

Upskilling employees: where to start?

What skills should
my employees focus
on, and where are
the best resources?

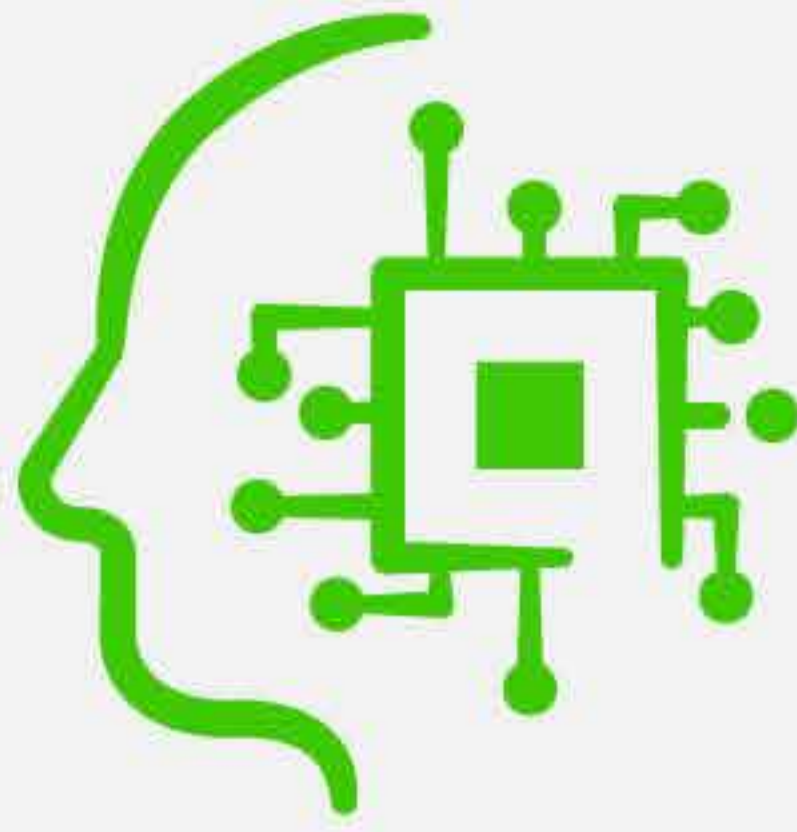




Employees need both hard skills and soft skills

to navigate a fast-changing world and steer your company in the right direction.

Here are some pointers to get you started.



Digital skills

can potentially help your organisation prepare for tomorrow's changes.

Examples of digital skills critical in your business:



