



# Tech-driven inclusivity: strategies to upskill a diverse workforce

The modern workforce today has a diverse talent pool, from different backgrounds, bringing new perspectives to the table. As skills evolve rapidly, businesses face a unique challenge: **how to unite these diverse workforce and leverage their strength to upskill.** Leaders must acknowledge varied learning preferences and arm employees with the right tools to unlock their full potential.

94%

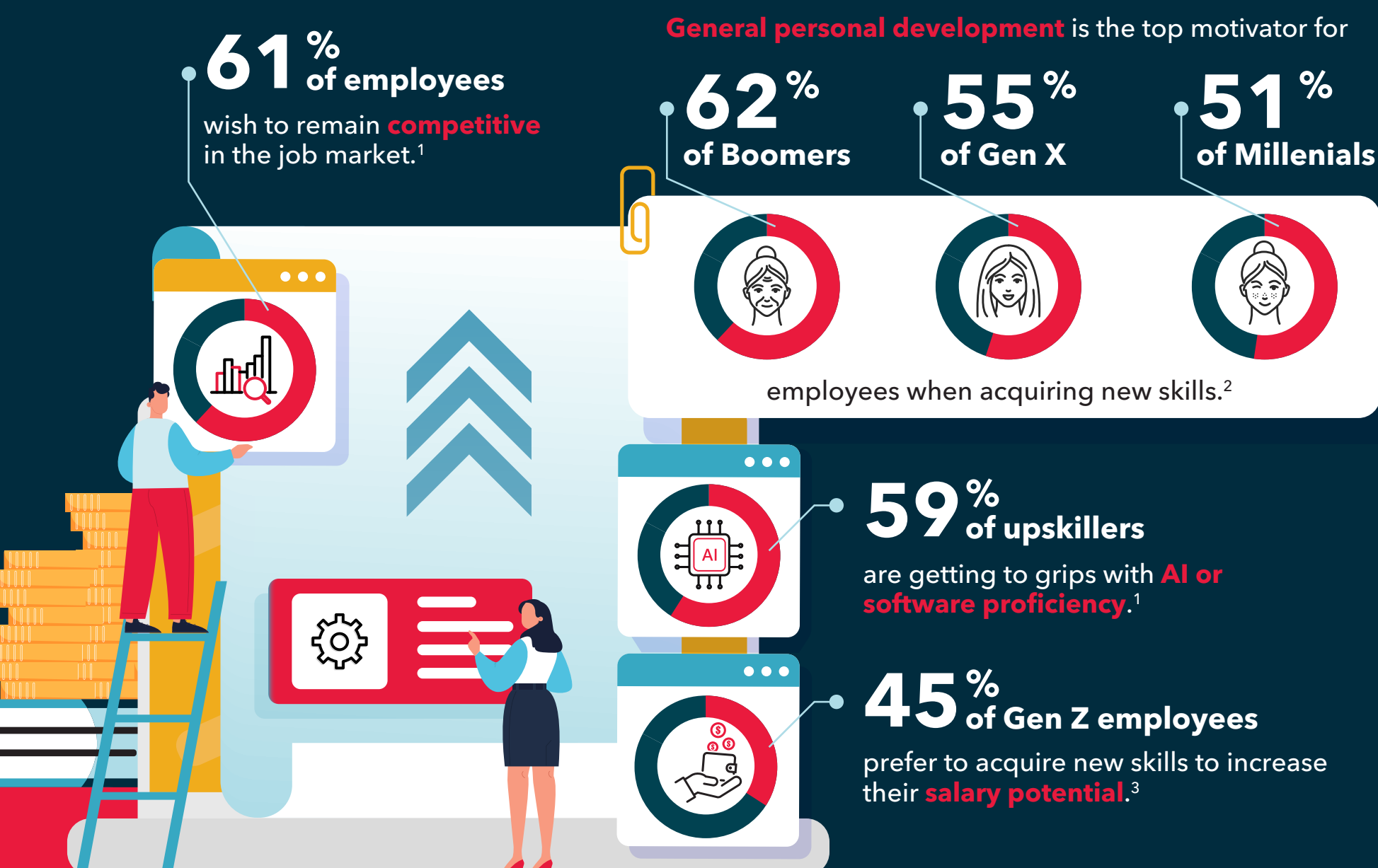
of employees would be happy to stay with an employer who invested in their career development.<sup>1</sup>



## Top 3 challenges in upskilling a diverse workforce



## Understanding unique motivators for upskilling



## Make upskilling more accessible with Unified Communications solutions

To optimise learning for a broad spectrum of employees, organisations are blending traditional, interactive, digital, and self-directed methods, prompting adoption of Unified Communications tools. **Singtel's UC solutions powered by Zoom** streamline access to resources, foster collaboration, and customise learning experiences, democratising access to upskilling opportunities.

### Level up together

Make learning an engaging adventure with easy knowledge sharing and active participation.

Integrate **Singtel Messaging Workflow with Zoom Meetings** to facilitate interactive virtual training sessions, enhanced by Zoom's video capabilities for live demonstrations, Q&A sessions, and workshops.



### Accessible learning anytime, anywhere

Enhance the diverse workforce's learning potential with **Zoom Webinar** for on-the-go training.

Its user-friendly interface and customisation options make it ideal for training programs tailored to the needs of an inclusive workforce.



### Co-learn and co-create

Build a unified learning environment that embraces varied perspectives and expertise.

With **Zoom One's** AI-powered platform, enable instant calls, whiteboard collaboration, video messaging, and swift device switching for a more effective learning experience.



### Tailored learning for everyone

Recognising diverse learning preferences (visual, auditory, kinesthetic, reading/writing) allows for tailored upskilling programs.

Offer different learning styles with **Zoom Rooms**, from huddles to traditional meetings, ensuring engagement for all.



## Transform today's workforce with the expertise of Singtel UC solutions powered by Zoom

Singtel's strategic alliance with Zoom integrates innovative solutions, providing a comprehensive Unified Communications suite for efficient business collaboration. The partnership offers future-ready services, line integration with Singtel's platform, and top-tier support for uninterrupted, flexible deployments.



### Effortless integration

Streamline processes like training, collaboration, and performance reviews through effortless integration with existing employee engagement systems.



### Security and peace of mind

Consistently meet industry-specific compliance standards, ensuring data privacy.



### Tailored solutions

Customise solutions for different organisational sizes and needs, as well as industries.

Empower your diverse workforce with Singtel UC tools  
powered by Zoom.

Upskill now

### References

<sup>1</sup> Zavvy, Why upskilling is key for the future of work, 2024

<sup>2</sup> Human Resources Director, Multi-generational workforce challenges employers to find the right approach to upskilling, 2023

<sup>3</sup> Supplemental healthcare, the value of upskilling nurses and healthcare professionals 2023