



IT Trends in the New Human Age

2023 Workforce Trends Report



A Message From François Lançon, Experis Global Leader

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In the wake of rising talent shortages, great resignations, quiet quitting, and more, access to human capital is a major differentiator. This is especially true in the technology space, where automation often overshadows human value. This global report uncovers three macro trends affecting information technology today and pairs them with key insights and takeaways to help you humanize the digital age.



Tech Adoption

The marriage of technological innovation with human ingenuity will create broad economic growth and help overcome society's challenges.

As organizations continue to invest in technology, they'll need to foster digital skills from within while seeking external talent to maximize return on investment.

IT Trends Driving the New Human Age

TREND 1



Growth Industries Will Need to Grow Their Own Talent

TREND 2



Rehumanize, Don't Dehumanize

TREND 3



Still Working on a Definition of Hybrid Work

TREND 4



To What Degree Should You Consider a College Degree?

TREND 5



Women Want Work to Work for Them

TREND 6



Talent Knows No Borders



TREND 1

Growth Industries Will Need to Grow Their Own Talent

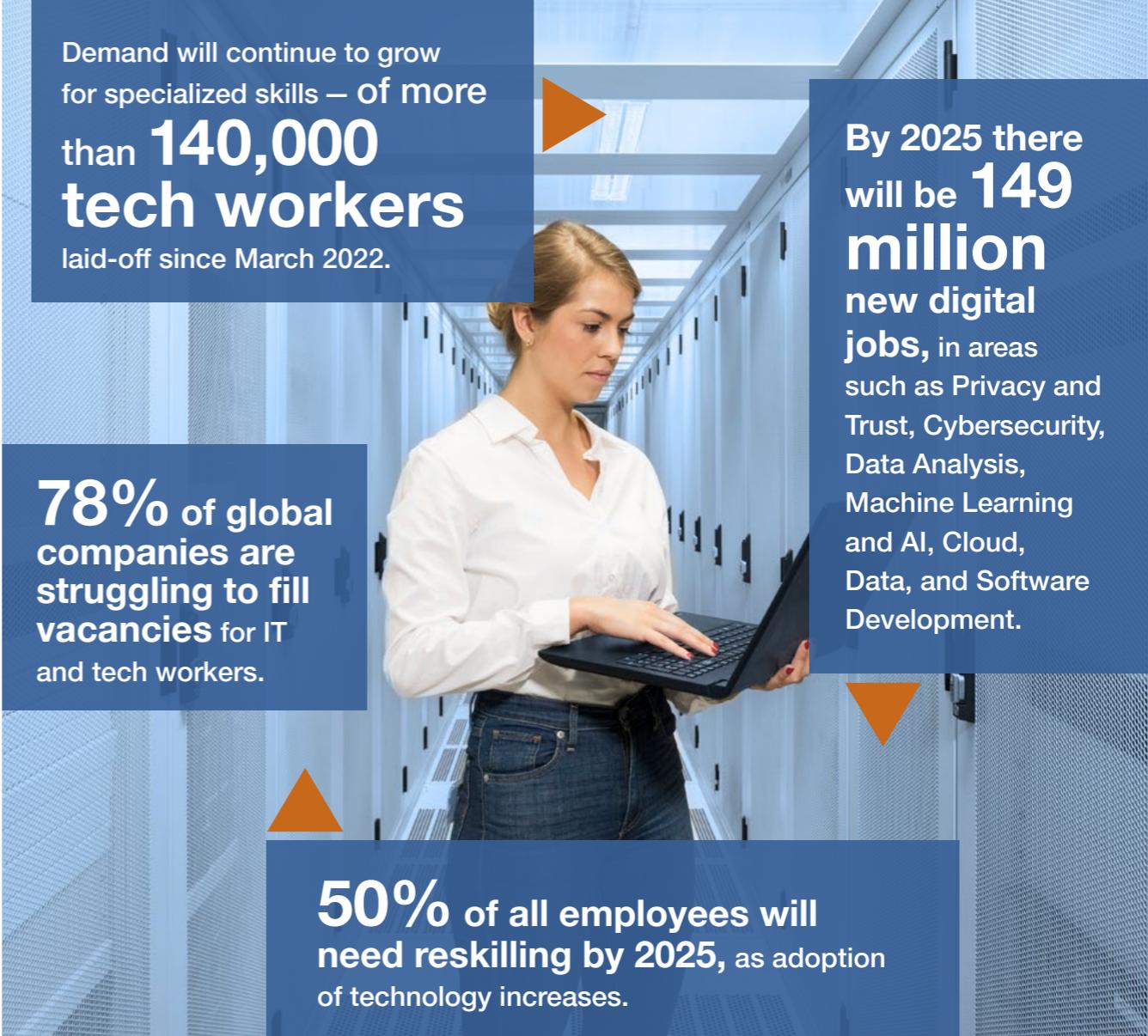
While many envision a broad economic softening in 2023, labor demand will remain strong in many growth sectors. Ongoing digital transformation will drive employers in these sectors to find creative ways to fill medium- and higher-skill positions.

