

# The Future Workplace and Technology as Enabler



**Rey Albert B. Uy**

*CSC – Biliran Field Office  
and Western Leyte Satellite Office*

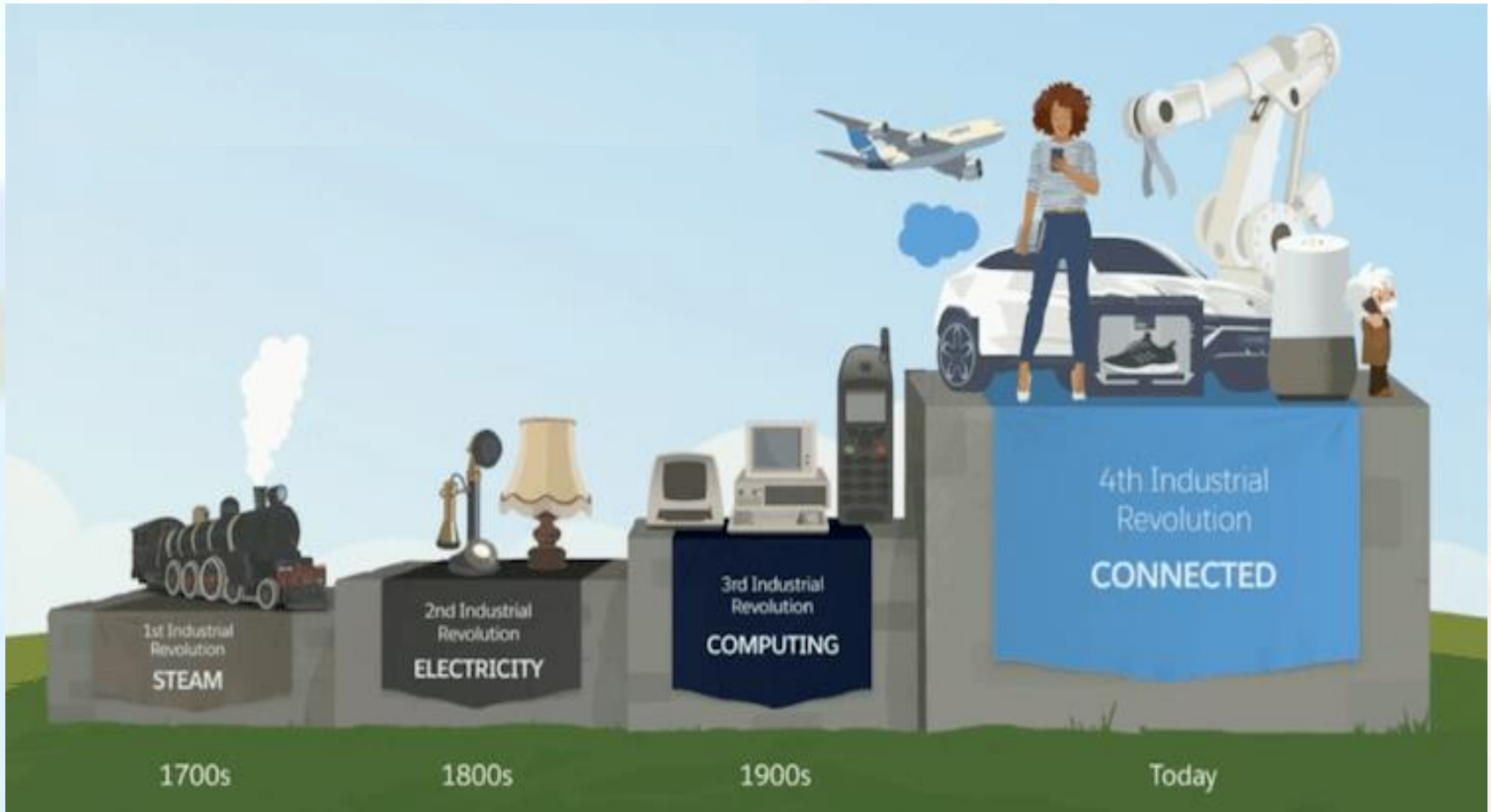


*2020 Regional Congress of HRMCPs*

*Summit Hotel, Tacloban City (February, 26-27, 2020)*

# 4IR

Industry 4.0





