• On behalf of the University of Phoenix, Edelman Data x Intelligence, an independent market research firm, conducted 20-minute, online survey among:
  • N=5000 nationally representative US adults, age 18+, who either currently work or wish to be working
    • National fieldwork was conducted December 12 – January 6, 2021

• Oversamples of n=300 adults in each of the top 20 US designated market areas (DMAs): New York City, Los Angeles, Chicago, Philadelphia, Dallas, San Francisco-Oakland-San Jose, Washington D.C., Houston, Boston, Atlanta, Phoenix, Tampa, Seattle, Detroit, Minneapolis, Miami, Denver, Orlando, Cleveland, Sacramento
  • DMA fieldwork was conducted between December 12 – January 15, 2012

• Throughout the report, there are multiple demographic data points, including generational data. The following age groups correspond to each:
  • Gen Z, ages 18-21
  • Millennial, ages 22-37
  • Gen X, ages 38-53
  • Boomer, ages 54-72

• Margin of error for main sample and over-samples:
  • U.S. General Population, Employed +/- 1.39% (n=5000)
    • New York City +/- 5.66 (n=300)
    • Los Angeles +/- 5.66 (n=301)
    • Chicago +/- 5.66 (n=300)
    • Philadelphia +/- 5.66 (n=303)
    • Dallas +/- 5.66 (n=302)
    • SF-Oak-San Jose +/- 5.66 (n=302)
  • Washington D.C. +/- 5.66 (n=304)
    • Houston +/- 5.66 (n=301)
    • Boston +/- 5.66 (n=302)
    • Atlanta +/- 5.65 (n=304)
    • Phoenix +/- 5.66 (n=301)
    • Tampa +/- 5.65 (n=304)
    • Seattle +/- 5.66 (n=300)
  • Detroit +/- 5.65 (n=300)
    • Minneapolis +/- 5.66 (n=301)
    • Miami +/- 5.66 (n=305)
    • Denver +/- 5.66 (n=301)
    • Orlando +/- 5.65 (n=300)
    • Cleveland +/- 5.65 (n=300)
    • Sacramento +/- 5.65 (n=301)
This report is part of The Career Optimism Index Study developed and conducted by the University of Phoenix Career Institute, a newly established department within the University’s College of Doctoral Studies is focused on studying American workforce dynamics to inform societal solutions that spur career growth.

This specific report covers key findings across a nationally representative sample of US adults who either currently work or wish to be working and includes multiple demographic and designated metro area (DMA) data points.
OVERVIEW

• Almost one year into the pandemic, Americans’ careers have been taken off course and many are living paycheck to paycheck.

• Despite challenges, hope exists, and Americans are optimistic for the future.

• Americans believe they are resilient, prepared, and highly employable if they had to search for a job in the short-term.

• Americans define themselves by their careers. Yet, many don’t see a clear path forward to develop skills and advance in their careers for the long-term.

• There are acute and on-going challenges facing working adults as they navigate their careers, including but not limited to:
  • COVID-19 pandemic
  • Financial concerns
  • The future of jobs/automation
  • Emotional and structural barriers

• American workers need additional support and resources to translate their optimism into future career outcomes. They are looking for support in finding upskilling opportunities, mentorship, and access to mental health resources.
ALMOST ONE YEAR INTO THE PANDEMIC, AMERICANS' CAREERS HAVE BEEN TAKEN OFF COURSE AND MANY ARE LIVING PAYCHECK TO PAYCHECK

COVID-19 IMPACT
(Shown % Top 2 Agree)

1 in 3

Americans say their career has been taken off course/ derailed due to COVID-19 (34%)

- More Latinx (38%) than White (31%) Americans
- More Gen Z & Millennials (46%, 41%) than Gen X & Boomers (32%, 22%)
- More people with lower incomes, under $50k (42%) than incomes of $50k-$99k (35%), $100k-$149k (29%) or $150k+ (25%)

PERSONAL FINANCES
(Shown % Top 2 Agree)

43%

Of Americans live paycheck to paycheck

- More Women than Men (51%, 36%) 
- More Black, Latinx and White Americans (61%, 49%, 40%) than Asian Americans (31%)
- More Millennials, Gen Z, and Gen X (59%, 55%, 40%) than Boomers (23%)

