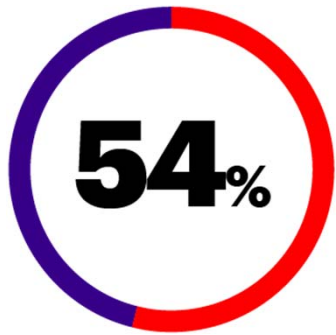
A large, stylized graphic consisting of two overlapping chevron shapes. The top chevron is dark blue and points to the right. The bottom chevron is a lighter, cyan blue and points to the left. They meet at a central point, creating a triangular negative space.

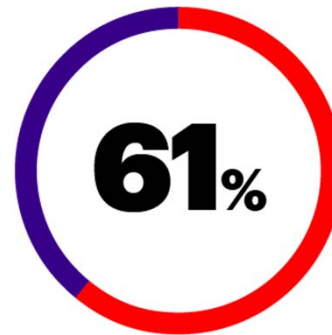
FUTURE OF WORK

GASTON CARRION
MANAGING DIRECTOR, ACCENTURE
GLOBAL TALENT & ORGANISATION

FUTURE VALUE LIES AT THE INTERSECTION OF HUMANS AND INTELLIGENT MACHINES



54% of business leaders believe human-machine collaboration is important to achieve their strategic priorities.



61% expect the share of roles requiring collaboration with AI to increase in the next three years.

MORE JOBS WILL BE RECONFIGURED THAN ELIMINATED



46%

of business leaders say that job descriptions are obsolete as machines take on routine tasks and people move to project-based work.



29%

Nearly all leaders report they've re-designed jobs to some degree. 29% report that they've made extensive changes.

RECONFIGURED JOBS ELEVATE PEOPLE'S CAPABILITIES



A DRILLING TECHNICIAN

Drills multiple test holes, **manually preparing the drill, calculating and entering correct pressure and speed for the drill.**



AI tells the drilling technician which oil deposits to target and **intelligent drills** calculate speed, pressure and depth.



AN AEROSPACE ENGINEER

Designs a new plane component making **manual calculations to produce strong and light designs.**



Generative Design mimics nature's evolutionary approach to consider millions of possible designs and to test for strength and lightness.



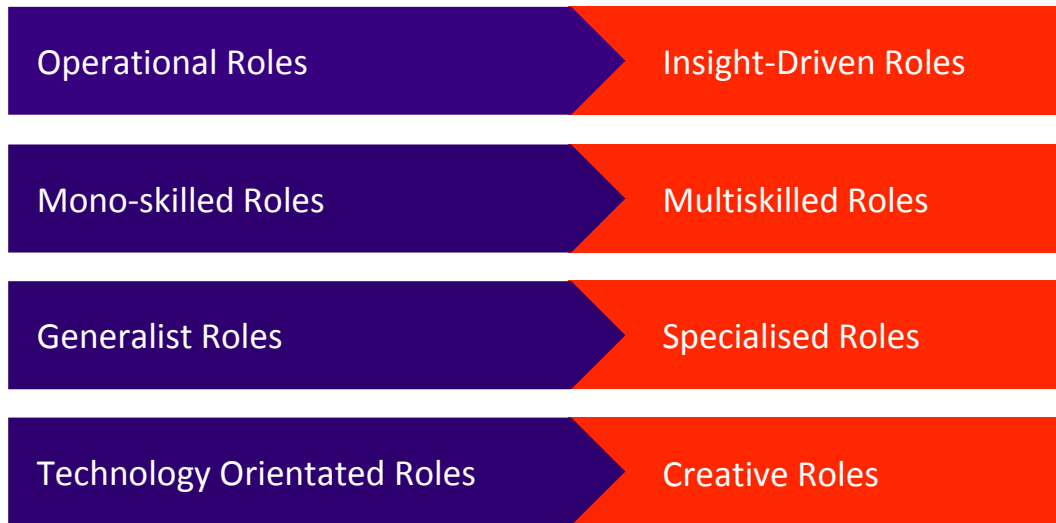
A SOFTWARE DEVELOPER

Spends time each week identifying new spam flags and **manually writing rules for spam detection.**



Machine intelligence identifies new spam keywords and updates detection rules freeing the employee from work unrelated to new software development.

THE GREATEST IMPACT OF AI WILL BE TO RECONFIGURE JOBS



Source: Accenture Research Future Workforce Ethnographic Study 2017

“Michelin Solutions has used digital technologies, including IoT, to create innovative customer experiences that extend the value of our expertise.