Employers that focus on supporting their people in career advancement will attract, retain, create, and curate the next generation of talent at scale.

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Today, strong job growth cannot be met because of a widening gap between the skills people have and the specialist skills companies need.

Dr. Tomas Chamorro-Premuzic, Chief Innovation Officer, ManpowerGroup



Demand will continue to grow for specialized skills – of more than **140,000 tech workers** laid-off since March 2022.

78% of global companies are struggling to fill vacancies for IT and tech workers.

By 2025 there will be **149 million** new digital jobs, in areas such as Privacy and Trust, Cybersecurity, Data Analysis, Machine Learning and AI, Cloud, Data, and Software Development.

50% of all employees will need reskilling by 2025, as adoption of technology increases.

 TREND 2

Rehumanize, Don't Dehumanize

People are beginning to acknowledge how much technology and innovation have improved the world of work—it's no longer accurate to think of "human vs. automation." Organizations now need to use the power of technology to rehumanize—not dehumanize—the workplace. To achieve this, it's key to look for workers with soft skills to enhance communication, collaboration, and connectivity between humans and technology.



Top 5 Soft Skills IT Employers are Seeking

- 1 Critical Thinking & Analysis
- 2 Creativity & Originality
- 3 Reasoning & Problem-Solving
- 4 Reliability & Self-Discipline
- 5 Resilience & Adaptability

Q1 2023 ManpowerGroup Employment Outlook Survey

What Workers Think

Despite the most common type of training/tools being in technical skills, **workers say productivity is not the most important characteristic** in performing their job well.

Ranked by employees as more important than being a high producer:



Trustworthiness was also ranked as the **top characteristic** sought by **employers** in a 2022 consumer survey.