Q27: How much do you agree or disagree with the following statements about the pandemic and how it may have impacted you? Base: Gen Pop n=5000, Latinx n=4125, White n=8274, Gen Z n=1595, Millennials n=6320, Gen X n=4834, Boomers n=2276, income under $50k n=5150, $50,000-$99,999 n=4763, $100,000-$149,000 n=2404, $150,000+ n=2258. Q13: How much do you agree or disagree with the following statements about finances? Base: Gen Pop n=5000, Women n=3177, Male n=3207, Black n=491, Latinx n=1651, White n=3714, Millennials n=2487, Gen Z n=531, Gen X n=2089, Boomers n=1267.
HOPE EXISTS, AND AMERICANS ARE OPTIMISTIC FOR THE FUTURE
DESPITE CHALLENGES, AMERICANS ARE OPTIMISTIC

IMPACT OF THE PANDEMIC
(Shown % Top 2 Agree)

70%

Of Americans say that hope has helped them get through this past year

32% strongly agree that hope helped them through

CAREER TRAJECTORY
(Shown % Top 2 Agree)

78%

Of Americans are hopeful about the future of their careers

26% strongly agree that they are hopeful about the future of their careers

Q27: How much do you agree or disagree with the following statements about the pandemic and how it may have impacted you? Base: Gen Pop n=5000 Q16: How much do you agree or disagree with the following statements about your career trajectory? Base: Gen Pop n=5000.
THEY PERSONALLY BELIEVE THEY HAVE WHAT IT TAKES TO BE SUCCESSFUL

JOB SEARCH READINESS
(Shown % Top 2 Prepared)

7 IN 10
Feel prepared to search for a job if they had to (70%)

PERSONAL BELIEFS
(Shown % Top 2 Agree)

83%
Believe they are **highly employable**
Even more in Atlanta (89%), Orlando, and Houston (both 88%)

83%
Believe they **adapt easily** to new work situations
Even more in Detroit and Tampa (91%)

82%
Believe they are **resilient** when facing challenges in their career
Even more in New York City and Boston (91%)

Q2: Please indicate which of the following responses best describes how prepared you currently are or would be if you needed to search for a job. Base: Gen Pop n=5000, Frontline workers n=1667, Atlanta n=304, Washington D.C. n=304, Boston n=302, Orlando n=300, Denver n=301, Miami n=301. Q12: How much do you agree or disagree with the following statements about job security? Base: Gen Pop n=5000, Atlanta n=304, Orlando n=300, Houston n=301. Q15: How much do you agree or disagree with the following statements about your mental health/well-being? Base: Gen Pop n=5000, Detroit n=300, Tampa n=304, NYC n=300, Boston n=302
ABOUT HALF OF THOSE CURRENTLY EMPLOYED LOVE THEIR JOBS, EVEN MORE IN ATLANTA AND WASHINGTON, D.C. DO

- Boomers (63%) are more likely than Millennials & Gen X (52%, 57%) to love their job
- More people with higher incomes, $150k+ (67%) are more likely than people with incomes of Under $50k (50%), $50k-$99k (55%), and $100k-$150k (59%) to love their jobs

CAREER STATEMENTS
(Shown % Selected Response, Among those Employed)

- I love my job
- I hate my job
- I really don't think too much about my job

“Love my job”
(Shown % Selected Response, DMA breakdown)

- Atlanta 70%
- Washington, D.C. 70%
- Cleveland 68%
- Los Angeles 66%
- Houston 65%
- Minneapolis 65%
- Miami 65%
- Denver 64%
- Seattle 64%
- Orlando 64%
- Chicago 64%
- Dallas 64%
- Sacramento 63%
- Boston 63%
- Phoenix 63%
- New York City 63%
- Philadelphia 62%
- Tampa 60%
- Detroit 59%
- SF-Oak-San Jose 53%

Q6: Which of the following statements best applies to your current job? Base: Employed n=4123.
Q8: If you had to choose, which statement comes closer to your opinion? On most days... Base: Employed n=4123, Employed NYC n=294, Employed Los Angeles n=290, Employed Chicago n=291, Employed Philadelphia n=288, Employed Dallas n=291, Employed SF-Oak-San Jose n=287, Employed Washington, D.C. n=252, Employed Houston n=292, Employed Boston n=288, Employed Atlanta n=296, Employed Phoenix n=295, Employed Tampa n=293, Employed Seattle n=285, Employed Detroit n=291, Employed Minneapolis n=290, Employed Miami n=282, Employed Denver n=295, Employed Orlando n=286, Employed Cleveland n=296, Employed Sacramento n=267
They also believe their job is not just their job, it is their career.

