

# The Future of Work

“It’s life but not as we know it”



John Fitzgerald- MD Harmonics Group



GLOBAL PARTNERS  
leading change for organizations & individuals

harmonics  
People Change

# Goals



- ☀ **Position as Thought Leaders**
- ☀ **Maximise Global Research**
- ☀ **Increase credibility in Sales Calls**
- ☀ **Speak, Write, Influence**
- ☀ **Industry, Sector, Profession, Skills Gaps**
- ☀ **Future of Work Index**

## HR MANAGER GLOBAL REPORT

Talent Management trends in a changing work landscape

Visit [www.harmonics.ie](http://www.harmonics.ie) to download your FREE copy



## FUTURE OF WORK

OIGP GLOBAL RESEARCH STUDY 2017

### MOST VALUED SKILLS

1. Strong communications skills
2. Leadership agility
3. Eagerness to learn
4. Emotional Intelligence
5. Understanding analytics

### ROLES AT RISK

Administrative roles are by far the most at risk, followed by Manufacturing & Production jobs, Middle Management, Finance & Accounting, and support staff



### TOP PEOPLE CHALLENGES

- 1) Adapting to change
- 2) Employee engagement
- 3) Attracting and hiring talent
- 4) Managers coaching skills
- 5) Retaining key talent



### MOST EFFECTIVE WAYS TO DEVELOP TALENT

- 1) Career conversations
- 2) Internal leadership development programs
- 3) Assessments
- 4) Mentoring programmes
- 5) One-to-one coaching (external coaches)

These are the findings of a 2017 global survey of HR professionals in over 500 companies across North America, Europe and Australia. This is our second annual survey on the Future of Work.



# Direct Marketing



4 ACE'S HOLD THE KEY FOR  
FUTURE OF WORK



NEWS & VIEWS FROM THE WORLD OF WORK

07 March 2017

Dear \${FNAME}\$

We've had an exciting start to 2017 at Harmonics. As we continue to celebrate our 10th anniversary, we were delighted to be featured in the Sunday Independent recently. In case you missed it, I've included a link to the article below!

I have also included a link to our latest thinking on the World of Work. Traditional career paths and the capabilities required to succeed at work are being impacted by massive changes to organisations. Uncertainty has become the norm. We believe 4 A's hold the key to success in the future.

As it's International Women's Day tomorrow, it's appropriate that we share some interesting insights for our female colleagues. See the blog below from our associate coach Amanda Scott.

We were delighted to see our client Bank of Ireland winning a CIPD Excellence in HR Leadership



Masterclass series for 1,700 people across  
Ireland and the UK



INTERVIEW WITH JUSTINE NEGRI  
ON 4 ACES MASTERCLASS

# Events

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## INDUSTRY MATTERS

ACCOUNTANT, BUSINESS ADVISER, STRATEGIC PARTNER

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# CIPD



## MANAGING EMPLOYEE ENGAGEMENT DURING ORGANISATIONAL CHANGE

with Gina London & John Fitzgerald



# PR



# Future of Work Insights – “Global Research”

“Allows us to go Broad for Org Change or Deep as Sector Specialists

# What the Research Says

## Future of Work

OIGP Global Research Study  
2017

harmonics  
10 years of People Change

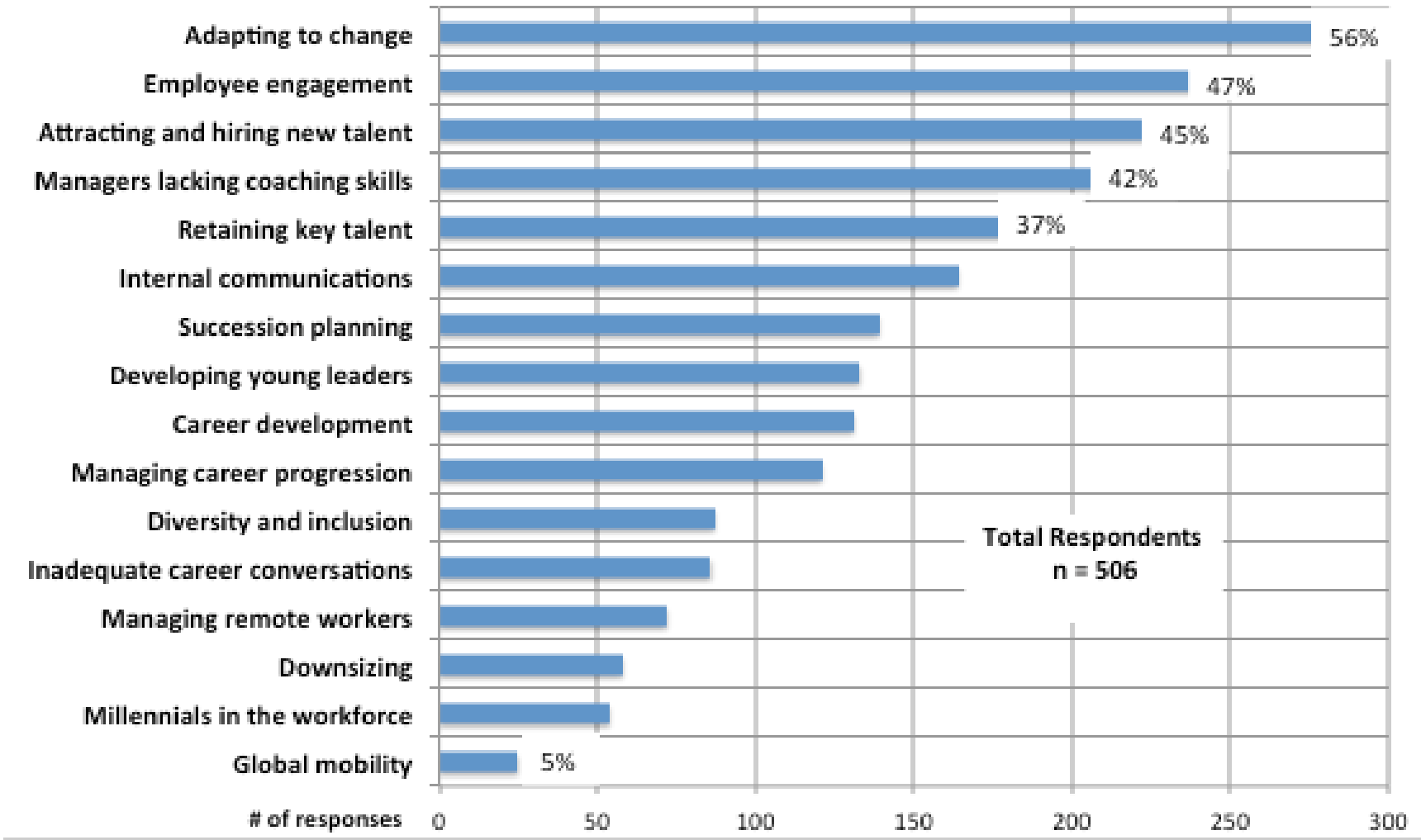
 GLOBAL PARTNERS  
leading change for organizations & individuals

