

# SKILLS MISMATCH IN TECH AND SOFT SKILLS ACROSS U.S. INDUSTRIES

Industry skills gaps in the U.S. challenge the long-term competitiveness of both workers and employers. Using select data from LinkedIn and Strayer@Work's proprietary analysis, the Strayer@Work Skills Index takes an unprecedented look at specific skill sets that are in demand and in supply across top industries.

## SKILL GAPS

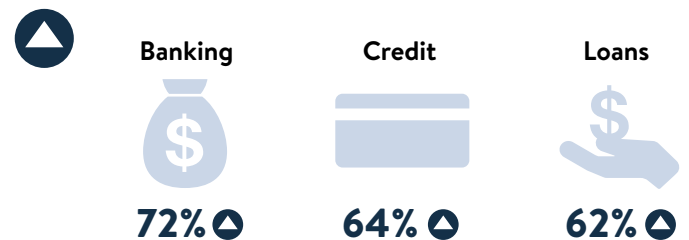
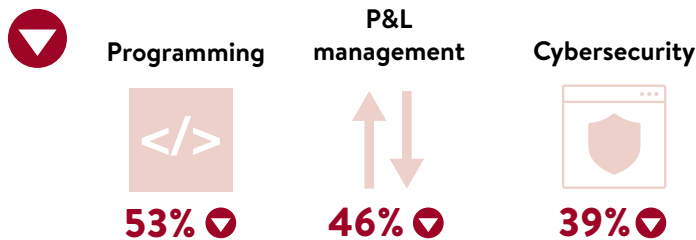
High employer demand but low supply of employees with these skills

## SKILL SURPLUSES

Low employer demand but high supply of employees with these skills

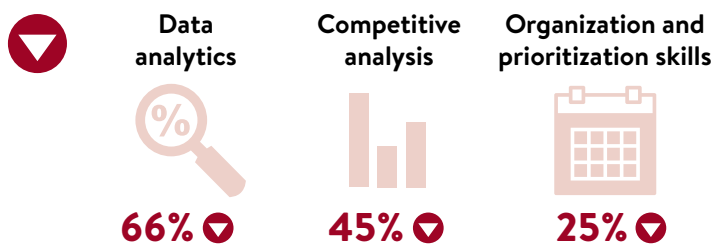
### FINANCIAL SERVICES

Financial services organizations continue to face pressure to innovate as financial technology start-ups disrupt the industry. The bulk of the top skills deficits in technology are juxtaposed with surpluses in traditional skills.



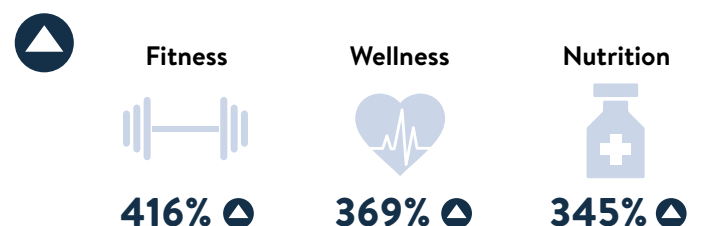
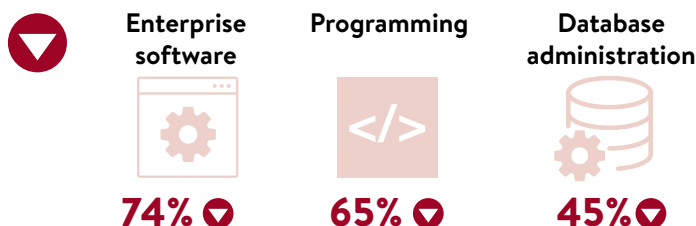
### FOOD AND BEVERAGE

As data continues to drive and affect all industries, more than half of the skills in food and beverage moved toward a deficit—especially analytics and managerial skills. Traditional industry skills remain in surplus.



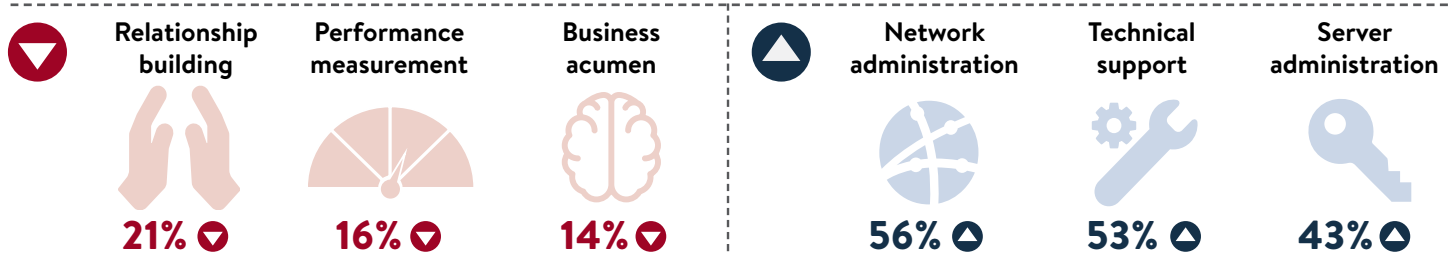
### HEALTHCARE

Increased use of wearables and mobile tech has spurred new software jobs, while wellness skills remain in surplus.



