

Future World of Work Presentation



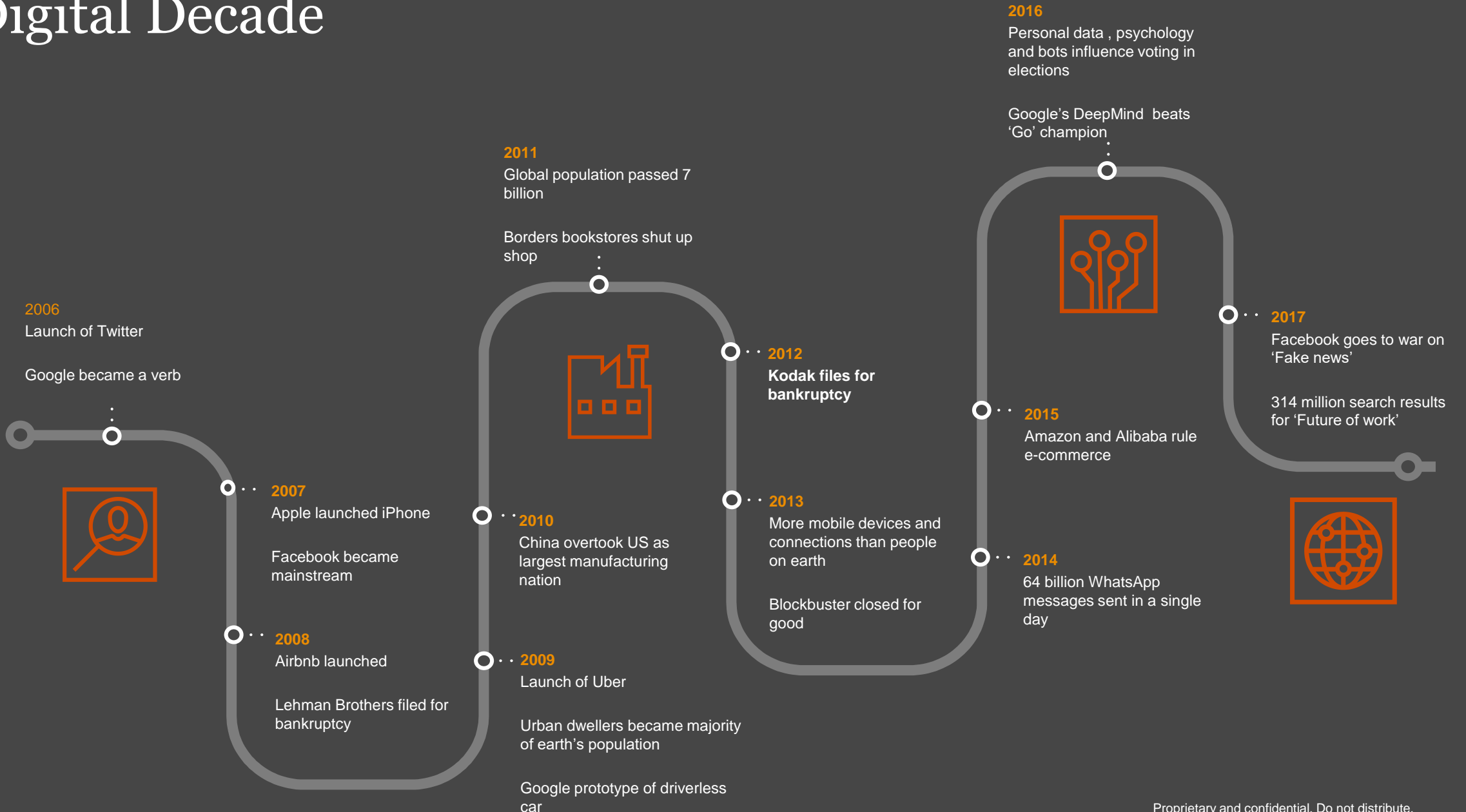
Agenda

- **The context of the Future World of Work**
- **Megatrends impacting the way of work**
- **The Four Worlds of Work**
- **Group Discussion**
- **Future Skills and Competencies**
- **Are you ready?**
- **How to plan for the future**