 TREND 3

Still Working on a Definition of Hybrid Work

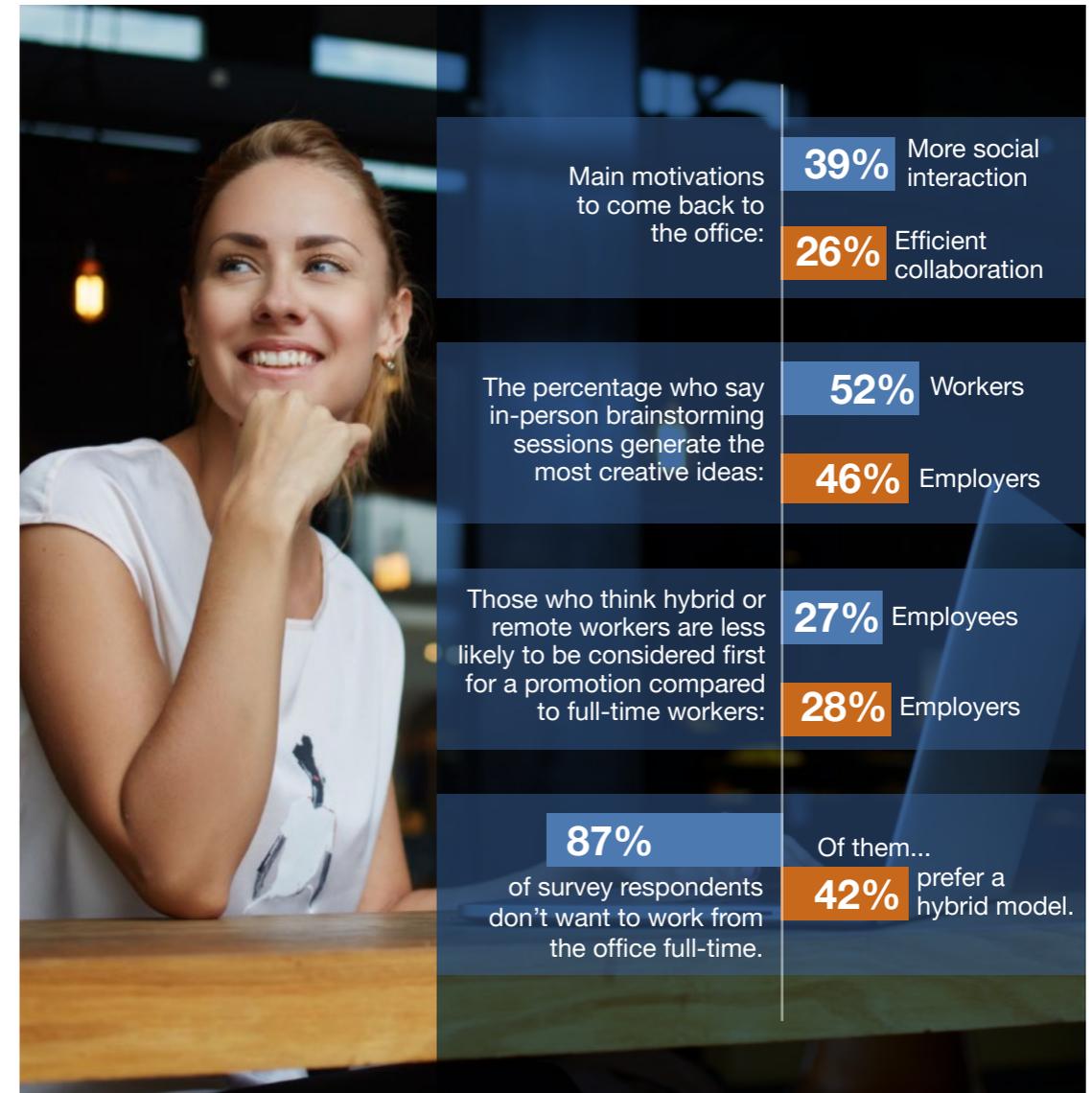
Everyone agrees hybrid work is about flexibility, choice, and giving employees more control over when, where, and how they do their jobs. And it needs to work for them as well as their employers. Beyond that, it's a mixed bag of models and approaches, often geared towards certain industries or professions.

A top priority for knowledge workers, for example, is asynchronous work, which supports both in-person and remote collaborations at a time and place of each team member's choosing. Hybrid can involve work from home—or not. **In a labor market where 78% of employers report difficulty finding IT and tech workers, it makes sense to listen closely to what workers want.***



Being in a company is a team sport, so teams will have to decide how best to engage and when to be together, when not, and for what purpose.

Jonas Prising, Chairman and CEO, ManpowerGroup



* Q2 2023 ManpowerGroup Employment Outlook Survey

 **TREND 4**

To What Degree Should You Consider A College Degree?

Degree requirements have long been used to filter candidates, and the rise of resume parsing technology only accelerated that trend.

But there's a downside—many candidates without college degrees are prevented from accessing better jobs, despite having skills and experience that make them eminently qualified.

Now the [tight labor market](#) is prompting employers to reduce or eliminate degree requirements. [Google, Delta Air Lines, and IBM](#) are just a few of the companies shifting to data and insights—not just academic performance—to better gauge a candidate's employment potential.



