

THE TRANSFOR OF SKILLS TECHNOLOGY AND KNOWLEDGE

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Abstract: *The article is discussed about advantages of a successful digital transition for your company are numerous. Digital transformation should have a positive effect on every aspect of your business, from optimizing operations to enhancing customer support to finding new sources of income. It offers behavioral data that will aid in your understanding of your clients while lowering expenses and boosting Return. But, you can only benefit from new capabilities and technology if your digital transformation is done correctly. An effective plan is the first element of a successful digital transformation.*

Key words: *Importance of technology, transfer skills, the role of transformation knowledge.*

The art and science of maximizing knowledge flows within an organization is referred to as knowledge management. It entails the effective management of resources and information within a company, which is essential to digital transformation. Managing knowledge clarifies the best ways to learn, the processes for creating new information, and the ways in which the learning process is used in practice. This is especially helpful today, when dealing with clients who are more comfortable utilizing various devices and are more digitally savvy than ever. You wouldn't start building a house without a plan or fix a car without an owner's handbook, and the same rule applies to starting your change. Without a plan and a partner to provide direction, you run the danger of project failure, losing the trust of stakeholders, and receiving little support from top executives. Failure is a time, energy, and financial waste that most businesses just cannot afford. These are only some of the skills that contribute to a successful digital transformation and as technology changes, so might the skills required. The most important thing you can do to support your digital transformation strategy is to develop a robust skills development strategy that is forward-thinking. In addition to supporting your digital transformation, a targeted skills development strategy is likely to lead to additional long-term benefits for your business, like mitigating skills gaps, increasing worker productivity and engagement, helping to attracting and retaining top talent, and making your business more competitive. The most difficult part here for many people in talent management or learning & development is to understand how investment in skills will drive value differentiation. This is beyond the scope of this post but it central to the approach that Ibbaka-TeamFit is pioneering. Simply put, the skills that you apply that your competitors also use are commoditized skills. They may be necessary as table stakes, but they will not give you a competitive edge or drive

sustainable growth. Differentiated skills are those that you need in order to deliver more or different value than your competitors. They come in economic, emotional and social flavours and are defined in terms of the impact on your customer. This is the big change for many of us, defining skills in terms of the impact on customers and what they make possible for customers, rather than from an internal perspective. One way to get insight into this is to add skills to a customer journey map.

The art and science of maximizing knowledge flows within an organization is referred to as knowledge management. It entails the effective management of resources and information within a company, which is essential to digital transformation. Managing knowledge clarifies the best ways to learn, the processes for creating new information, and the ways in which the learning process is used in practice. This is especially helpful today, when dealing with clients who are more comfortable utilizing various devices and are more digitally savvy than ever. Knowledge Management is done through various methods and techniques such as knowledge mapping, the conduct of knowledge café that facilitates unfretted and open conversations, and the creation of communities of practice that encourage interactions necessary to explore options available to meet customer requirements that emerge. It is crucial to understand that digitization and digitalization enable digital transformation. Whilst these processes incur high cost, they may not be sufficient for digital transformation to occur successfully. What is pertinent is to first acquire knowledge on what information needs to be digitized and what processes need to be digitalized and when. This knowledge is acquired from experience available by experts or through knowledge sharing techniques with relevant parties concerned. Investment in digital technology is necessary for digitalization. An organization must first evaluate which operations are currently impeding growth and need to be digitalized before starting the digitalization process. It is crucial in this situation to connect those who need this knowledge with those who already possess it. Only then can the ideal method for digitization be chosen. The process of digital transformation is ongoing. It entails developing and upholding a setting where individuals feel at ease engaging, conversing, and incorporating freely flowing ideas. The usability of such concepts must next be evaluated, as well as their potential for integration into current work. Francesca acknowledged that there are other factors affecting the labor market, but the epidemic has magnified some current trends. They include economic decarbonization, commerce, global value chains, automation, digitalization, and climate change. Francesca is concerned by the magnitude and pace of change. Also, there is scant knowledge about changes in nations that are in transition. Because changes are frequently associated with cutting-edge technologies and trends that are challenging to predict, it is challenging to track what changes look like.

In conclusion, the process of digital transformation is a continuing quest to find fresh approaches to satisfy the always changing needs of digital clients. Knowledge management plays a significant role in this process's facilitation. Controlling knowledge makes it easier

to decide what to digitize and how best to do it. As a result, the price of digital transformation is decreased. More importantly, by maintaining a constant focus on increasing knowledge management maturity, it will get easier over time to bridge the gap between what digital customers require and what is given.

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