# 10 Predictions for the Future Workplace

# 1. The End of email

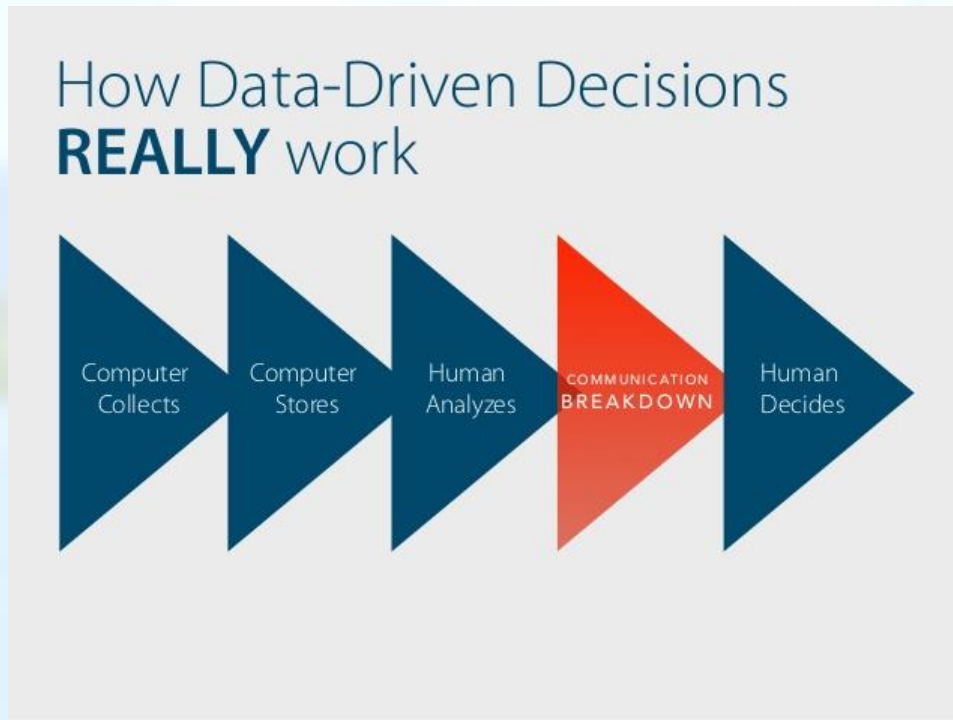
## 2. Introduction of Personal Chatbots



### 3. Increase in data-driven decision making



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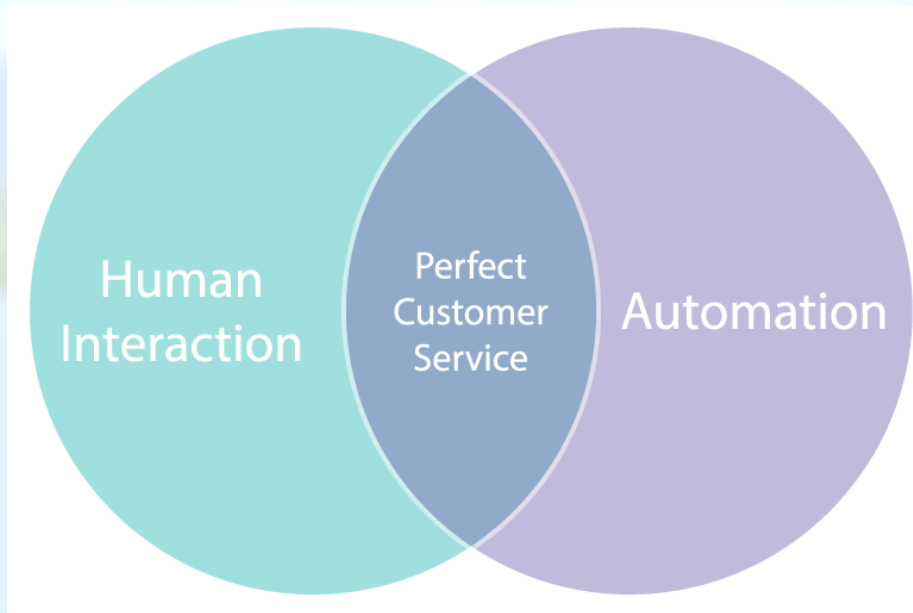
## 4. The System is the Manager



