

Sharpening your edge

SKILLS AND SERVICES FOR THE 21ST CENTURY

ABAC Public-Private Dialogue | 12 July 2022

About the Event

The APEC Business Advisory Council (ABAC)'s Public-Private Dialogue on Services with the theme, "Sharpening your Edge: Skills and Services for the 21st Century," was held virtually last July 12 to deliver ABAC Regional Economic Integration Working Group (REIWG)'s priority on Strengthening Services Trade.

The COVID-19 pandemic has accelerated the adoption of digital tools and is transforming service delivery in many ways. As new services emerge and existing sectors move up the value chain, there is a need to ensure that workers, entrepreneurs, and smaller businesses are fully capable of adapting to change. To foster economic recovery and boost service competitiveness, APEC economies will need skilled workers who are future-ready and innovative. At the same time, empowering a skilled workforce will be vital for ensuring steady employment and more equitable and sustainable growth.

This Dialogue convened global thought leaders to talk about services transformation and the future of work, and upskilling and the future workforce.

This PPD is presented by ABAC together with Aboitiz, in cooperation with ABAC Philippines and the Asia Pacific Services Coalition.



Sabin Aboitiz

President & CEO, Aboitiz Group

Co-Chair, ABAC Regional Economic Integration Working Group

"The COVID-19 pandemic has accelerated the adoption of digital tools and channels, leading to the transformation of service delivery. We will need skilled laborers who are future-ready, innovative, and fully capable of navigating new products and processes that will help the sector capture opportunities in new markets."

Reach & Engagement

213

ZOOM PARTICIPANTS



 110
PUBLIC SECTOR

 103
PRIVATE SECTOR



 136
SHE

 76
HE

 1
OTHERS

19

ECONOMIES

17 APEC ECONOMIES

ASEAN

Brunei, Indonesia, Malaysia, Philippines, Singapore, Thailand

Rest of Asia

Hong Kong, Japan, Korea, Chinese Taipei

Oceania

Australia, New Zealand, Papua New Guinea

Americas

Chile, Mexico, Peru, United States

Europe

France, Germany

6 out of 10 adults lack basic ICT skills, and that, however, the share of highly skilled jobs has increased by 25%. Thus, **adults need retraining to learn new skills.**

Dong Sun Park

Lead Shepherd, APEC Human Resources Development Working Group

Event Feedback



TOPIC & SESSION CONTENT

86% **14%**
extremely satisfied moderately satisfied

"It was such a very informative seminar. I hope to be invited again soon with this kind of seminar because it really helps me a lot in learning best practices of different industries in relation to business and trade services."



SPEAKERS

88% **12%**
extremely satisfied moderately satisfied

"This was an informative and targeted event with speakers who offered interesting and useful perspectives."



EVENT ORGANIZATION

88% **12%**
extremely satisfied moderately satisfied

"Time management very good! The flow of the webinar was also really good! The content was fruitful! Thank you!"



David Haroon

Managing Director, Aboitiz Data Innovation

Upskilling is not enough. It should be supplemented with programs with respect to overall culture and mindset within the organization. Diving deeper into that, from a culture and mindset perspective, data-driven thinking and innovative mindset is critically important to having the ability to respond to the business, environmental, social, and government requirements in unlocking new opportunities within the industry as well as across the underlying industries."



Speakers



Sabin Aboitiz

*President & CEO
Aboitiz Group*

OPENING REMARKS



Jane Drake Brockman

*Founder & Director
Australia Services Roundtable*

INTRODUCTION



Thomas Fine

*Convenor
APEC Group on Services*

CLOSING REMARKS

Session 1: Services Transformation & The Future of Work

<https://bit.ly/Session1-PPDServices2022>



Janos Ferencz

*Trade Policy Analyst
OECD*



David Hardoon

*Managing Director
Aboitiz Data Innovation*



Adam Bregu

*Director of Business
Development & Partnerships
Startup Genome*

PRESENTATION

In the digitally-enabled services economy, talent and innovation have become closely interlinked. Business success requires upskilling and adjustments in human resource management to build employee trust and a shared sense of purpose.”

Jane Drake Brockman

Founder & Director, Australia Services Roundtable

As economies in the APEC Group on Services build back from the unprecedented economic challenges of recent years we look to stakeholders including ABAC for concrete, practical, and actionable recommendations.”