Video

<https://www.youtube.com/watch?v=jHNetehfW9w>

Digital Decade

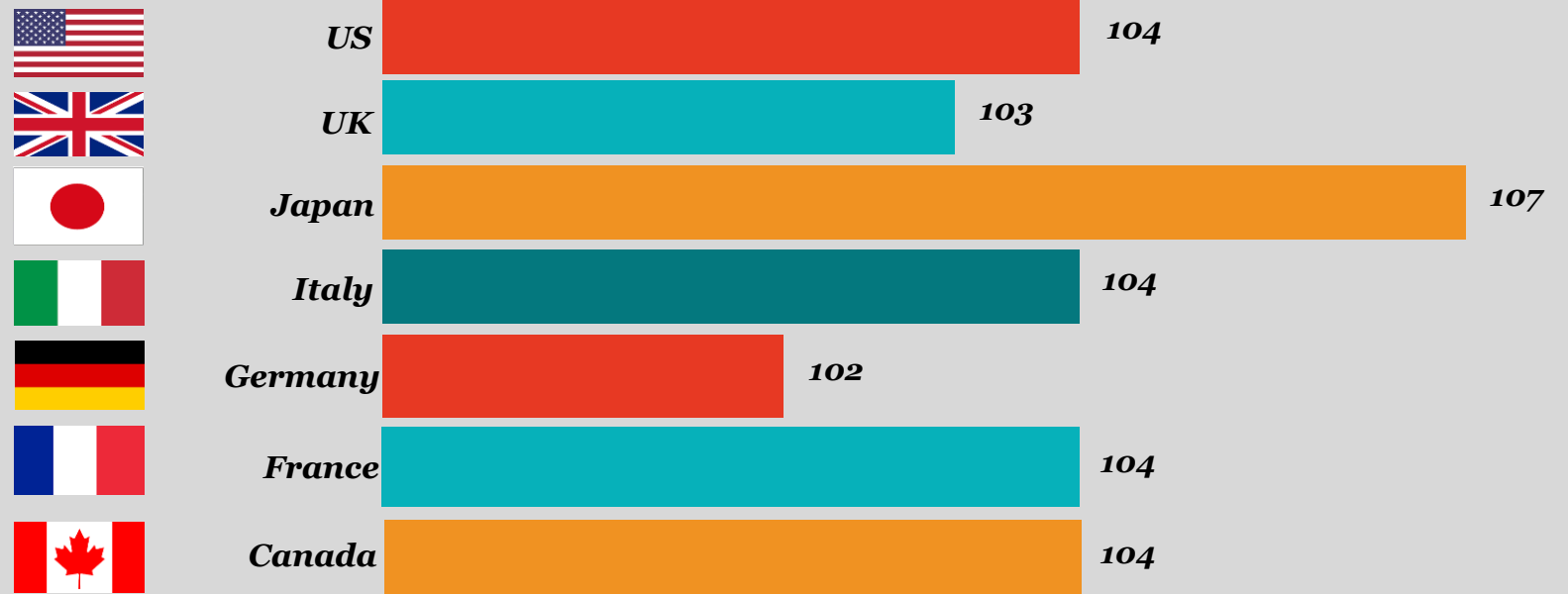


The 100 year life

Myths about older workers are being busted...

- It's not just the young who are investing in new skills
- It is not just the young who are positive and excited about their work
- Older people are working hard to keep fit
- Older people are not more exhausted
- Older people don't want to slow down
- Exploring is not just for the young

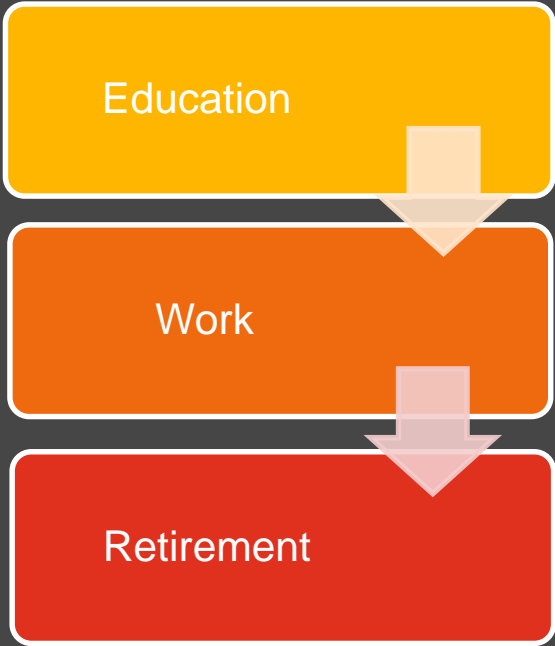
Oldest age at which 50% of babies born in 2007 are expected to live:



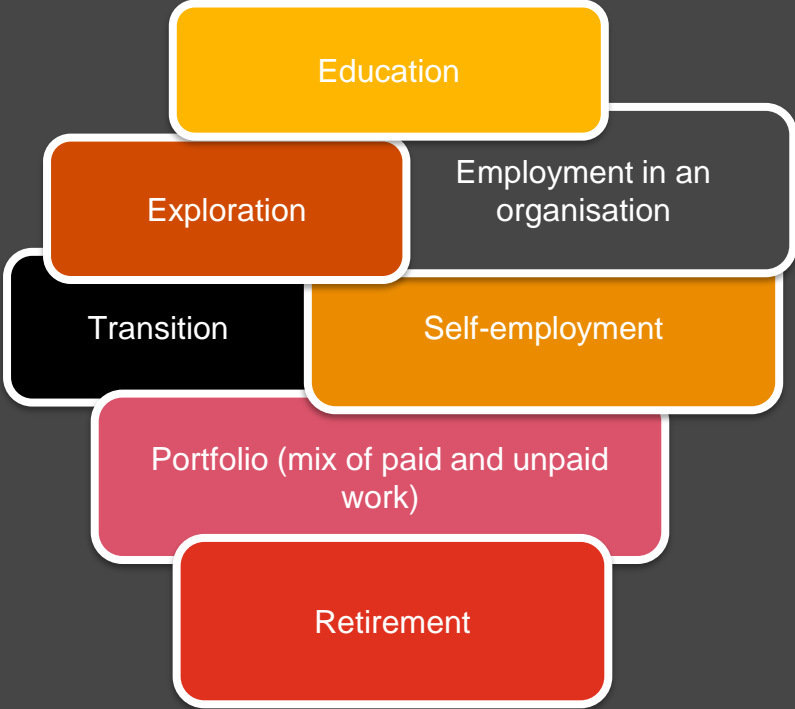
Source: Human Mortality Database, University of California and Max Planck Institute for Demographic Research, Germany

Age and stage are disconnecting

The Three-Stage Model



The Multistage Life



PwC Video

https://www.youtube.com/watch?v=8ef2kujFJ_o

Megatrends impact the way of work

- Rapid advances in technological innovation

Technological breakthroughs



- The changing size, distribution and age profile of the world's population

Demographic shifts



- Power shifting between developed and developing countries

Shifts in global economic power



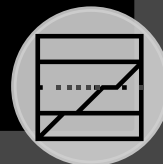
- Significant increase in the world's population moving to live in cities

Rapid urbanisation



- Depleted fossil fuels, extreme weather, rising sea levels and water shortages

Resource scarcity and climate change



The 4 worlds of work



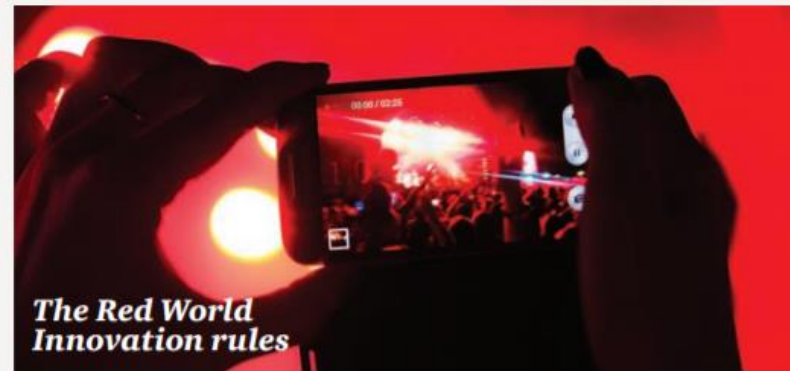
Social-first and community businesses prosper. Crowdfunded capital flows towards ethical and blameless brands. There is a search for meaning and relevance with a social heart. Artisans, makers and 'new Worker Guilds' thrive. Humanness is highly valued.