Digital marketing



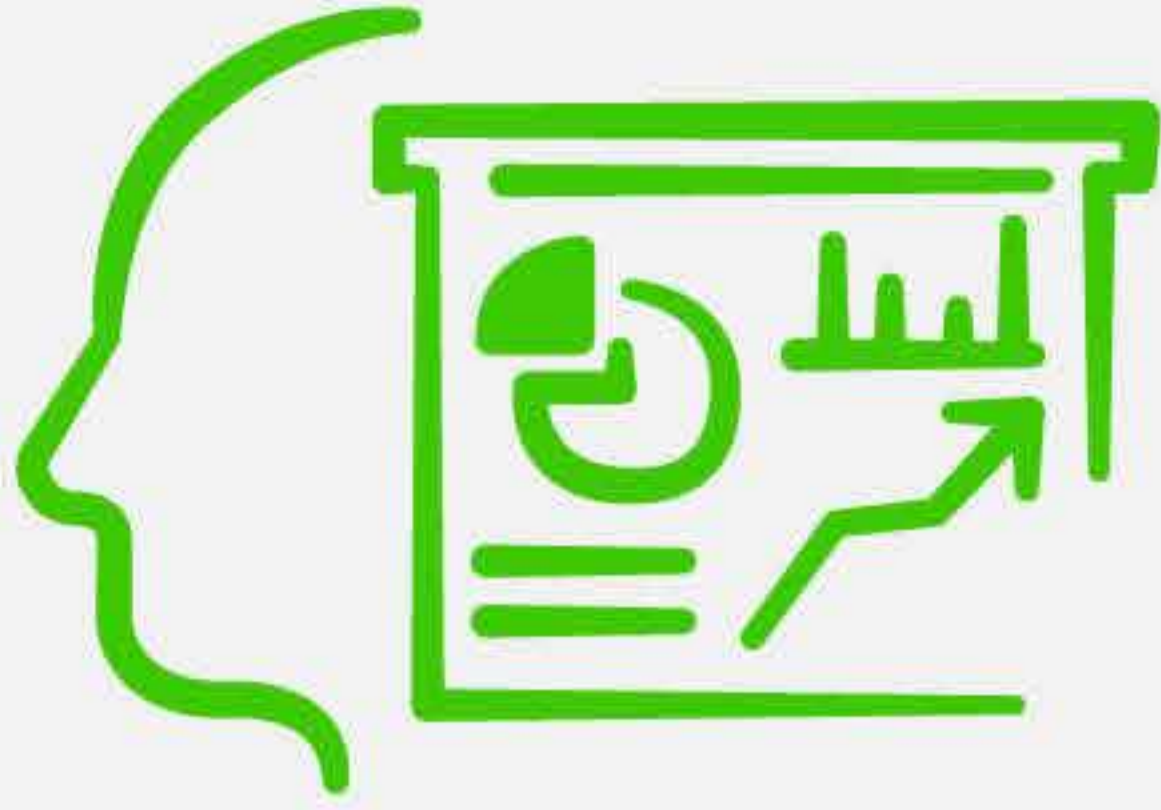
eCommerce



Handling digital payments



Digital HR/
payroll



Meanwhile,

data-driven decision making skills

empower your employees to make sense of data, so that they can respond quickly to your fast-paced business environment.

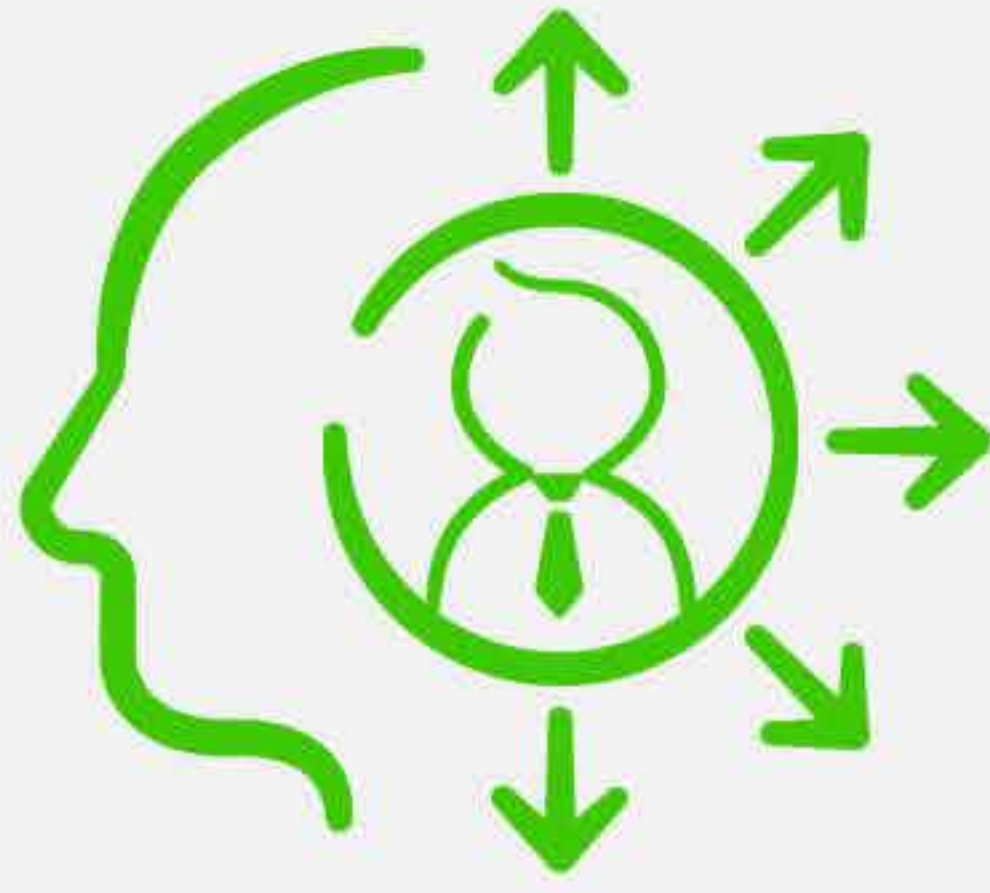
Here are some skills your employees should master:



Analytical reasoning



Business analysis



While hard skills are essential,

soft skills

have a longer shelf life, and not only help employees work with others, but also bring new ideas to the table.

Highly-rated soft skills in the workplace include:



Creativity



Collaboration



Persuasion



Emotional intelligence



Sales skills

are still just as essential as ever to most enterprises, whether it is selling to consumers, effectively managing a sales team, or conducting business at the highest level.

Some useful sales skills your employees need:



Product Knowledge



Strategic Prospecting Skills



Active Listening



Demo Skills



Closing Techniques



Post-Sale Relationship Management



Consider investing in cross-functional skill sets

such as creativity, innovation, design thinking, collaboration, and problem-solving.

A few areas your employees should consider:



Understanding your industry's trends and paradigms.