Thomas Fine

Convenor, APEC Group on Services

Speakers

Session 2 : Upskilling and the Future Workforce

<https://bit.ly/Session2-PPDServices2022>



Michael Jin Fung

*Executive Director, Institute for the Future of Education
Technologico de Monterrey*

PRESENTATION



Jikyeong Kang

*President & Dean
Asian Institute of Management*



Michelle Rubio

*Executive Vice President
Unionbank Philippines*



Dong Sun Park

*Lead Shepherd
APEC Human Resources
Development Working Group*

PRESENTATION



We need a new paradigm for the future of education and skills development, one that is agile and flexible, to respond effectively to massive disruptions to the future of work.”

Michael Jin Fung

*Executive Director, Institute for the Future of Education
Technologico de Monterrey*



Businesses should not look at skill development only for competitive advantage. Businesses should invest in skill development for nation building as well. Governments should go beyond rhetoric, enact national skill policies, and deliver.”

Jikyeong Kang

President and Dean, Asian Institute of Management



Highlights & Recommendations

SESSION HIGHLIGHTS

- Human resources have always mattered in the Services sector. About 60%-70% of jobs comprise the services sector, which is why skills development should be prioritized as services become more digitized.
- AI and Data Science must be leveraged and operationalized to explore new opportunities, introduce of the out-of-the-box ideas, and challenge the status quo.
- To fully benefit from these new and emerging technologies, economies must remove regulatory barriers and promote data interoperability across new technologies such as AI, as well as the free flow of data with respect to data privacy and consumer protection.
- Organizations and people must evolve and adopt a culture of learning across all levels and constantly challenge processes and behaviour to find the best way to work.
- Businesses should take on upskilling as a core investment that will deliver business and economic value.
- Governments, should adopt an agile approach to driving national upskilling initiatives and formulate favorable policies and regulations such as education system reform, quality assurance, and consumer protection to support economic development and job creation.
- Lifelong learning must be provided and accessible as a universal good to ensure that the workforce constantly evolves as new technologies, services and business processes come to the fore.
- An ecosystem approach must be followed to allow multi-stakeholders to effectively bridge the skills gap. There must be a shared vision for skills development.

Trade in services is a conduit for innovation, transfer of knowledge and skills. With more than half of global employment in services, lowering barriers to services trade paves the way for new jobs and better work conditions.

Janos Ferencz
Trade Policy Analyst, OECD

Highlights & Recommendations

RECOMMENDATIONS

Build economies and policies for the future, including reducing barriers to digital services trade to facilitate the free flow of data and the movement of people; strengthening ecosystems and environments that harness innovation to the fullest, as well as investing in human capital and skills development; and fostering continued synergies and collaboration between the public and private sectors.

- Focus on developing entrepreneurial innovation and start-up ecosystems to facilitate the uptake by MSMEs of digital technologies, as part of integrating MSME digitalization and services innovation
- Facilitate cross-border delivery of digitally-enabled and digitally-delivered services and address barriers to the digital ecosystem including privacy rules, data localization, and cybersecurity, to optimize the potential for the digitalization of services trade.
- Remove barriers to the movement of people to maximize opportunities for services firms, acquire skilled workers, and allow the exchange of talents that could uplift the overall competitiveness in global markets.
- Support an enabling environment through digitalization by upgrading talent skill sets and adapting them to the requirements of the services-based digital economy

Adam Bregu

Director, Business Development and Partnerships
Startup Genome

Startup ecosystems are thriving all over the world. Building sustainable startup ecosystems that are locally and globally connected is key for more economies to capture greater share of economic value and job creation.”

Michelle Rubio

Executive Vice President and Chief HR Officer, Unionbank Philippines

In terms of nurturing talents and ensuring a healthy pipeline of talents for business success, it is essential for organizations to have a holistic approach of the different contexts where talent development happens and this is through partnerships with relevant industry sectors.”



aboitiz



IN COOPERATION WITH



WITH SPECIAL THANKS

Sabin Aboitiz
Ginggay Hontiveros
Lam Yi Young
Jane Drake-Brockman
Thomas Fine
Steven Esperza
Patrick Chua
Aboitiz
ABAC Philippines
ABAC Singapore
APEC Group on Services