Collectivism ←



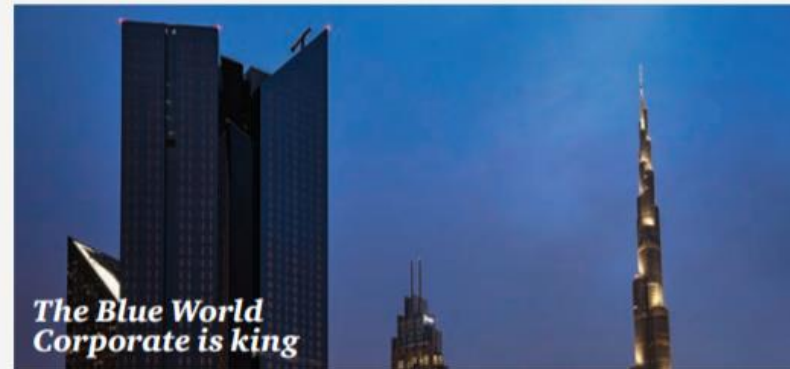
Social responsibility and trust dominate the corporate agenda with concerns about demographic changes, climate and sustainability becoming key drivers of business.

↓ **Integration**



Organisations and individuals race to give consumers what they want. Innovation outpaces regulation. Digital platforms give outsized reach and influence to those with a winning idea. Specialists and niche profit-makers flourish.

→ **Individualism**



Big company capitalism rules as organisations continue to grow bigger and individual preferences trump beliefs about social responsibility.

Group Discussion

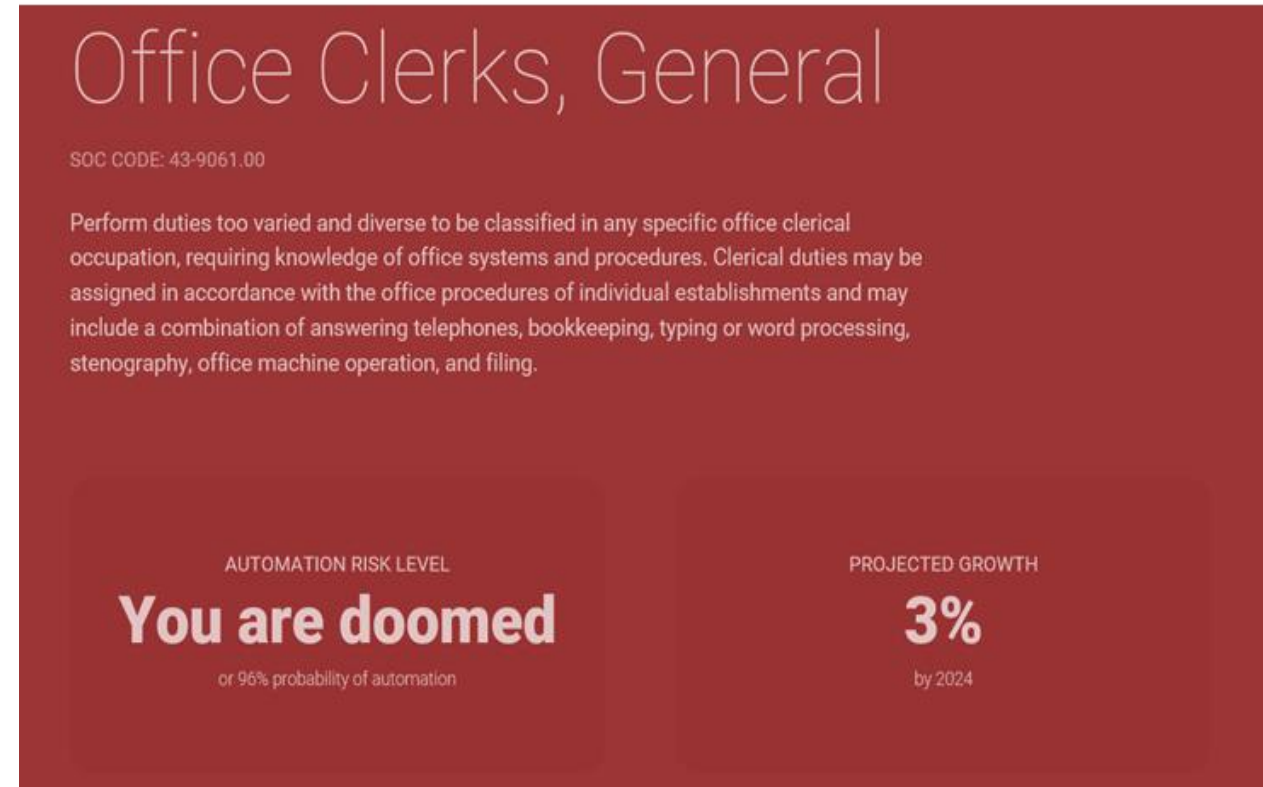
How do you think the future world of work is going to impact your workforce
(Give 15 minutes for groups to discuss and 1 person provides feedback from each group)