CAREER STATEMENTS
(Shown % Selected Response, Among those Employed)

- Millennials, Gen X, and Boomers (36%, 57%, 67%) are more likely than Gen Z (23%) to say their current job is their career.

- My current job is more than just a job, it’s my career
- I hope that my current job turns into my career

“My current job is more than just a job, it’s my career”
(Shown % Selected Response, DMA breakdown)

- Chicago 64%
- Atlanta 63%
- Philadelphia 62%
- New York City 62%
- Los Angeles 61%
- Seattle 60%
- Cleveland 59%
- Denver 59%
- Boston 57%
- Minneapolis 57%
- Dallas 56%
- Washington D.C. 56%
- Orlando 56%
- Miami 56%
- Phoenix 55%
- Houston 54%
- Tampa 54%
- SF-Oak-San Jose 53%
- Sacramento 51%
- Detroit 49%

HALF HAVE THOUGHT ABOUT CHANGING CAREERS – ESPECIALLY YOUNGER GENERATIONS, LOWER INCOME, AND BLACK AMERICANS

Q20: Have you ever thought about changing your career? By changing your career, we mean moving from one industry or field to a totally different industry or field. Base: Gen Pop n=5000, Women n=2340, Men n=2660, Gen Z n=401, Millennial n=1684, Gen X n=1666, Boomer n=1197, White n=3029, Black n=325, Latinx n=1193, Asian n=259, Income under $50k n=1589, $50,000-$99,999 n=1537, $100,000-$149,999 n=864, $150,000+ n=912.
AND THEY ARE OPTIMISTIC ABOUT THE OPPORTUNITIES AVAILABLE TO THEM

63% OF AMERICANS Feel positive about the job opportunities available to them

Q1: Regardless of your current employment status, how do you feel about the job opportunities available to you? Base: Gen Pop n=5000, Women n=2340, Men n=2636, Gen Z n=401, Millennial n=1684, Gen X n=1666, Boomer n=1197, White n=3029, Black n=325, Latinx n=1193, Asian n=259, Income under $50k n=1489, $50,000-$99,999 n=1537, $100,000-$149,999 n=1537, $150,000+ n=912
ATLANTA FEELS MOST POSITIVE ABOUT THE JOB OPPORTUNITIES AVAILABLE, FOLLOWED CLOSELY BY MINNEAPOLIS AND MIAMI

Q1: Regardless of your current employment status, how do you feel about the job opportunities available to you? Base: Gen Pop n=5000, NYC n=300, Los Angeles n=301, Chicago n=300, Philadelphia n=303, Dallas n=302, SF-Oak-San Jose n=302, Washington, D.C. n=304, Houston n=301, Boston n=302, Atlanta n=304, Phoenix n=301, Tampa n=304, Seattle n=300, Detroit n=300, Minneapolis n=301, Miami n=305, Denver n=301, Orlando n=300, Cleveland n=300, Sacramento n=301
CONCEPTUALLY, THEY BELIEVE THE RIGHT SKILLSET, ADAPTABILITY, FLEXIBILITY, AND OPTIMISM ARE WHAT IS NEEDED TO PIVOT IN YOUR CAREER

<table>
<thead>
<tr>
<th>Elements Needed to Successfully Change Careers</th>
<th>% Selected Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>The right skillset</td>
<td>56%</td>
</tr>
<tr>
<td>Adaptability</td>
<td>55%</td>
</tr>
<tr>
<td>Flexibility</td>
<td>55%</td>
</tr>
<tr>
<td>Optimism</td>
<td>47%</td>
</tr>
<tr>
<td>Additional training</td>
<td>45%</td>
</tr>
<tr>
<td>Resiliency</td>
<td>42%</td>
</tr>
<tr>
<td>Additional education</td>
<td>40%</td>
</tr>
<tr>
<td>A strong professional network</td>
<td>35%</td>
</tr>
<tr>
<td>Financial support</td>
<td>34%</td>
</tr>
<tr>
<td>A strong social support system</td>
<td>28%</td>
</tr>
<tr>
<td>Support with childcare</td>
<td>14%</td>
</tr>
</tbody>
</table>