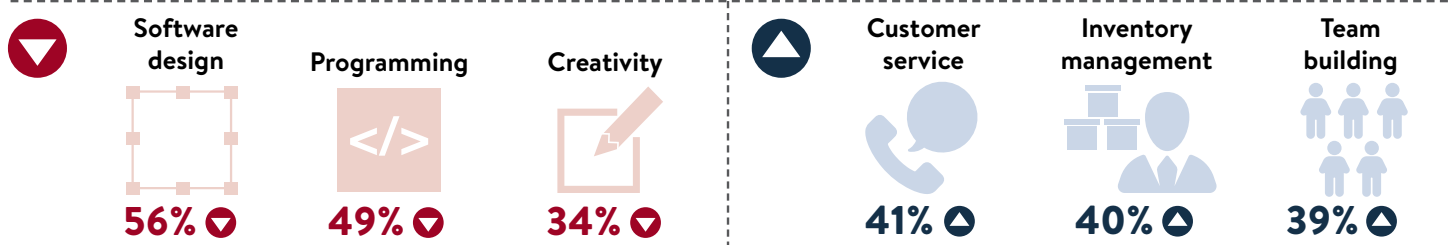
# INFORMATION TECHNOLOGY

IT is the only industry with a surplus of technology skills. While start-ups have the necessary tech skills, gaps in soft skills often translate into difficulty managing both teams and business activities.



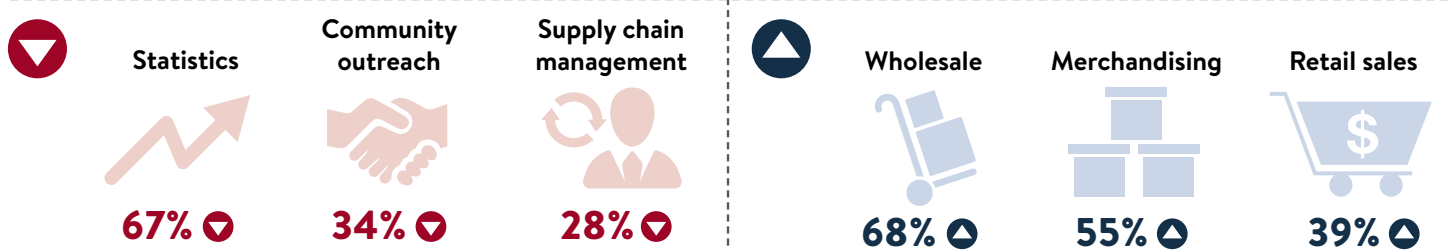
# MANUFACTURING

Skills deficits illuminate a real need for IT and creative skills. The few surpluses exist in soft skills and management.



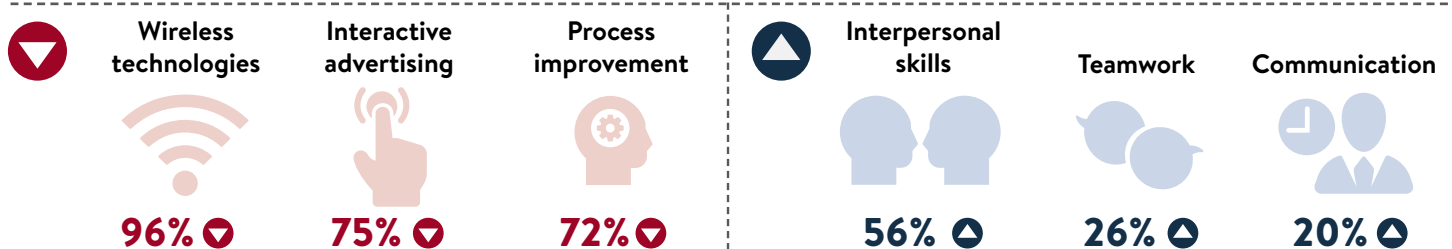
# RETAIL

As more consumer spending data becomes available, retailers need data analytics skills to better serve customers. While gaps exist in these and other data management skills, overall 68% of retail skills are in surplus—especially those related to sales.



# TRAVEL AND TOURISM

Current travelers yearn for authentic experiences, companies that listen to their feedback, and social media presence. Q3 results mirror those wishes and highlight an excess of soft skills unique to this industry.



**Methodology:** The Strayer@Work® Skills Index analyzed select skills in the public profiles of LinkedIn members in the United States who work in the financial services, food and beverage, healthcare, information technology, manufacturing, retail, and travel and tourism industries. It measures both the supply and demand of the select skills. The supply side of the formula measures the prevalence of select skills within the profiles of members in a particular industry, relative to the overall population of LinkedIn members in the U.S. The demand side of the formula shows the desirability of select skills within a particular industry, relative to its overall demand, as measured by U.S. members who received an InMail message from a recruiter within the past year.