Future Skills and Competencies

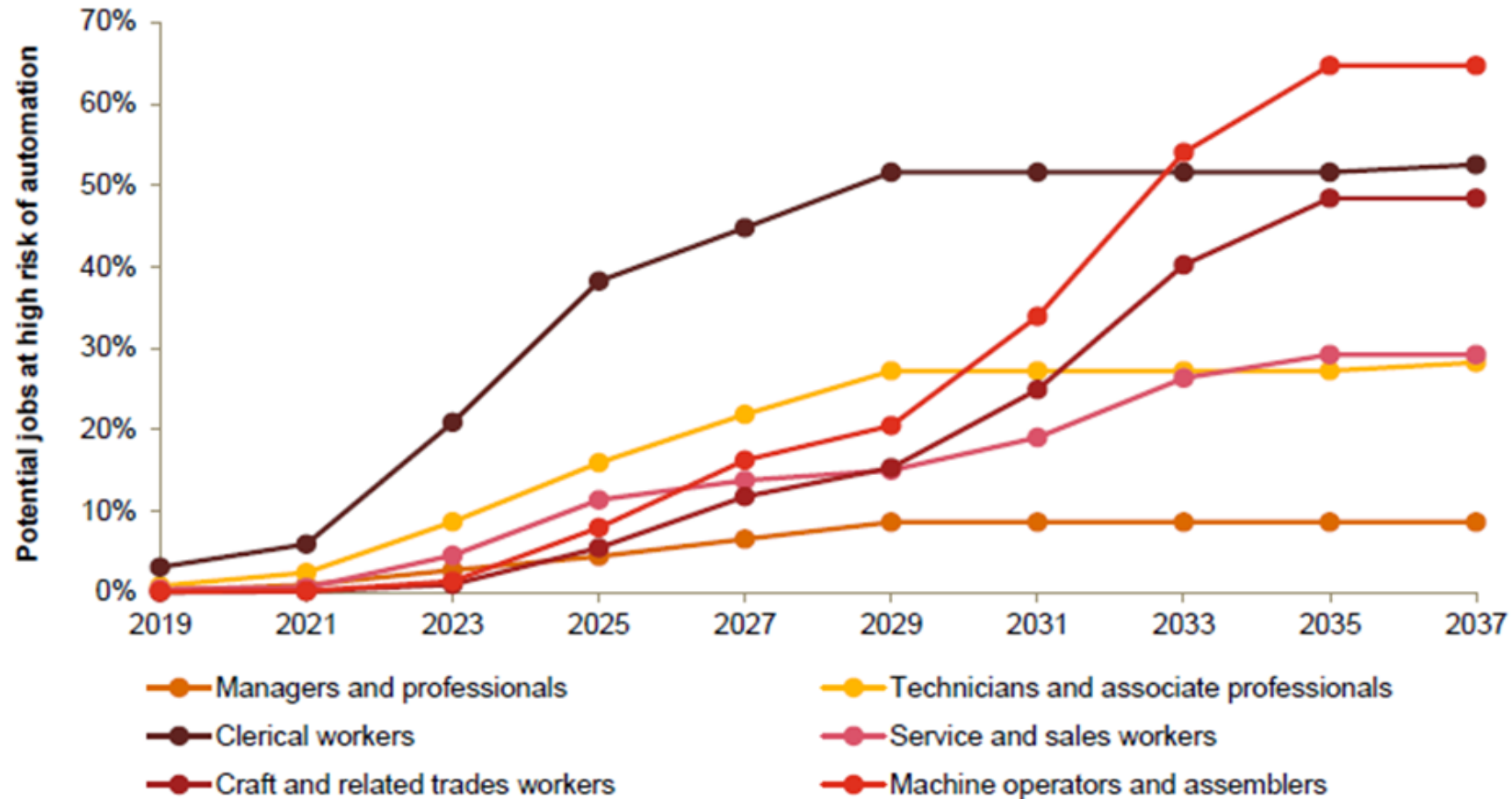
<https://willrobotstakemyjob.com/>

We are living through a fundamental transformation in the way we work. Automation and “**thinking machines**” are **replacing human tasks and jobs**, and changing the skills that organisations are looking for in their people.