Q23: Which of the following, if any, do you think are necessary for someone to successfully change their career? Base: Gen Pop n=5000
SKILL BUILDING AND NETWORKING GO HAND IN HAND AS THE CORE ACTIONS THEY BELIEVE NEED TO BE TAKEN TO CHANGE CAREERS

**Q24: Which actions do you think people would have to take to successfully change careers?** Base: Gen Pop n=5000

- Seek out opportunities to build skills: 49%
- Talk/connect with people in the field they want to be in: 46%
- Learn new skills and expertise to be competitive in the digital age: 45%
- Enroll in a training program: 38%
- Talk/connect with people they personally know: 37%
- Go back to school/enroll in an education program: 35%
- Attend networking events: 30%
- Use job apps and tools like LinkedIn and Indeed: 28%
- Attend job fairs: 27%
- Seek out assistance from a reputable career resource: 26%
- Spend time job-shadowing: 25%
- Reach out for informational interviews: 25%
- Volunteer in a new field: 24%
- Meet with human resources: 22%
CAREER PERCEPTIONS
AMERICANS DEFINE THEMSELVES BY THEIR CAREERS – YET MANY DON’T SEE A CLEAR PATH FORWARD IN THEIR CAREERS

**Employed Americans say that their job/career is part of their identity**

**42%** of Americans don’t see a clear path forward for advancing their careers

**43%** of Americans want to expand their skillset but don’t know where to begin

**35%** of Americans say they do not have access to opportunities to develop the skills they need to advance in their careers

Q7: How much do you agree or disagree with the following statements? Base: Employed n=4124. Q16: How much do you agree or disagree with the following statements about your career trajectory? Base: Gen Pop n=5000. Q14: How much do you agree or disagree with the following statements about your career development? Base: Gen Pop n=5000
MORE THAN ONE-QUARTER SAY THEY DO NOT HAVE ACCESS TO THE RIGHT TOOLS TO ACHIEVE THEIR GOALS – EVEN MORE NEED AN ADVOCATE IN THEIR PROFESSIONAL LIFE

CAREER TRAJECTORY PERCEPTIONS
(Shown % Bottom 2)

More than 1 in 4 Americans do not have access to the right tools and resources to achieve their career goals (27%)

Of Americans do not have someone in their professional life who advocates for them

Q16: How much do you agree or disagree with the following statements about your career trajectory? Base: Gen Pop n=5000
AT LEAST ONE-FIFTH OF AMERICANS EXPERIENCE EMOTIONAL AND STRUCTURAL BARRIERS IN MOVING FORWARD IN THEIR CAREERS

REASONS YOU FEEL HELD BACK IN YOUR CAREER
(Shown % Selected “Yes, this holds me back”)

<table>
<thead>
<tr>
<th>EMOTIONAL BARRIERS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Low self-confidence</td>
<td>25%</td>
</tr>
<tr>
<td>Fear of change</td>
<td>25%</td>
</tr>
<tr>
<td>Not knowing what to do in their career</td>
<td>24%</td>
</tr>
<tr>
<td>Low focus/ motivation</td>
<td>23%</td>
</tr>
<tr>
<td>Feelings of hopelessness</td>
<td>20%</td>
</tr>
<tr>
<td>My mental health</td>
<td>19%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STRUCTURAL BARRIERS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Not having enough education</td>
<td>24%</td>
</tr>
<tr>
<td>Lack of opportunities for upskilling/development</td>
<td>24%</td>
</tr>
<tr>
<td>Lack of required skills</td>
<td>22%</td>
</tr>
<tr>
<td>Lack of time/ schedule flexibility</td>
<td>21%</td>
</tr>
<tr>
<td>Financial problems</td>
<td>21%</td>
</tr>
<tr>
<td>Lack of mentorship/ advocacy</td>
<td>20%</td>
</tr>
</tbody>
</table>