“Over 500 companies took part in this global study among our 28 Global Partner Firms”



# Industry People Challenges

## Biggest People Challenges in 2017



# Future of Work Insights – “Sectors & Professions”

“Research allows us to target Professional Bodies, Sectors as Global Thought Leaders”

# Deep - Will a Robot take your job?

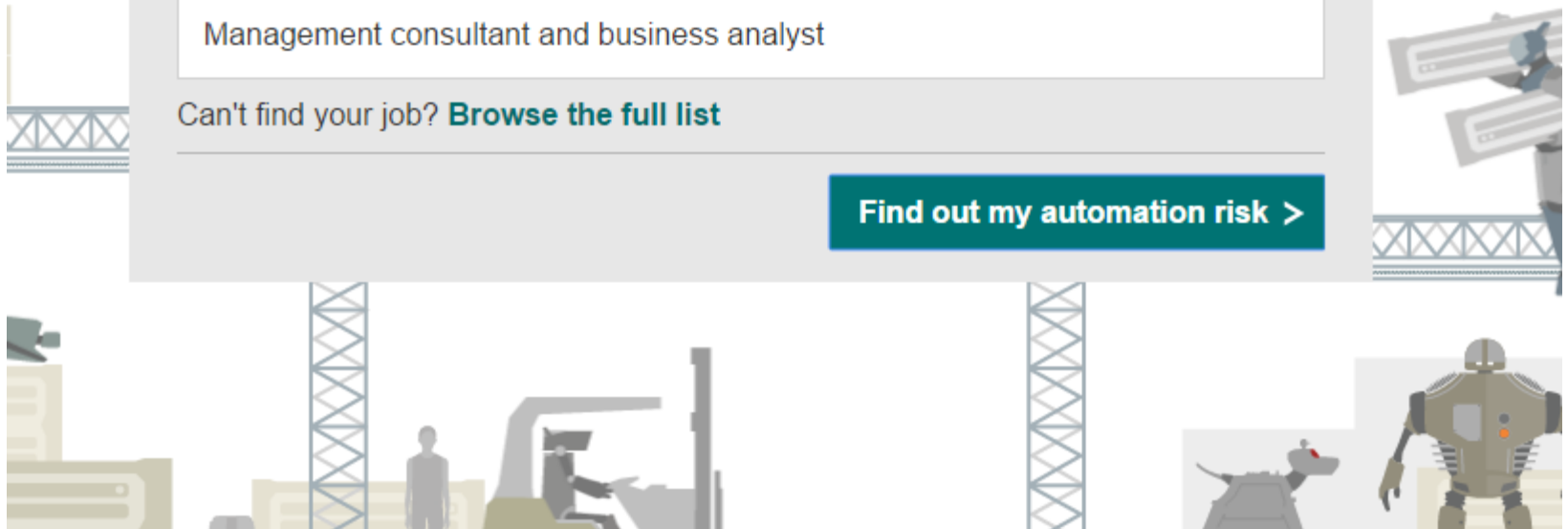


I am a...

Management consultant and business analyst

Can't find your job? [Browse the full list](#)

[Find out my automation risk >](#)



Source <http://www.bbc.co.uk/news/technology-34066941>

**35% of jobs at risk of automation - Oxford University and Deloitte**

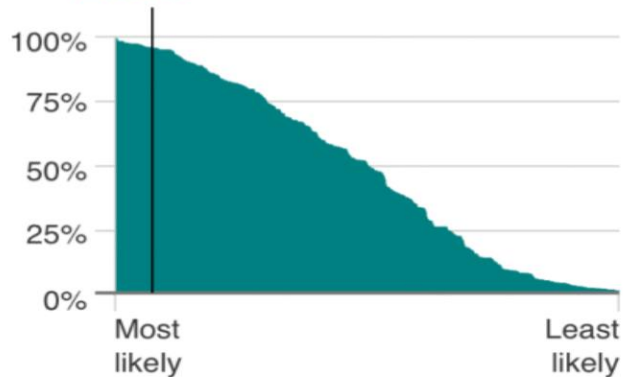
# Accountants in a High Risk Category

## Chartered and certified accountants

Likelihood of automation?  
**It's quite likely (95%)**

How this compares with other jobs:

