

The New Normal: How to educate the ISD and AI Specialists and enhance their Competencies in Poland's Post-COVID Era

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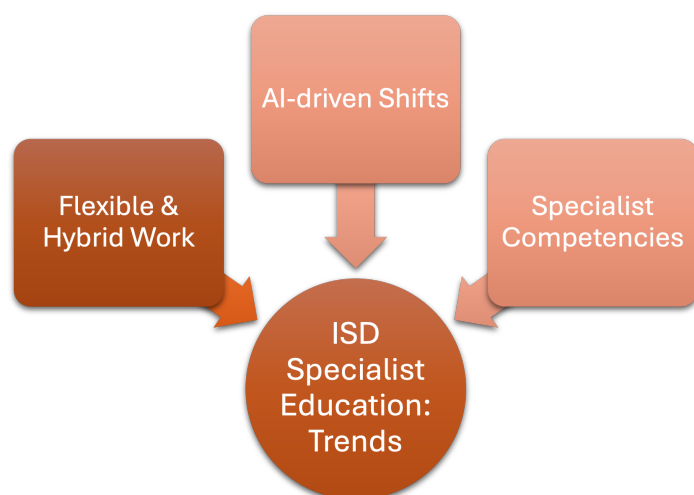
1 Background

The post-COVID-19 and Gen AI era brought new **opportunities** and **challenges** for ISD, especially in the **education of specialists**.

2 Approach

A literature review of publications from 2019-2023.

3 Results: Key Trends in ISD Specialist Education



Work Flexibility and Hybrid Model:

Transition to **remote work** during the pandemic led to temporary challenges but also **innovative** work or-

ganization solutions. In ICT, there's a preference for **hybrid models** as the new normal.

Impact of AI on the Industry and Profession:

The digital transformation fuelled by AI has led to **advancements** in automation, online commerce, remote communication technologies, etc. The application of AI in companies increases **productivity** and **efficiency** among IT professionals.

Specialist Competencies – Diagnosis and Needs:

The roles in ISD/AI require a mix of **hard** (e.g., programming, data analysis) and **soft skills** (e.g., communication, teamwork). Polish specialists excel in **technical skills** but lag behind in soft skills compared to the EU average.

4 Conclusions: Preparing for the Future of ISD

Evolving Competencies: The growing need for enhanced ISD and AI skills to support Poland's digital economy post-COVID. **Skills Gap Challenge:** Polish companies experience difficulties in recruiting adequately skilled talent. **Importance of Continuous Education:** The necessity of continuous education, reskilling, and upskilling for ISD specialists to stay competitive. **Investment in Competencies:** Strategic investments in both hard and soft skills for long-term growth. **Role of Soft Skills:** Essential as they add unique value to the roles of human specialists.