will become the new norm.

2 | Broaden your view

Your industry may not be under direct threat, but that doesn't mean you won't have to change to keep up with the Fourth Industrial Revolution. Look at what you can learn from other industries that have had to adapt. How have they integrated technology into their services, and how might you do the same to keep up?

From healthcare providers using mobile apps for remote self-care, to tech start-ups revolutionising food delivery and on-demand travel, there's something to learn from every industry. Take what you can from those who have forged the way and you can become a trailblazer yourself.

3 | Be a change agent

Being adaptable, agile and open in the face of the future is essential for growth. Put yourself in the mind frame to continuously improve, grow and learn by attending agile workshops, masterclasses or working groups in your city. These types of events are teeming with ideas and contacts that can help you grow.

4 | Hone your personal brand

Your personal brand is so much more than your LinkedIn profile. How you interact with stakeholders, clients, agencies, and how you come across as a client yourself all counts. For this reason, it's important to consider how people perceive you across all your interactions.

Carve yourself out as a thought leader in the future of work by making use of your company's social platforms. Set aside time every week to post your latest ideas and share inspiration. If you attend an event or conference, upload photos and provide insights on what you learned.

For those looking for new opportunities, networking at events not only expands your professional circle, it can also enhance your personal brand. Take the time to seek out relevant people to tell your story to and express your appetite for growth.

Why not push yourself the extra mile by signing up for public speaking opportunities? Doing so will show your relevance in the current landscape, whilst demonstrating your ability to engage and influence your audience.

5 | Find out what courses fit your bill

If you're wanting to enter a career in healthcare or social work for example, there may be regulations that dictate what qualification you need. But if you're balancing work and family life with your study, and can't commit to a full-time course, there are flexible options that you can undertake to upgrade your skillset quickly. In fact, 30% of Australian postgraduate students are studying online, and this number of flexible learners is increasing in many fields. Look at short courses, online tutorials and digital certificates in your area of interest to fill a skills gap or gain accreditation.

For those looking to up the ante with university study, online single subjects through [Open Universities Australia \(open.edu.au\)](https://open.edu.au) are an ideal way to upskill in a specific area, without stepping on campus or committing to a full degree. Through Open Universities Australia, single subjects from a range of universities can even be credited towards a degree if you do decide to continue studying. Hundreds of subjects are available at both undergraduate and postgraduate level, which you can enrol in easily online. Contact the learning and development team in your workplace to find out about funding and corporate benefits through Open Universities Australia.