**26th** of 366



 Share my result



Source <http://www.bbc.co.uk/news/technology-34066941>

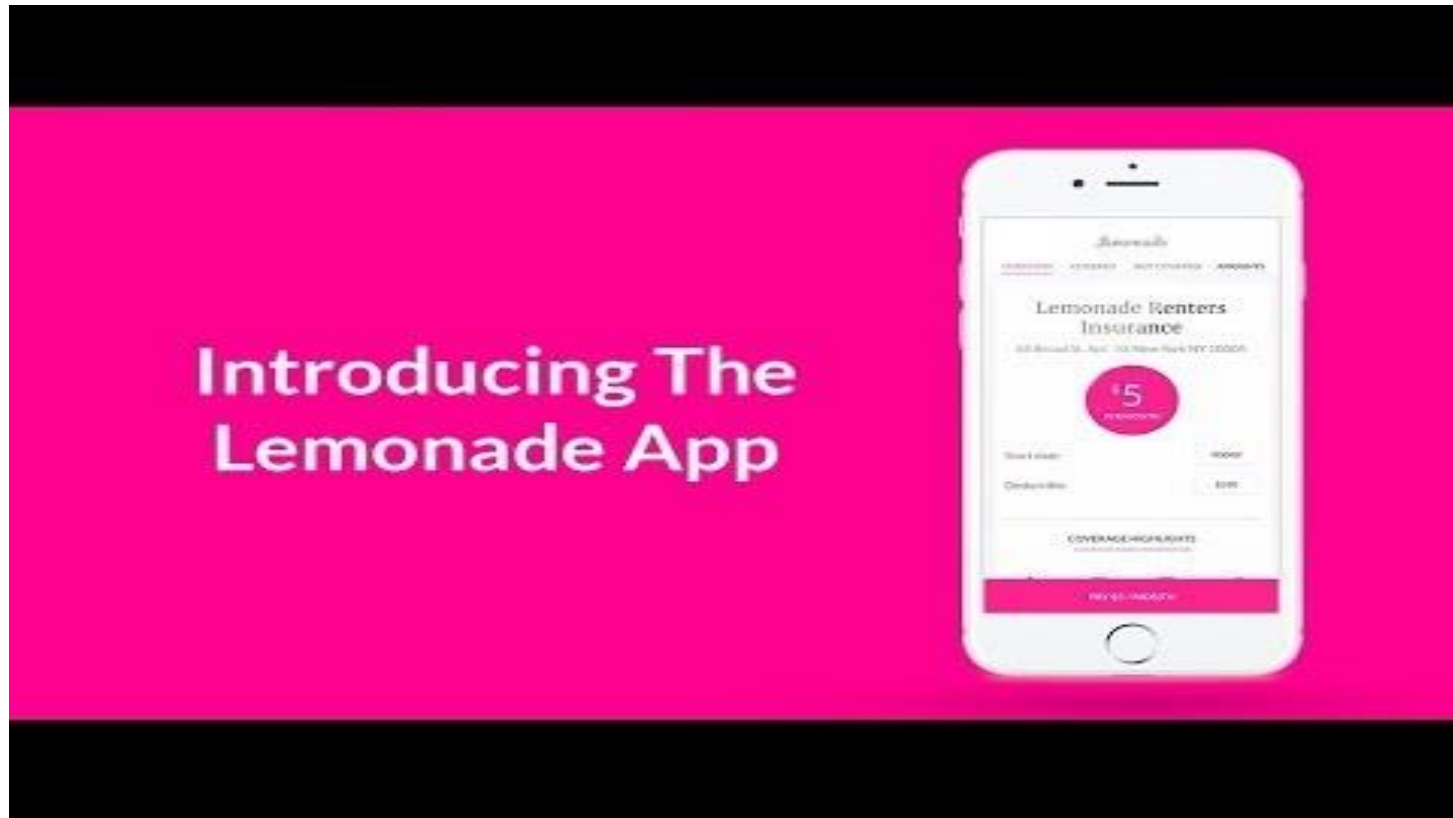
# Tasks That Can Now be Automated

- ↳ Auditing of expense submissions
- ↳ Clear invoice payments
- ↳ Risk assessment
- ↳ Accounts receivable/payable
- ↳ Automated invoice categorisation
- ↳ Revenue projections
- ↳ Bank reconciliation

