Future of work and upskilling

Cécile WENDLING

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Future of Work : from *Science Fiction* to *Reality*
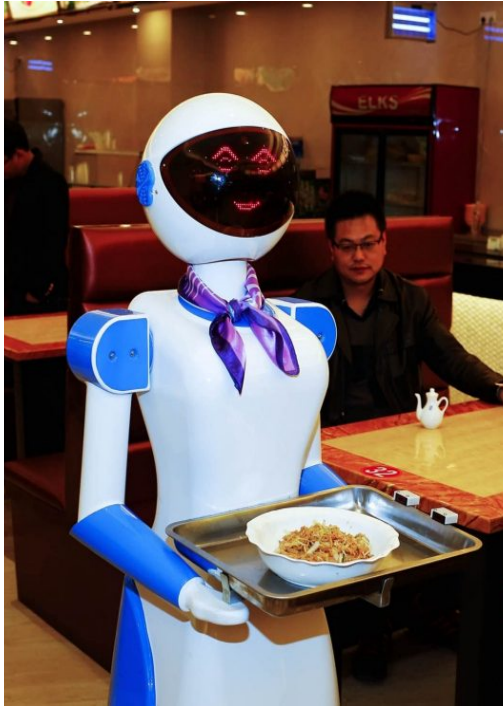
Is human work threatened by automation?

Is basic income so humanist an idea?

Idea 1: ban robots in specific activities

AXA

Idea 2: create an automation label

It's time for choices

Ongoing and upcoming transformations

Change 1 – The diversity of workers profile is influenced by the widening of the workers' age gap, the new skills required by the digital transformation and populations' movements and evolutions.

Change 2 – The mosaic of working patterns derives from new management methods, workforce externalization and rise of interactions between human and machines, also called cobotics.

Change 3 – The aim of work and sense of purpose are being questioned and redefined by growing automation.
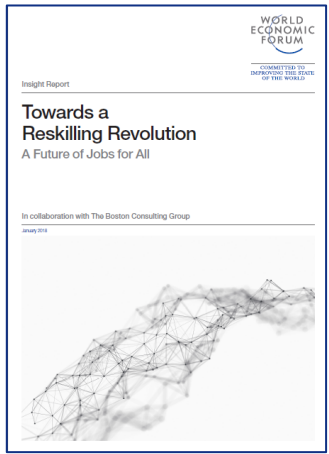
Change 4 – The job polarization may increase as the future of middle-skilled employment is threatened by automation at lower costs.

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HELP WANTED

JOBS OF THE FUTURE
A GUIDE TO GETTING - AND STAYING -
EMPLOYED OVER THE NEXT 10 YEARS

Cognizant

"Wrenching transformations are never easy. But **a world without work is a fantasy that is no closer to reality** in 2017 than it was 500 years ago"

Cognizant

WORLD ECONOMIC FORUM
COMMITTED TO IMPROVING THE STATE OF THE WORLD

Insight Report

Towards a Reskilling Revolution
A Future of Jobs for All

In collaboration with The Boston Consulting Group

January 2018

"Billions of people will become redundant as **we do not know** of any third field of activity, beyond the physical and the cognitive, where humans will always **retain** a secure edge"
Yuval Noah Harari

GLOBAL COMMISSION ON THE FUTURE OF WORK

Work for a brighter future

STRICT EMBARGO
Do not publish or distribute before
Tuesday 22 January 2019 at 9:30 GMT
(10:30 CET)

WORLD ECONOMIC FORUM
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Insight Report

The Future of Jobs Report
2018

Centre for the New Economy and Society

"Machines are expected to **create 133 million new roles** but **75 millions jobs displaced** by 2022"
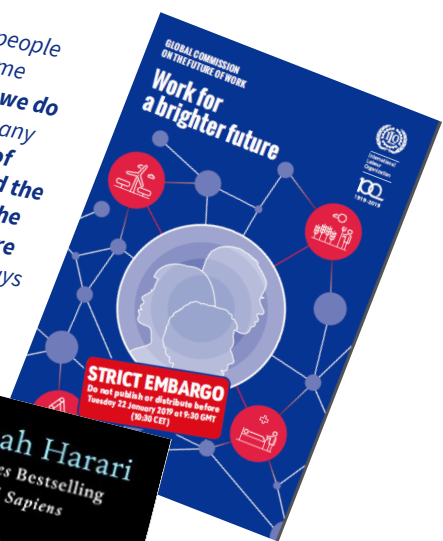2018 WEF

"Workers will have to **engage in life-long learning** to achieve fulfilling and rewarding careers that **allow them to maximize their employment opportunities**"
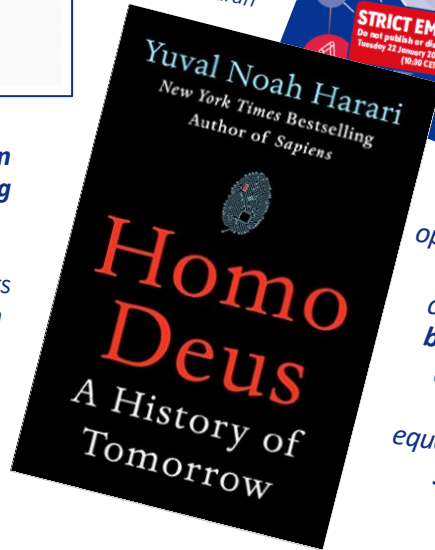BCG

Yuval Noah Harari
New York Times Bestselling
Author of Sapiens

Homo Deus
A History of Tomorrow

"We need to seize opportunities presented by transformative changes to **create a brighter future** and deliver economic security, equal opportunity **and social justice**"
ILO