## 5. The Rise of Innovation



## 6. Getting Back to the Basics



## 7. Implementation of Voluntary Job Boards



## 8. All Human Roles are Creative Roles

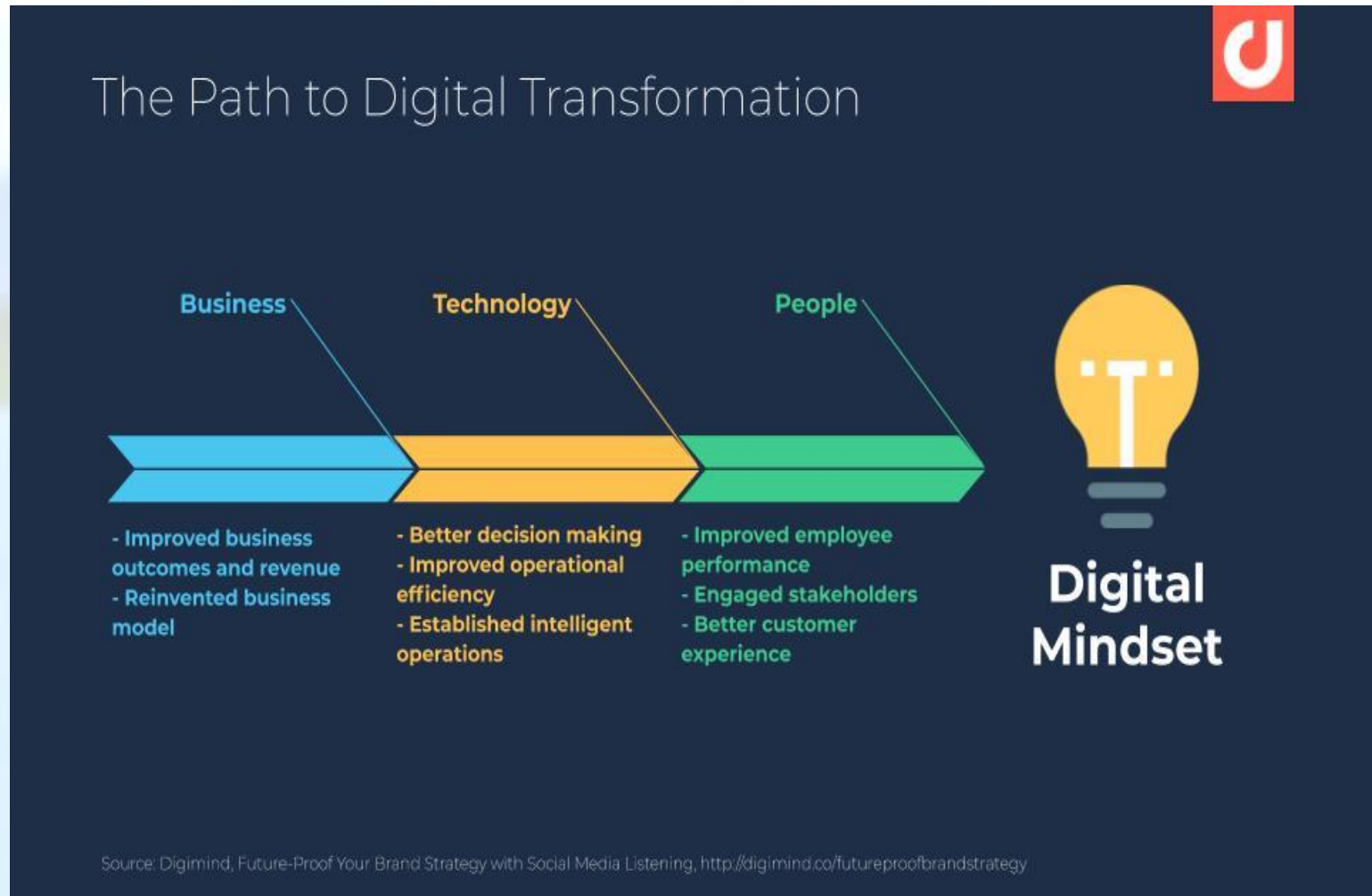
Creativity is  
profoundly human.