Basic knowledge of the ins and outs of business.



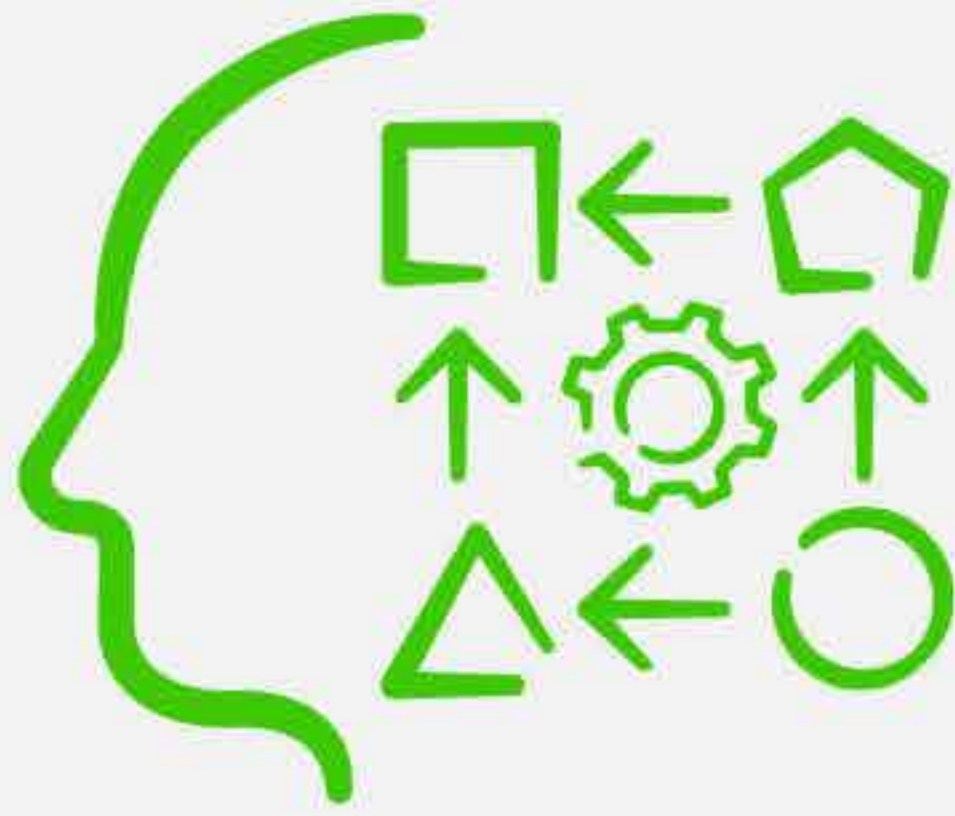
A broader context for your employees' specialised skill set.



Understanding human behavior through psychology or sociology.



A broad knowledge on relevant topics like law, economy, and software development.



Invest in adaptability.

Change is the only constant in business, and your employees need to be responsive and resilient in the face of changes.

Skills that boost adaptability include:



Collaboration



Problem-solving



Creative and strategic thinking



Critical thinking



Research

Here are a few resources your employees should consider taking advantage of.



myClass by British Council Malaysia helps your employees improve their English proficiency level.



Web Development Bootcamp by The Next Academy teaches the ins and outs of web and app development.



edX offers free online courses from computer science to marketing.



Open University Malaysia offers a **Diploma/Degree in Human Resource Management** for self-learners.



Quorse is a course marketplace platform with courses on various industry-relevant subjects.



The **CrashCourse** YouTube channel offers free video courses on subjects like economics, statistics, and psychology.

Leverage free and HDRF-claimable programmes by MDEC-approved trainers.



GrowthX helps your enterprise master today's in-demand skills such as growth marketing, UX design and business growth.



BEYOND4

DRIVING DIGITAL TRANSFORMATION

Beyond4 provides IR4.0-related training in line with the national agenda, including system integration and process digitisation.



Cybiant offers certification programmes for agile project management, digital transformation, service automation and more.



PMO Innovations has a self-paced online programme providing a structured approach for developing workplace competencies.

Complement your efforts with these MDEC programmes to stay afloat.

SMEquickwins

SME Digital Quickwins connect SMEs with technology solution providers for instant access to free and discounted services that enable business continuity and better management of day-to-day operations.

Register at

bit.ly/SMEquickwins



100 Go Digital provides in-depth assistance that helps traditional Malaysian SMEs in key sectors integrate and familiarise themselves with today's latest digital technologies.

Launched in Langkawi, going nationwide soon.



SME Business Digitalisation Grant

provides a 50% matching grant of up to RM5,000 per company for the subscription of digital solutions such as ePoint-of-Sale, digital marketing and eCommerce.

Apply at

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