

LEVRA

Human Skills for Business Performance

Beyond the Numbers: The Human Skills powering Tomorrow's Leaders

January 15 2026

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A bit of background

- CA (SA) - 7 years at Deloitte
- MBA - University of Oxford
- Co-founder and CEO - LEVRA



Where the problem first started....

1. The Critical Skills Gap

Critical Human Skills are missing from today's workplace

Why The Soft Skills Gap Continues
To Damage Workplaces

Forbes

Jamie Dimon says soft skills
like emotional intelligence and
communication are vital as AI
eliminates roles

FORTUNE

**Soft Skills Matter Now
More Than Ever,
According to New
Research**



Lack of soft skills hampers
performance, research suggests

Kirkland & Ellis trains lawyers
on communication style after
investor tensions

Why The Social And Verbal
Skills Of Some Gen Z Workers
Have Declined

Forbes

Managers' latest
complaints about Gen Z:
They lack soft skills and
have unrealistic workplace
expectations

FORTUNE

Gaps in Human Skills are affecting Gen Z in particular

WHY NOW?

82%

of employers said Gen Z
lack interpersonal skills

Bright Network, 2024

70%

of Gen Z are **not engaged**
in the workplace

Gallup, 2024

1/3

of the global workforce
will be Gen Z by 2030

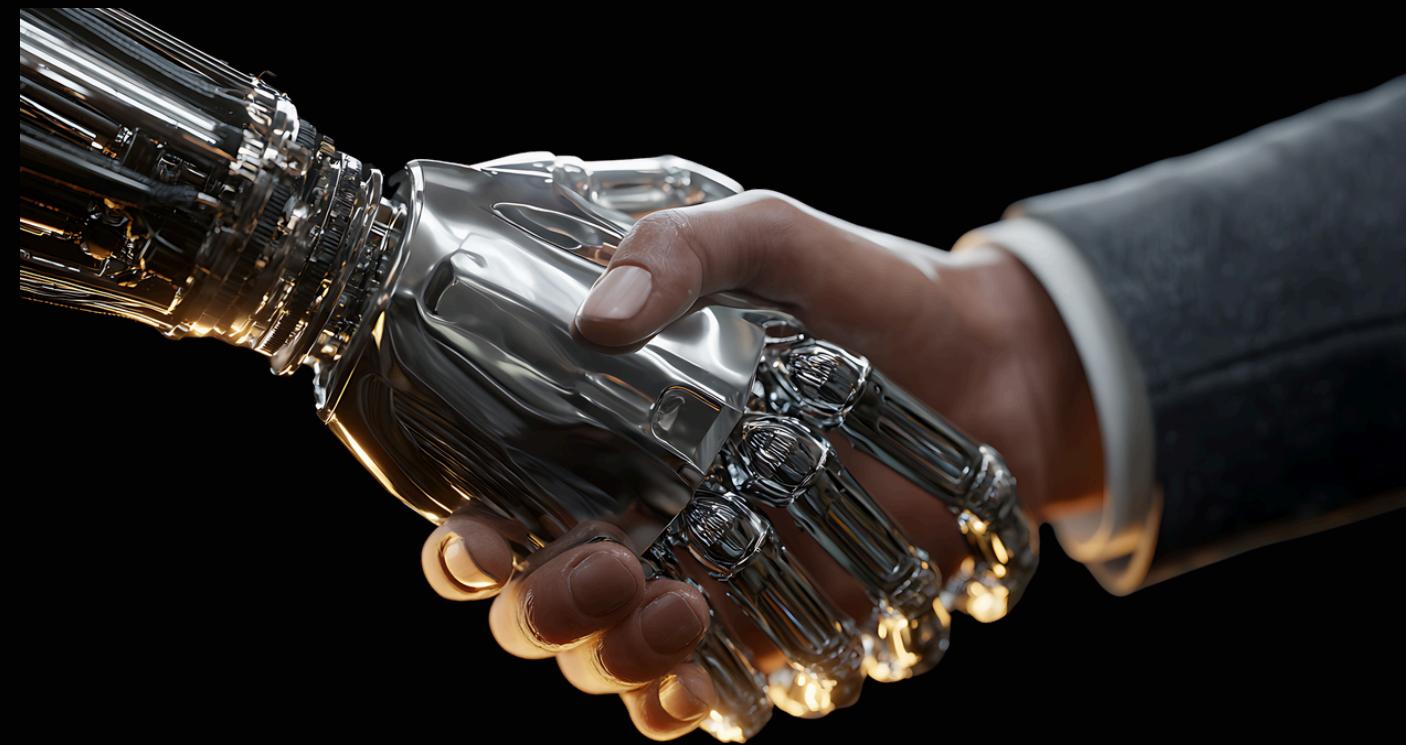
World Economic Forum, 2025

This is having a massive impact on people and companies

- Reduced productivity
- Poor employee engagement
- Weakened retention
- Lower client satisfaction
- Diminished leadership pipeline



In a world of AI...