Creativity is a social interaction between the creative, the client, and the world. It's problem solving. It's a process. It needs to evoke a reaction. It's not just what you create, but why you create it.

Where does your creative inspiration come from?



# 9. BYODx – bring your own digital experience



## 10. Trust will Increase



“Put the tools and skills into the hands/heads of your folks so that they are prepared and have the opportunity to do their best work.

Streamline what can be streamlined.

Automate what can be automated. Free your people from repetitive work so they can think, imagine, and innovate. Provide the digital productivity tools that will supercharge their human efforts.”

**Alex Shootman**

*CEO, Workfront*



# What is your idea of the FUTURE WORKPLACE?



# workplace of the future

- a shared sense of purpose
- a culture of collaboration
- a way of tapping an ecosystem built specially to drive your business value
- it empowers and inspires people to do their best work – to communicate, collaborate and solve problems
- it deepens engagement and spurs productivity

# Does technology define the workplace of the future ?

No, but it is a critical element which allows an organization to:

- attract the right talent
- bridge physical and digital workspaces
- appeal to workers of different generations; and
- integrate data into the decision-making process.

A hallmark of the workplace of the future will be human employees working side by side with digital ones. Finding success in this new model this requires a holistic approach to digital enablement.



# 5 Building Blocks of the Workplace of the Future



# 1. Processes that enable you to get the right products (existing and new) to market quickly, often in innovative digital forms

Create an online store to sell digital products

Build your store in under 5 minutes and start selling products directly to your audience through your website or social media

Open my store



## Best Platforms for Selling Digital Products

**2. The best possible user experience for your customers whatever channel they use – in real life and virtually**

# Elevate the Customer Experience



Putting Your Customer at the Center  
of Your Contact Center's Culture

# 3. The best user experience for your employees – permanent, temporary and freelance











# 4. A strategy to make the most of your data; understanding what you have, what you collect and how you can analyze it to yield value

## The six Vs of big data

Big data is a collection of data from various sources, often characterized by what's become known as the 3Vs: *volume, variety and velocity*. Over time, other Vs have been added to descriptions of big data:

VOLUME	VARIETY	VELOCITY	VERACITY	VALUE	VARIABILITY
The amount of data from myriad sources.	The types of data: structured, semi-structured, unstructured.	The speed at which big data is generated.	The degree to which big data can be trusted.	The business value of the data collected.	The ways in which the big data can be used and formatted.
					

- **5. Ultimate operational efficiency behind the scenes so that all of the above becomes possible**



# Entering the Experience Age

A look back shows that history happens in remarkably consistent “ages” that typically last 30 years.