Competition for the right talent is fierce and “talent” no longer means the same as it did ten years ago; **many of the roles, skills and job titles of tomorrow are unknown today.**



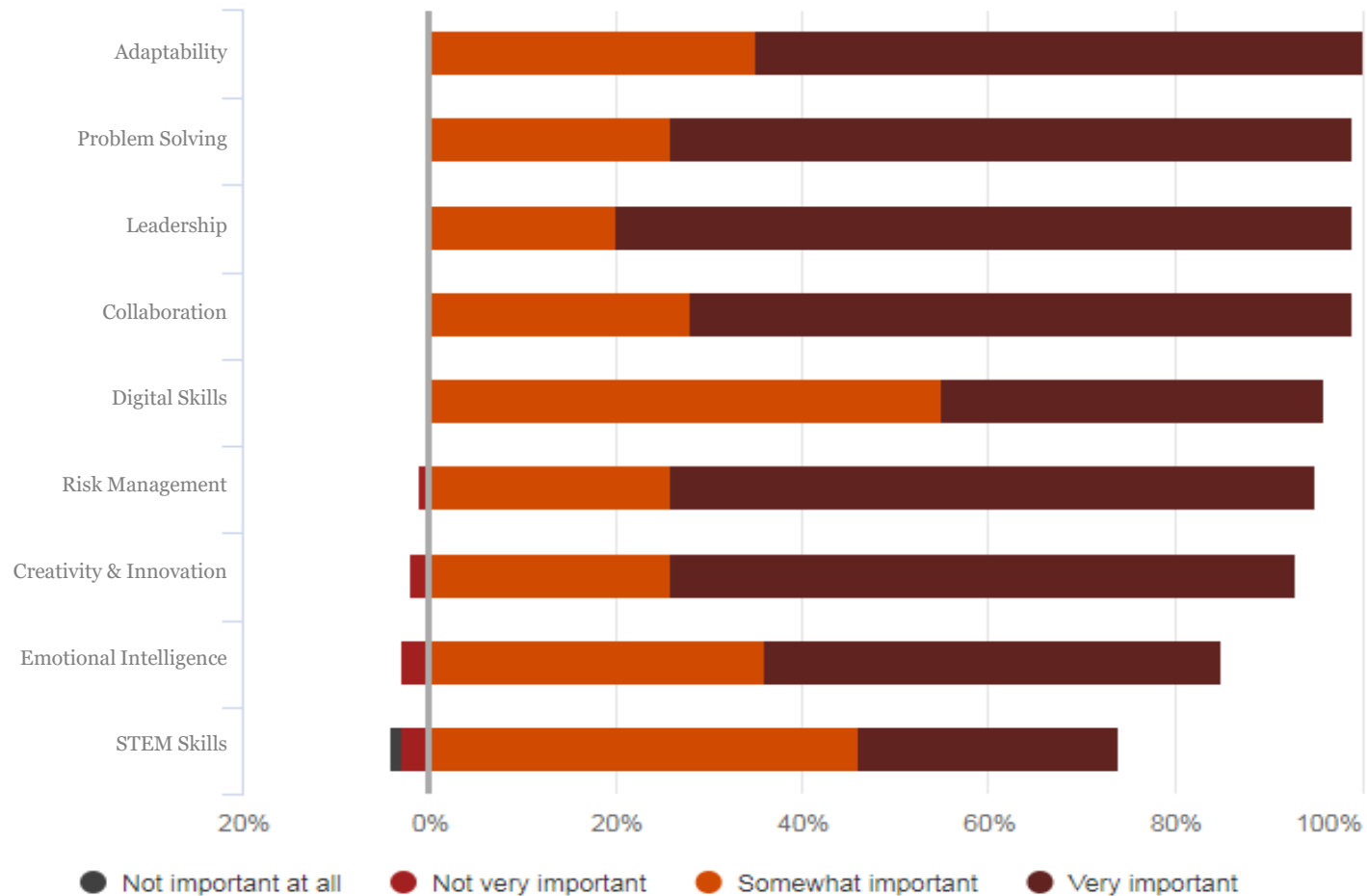
Potential impact of job automation over time occupational categories in Government and Public Service



Source: PIAAC data, PwC analysis

What are these key skills?