Part of the success is due to the way people collaborate with technology and data to offer new services. As businesses adopt artificial intelligence, human-machine collaboration to enhance human intelligence and capabilities will be a critical part of new business models.”

FLORENT MENEGAUX
Senior Executive Vice President and Chief Operating Officer, Michelin

WORKERS EXPECT AI TO CREATE A BETTER WORK LIFE BALANCE AND MAKE JOBS SIMPLER

WHICH OF THE FOLLOWING BEST REFLECTS HOW YOU FEEL ABOUT THE INCREASING USE OF INTELLIGENT TECHNOLOGIES AT WORK?

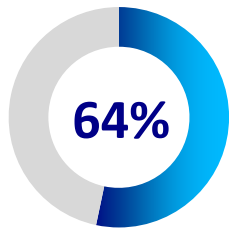
INTELLIGENT TECHNOLOGIES WILL...



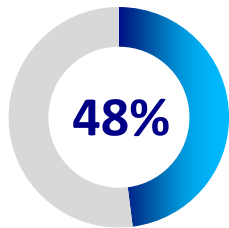
BUSINESS LEADERS VIEW AI AS AN OPPORTUNITY TO EMBARK ON WORKPLACE TRANSFORMATION

HOWEVER, SIGNIFICANT CHALLENGES MUST FIRST BE OVERCOME

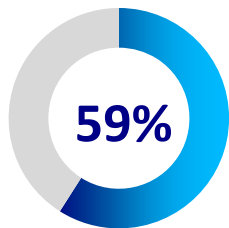
CXOS' TOP THREE WORKFORCE-RELATED CHALLENGES



64% of CXOs believe AI will **improve workforce productivity**



48% of CXOs believe AI will **transform the workplace**



59% of CXOs believe AI will be **behind every new innovation**

Establishing a flexible and **agile workforce**



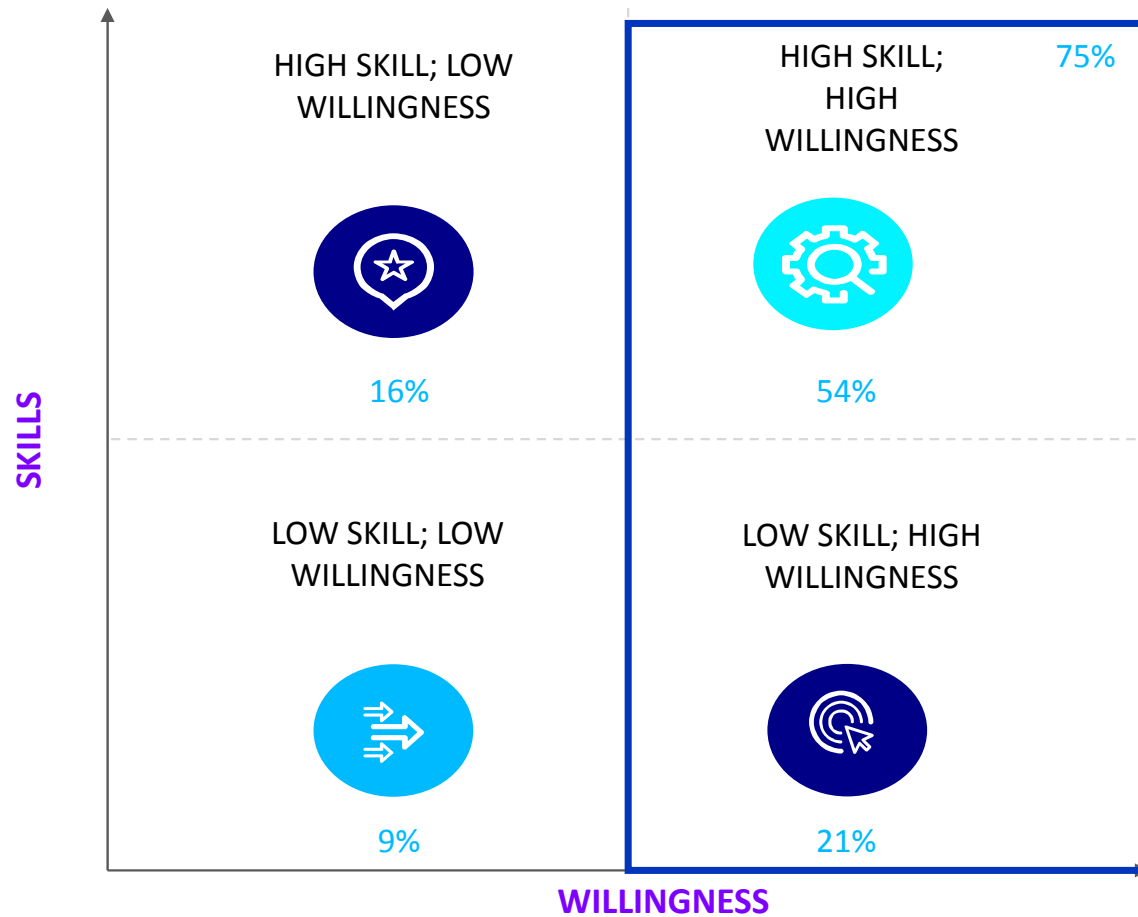
Difficulty implementing **change programs**