- Industrial Age: 1870-1900
- Enterprise Age: 1900-1930
- Product Age: 1930-1960
- Digital Age: 1960-1990
- Service Age: 1990-2020
- Experience Age: 2020-2050





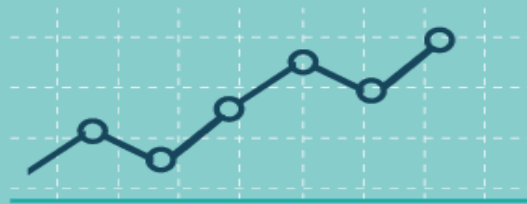
# 3 Workplace Realities You Must be Prepared For



1. *Interacting with*  
**Artificial  
Intelligence**

VECTOR ILLUSTRATION

# 2. WORKING REMOTELY



## COLLABORATION

Once telework technologies are in place, employees and contractors can work together without having to worry about the logistics. This substantially increases collaboration options.



## PRODUCTIVITY

Studies and empirical evidence shows productivity increases of between 15% and 55%



## GEOGRAPHICS

Working remotely reduces geographic boundaries, allowing employees to work from anywhere in the world, whilst staying fully connected with fellow employees.

# 3. Maintaining Meaningful Human Connections



# 4. Millennials: The Driving Force



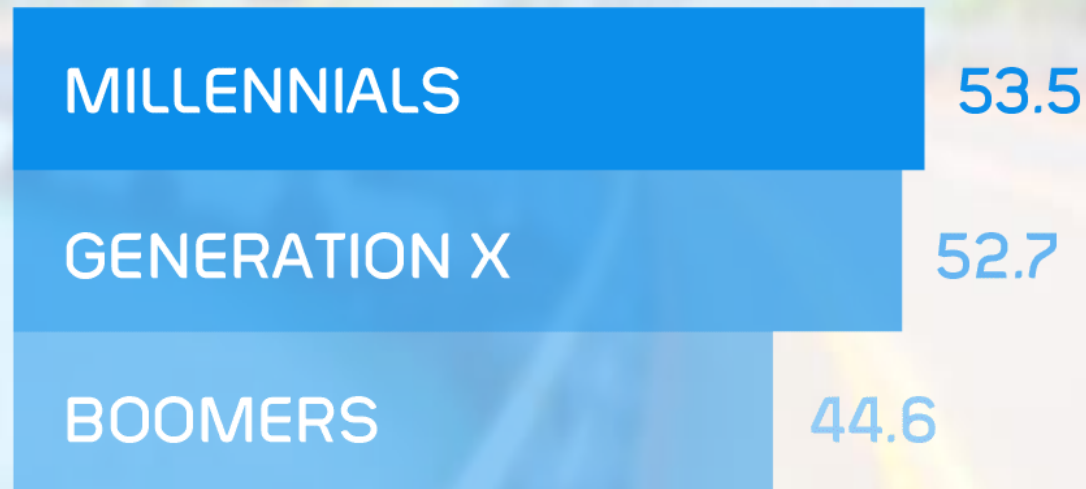




# MILLENNIALS ARE NOW THE LARGEST GENERATION IN THE WORKFORCE

## U.S. Labor Force by Generation, 2015

*In millions*



*Pew Research Center*



# THE NEXT GENERATION- THE CENTENNIALS- IS ON ITS WAY TO THE WORKPLACE

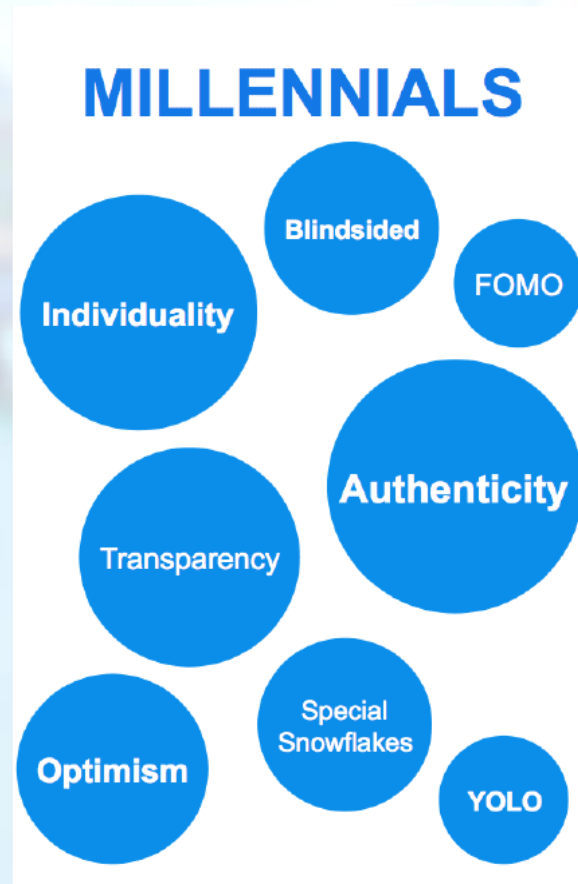


# 73 MILLION

*U.S. Census*



# CENTENNIALS AND MILLENNIALS HAVE DIFFERENT VALUES AND EXPECTATIONS ABOUT THE WORKPLACE



*The Futures Company*