Human Skills Matter now more than ever

World Economic Forum: Top 10 in-demand skills



AI and Big Data



Analytical Thinking



Creative Thinking



Curiosity and Lifelong Learning



Motivation and Self Awareness



Resilience, Flexibility and Agility



Systems Thinking



Service Orientation and Customer Service



Technological Literacy



Talent Management

7 out of the top 10 most rising in-demand skills are **Human Skills**

2. LEVRA the Solution

Meet **LEVRA**

At LEVRA, we don't call them 'soft skills' we call them Human Skills.



Founded

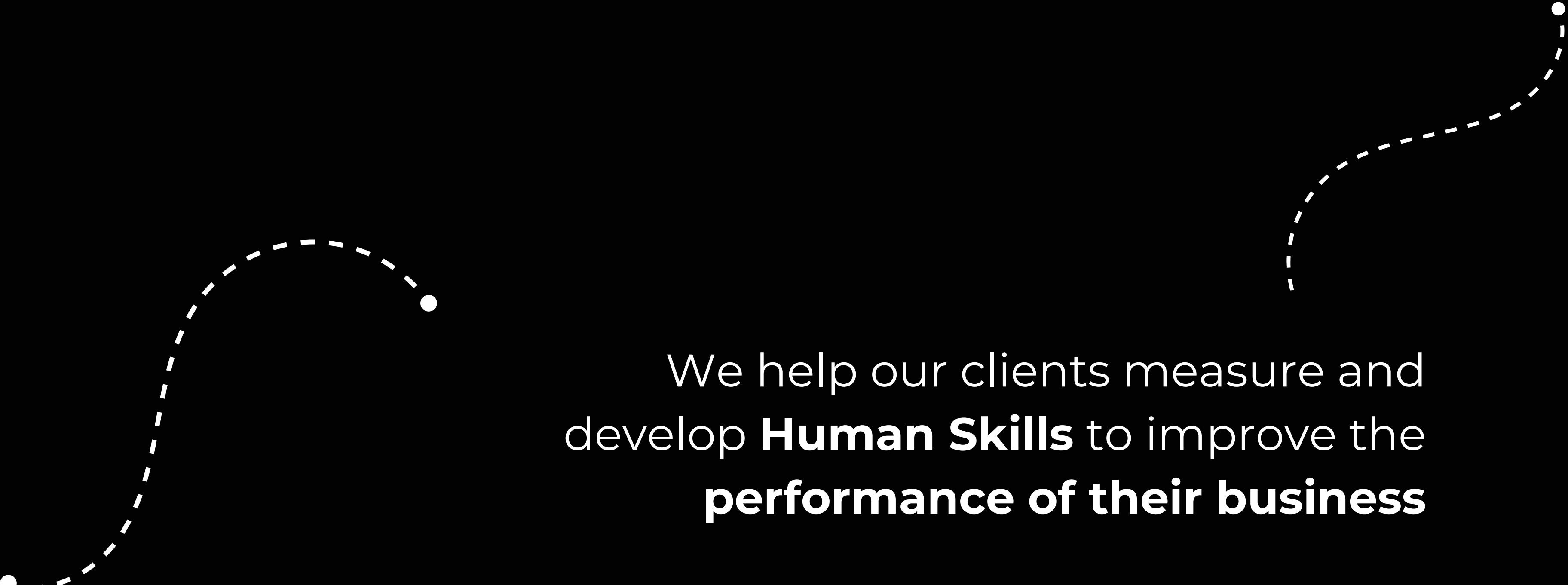
‘Leva’

Our vision

At The University of Oxford, by Bartek (Chartered Accountant) and Emily (Lawyer) who experienced first hand Gen Z struggling with Human Skills.

Our name LEVRA comes from the latin word 'leva' meaning to uplift.

To create a future where every individual has access to personalised and adaptive Human Skills training, enabling them to become the best versions of themselves.



We help our clients measure and
develop **Human Skills** to improve the
performance of their business

Human Skills are more critical now than ever...

In an AI-powered world, it's not technical skills that will set people apart, it's their ability to think critically, collaborate meaningfully, and communicate with impact.



Why is LEVRA unique?

01 Human Skills Focus

We measure and develop capabilities across 31 Human Skill including communication, decision making and teamwork that drive performance at work.

02 Gen Z Expertise

LEVRA specialise in Gen Z learning, using technology and delivery formats designed to reflect how young professionals engage and build skills in the workplace.

03 Proving ROI

LEVRA measures development using the LEVRA Human Skills Framework, to track productivity, efficiency and engagement proving the ROI for your firm.

Trusted by the leading global organisations, including:

Deloitte.



