Proposals to improve the quality and content of trainings for upskilling and requalification

Today we are facing unprecedented disruption of work. Both organizations and jobs are being challenged and reformed. The new reality demands an entirely new skill-set.

The current momentum for the use of digital tools and remote work sets proper ground for review of the existing model how workers are prepared and trained. Now is the time to focus on training, retraining and upskilling the workforce.

We would like to see a system promoting such skills as creativity, innovation, entrepreneurial mindset and multidisciplinary thinking. The development of such skills will allow those who have been furloughed or lost their jobs due to the COVID-19 crisis adapt to the transformation and become more resilient.

In addition to that, we believe that a new model of how skills are acquired – relevant for a digital society and economy – should be introduced. With innovative and resilient programs, this crisis can be turned into an opportunity to meet the upskilling challenge.

Latvia's post pandemic economic recovery will largely depend on public investments in digitalization, education and upskilling of its workforce. Moreover, refreshing the skills of workers to meet the rapidly shifting demand should become a top priority.

Therefore AmCham proposes to engage in a discussion with relevant stakeholders, including the Employment Agency of Latvia, Ministry of Economy and Ministry of Education and Science to identify various solutions and technologies already available for use free of charge that can contribute to the skills needed.

We call to revise the existing programs and courses available for upskilling and retraining based on the real demand in the labor market at present and following the crisis.

AmCham stands ready to engage in a dialogue with the Employment Agency and other stakeholders to support the improvement of training and acquiring critical skills to build a successful post-crisis economy.

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STAGE I Foundational skills
Productivity skills, coding basics, data fundamentals, basic sales skills, basic computer literacy

STAGE II Non-technical/critical soft skills
Productivity, communication and other aspects of work from home. Conflict resolution skills, budget (including personal) planning, remote customer service and etiquette

STAGE III Technical skills
Project-based technical skill building and application, programming languages

STAGE IV Continued learning
Ongoing technical and non-technical skills. Increased training and retraining of specialists in required areas such as logistics and warehousing.

Free resources:
- https://docs.microsoft.com/en-us/learn/
- https://www.microsoft.com/en-us/ai/ai-business-school
- https://kursi.startit.lv/
- https://www.edx.org/
- https://www.linkedin.com/learning/
- http://www.elementsofai.lv/