AXA

All in all, there is a strong convergence over the following four principles

- New jobs will be created where **humans will have the responsibility**, for instance, **to take decisions upon insights** generated by the machines

- **Empathy and sensing human feelings** will be the domain where humans will retain a **competitive edge**

- **Curiosity in general will be critical** to continue learning in order to remain employable

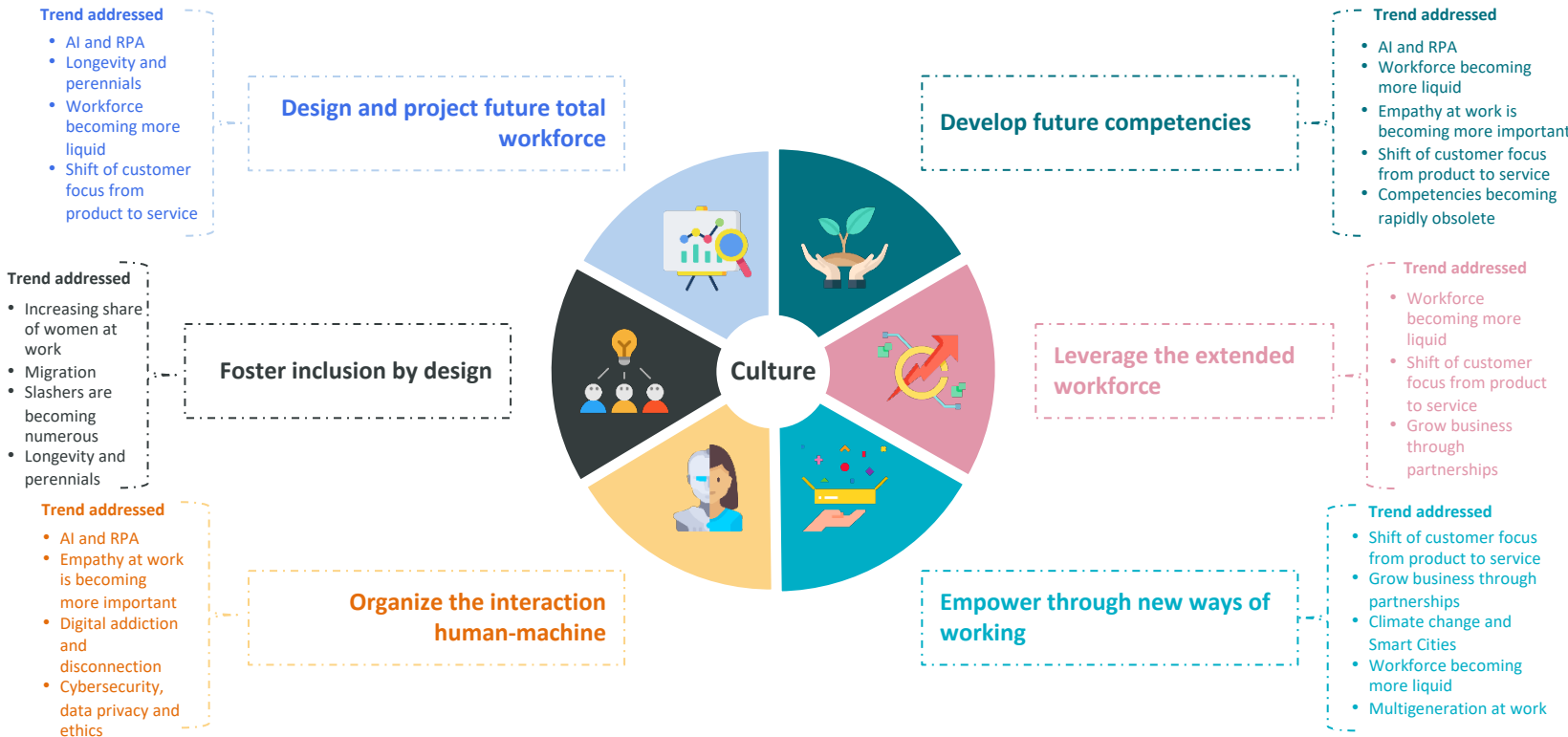- **Technology development** and adoption should be **managed in a responsible way**

Ways forward…

Six domains

Trend addressed
- AI and RPA
- Longevity and perennials
- Workforce becoming more liquid
- Shift of customer focus from product to service

Design and project future total workforce

Trend addressed
- AI and RPA
- Workforce becoming more liquid
- Empathy at work is becoming more important
- Shift of customer focus from product to service
- Competencies becoming rapidly obsolete

Develop future competencies

Trend addressed
- Increasing share of women at work
- Migration
- Slashers are becoming numerous
- Longevity and perennials

Foster inclusion by design

Culture

Trend addressed
- Workforce becoming more liquid
- Shift of customer focus from product to service
- Grow business through partnerships

Leverage the extended workforce

Trend addressed
- AI and RPA
- Empathy at work is becoming more important
- Digital addiction and disconnection
- Cybersecurity, data privacy and ethics

Organize the interaction human-machine

Empower through new ways of working

Trend addressed
- Shift of customer focus from product to service
- Grow business through partnerships
- Climate change and Smart Cities
- Workforce becoming more liquid
- Multigeneration at work

Tools to move forward
Some examples…

Strategic workforce planning

Self assessment of employability

Learning every day (partnership with COURSERA, learning weak, learning challenge, etc)

Financing research on neuro ergonomy

Purpose at work

Foresight in HR and presentation of the results to the stakeholders

Thank you