

# Empathy and active listening

10th

Attitudes / Working with others / Empathy and active listening

Global Skills Taxonomy ↗

## Five year trend

Learning hours spent pursuing assessments and credentials in **Empathy and active listening** from 2017 to 2022 (share of total learning hours).  
Source: Coursera



## Reskilling focus

Companies for which **Empathy and active listening** is a priority in their upskilling and reskilling programmes for 2023-2027 (share of companies surveyed)

24%

## Skill importance

Companies for which **Empathy and active listening** is a core skill for workers (share of companies surveyed)

42%

## Skill evolution

Share of companies for which **Empathy and active listening** is **increasing** or **decreasing** in importance at work. White diamond and label represent net share.

+52%

## Jobs in focus

Roles where organizations surveyed report **Empathy and active listening** to be increasing in importance fastest, alongside estimates of the net job growth (percent) from 2023 to 2027.

### ROLES

	NET GROWTH
1. Shop Salespersons	-11%
2. Managing Directors and Chief Executives	-2%
3. General and Operations Managers	0%
4. Accounting, Bookkeeping and Payroll Clerks	-27%
5. Sales Representatives, Wholesale and Manufacturing, Technical...	0%
6. Business Development Professionals	21%
7. Assembly and Factory Workers	-6%

## Time to skill

Learning hours required to achieve a credential in **Empathy and active listening** at beginner, intermediate or advanced proficiency as a function of the learner's level of formal education.

Hours 0 34

### FORMAL EDUCATION BACKGROUND

	BEGINNER	INTERMEDIATE	ADVANCED
All	2.6	7.3	11.1
No Bachelor's Degree	2.7	7.0	9.8
Bachelor's Degree	2.8	8.2	12.3
Graduate Degree	2.7	8.0	12.3

## Strategically adjacent skills

Probability that a company which will prioritise skills training in **Empathy and active listening** from 2023 to 2027 will also prioritise other skills.

**Skill taxonomy** ■ Skills, knowledge and abilities ■ Attitudes

Creative thinking	55%
Analytical thinking	54%
Leadership and social influence	51%
Resilience, flexibility and agility	49%
Curiosity and lifelong learning	48%
AI and big data	39%
Motivation and self-awareness	38%
Talent management	37%
Service orientation and customer service	34%
Technological literacy	33%

## Simultaneous skill development

Probability that courses in **Empathy and active listening** also teach other skills. Source: Coursera.

**Skill taxonomy** ■ Skills, knowledge and abilities ■ Attitudes

Resource management and operations	65%
Marketing and media	54%
Leadership and social influence	52%
Creative thinking	50%
Design and user experience	42%
Analytical thinking	30%
Reading, writing and mathematics	24%
Technological literacy	21%
Systems thinking	20%
Programming	19%

## Industry trends

Industry-by-industry variations in reskilling focus, current and future importance, forecast evolution in importance, and strategic focus companies will place on **Empathy and active listening** from 2023 to 2027 for the industries which assign the highest and lowest reskilling focus to this skill (share of companies surveyed)

■ Above global mean ■ Below global mean

INDUSTRY	RESKILLING FOCUS	SKILL IMPORTANCE	SKILL EVOLUTION
Care, Personal Services and Wellbeing	~75%	~25%	~85%
Chemical and advanced materials	~25%	~10%	~10%
Media, Entertainment and Sports	~25%	~10%	~10%
Agriculture, forestry, and fishing	~10%	~10%	~10%
Business support and premises maintenance services	~10%	~10%	~10%
Energy technology and utilities	~10%	~10%	~10%