Source Bernard Marr – Data Strategy

**“Algorithms will control every aspect of our lives”**  
Henrik von Scheel, Advisory Board Member, Google

# AI powered Insurance Agent



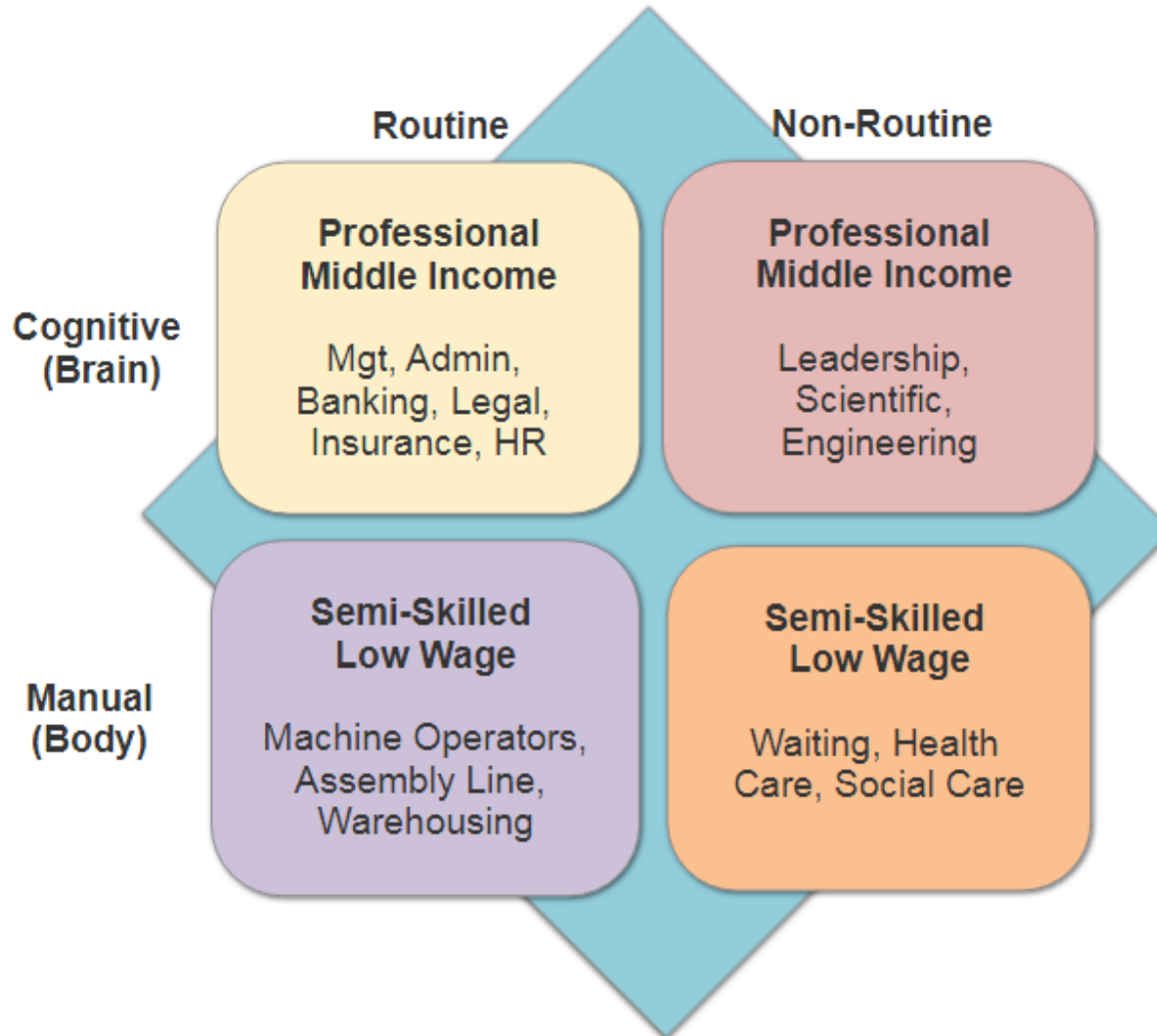
<https://www.youtube.com/watch?v=fISLI2JmWVE>

**Lemonade** is a licensed insurance company offering homeowners + renters insurance powered by AI and behavioural economics.

# Future of Work Insights – “Work Trends”

“Research allows us to offer Career Guidance as Global Thought Leaders”

# Work Matrix



**Routine Work** – has a set of specific activities with well-defined instructions,  
**Non routine Work** - requires flexibility, creativity, problem-solving, human interaction



# Decline in Traditional Routine Work

⋮ Middle Management

⋮ Back office Admin

⋮ Assembly

⋮ Call centre

⋮ Banking

⋮ Counter staff

⋮ Insurance

⋮ Legal

⋮ HR process

Rank*	Job title	Automation Risk
1	Telephone salesperson	99.0%
2	Typist or related keyboard worker	98.5%
3	Legal secretary	97.6%
4	Financial accounts manager	97.6%
5	Weigher, grader or sorter	97.6%
5	Routine inspector and tester	97.6%
7	Sales administrator	97.2%
8	Book-keeper, payroll manager or wages clerk	97.0%
8	Finance officer	97.0%

**Highly automatable, robotic skills – Calculating, data entry, filing, inspecting, collating data, using hand tools, taking orders**