GrantThornton

Aspen

Google

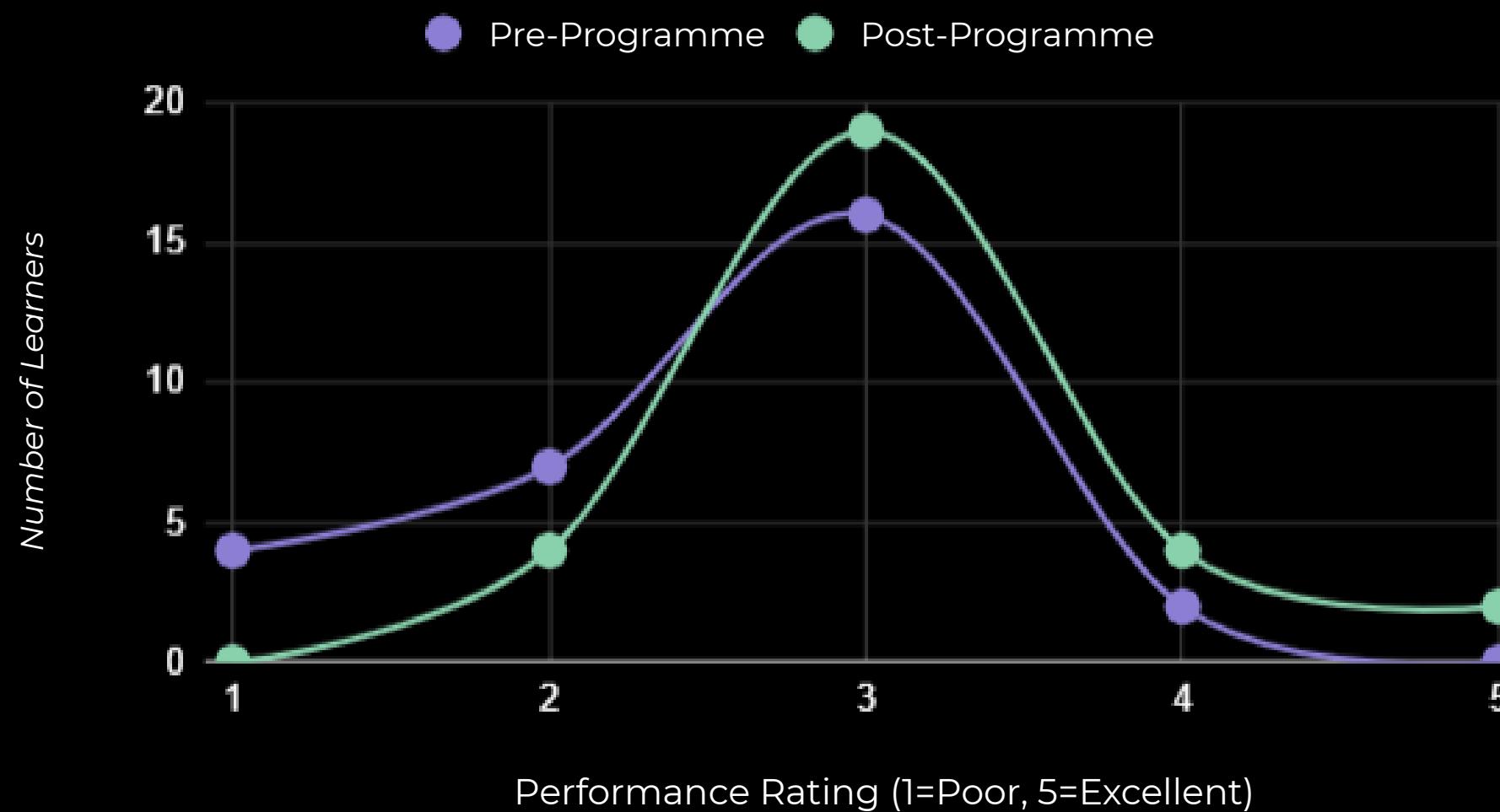
Milbank

Marriott

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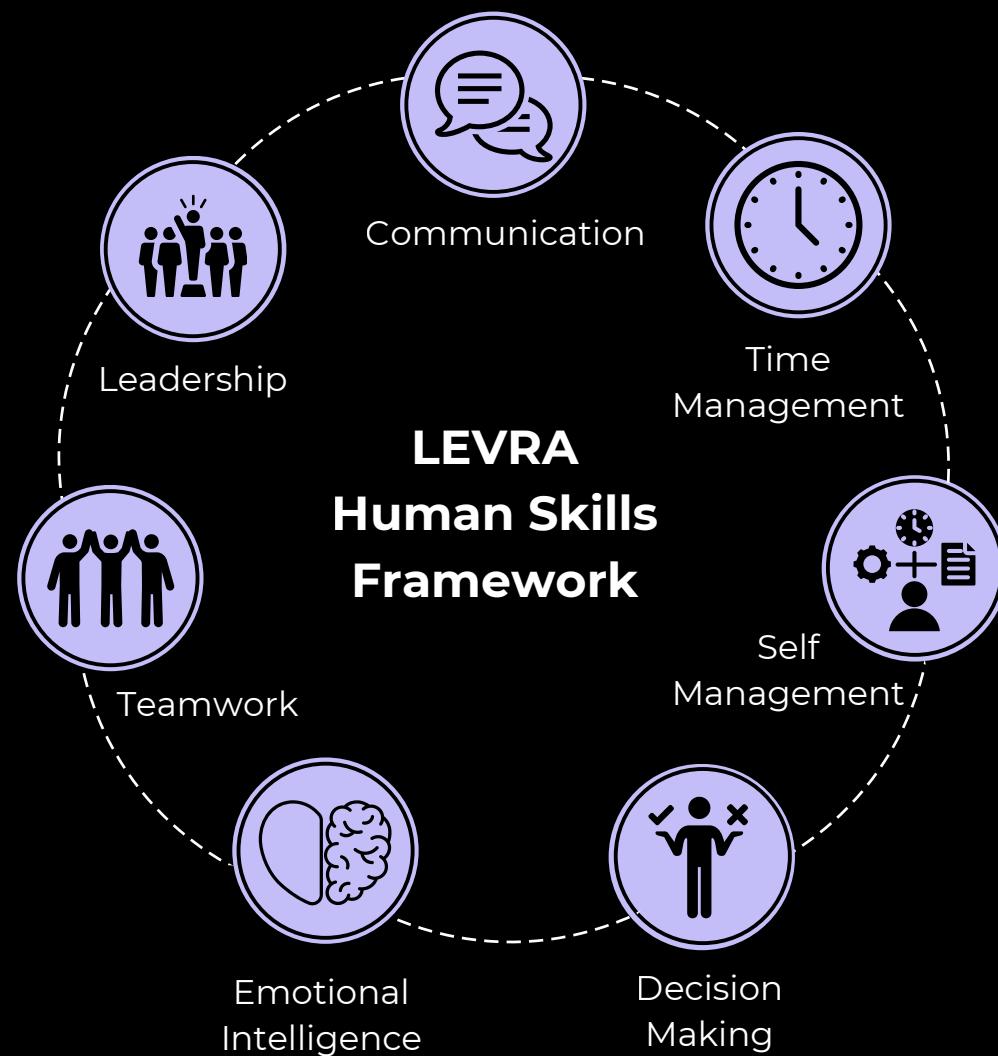
Our unique approach at LEVRA

Learner Performance Ratings from a LEVRA Client



- Research-driven
- Bite-size Human Skills modules
- Designed for behaviour change
- Embedded psychometrics and feedback loops
- Gen AI simulations to actively practise Human Skills

The LEVRA Human Skills Framework



LEVRA HSF is a psychometric tool that identifies and measures gaps in an individual's Human Skills.

Based on 7 Core Human Skills, 31 subskills.

Created to measure and address growing global 'soft skills gap'.

Human Skills Modules

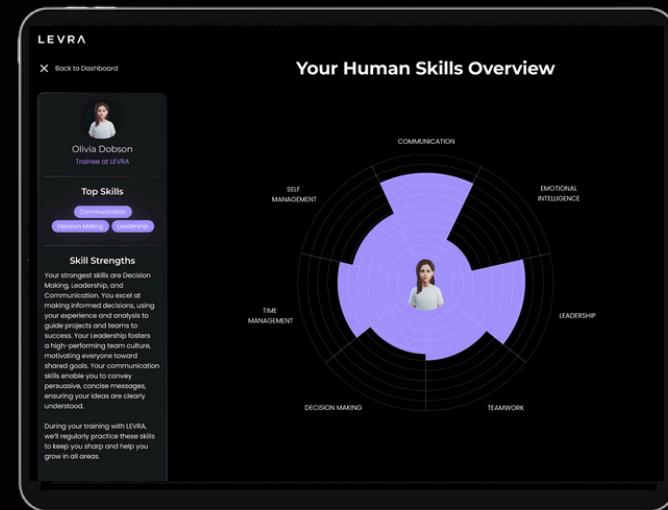
■ Accountability	■ Delegation	■ Initiative	■ Readiness for Change
