

SOFT VS HARD SKILLS VS JOBS VS WORK

Skip to the end | Spoiler Alert | TL,DR:

What remains of jobs are the inescapably soft skill capabilities which technology can't easily replicate: emotional intelligence, mutual cooperation, critical thinking, impartial and authentic communication. The companies that get ahead won't simply recruit for these capabilities.

The truly successful companies will develop their people and teams to *be* exceptional collaborators, *using* facilitators and facilitation.

The future of jobs will not be televised (to remix Gill Scott Heron with The World Economic Forum)

Our "jobs" and "work" are categorically no longer the same. The future of jobs will be inextricably human. Future "work" is to be done by AI and automation: the grunt work, the unskilled heavy lifting, the data crunching, the repetitive workflow processing.

The good news is, individually and collectively, it's possible to detect, **now**, the major drivers expected to shape and transform the global labour market (shown here, WEF 2025 infogram).











The even better news is that core skills can be cultivated and developed **now** too. This is what successful teams will excel at in the future.

One caveat: cultivating these skills needs facilitators and we mean experienced, practitioner Facilitators, capital F Facilitators. People who can be impartial enough* to host collaboration, guide discovery and structure exploration, without substantially owning or forcing the results.

*enough - no one is 100% impartial

Future of Jobs Report 2025

Core skills in 2025

-  Analytical thinking
-  Resilience, flexibility and agility
-  Leadership and social influence
-  Creative thinking
-  Motivation and self-awareness
-  Technological literacy
-  Empathy and active listening
-  Curiosity and lifelong learning
-  Talent management
-  Service orientation and customer service

 Cognitive skills  Self-efficacy  Working with others  Management skills  Technology skills  Engagement skills

Note: The skills selected by surveyed organizations to be of greatest importance to workers at the time of the survey.

Source: World Economic Forum. (2025). *Future of Jobs Report 2025*.



Facilitation Fast Tracks Focus.

We work with companies, groups and teams to find their focus, hone in on their needs and take action on priority objectives.

Facilitation respects and holds space for lived experience.

We create the containers for deep reflection and create the structure for people and teams to work with and benefit from these insights.

Facilitation hosts and validates growth.

We ensure feedback is meaningful, actionable and unpacked so companies, groups and teams can take their next steps together.

Find out more at tdof.co.uk or contact lisa@tdof.co.uk

Focus:

Hard skills are built through addition and reinforcement. Proficiency follows best practices, adopting structured methods that demand repetition.

Soft skills require unlearning, to embrace new behaviours, to let go of outdated habits and integrate new ways of relating, listening and leading.

Nature:

Hard skills are tangible, measurable and deliver visible results.

Soft skills are lived experiences, shaped by emotion and reflection. Often deeply felt, these skills get recognition in the uncomfortable awkwardness when they are missing.

Acquisition:

Hard skills are procedural, following clear steps to yield predictable outcomes.

Soft skills are relational, emerging through interaction, feedback and a willingness to grow within context.