# Growth in Human – Non Routine work

Healthcare/Therapists

Social Care

Personal Care

Creative Design

Education

Hospitality

Communications

Marketing

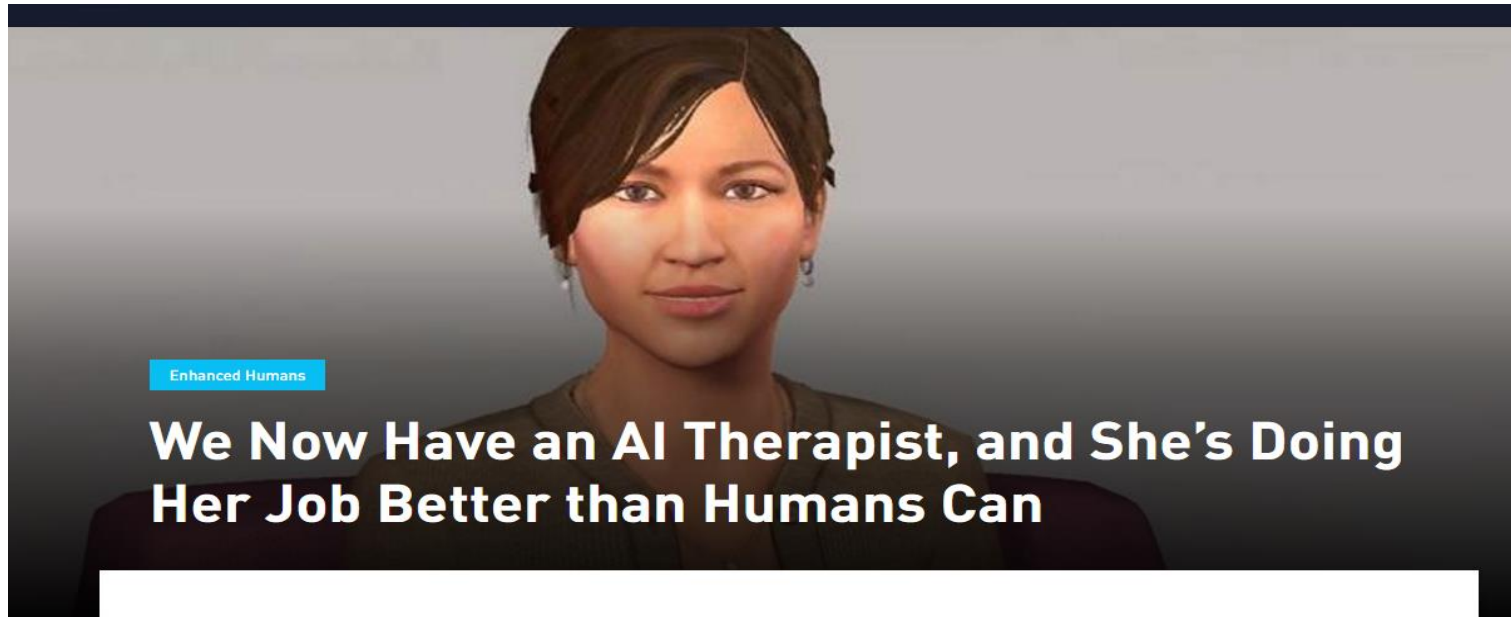
Consulting

Rank*	Job title	Automation Risk
358	Senior professional at educational establishment	0.7%
359	Health services and public health manager or director	0.7%
360	Psychologist	0.7%
360	Therapy professional (other)	0.7%
362	Social services manager or director	0.7%
363	Speech and language therapist	0.5%
364	Education adviser and school inspector	0.4%
365	Publican or manager of licensed premises	0.4%
365	Hotel and accommodation manager or owner	0.4%

**Hi touch, human Skills – Communicating, creating, collaborating, connecting, embracing culture, critical thinking, adapting to change**

 **But we have competitors here too**

# Ellie -The AI Therapist



Enhanced Humans

## We Now Have an AI Therapist, and She's Doing Her Job Better than Humans Can

USC Institute for Creative Technologies creates virtual therapist "Ellie" that outperforms human therapists in eliciting necessary personal information from patients.

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**COMMUNICATING THROUGH THE TECHNOLOGICAL LAYER**


Just human enough to play the part of a therapist, Ellie resides in the computer of the University of Southern California's (USC) Institute for Creative Technologies. Her actions, motions, and speech mimic that of a real therapist, but not to the point that she seems completely real. But that is exactly the reason why Ellie is so successful.

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WRITTEN BY

[Futurism](#) 

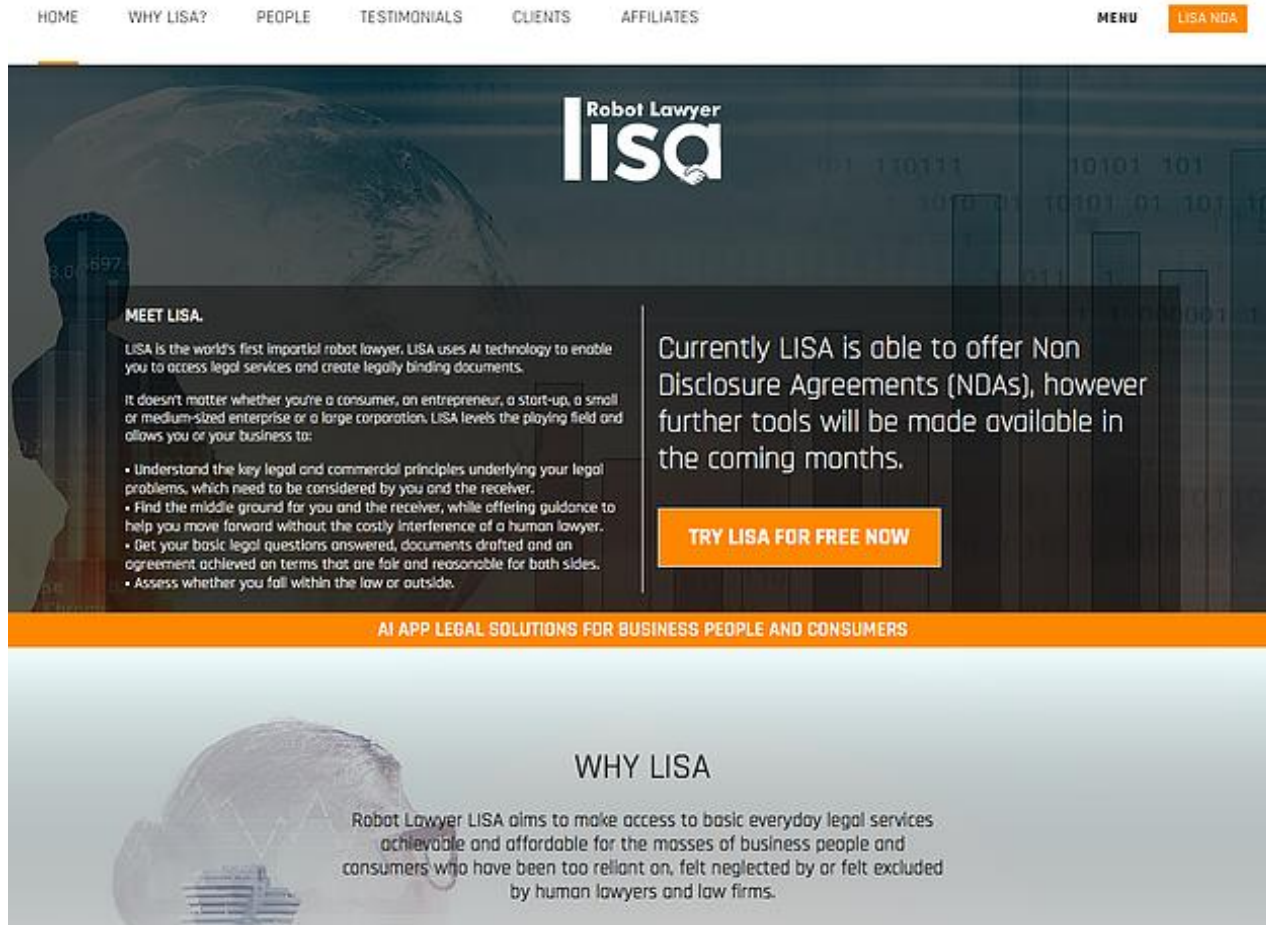
July 16, 2015

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#neuroscience

**Meet *Ellie*, the *ROBOT therapist* designed for US Army soldiers to open up about Post Traumatic Stress Disorder. Is she the Coach of the Future?**