*Summit Hotel, Tacloban City (February, 26-27, 2020)*

# GETTING YOUR EMPLOYER BRAND RIGHT IS A NECESSITY TO ENGAGE THE NEXT GENERATIONS OF EMPLOYEES

PROFESSIONALS UNDER  
—40 YEARS OLD ARE —

61% MORE  
LIKELY

TO ASSOCIATE **EMPLOYER BRAND**  
WITH JOB CONSIDERATION

*LinkedIn*

EMPLOYER BRAND IS MADE  
UP OF THE FOLLOWING:



REWARDS



OPPORTUNITY



LEADERSHIP



CULTURE

*Aon Hewitt and The Futures Company*

# NOW VS. NEXT



## REWARDS

NOW

Offer visible,  
social recognition

NEXT

Offer on-demand  
recognition



## OPPORTUNITY

Help them make  
career leaps

Help them mitigate  
career risks



## LEADERSHIP

Support work AND life  
wellbeing

Enable work and life  
fluidity



## CULTURE

Display transparent  
Communications

Live transparent  
values

# NOW IS THE TIME TO ALIGN YOUR EMPLOYER BRAND WITH EMERGING GENERATIONS



— OF MILLENNIALS —  
ARE LOOKING TO  
**CHANGE JOBS** IN 2015

*Aon Hewitt, The Millennial Mindset Study*

U.S. BUSINESSES LOSE  
**11 BILLION**  
— ANNUALLY DUE TO —  
**EMPLOYEE  
TURNOVER**

*The Bureau of National Affairs*

V2



# How Technology Shapes the Future Workplace







Of business trips qualify as bleisure



Increase in bleisure in the past 2 years



Travel solo when they bleisure



List entertainment & activities as a leading factor for extending a business trip