■ Active Listening	■ Effective Client Management	■ Managing Time and Priorities	■ Resilience
■ Asking for Feedback	■ Emotional Intelligence	■ Managing Upwards	■ Responding to Critical Feedback
■ Asking Questions	■ First Impressions	■ Negotiation	■ Self-Motivation
■ Collaborative Mindset	■ Flexibility and Adaptability	■ Networking	■ Succinct Communication
■ Conflict Resolution	■ Goal Setting	■ Performance Management	■ Team Leadership
■ Critical Thinking	■ Growth Mindset	■ Presentation Skills	■ Working in a Team
■ Dealing with Senior Staff	■ Influencing Others	■ Professional Behaviour	

Co-creation: We also work with firms to co-create bespoke modules and programmes

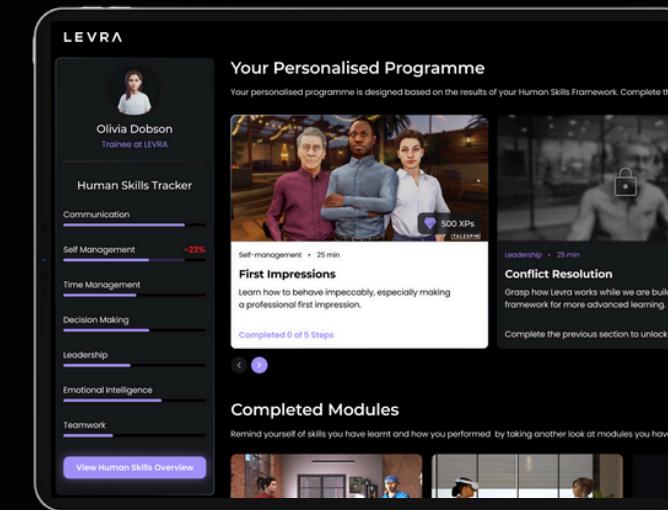
3. Delivery Options

So, how and why does LEVRA work?