# Lisa -The AI Lawyer



HOME WHY LISA? PEOPLE TESTIMONIALS CLIENTS AFFILIATES MENU LISA NDA

## Robot Lawyer lisa

### MEET LISA.

LISA is the world's first impartial robot lawyer. LISA uses AI technology to enable you to access legal services and create legally binding documents.

It doesn't matter whether you're a consumer, an entrepreneur, a start-up, a small or medium-sized enterprise or a large corporation. LISA levels the playing field and allows you or your business to:

- Understand the key legal and commercial principles underlying your legal problems, which need to be considered by you and the receiver.
- Find the middle ground for you and the receiver, while offering guidance to help you move forward without the costly interference of a human lawyer.
- Get your basic legal questions answered, documents drafted and an agreement achieved on terms that are fair and reasonable for both sides.
- Assess whether you fall within the law or outside.

Currently LISA is able to offer Non Disclosure Agreements (NDAs), however further tools will be made available in the coming months.

[TRY LISA FOR FREE NOW](#)

AI APP LEGAL SOLUTIONS FOR BUSINESS PEOPLE AND CONSUMERS

### WHY LISA

Robot Lawyer LISA aims to make access to basic everyday legal services achievable and affordable for the masses of business people and consumers who have been too reliant on, felt neglected by or felt excluded by human lawyers and law firms.

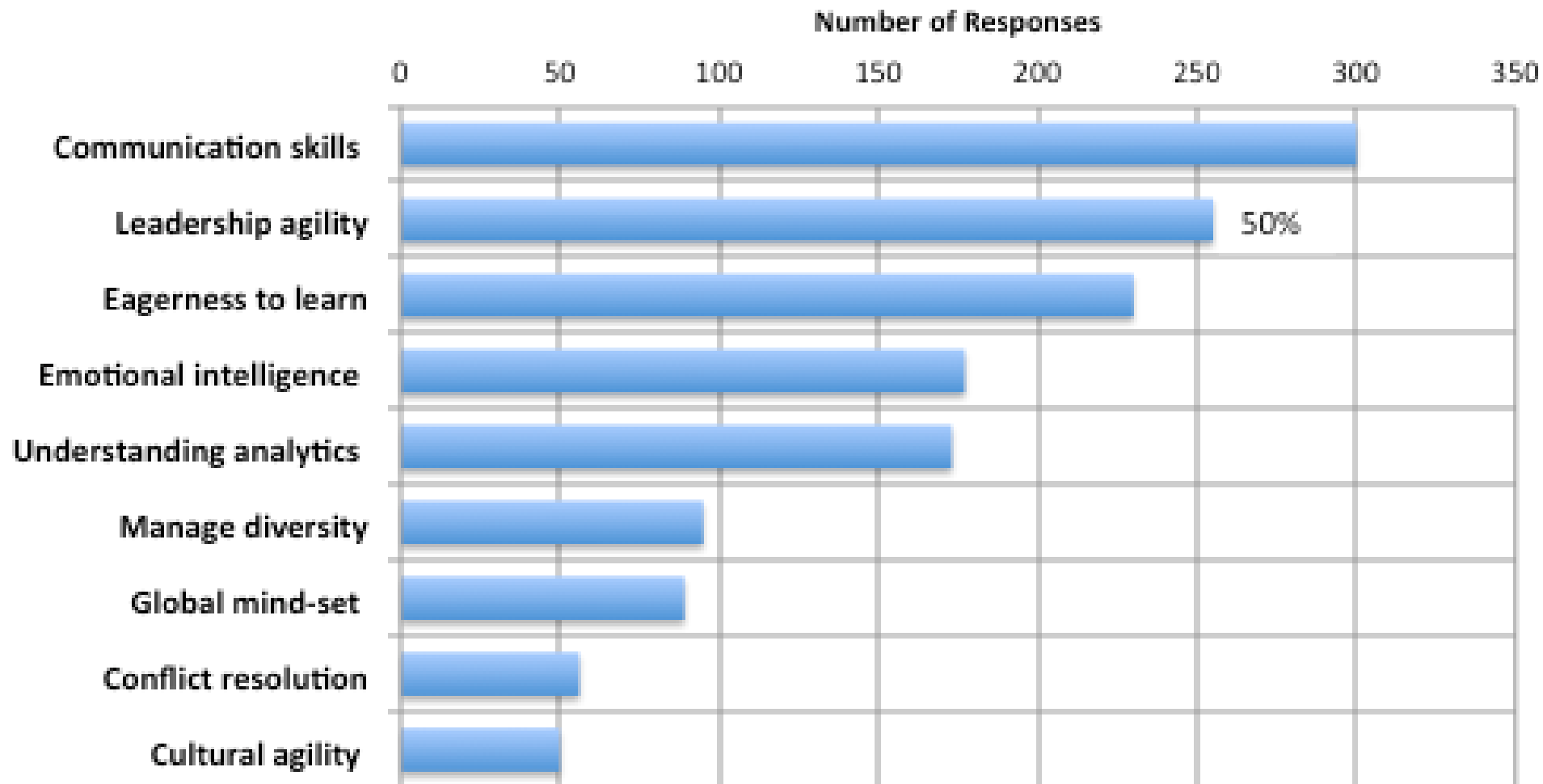
**Meet Lisa, the world's first impartial robot lawyer.** A human lawyer cannot advise or act for both sides when creating an agreement, Lisa's machine impartiality means she can save both you and the counter-party time and money.