Spend 1-2 hours researching & planning for bleisure trips



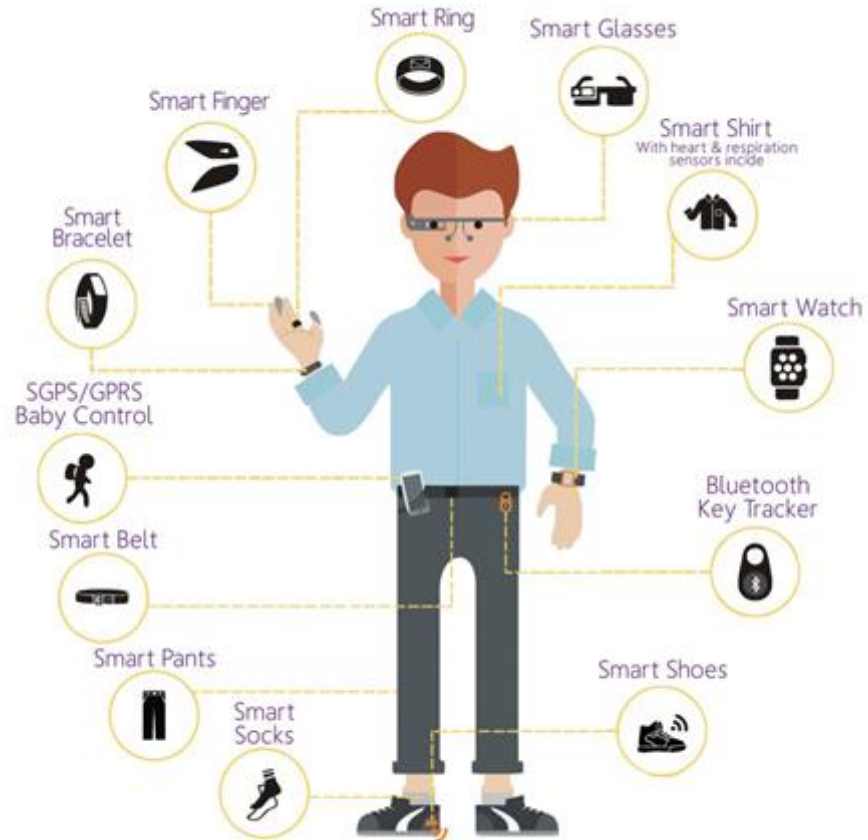
of bleisure travelers stay an avg. of 2-3 nights







# Age of Wearable Devices



# Age of Wearable Devices



# The Role of HR in the Future Workplace

# Creating the Future Workforce

- A. Accelerate Reskilling People
- B. Redesign Work to Unlock Human Potential
- C. Strengthen the Talent Pipeline from its Source



# 1. Accelerate Reskilling People

- Reskill at the top of the house
- Keep building what you have
- Change the mindset to “learning as a way of life”
- Use digital to learn digital

## 2. Redesign Work to Unlock Human Potential

- Create a more flexible workforce
- Embrace collaborative design
- Enable change through ecosystems and platforms
- Tap into boomers for a knowledge boost

*[Taken from: Harnessing Revolution by Ellen Shook and Mark Knickrehm]*

## 3. Strengthen the Talent Pipeline from its Source

- Foster national and cross-border programs
- Bring personal influence to bear on industry groups
- Collaborate with academia

# **LEAD** TODAY **REACH TOMORROW** **—NOW**

- **Accelerate reskilling people**  
→ by making every leader a digital leader
- **Redesign work to unlock human potential**  
→ by influencing/advocating labor policies that are flexible to accommodate adaptive workforce
- **Strengthen the talent pipeline from its source**  
→ Taking responsibility for the next generation of workers through collaboration with other organizations and academia

- **DIGITAL WORKFORCE** → designing talent practices, hiring digitally savvy employees and creating a culture of innovation
- **DIGITAL WORKPLACE** → enabling productivity through modern communication tools/software
- **DIGITAL HR** → digital tools and apps to deliver HR solutions and innovations

# Digitization transform organizations on three levels:

- **External** – The customer experience, or the external communications of the organization.
- **Internal** –The business operations, or the internal communications and decision making of the organization.
- **Holistic**– The entire organization; therefore the transformation strategy must be holistic and inclusive of all business segments and functions.

# 4 Pillars of Digital Transformation

- **Mindset** → the willingness and enthusiasm for business endeavours across the organization 45%
- **People** → the specific skills and attributed among the workforce 25%
- **Processes** → the strategies for communicating and effecting change 25%
- **Technology** → the actual software tools.

WIFI Username: **SUMMITHOTELS**  
WIFI Password: **summitnaga**

**[tinyurl.com/tlafr9v](https://tinyurl.com/tlafr9v)**



# Conclusion

- Technology → advancing
- Employee expectations → changing
- Skillsets → progressing
- Customers → demanding

# Thank you.