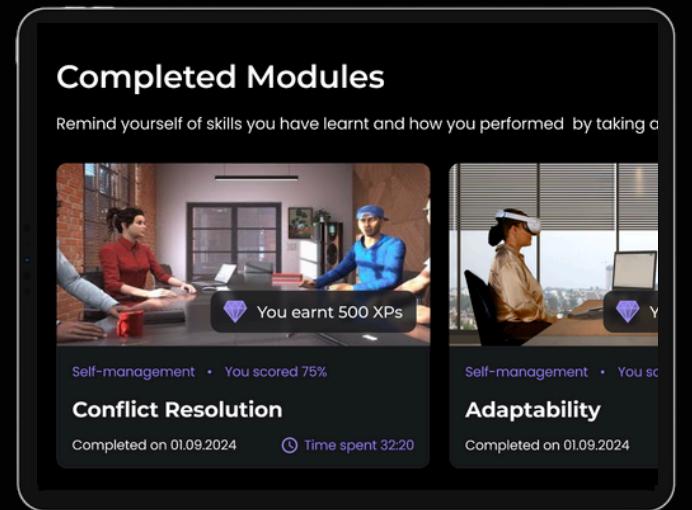
Continuous skills tracking



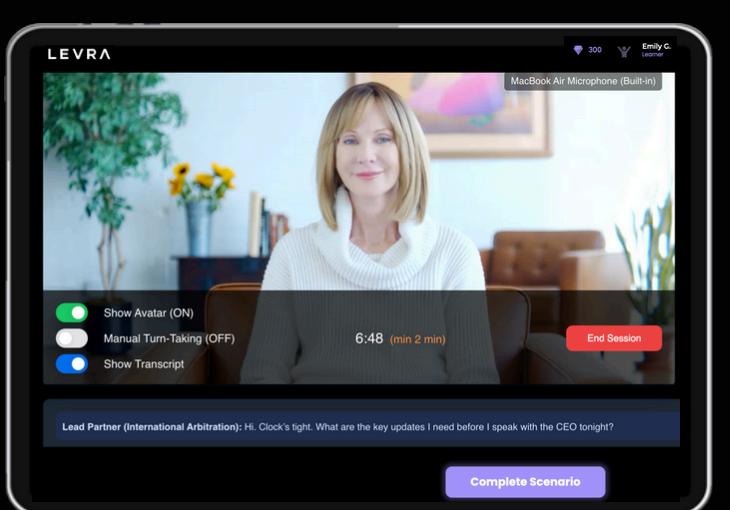
Personalised pathways



Bite-size modules



Active engaging practise



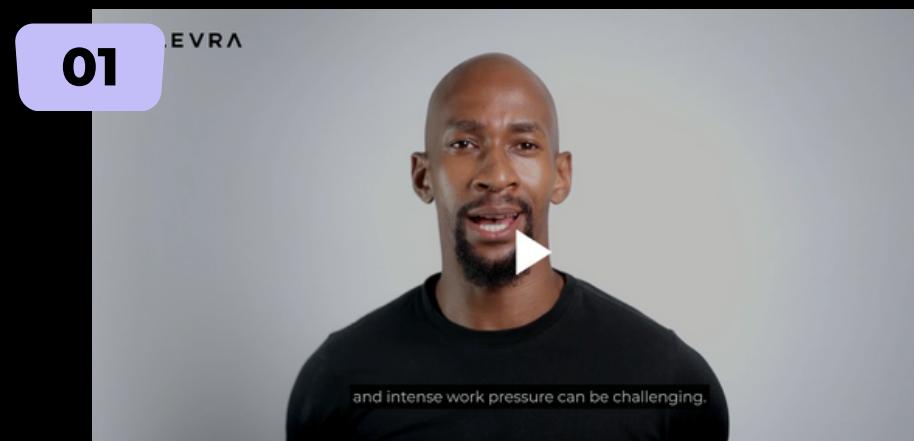
A learner undertakes the LEVRA Human Skills Framework to measure their skills gaps and ability.

Each learner is delivered a programme determined by their L&D lead OR based on their HSF results.

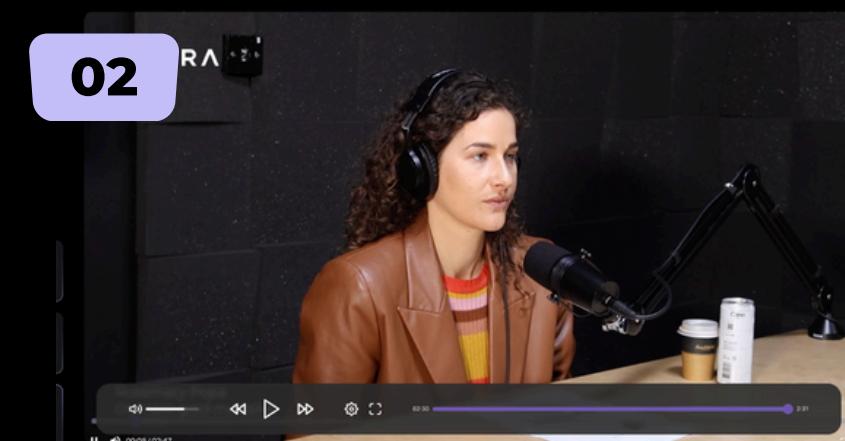
The learner is enrolled in a new Skills Module on a specified date determined by you.

