FUTURE OF WORK

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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.

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

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.

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

“Michelin Solutions has used digital technologies, including IoT, to create innovate 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
WHICH OF THE FOLLOWING BEST REFLECTS HOW YOU FEEL ABOUT THE INCREASING USE OF INTELLIGENT TECHNOLOGIES AT WORK?

INTELLIGENT TECHNOLOGIES WILL...

- Create a better work-life balance: 65%
- Make jobs simpler: 63%
- Encourage creativity and innovation: 60%
- Make jobs more interesting: 54%
- Expand future career prospects: 51%
- Enhance individuals’ privacy: 44%
- Create jobs: 43%
- Increase workers’ incomes: 41%

Q33 | Base: Workers Total Sample Australia | N=1000

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BUSINESS LEADERS VIEW AI AS AN OPPORTUNITY TO EMBARK ON WORKPLACE TRANSFORMATION
HOWEVER, SIGNIFICANT CHALLENGES MUST FIRST BE OVERCOME

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

CXOs’ Top Three Workforce-Related Challenges

64%  48%  59%
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”
THANK YOU

MY RECENT BLOG:
WORKFORCE OF THE FUTURE IN MINING