 **TREND 5**

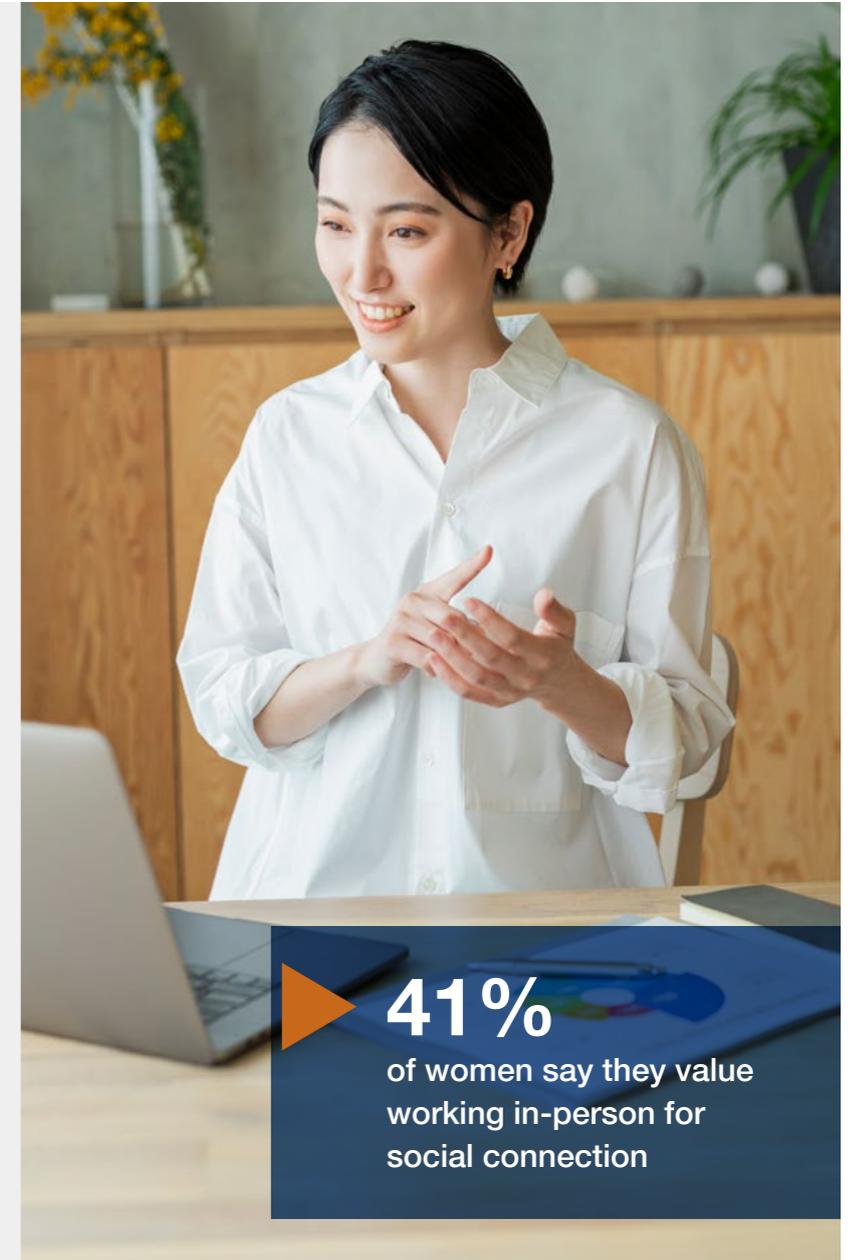
Women Want Work to Work For Them

Millions of women left the workforce during the pandemic and many still have not returned as old ways of working feel less compatible with new priorities for living.

Organizations need to reimagine when, where, and how work gets done, offer pay equity, and advance reskilling, all of which will not only bring women back, but help ease the global talent crisis.

It's clear that aligning business practices with the needs of women should be a top priority for employers worldwide.

- Women make up just **28%** of the tech industry workforce and **only 14%** of software engineers.
- Women want **more flexible office hours** (more important than being fully remote), including fewer days in the office.
- They **desire more stability**, with less fear of losing a job, while equality in the workplace—regardless of age, race, or gender—is paramount.
- Skills matter—women are **looking for more opportunities** to learn and grow.



 **TREND 6**

Talent Knows No Borders

Skilled workers have always been highly sought-after, but today the demand is more acute than ever, with 77% of companies globally reporting difficulty recruiting—according to [ManpowerGroup's Talent Shortage Survey](#).