Each Module is comprised of 5 steps including an immersive workplace scenario.

The 5 steps of a LEVRA Module



StartMe: Intro video to the skill
(shot with professional actors)



ExploreMe: Learn from Leaders

03

keaways

MANAGE STRESS

Use time management techniques, maintain open communication with colleagues, exercise regularly.

EMBRACE LEARNING

Actively seek out new challenges, feedback, and educational opportunities; reflect on failures as learning opportunities.

BUILD RELATIONSHIPS

Communicate regularly, offer and seek support during challenges; show appreciation for others.

MASTER TIME MANAGEMENT

Set clear goals and deadlines, implement time-blocking techniques, and minimise distractions.

ADOPT A GROWTH MINDSET

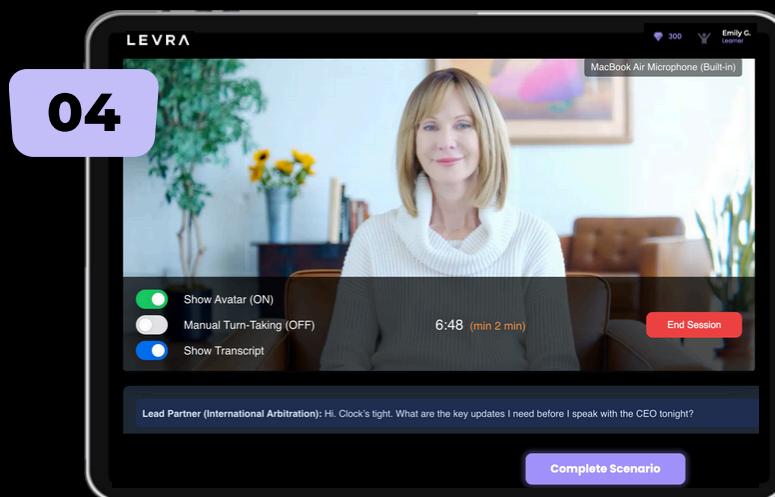
Use time management techniques, maintain open communication with colleagues, exercise regularly.

Previous Step

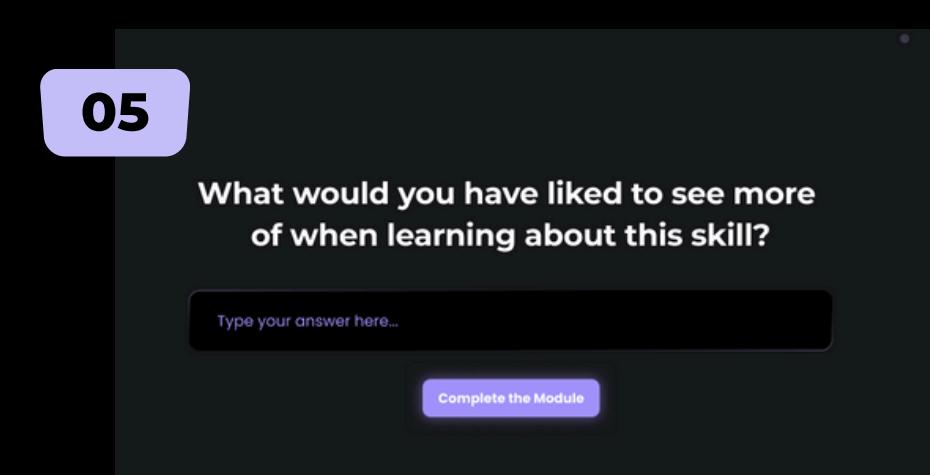
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Next Step