Q17: Which of the following, if any, are reasons why you might feel like you are held back in your career? Base: Gen Pop n=5000
NEARLY HALF ARE WORRIED ABOUT BEING ABLE TO KEEP UP – AND ONE-FIFTH WATCHED THEIR JOB BECOME AUTOMATED THIS PAST YEAR

55% are worried about the impact of technology on their careers in at least one way

45% I am worried about being able to keep up in a job market that is becoming increasingly dependent on technology

42% I am worried that my job skills will become outdated because of advancements in technology

IMPACT OF COVID-19
(Shown % Selected “Yes”)

1 in 5
Say “my job has become automated due to the pandemic” (22%)

Even more in Washington, D.C., Miami (both 30%), Orlando (28%), Houston (26%), Atlanta, Los Angeles, and New York City (all 24%) say this.
THEY WORRY THAT A BAD ECONOMY WILL CAUSE THEM TO LOSE THEIR JOBS


[Diagram showing the percentage of Employed Americans worried about losing their job due to a bad economy by demographic and location data.]

54% 53% 50% 49% 48% 46% 46% 46% 45% 44% 44% 44% 43% 43% 43% 43% 42% 42% 41% 41% 39%

[Bar chart with values for each city and income level, showing the percentage of Employed Americans worried about losing their job due to a bad economy.]
THESE CHALLENGES HAVE LEFT MANY AMERICANS FEELING STRESSED ABOUT THEIR CAREERS – ESPECIALLY WOMEN, YOUNGER GENERATIONS AND THOSE WITH LOWER INCOMES

FEELINGS ASSOCIATED WITH CAREER
(Shown % Selected Response)

1 IN 4 Americans feel **stressed** about their own careers

Q9: Which of the following feelings do you associate most with your own career? Base: Gen Pop n=5000, Women n=2340, Men n=2636, White n=3027, Black n=325, Latinx n=1193, Asian n=259, Gen Z n=401, Millennial n=1666, Gen X n=1197, Boomer n=1197, Income Under $50k n=1489, Income $50,000-$99,999 n=1537, Income $100,000-$149,999 n=864, Income +$150,000 n=912
MOST METRO AREAS FEEL MORE STRESSED THAN THE NATIONAL AVERAGE WHEN IT COMES TO THEIR CAREERS

FEELINGS ASSOCIATED WITH CAREER
(Shown % Selected “Stress”)

Q9: Which of the following feelings do you associate most with your own career? Base: Gen Pop n=5000, NYC n=300, Los Angeles n=301, Chicago n=300, Philadelphia n=303, Dallas n=302, SF-Oak-San Jose n=302, Washington, D.C. n=304, Houston n=302, Boston n=304, Atlanta n=301, Phoenix n=301, Tampa n=304, Seattle n=300, Detroit n=300, Minneapolis n=301, Miami n=305, Denver n=301, Orlando n=300, Cleveland n=300, Sacramento n=301
SUPPORT NEEDED TO BUILD CAREER
OPTIMISM
AMERICANS WANT MORE SUPPORT IN MANY DIFFERENT AREAS – PARTICULARLY NETWORKING, FINDING A MENTOR, AND IN TRAINING PROGRAMS

CAREER ACTIVITIES WHERE SUPPORT IS NEEDED
(Shown % Top 2 Need support)

- Connecting with others in my field/desired field: 55%
- Finding a mentor/advocate: 54%
- Seeking out training programs: 52%
- Creating/updating resume: 50%
- Seeking out education programs: 49%
- Interviewing for job: 48%
- Finding job postings: 42%
- Creating/updating LinkedIn profile: 40%
- Applying for a job: 38%

Q25: For the below activities, please indicate the level of support you feel you need with each. Base: Gen Pop n=5000
MENTAL HEALTH HAS NEGATIVELY IMPACTED WORK PERFORMANCE DURING THE PANDEMIC – NOTABLY, FOR THOSE IN WASHINGTON D.C. AND YOUNGER GENERATIONS

