



ManpowerGroup™

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Robots Need Not Apply: Automation Will Create New U.S. Jobs Requiring Different Skills, ManpowerGroup Research Reveals

- 91% of U.S. employers say digitization will increase or maintain headcount**
- Frontline and Customer-Facing functions expect greatest increase in hiring followed by Manufacturing and Production**
- Back-office functions that are routine or have limited customer interaction are under greatest threat of automation**

MILWAUKEE, May 8, 2018 /PRNewswire/ -- Technology is rapidly transforming organizations and companies will need more people in the near-term to meet the demand stimulated by automation, not less, according to ManpowerGroup (NYSE:MAN). The new report — [Robots Need Not Apply: Human Solutions in the Skills Revolution](#) — surveyed 2,000 U.S. employers and found that 91% will maintain or increase headcount in the next two to three years as industries shift to more advanced, automated processes. The report provides a real-time view of the impact of automation on headcount, the functions most affected and the soft skills that are both of greatest value and hardest to find.

"Digitization will impact every industry in the U.S. creating new jobs that require different skills," said Becky Frankiewicz, ManpowerGroup North America President. "Our research shows this is good news for people, provided they are ready to upskill and reskill for a world of work that is more digital and fast paced than ever before. Savvy employers are helping workers succeed by identifying skills adjacencies - those skills that are closely connected and can be adapted to new roles - and by offering people the chance to earn and learn with shorter bursts of on-the-job, experiential training. At ManpowerGroup we're doing just that. Our MyPath program provides people with career guidance and opportunities to learn in-demand skills at no individual cost so they can move up and earn more. We've seen the proof that with the right blend of technical and soft skills, America's workforce will augment rather than compete with technology."

Frontline and Customer-Facing functions anticipate the most growth as organizations place higher value on customer service and human interaction. Manufacturing and Production functions are close behind. Back-office functions that are routine or add less value to customer interactions are under greatest threat as organizations implement new technology to drive efficiency. In this Skills Revolution the best blend of high-tech and high-touch will be the combination of human strengths with technical and digital know-how: 61% of companies say communication skills, written and verbal, are their most valued soft skill followed by customer service, collaboration and problem-solving.

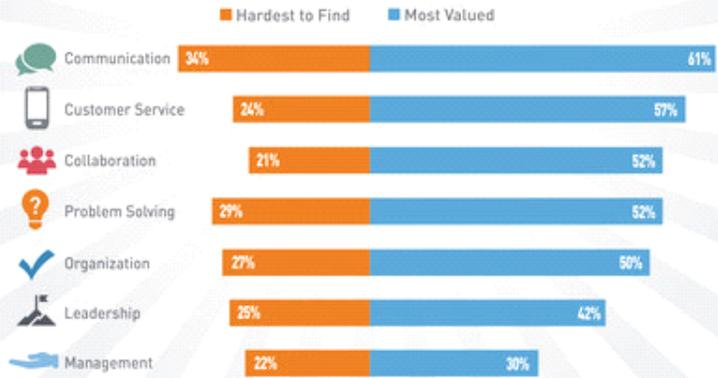
To download Robots Need Not Apply: Human Solutions in the Skills Revolution: visit <https://www.manpowergroup.us/campaigns/manpower/skills-revolution-2/>.

ABOUT MANPOWERGROUP

ManpowerGroup® (NYSE: MAN), the leading global workforce solutions company, helps organizations transform in a fast-changing world of work by sourcing, assessing, developing and managing the talent that enables them to win. We develop innovative solutions for hundreds of thousands of organizations every year, providing them with skilled talent while finding meaningful, sustainable employment for millions of people across a wide range of industries and skills. Our expert family of brands - Manpower®, Experis®, Right Management® and ManpowerGroup® Solutions - creates substantially more value for candidates and clients across 80 countries and territories and has done so for 70 years. In 2018, ManpowerGroup was named one of the World's Most Ethical Companies for the ninth year and one of Fortune's Most Admired Companies for the sixteenth year, confirming our position as the most trusted and admired brand in the industry. See how ManpowerGroup is powering the future of work: www.manpowergroup.com



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