

2020: The bank of the millennial workforce



Critical thinking



as automation and AI will take over manual tasks



Collaboration



Employees should function interdependently – and not just independently



Art of communication



in the age of digital



Creating thinking



to make the shift to customer-centricity and then, customer-specificity

Spreading triple literacy



Information literacy



To make right judgements on information usage and leverage insights optimally



Social media literacy



Young workers are heavy social media users – best practices and etiquette are important



Technology literacy



Enabling employees to embrace new digital technologies, such as Cloud, IoT, Blockchain and AI