## Future of Work Insights – “Skill-set”

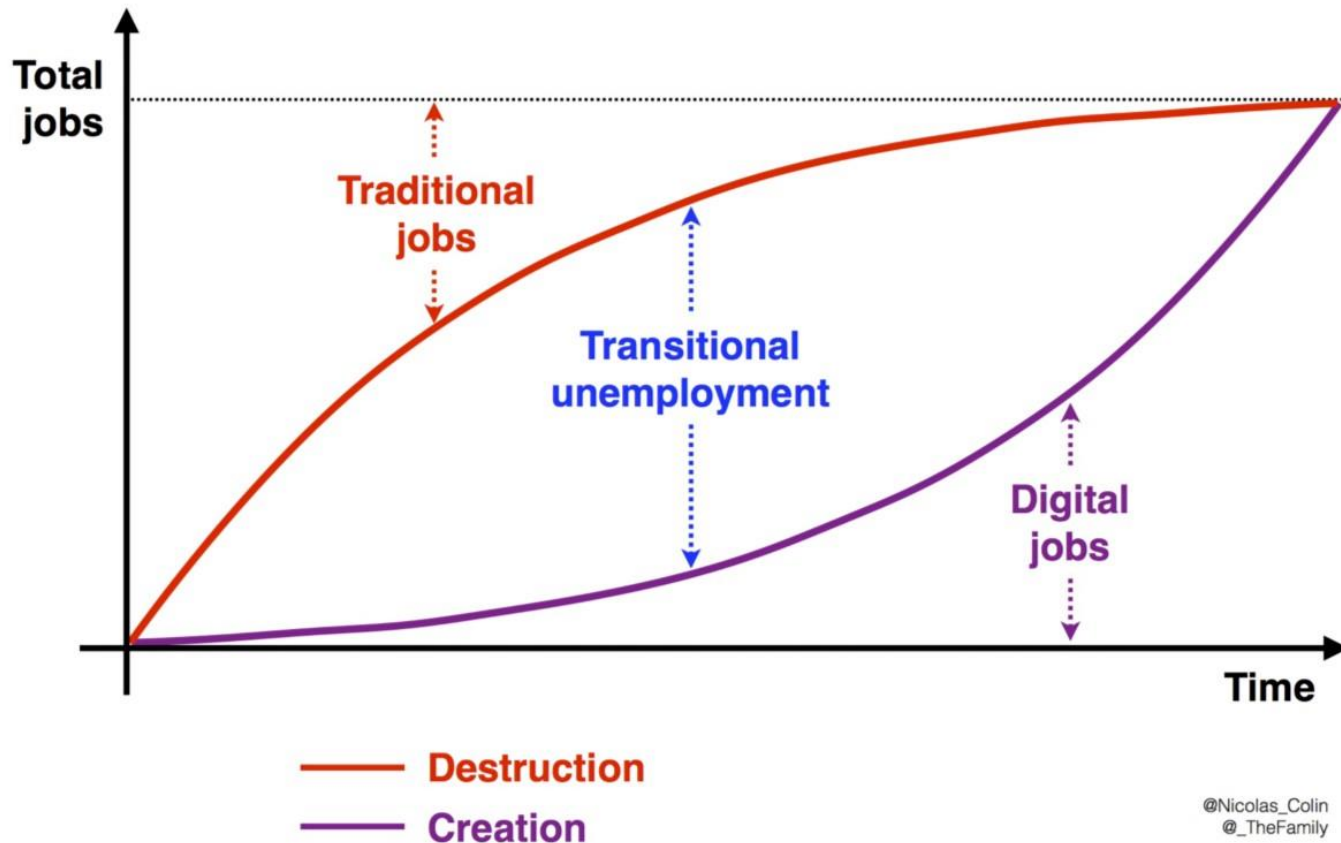
“Showcase Career Management, Coaching, assessments to bridge the gap”

# Future of Work Skills

## Most Valued Skills in 2017



# Transition will be the challenge



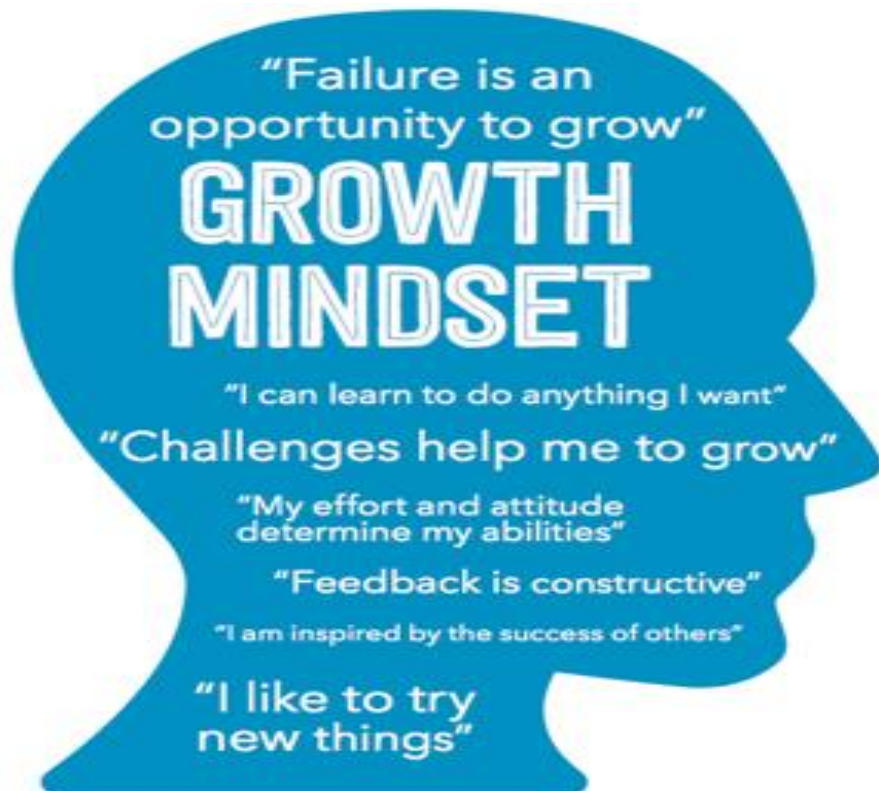
Creative destruction is the long-term process through which jobs in the traditional economy are gradually replaced by jobs in the digital economy