According to CEOs, how important are the following skills to their organizations?



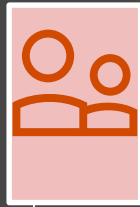
Future Skills and Competencies

Megatrends – How does this impact the types of skills we would require in the future?



Sense-Making

- Ability to determine the deeper meaning or significance of what is being expressed



Social Intelligence

- Ability to connect with others in a deep and direct manner, i.e. to sense and stimulate reactions and desired interactions



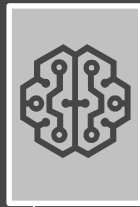
Novel – Adaptive Thinking

- Ability to come up with solutions and responses beyond that which is rule-based



Cross-Cultural Competency

- Ability to operate in different cultural settings



Computational Thinking

- Ability to translate vast amounts of data into abstract concepts



New-Media Literacy

- Ability to critically assess and develop content that uses new media forms, and to leverage media for persuasive communication



Trans-Disciplinary

- Ability to understand concepts across multiple disciplines



Design Mindset

- Ability to represent and develop tasks and work processes for desired outcomes



Cognitive Load Management

- Ability to discriminate and filter information for importance, and to understand how to maximise cognitive functioning using a variety of tools and techniques



Virtual Collaboration

- Ability to work productively, drive engagement, and demonstrate presence as a member of the virtual team

What does it all mean for jobs?

A new balance.

Automation will not only alter the types of jobs available but their number and perceived value.

Pivotal talent – the ultimate prize.

Those workers performing tasks which automation can't yet crack, become more pivotal – and this means creativity, innovation, imagination, and design skills will be prioritised by employers.

Adaptability – the key to the future.

One clear lesson arises from our analysis: adaptability – in organisations, individuals and society – is essential for navigating the changes ahead.

CEOs agree.

Human talent is a top 3 business issue for CEOs



Addressing the digital skills gap

- **Have an holistic view of the challenges**
- **Harness technology**
- **Swim outside traditional talent pools**
- **Become employee centric**

Are you ready?

<https://www.bbc.com/news/technology-34066941>

Current EAP

The core ingredients of a traditional EAP are:

- **Accessibility**
- **Training for managers and supervisors**
- **Management orientation**
- **Insurance coverage**
- **Broad service components, which covers all various employee problems**
- **Professional leadership**
- **Programme evaluation and follow-up**
- **Confidentiality and anonymity.**

What are some of the challenges that can be anticipated for EAP in the future world of work?

EAP in the Future World of Work

- **Computer-Based Cognitive Behavioural Therapy (CCBT).**
- **Tele-coaching.**
- **Live Chat.**
- **Incentives and Rewards.**
- **Cultural Competency.**
- **Data driven world**
- **Predictive Analysis**
- **Workforce surveys**
- **Multiskilled EAP Officials**
- **Gamification**

How to plan for the future : Six key messages for leaders

Act now.

This isn't about some 'far future' of work – change is already happening, and accelerating.

No regrets and bets.

The future isn't a fixed destination. Plan for a dynamic rather than a static future. You'll need to recognise multiple and evolving scenarios. Make 'no regrets' moves that work with most scenarios – but you'll need to make some 'bets' too.

Make a bigger leap.

Don't be constrained by your starting point. You might need a more radical change than just a small step away from where you are today.

Own the automation debate.

Automation and Artificial Intelligence (AI) will affect every level of the business and its people. It's too important an issue to leave to IT alone. A depth of understanding and keen insight into the changing technology landscape is a must.

People not jobs.

Organisations can't protect jobs which are made redundant by technology – but they do have a responsibility to their people. Protect people not jobs. Nurture agility, adaptability and re-skilling.

Build a clear narrative.

A third of workers are anxious about the future and their job due to automation – an anxiety that kills confidence and the willingness to innovate. How your employees feel affects the business today – so start a mature conversation about the future.

Thank you

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