DownloadMe: Key Takeaways

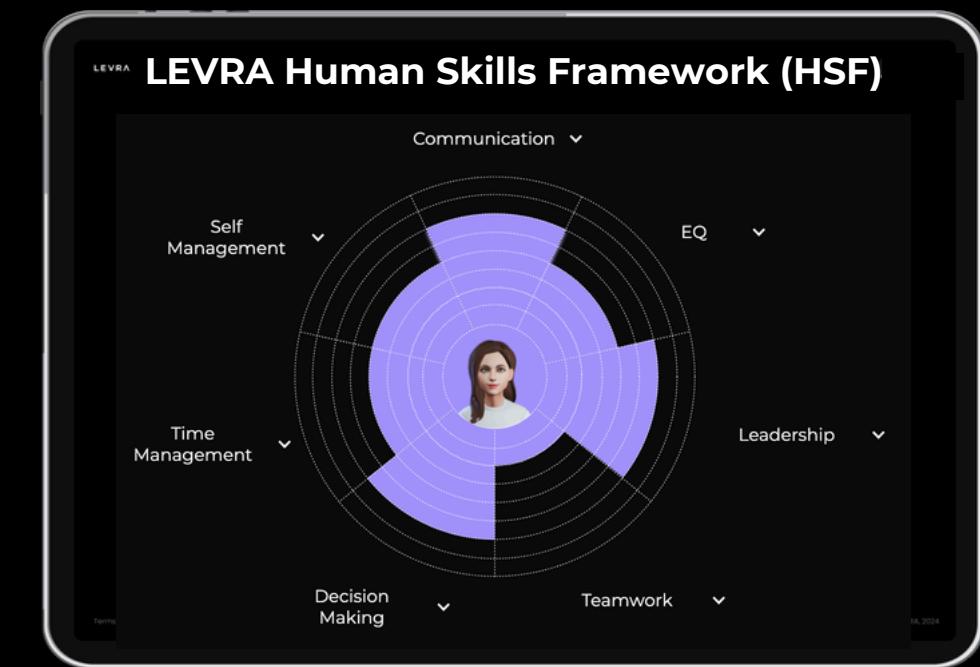
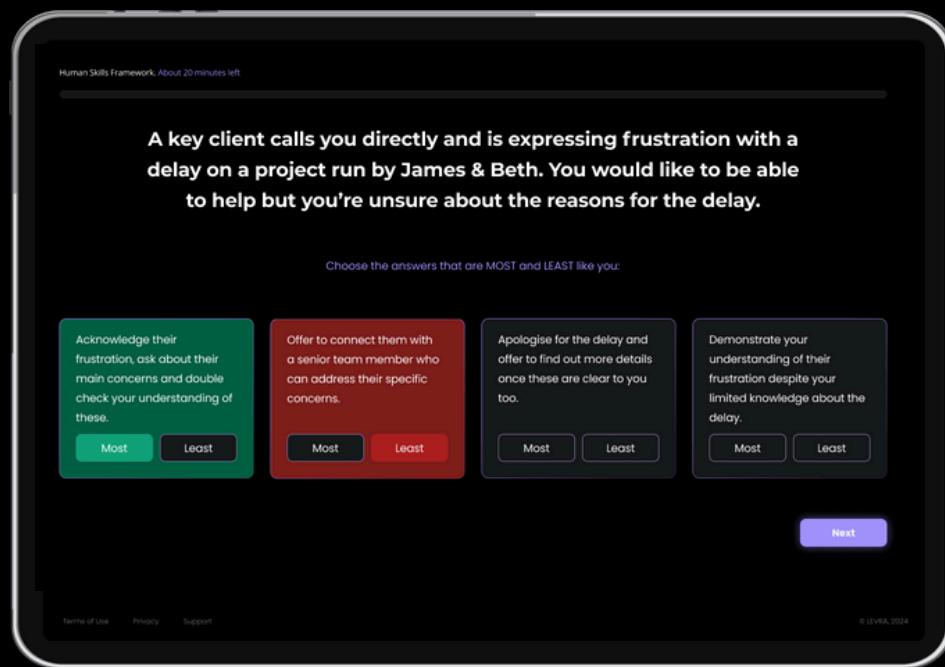


ExperienceMe: Practise skills in immersive scenarios (desktop)



ReflectMe: Self reflection exercise

The LEVRA Human Skills Framework



The HSF is a data-driven, **proprietary tool** developed with leading Psychometricians, OccPsyence, to identify and measure gaps in learners' Human Skills.

Each learner receives a **customised baseline** profile, mapping their Human Skills strengths and weaknesses.

The HSF enables adaptive, scalable and **personalised learning pathways** to continuously target skills gaps.

4. Platform Demo

LEVRA

5. ROI and Impact

Case Study: How have we work with **Deloitte.**

The Challenge

- Trainees struggled to communicate proactively with colleagues and clients.
- Many lacked a clear understanding of what professionalism looks like in a workplace setting.
- Trainees were not taking ownership of their development.

Solution

- A personalised 8 Module programme was developed for 30 Deloitte Trainees addressing specific skills gaps.
- Immersive workplace scenarios were used so Trainees could practise skills in a psychologically safe environment.



18%

Improvement in Deloitte's Global Talent Standards.



19%

Improvement in Trainees' confidence levels.



99%

of Trainees preferred LEVRA learning.

Our Audit Trainees were able to learn a lot about empathy, especially how to better communicate with clients, managers, and peers. These skills are not only essential for any professional but is also important in our everyday lives. Our experience with LEVRA was very positive.

Mardene van der Linde
Senior Manager, Audit Transformation & Change



Improving Productivity, Efficiency and Engagement at firms

18%

Improvement in
Deloitte Global Talent
Standards for users

Productivity

55%

Improvement in users'
Communication skills
as rated by Managers

Efficiency

23%

Improvement in
Trainees' Teamwork
skills

Engagement

15%

Improvement in
Trainees'
Communication skills

Productivity



Deloitte.