There's no doubt about it

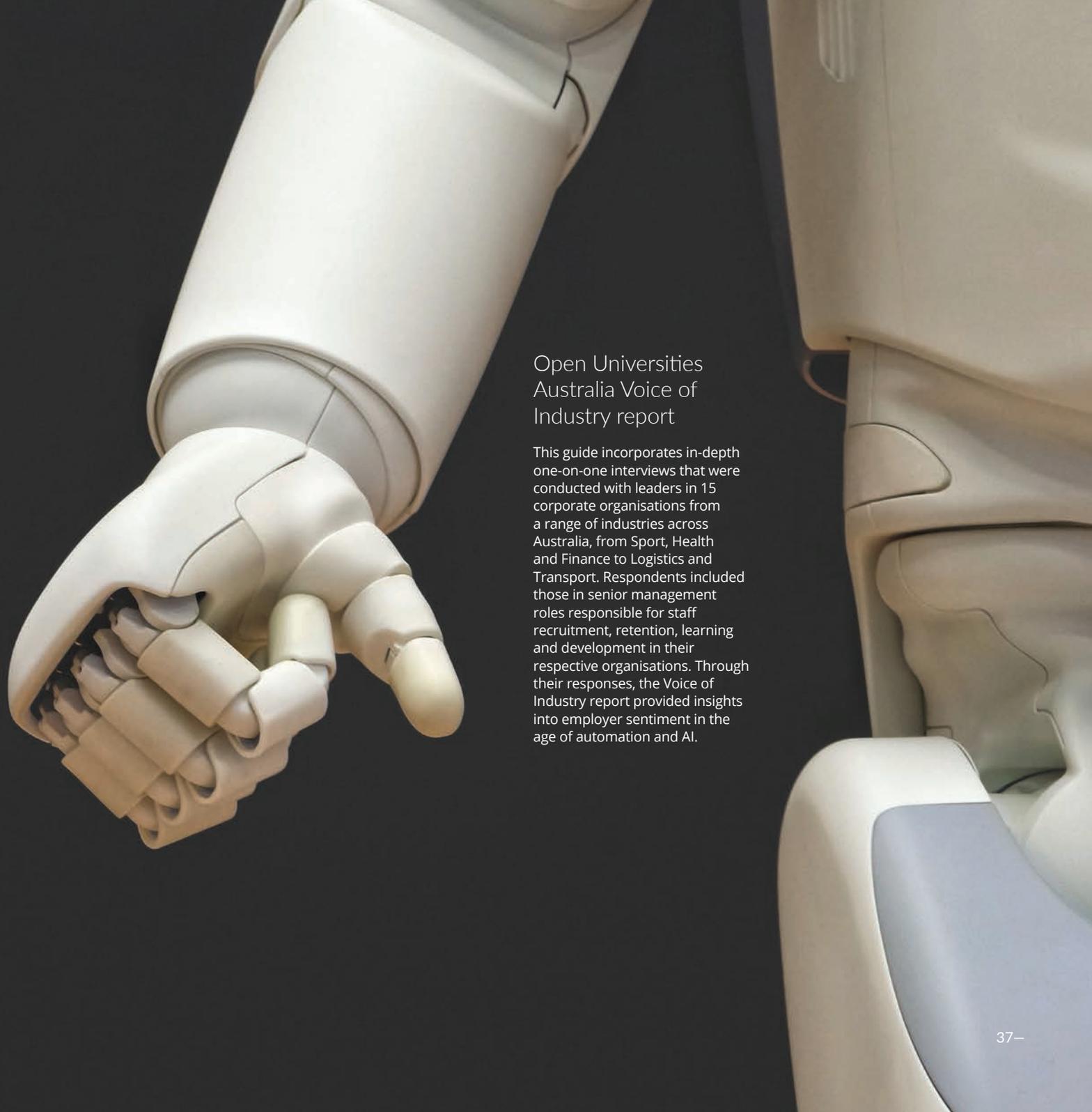
We are no longer tied down to our field of original study, nor to traditional education pathways or one-way ladders of business hierarchy. In this new world of pliable career continuums and bite-sized options for progression? There's very little standing in the way of you and your ideal career path – no matter how much the robots try and tell you otherwise. You don't have to go it alone. Reach out to people in your industry (or the industry you'd like to work in) and ask questions to see what you need to make your move.

With contemporary, global skills and a 'growth mindset' as your fuel, you'll be able to reshape your place in the workforce - whether or not your industry is facing a tangible shift from Industry 4.0. We hope that this report gave you perspective on where you might sit in the spectrum of change, what industries value most and how you can improve your career prospects without starting from scratch.

We can't accurately predict what the world might look like in the next decade. But we can face the changes already occurring around us, and build an arsenal of robust, modern skills that will stand us in good stead - no matter where our industries are heading or what new technological advancements may occur on the way.

Open Universities Australia Voice of Industry report

This guide incorporates in-depth one-on-one interviews that were conducted with leaders in 15 corporate organisations from a range of industries across Australia, from Sport, Health and Finance to Logistics and Transport. Respondents included those in senior management roles responsible for staff recruitment, retention, learning and development in their respective organisations. Through their responses, the Voice of Industry report provided insights into employer sentiment in the age of automation and AI.



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Cover image: Melissa, who upskilled through Open Universities Australia to gain a postgraduate qualification in health promotion from Curtin University.



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