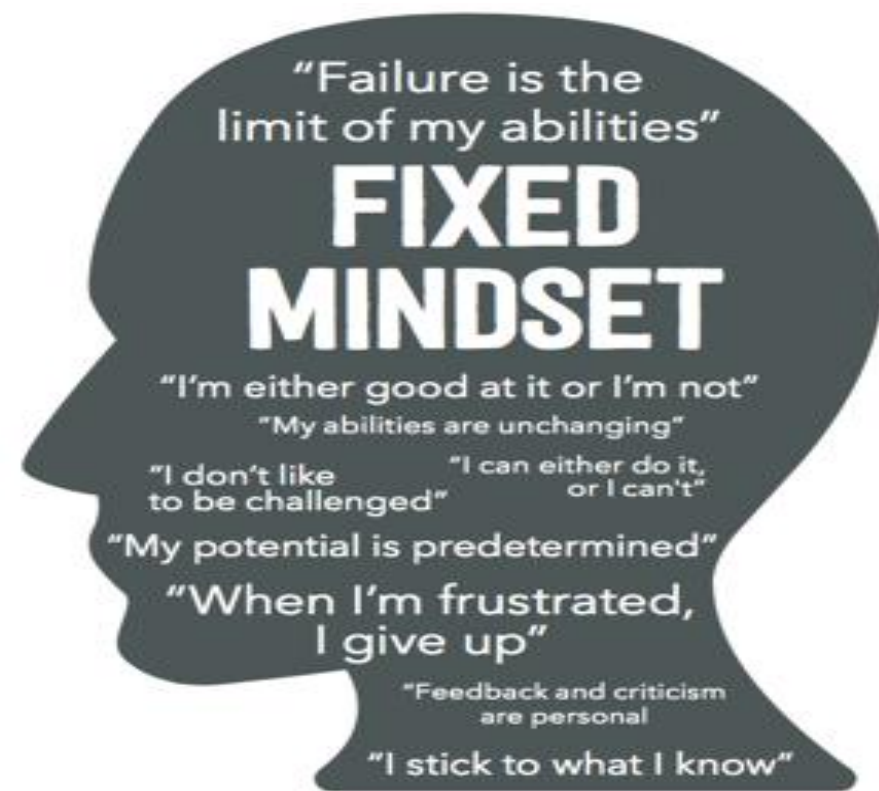
# Future of Work Insights – “Mind-set”

“Change Management, Coaching to shift mindset”

Think they can learn anything if they put in the work practice and effort



Think they can't increase their skills or knowledge in a particular area





“Anything that can be automated will be automated”  
Anthony Staltari - Accountancy and Audit Convention Oct 2017



## Diagnostic Research

We have invested in independent research, published across the world to understand what the drivers and issues individual and organisations in adapting to the Future of Work. Working with Trinity Business School, we have gained insights and reviews on our methodology.

*“The revised Future Career Readiness Index is Wow! It’s really impressive. I think that it’s a really valuable tool.”*

Amanda Shantz -Associate Professor of  
Human Resources and Organisation Behaviour  
Trinity College, Dublin -



## Supply

70% of employees dissatisfied with future career opportunities in their organizations

### Talent Retention

Talent will leave, disengage or plateau if they do not see career growth opportunities

## Demand

75% of organisations will face capability gaps in the next 3-5 years

### Organisation Development

It is critical for Organisations in constant change to communicate changing roles, skills in demand to meet future business needs



## Bridging the Gap

81% say their existing workforce lacks the skills and capabilities to support their future needs

## Individual

### 1- Personal Development

*Enabling our people to be at their best and optimise their future potential?*

### 2- Professional Development

*Developing learning, education and skills development that prepare our people to stay ahead of the change curve*



## Environment

### Employer

*Communicating critical skills and roles in demand and enabling high quality career development conversations*

### Wider World of Work

*Sharing changing industry, sector, profession and customer insights to keep our people informed and knowledgeable*

### Bridging the Gap

*Building a "capable and fit for purpose" organisation to fill to attract, develop and retain talent*

**Individual View** – 20 Question Future Career Readiness Index

# Individual

## 1- Personal Development

*Increasing your level of self awareness and talents to enable your future career potential?*

## 2 -Professional Development

*Investing time in learning and development to professionalise and stay ahead of the change curve*



# Environment

## 3 -Employer

*Proactively building strategic networks and seeking out new roles that align to your talents*

## 4 -Wider World of Work

*Staying current of profession, industry, sector, customer and wider world of work changes that will impact your career*

## 5- Bridging the Gap

*Being prepared now to pitch for new career growth opportunities*

**Most times  
something big  
needs to happen  
for us to change!**



**Don't wait for  
the Burning  
Platform**



# Thanks all – Your thoughts?