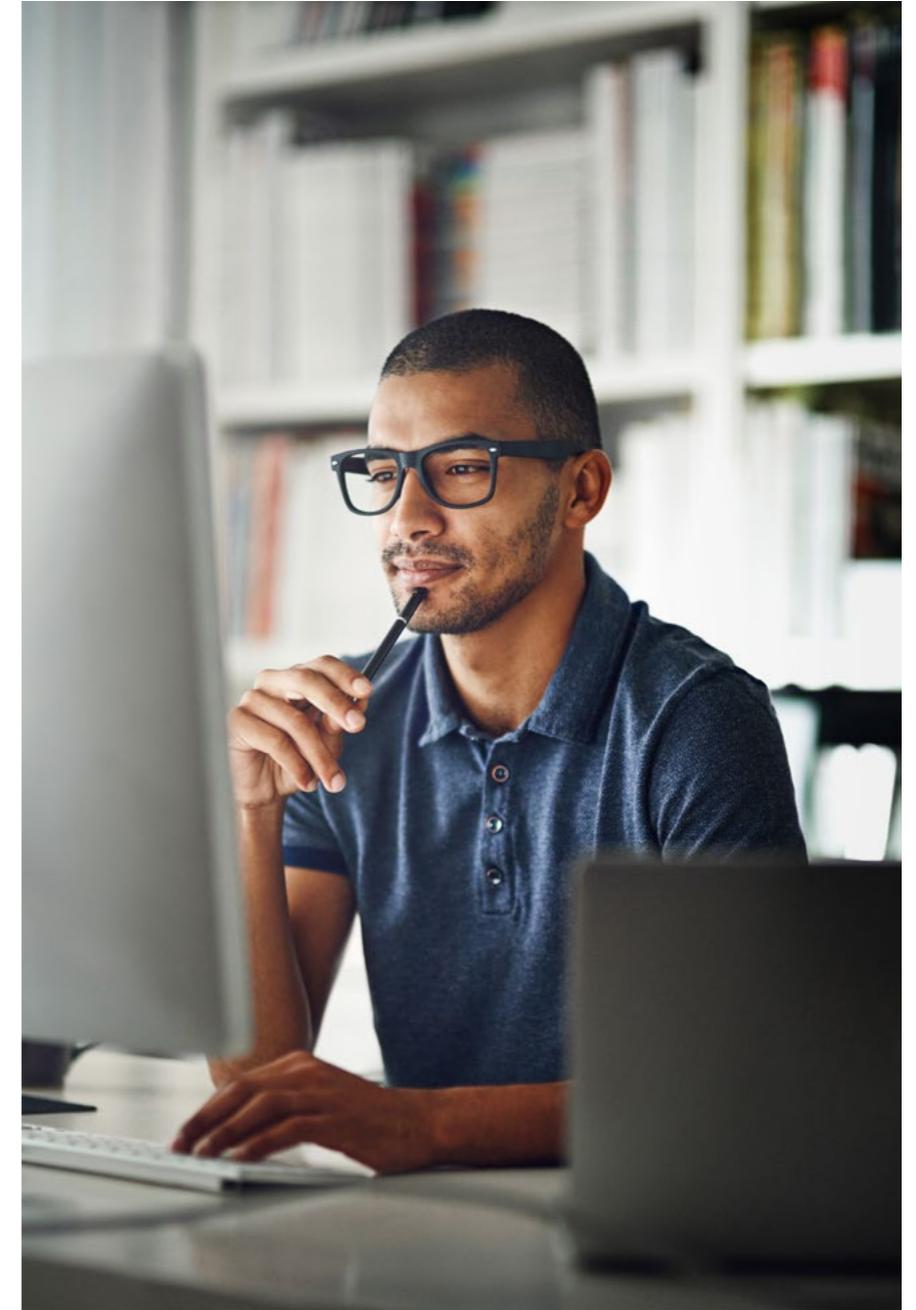
Everybody wants to hire local, but the reality is global. From the Americas to Asia, Africa to Europe, skilled talent is widely dispersed. And in many countries, the regulatory environment is employment-friendly, infrastructure is geared for remote work, labor costs are low, and productivity is high.

A data-driven approach is needed to create a successful borderless talent strategy. Experis works with clients using tools such as the Total Workforce Index™ and IntelliReach™ to help them develop and execute more cost-effective global talent strategies.



Organizations looking to separate from the pack turn to the Index to help them navigate change in real time. This includes navigating new markets that will enable companies to compete for much-needed talent proactively and creatively, while still meeting business objectives. Companies need to become employers of choice, regardless of location, and factor in the needs most important to employees.

Dave McGonegal, VP, Talent Solutions Consulting



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- Software Testing as a Service
- Project Management
- User Research & Data Collection
- Data Engineering



Enterprise Applications

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- Application Development & Management Services
- Software Engineering
- SAP HR Digitalization
- Quality Engineering



Cloud & Infrastructure

- Architecture Consulting & Platform Integration
- Cloud Services
- Cloud Migration
- Infrastructure Services
- Operations Center
- Technical Deployment Services



Digital Workspace

- Employee Experience
- ITSM/Help Desk
- Onsite & Field Services



Cyber Security

- Strategy & Consulting
- Governance
- Privacy & Regulatory Compliance
- Testing & Business Resilience
- Security Operations Centers

IT Trends in the New Human Age

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