Building **shared culture** across the organisation and our freelancers



WORKERS CAN BE SEGMENTED INTO FOUR DISTINCT CLUSTERS BASED ON THEIR SKILLS AND WILLINGNESS TO ADAPT



Base: Workers Total Sample | N=14708

Note: This segmentation of workers was prepared on analysis of the global worker sample, and is not sectoral/geography specific

IN SUMMARY, THE WORK OF THE FUTURE WILL BE DIFFERENT... IMPLICATIONS FOR WORKFORCES ON THE NATURE OF WORK

- **MORE COMPLEX TASKS** (AUGMENTED)
- **CREATIVITY & DESIGN** (STRATEGIC THINKING)
- **INCREASE PACE OF WORK** (ACCOUNTABLE)
- **24X7** (GLOBAL, ANYWHERE EVERYWHERE)
- **AGILE** (REMOTE WORKING)
- **HUMAN-INTERACTIONS** (HUMAN-HUMAN/HUMAN-MACHINE)



IMPACTING THE WORKERS OF THE FUTURE

“**Technology use** is linked to a reduction in physical activity resulting in negative impacts on physical and mental health”

“Regular contact with **work during non-work hours** has been linked with psychological distress, sleep problems and negative impacts on an individual’s personal life”

“**Sedentary lifestyles** result in negative health risks, office workers experience 80% or more sedentary exposure during office hours, taking breaks and movement throughout the day can lessen these negative health risks”

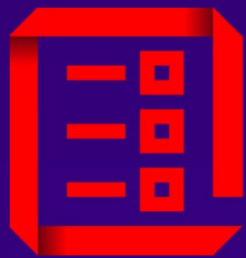
“Workers who feel **emotionally attached** to and identify with their work have better psychological well-being”

WITH HIGH LEVELS OF IMPACTS INTO THE WORKPLACE CONSIDERATIONS

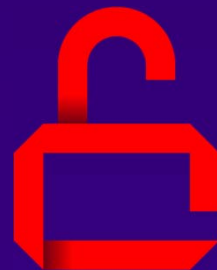
- **CULTURE** : RIGHT 'MIND-SET' AS BEING THE SKILL CRUCIAL TO SUCCESSFULLY WORKING WITH A.I. TECHNOLOGIES
- **FLEXIBLE**: SKILL AUGMENTATION BY RELEASING THEIR STRATEGIC THINKING SKILLS, MAKING THEM A MORE PROACTIVE, BETTER INFORMED, AND A MORE AGILE WORKFORCE
- **SAFETY**: BY TAKING OVER POTENTIALLY DANGEROUS PHYSICAL TASKS AND PROVIDING BETTER INFORMATION AI CAN IMPROVE THE HEALTH AND SAFETY OF STAFF, BUT COULD IMPACT NEGATIVELY MENTAL HEALTH.

PRIORITIES FOR BUSINESS LEADERS

**REIMAGINE
WORK AND
WORKPLACE**



**PIVOT THE
WORKFORCE**



**SCALE UP “NEW
SKILLING”**



Two large, overlapping geometric shapes made of blue and cyan. The top shape is a dark blue chevron pointing to the right. The bottom shape is a lighter cyan chevron pointing to the left, overlapping the bottom of the dark blue shape.

**THANK
YOU**

**MY RECENT BLOG:
WORKFORCE OF THE FUTURE IN MINING**

[accenture.com/au-en/insight-perspectives-natural-resources-future-in-mining](https://www.accenture.com/au-en/insight-perspectives-natural-resources-future-in-mining)