Q27: How much do you agree or disagree with the following statements about the pandemic and how it may have impacted you? Base: Gen Pop n=5000, NYC n=300, Los Angeles n=301, Chicago n=300, Philadelphia n=303, Dallas n=302, SF-Oak-San Jose n=302, Washington D.C. n=304, Houston n=303, Boston n=302, Atlanta n=304, Phoenix n=301, Tampa n=304, Seattle n=300, Detroit n=300, Minneapolis n=301, Miami n=305, Denver n=301, Orlando n=300, Cleveland n=300, Sacramento n=301, Women n=2340, Men n=2636, White n=3027, Black n=325, Latinx n=1193, Asian n=259, Gen Z n=401, Millennial n=1684, Gen X n=1665, Boomer n=1197, Income Under $50k n=1489, Income $50,000-$99,999 n=1537, Income $100,000-$149,999 n=863, Income $150,000+ n=912

Impact on Work Performance During the Pandemic

- Washington, D.C.: 42%
- Seattle: 38%
- Miami: 36%
- SF-Oak-San Jose: 34%
- Houston: 34%
- Sacramento: 34%
- Phoenix: 34%
- Detroit: 33%
- Dallas: 32%
- Denver: 31%
- Orlando: 31%
- Atlanta: 31%
- Minneapolis: 30%
- Cleveland: 30%
- Philadelphia: 29%
- Boston: 27%
- Los Angeles: 27%
- Chicago: 26%
- Tampa: 26%
- New York City: 25%

DEMOGRAPHIC DATA
(Shown % Top 2 Agree,)

- Women: 35%
- Men: 32%
- White: 31%
- Black: 33%
- Latinx: 38%
- Asian: 38%
- Gen Z: 55%
- Millennial: 45%
- Gen X: 31%
- Boomer: 16%
- Under $50k: 45%
- $50,000-$99,999: 40%
- $100,000-$149,999: 34%
- $150,000+: 30%
- 25%
PEOPLE ARE LOOKING FOR RESOURCES TO HELP THEM MANAGE STRESS, ESPECIALLY YOUNGER GENERATIONS AND PEOPLE WITH LOWER HOUSEHOLD INCOMES

Q15: How much do you agree or disagree with the following statements about your mental health/well-being? Base: Gen Pop n=5000, NYC n=300, Los Angeles n=301, Chicago n=300, Philadelphia n=303, Dallas n=302, SF-Oak-San Jose n=302, Washington, D.C. n=304, Houston n=301, Boston n=302, Atlanta n=304, Phoenix n=301, Tampa n=304, Seattle n=300, Detroit n=300, Minneapolis n=301, Miami n=305, Denver n=301, Orlando n=300, Cleveland n=300, Sacramento n=301, Women n=2340, Men n=2636, White n=3027, Black n=325, Latinx n=1193, Asian n=259, Gen Z n=401, Millennial n=1684, Gen X n=1665, Boomer n=1197, Income Under $50k n=1489, Income $50,000-$99,999 n=1537, Income $100,000-$149,999 n=863, Income +$150,000 n=912
PEOPLE ARE PRIORITIZING WORK-LIFE BALANCE IN ORDER TO ADVANCE – MENTAL HEALTH IS AS CRITICAL TO ADDRESS AS NETWORKING AND SKILLS

**Q19:** How often are you taking the following actions, if at all, to advance in your career? Base: Gen Pop n=5000

<table>
<thead>
<tr>
<th>Action</th>
<th>% Always/Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prioritizing my work-life balance</td>
<td>44%</td>
</tr>
<tr>
<td>Managing my mental health/wellness</td>
<td>37%</td>
</tr>
<tr>
<td>Becoming a specialist in an area of my industry</td>
<td>33%</td>
</tr>
<tr>
<td>Connecting with others in my field/desired field</td>
<td>30%</td>
</tr>
<tr>
<td>Seeking skill development opportunities/certifications</td>
<td>29%</td>
</tr>
<tr>
<td>Researching resources to improve my employability</td>
<td>27%</td>
</tr>
<tr>
<td>Talking with my manager/boss about what I need to do to succeed</td>
<td>24%</td>
</tr>
<tr>
<td>Taking courses/classes to improve my employability</td>
<td>23%</td>
</tr>
<tr>
<td>Advocating for financial rewards for myself</td>
<td>23%</td>
</tr>
<tr>
<td>Seeking/engaging mentors/advocates</td>
<td>21%</td>
</tr>
</tbody>
</table>

Managing mental health/wellness is as important as being a specialist, networking, and skills development.
THANK YOU