# Lexonis

6 Step Guide: Identify, Analyze, and Act on Skills Intelligence Data

Introduction

Data is reshaping our lives and work. Whether it's collecting real-time data from machinery like a jet engine to enhance performance or tracking online browsing activity to personalize advertising, data is uncovering new insights and guiding decisions. For Human Resources (HR), data that delivers skills intelligence – an understanding of the skills to drive business performance - has emerged as a critical requirement and enables HR to play a strategic role at the top table. With skills data at their disposal, HR teams can attract and retain the best talent, boost engagement, strategically invest in Learning and Development (L&D), and more to deliver greater value to the organization.

44% of workers' core skills are expected to change in the next five years
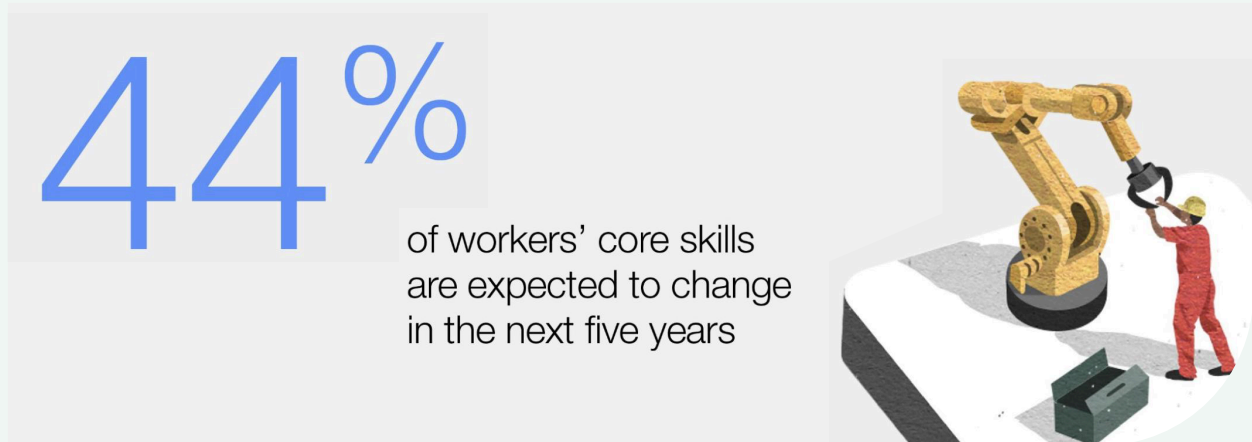
Source: World Economic Forum, *Future of Jobs Report 2023.*

Why Skills? Why Now?

Skills encompass individuals' abilities, knowledge, and expertise necessary to perform specific tasks or activities. Distinguishing between skills and merely inferring capability based on past experiences or education is becoming increasingly vital. This is because the skills required to fulfill a job or support an organization's strategy are evolving rapidly. According to the Future of Work report by the World Economic Forum, 44% of the skills needed for the global workforce to excel in their roles will change by 2025. Hence, past job experiences or academic qualifications are becoming less reliable indicators of current job performance. While emerging technologies like AI contribute to some of this change, much of it is driven by the shift towards project-oriented business cultures. "Soft skills," or more aptly termed "Power Skills," such as teamwork, conflict management, communication, and problem-solving, have become increasingly pivotal to an employee's success or failure. Reflecting this change, six of the World Economic Forum's top ten skills for 2025 are Power Skills.

What is Skills Intelligence Data?

In the healthcare sector, skills intelligence data refers to insights derived from analyzing the skills needed within an organization against those possessed by employees. This data guides HR in various crucial functions, including recruitment, training, and succession planning. This white paper explores how HR teams can unlock skills intelligence data through a tailored 6-step process.
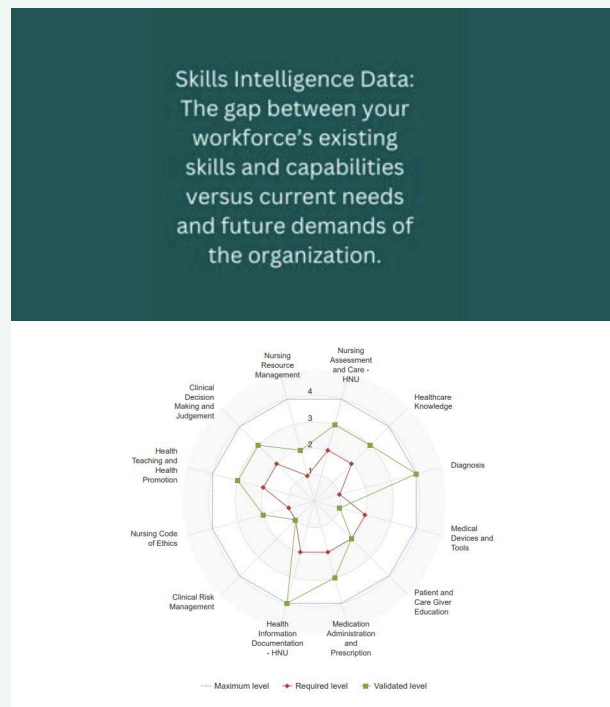

Figure 1: Skills gap analysis.

Step 1: Identify Skills for Existing Roles

The initial step involves modeling the ideal skill set for existing job roles within the organization. Job role analysis methods are used to create these models, focusing not on exhaustive lists of tasks but on understanding how successful employees spend their time and the underlying skills that contribute to their success. It is important to include employees in the role and their managers in this process, focusing on real-world examples to extract the skills that drive success.

The key to successfully running these interviews is to focus on real-world examples both of successes and failure, in other words, a lot of 'tell me about a time when…', and to extract the skills that led to success or would have been helpful in to avoid failures. As this process is applied across multiple roles, it's important to look for transferable skills. These are typically soft or power skills that start to show up as important to success across multiple roles – this will become more important as you move through the process. The Lexonis' skills frameworks greatly accelerate this process.

In addition to identifying skills, documenting and tracking regulatory compliance requirements in healthcare is of paramount importance due to the highly regulated nature of the industry. Failure to comply with these regulations can result in severe consequences, including fines, legal penalties, loss of accreditation, and reputational damage. Moreover, compliance ensures patient safety, data security, and quality of care delivery. By tracking regulatory requirements proactively, healthcare organizations can mitigate risks, maintain operational efficiency, and uphold their commitment to providing safe and effective healthcare services to patients.