 **Aspen**

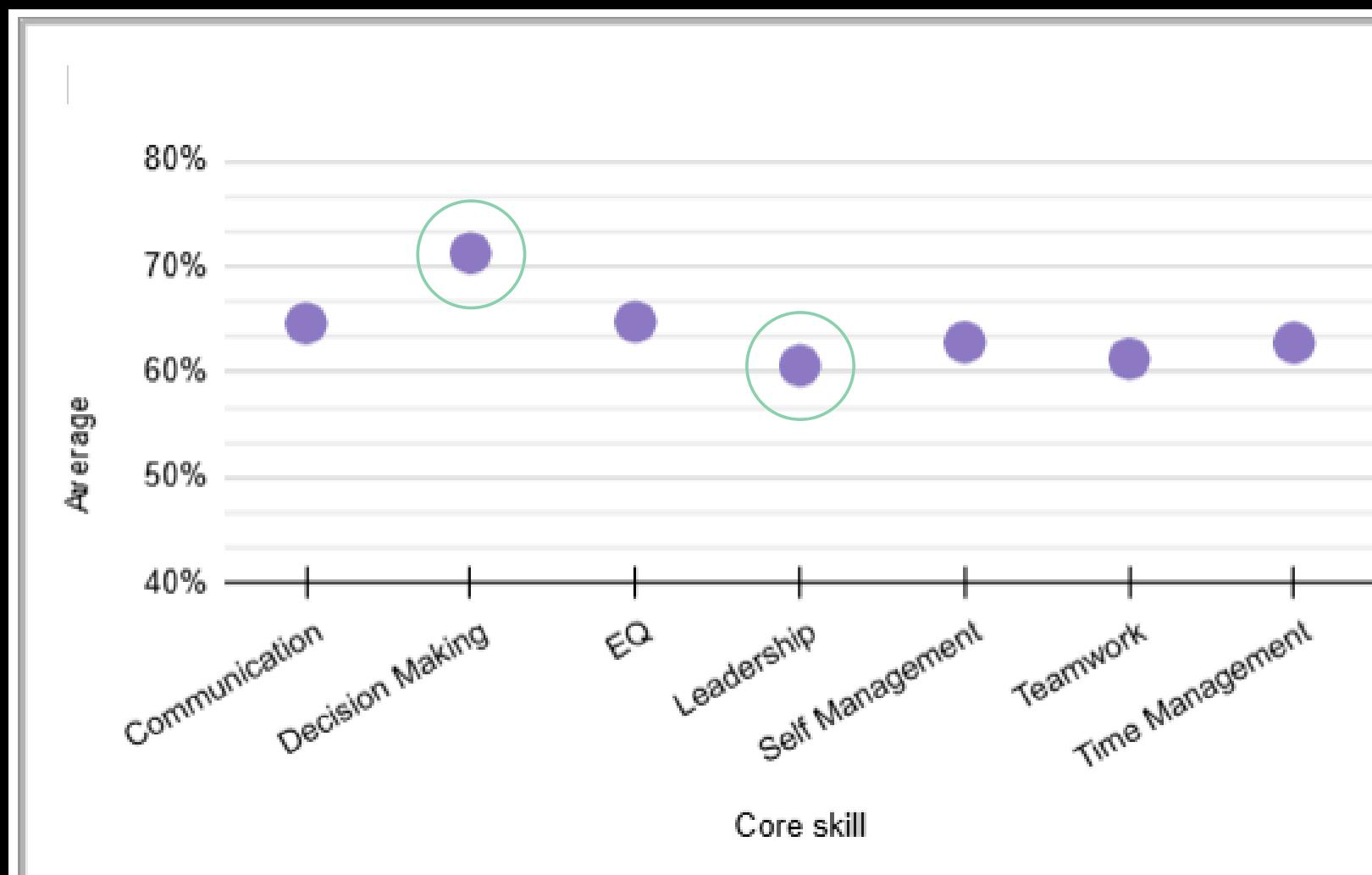
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GOODWIN

6. HSF Research

The HSF Data: Overview

Average Results for each of the seven core Human Skills:



- ~2,700 data points collected across 31 Human Skills subskills over a 3-month period.
- Key attributes collected: Age, Years of Experience, Student vs Employed, and Level of Seniority.
- **Strongest Gen Z Skill:** Decision Making.
- **Weakest Gen Z Skill:** Leadership.

Key Findings

- 1 **Senior Staff:** Interacting with Seniors remains a persistent challenge for Gen Z.
- 2 **Collaboration:** Gen Z value collaboration but struggle to execute it effectively.
- 3 **Professional Behaviour:** is a consistent weak area.
- 4 **Emotional Intelligence:** shows a declining trajectory with age.
- 5 **Feedback:** Conversations around feedback are a critical development gap.

Recommendations

01

Introduce Human Skills training **early** in the employee journey.

02

Adopt a **structured, experiential** approach to learning.

03

Human Skills should be viewed as a **continuous learning priority**.

04

Use data to inform and refine development efforts.

In an AI driven world, **Human Skills** are the ones that will **set you and your organisations apart** from your competitors.

Let's chat futher

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