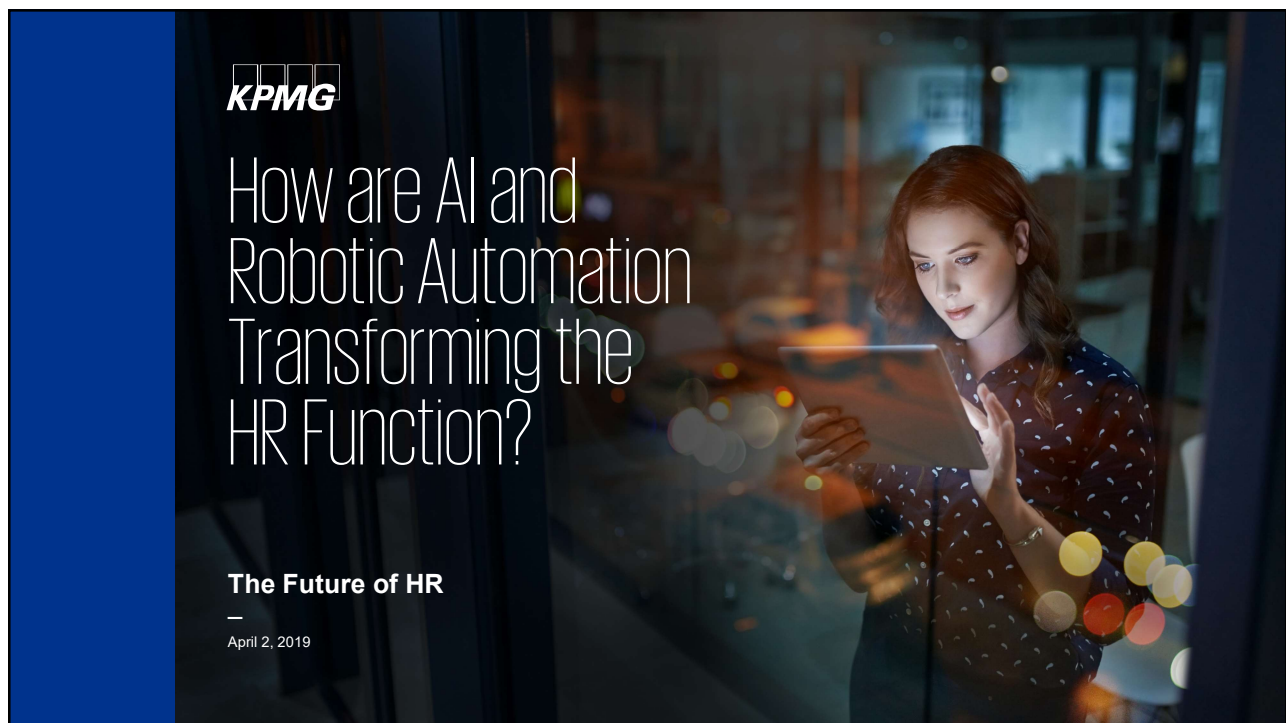




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With you today



Deborah Versteeg
Director, People and
Change Advisory



Stavros Demetriou
Director, People and
Change Advisory

During this session we will look at:



AI's role in the shift from transactional to strategic HR



Automation and augmentation of roles and skills



People analytics and the future of work



Preparing HR for the future



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What is digital disruption?

The impact technology has on **shaping and transforming organizations** and the world. Automation is expected to **change every job category by at least 25%**.



Humans (human labor) + Machines (digital labor) = An Empowered Workforce



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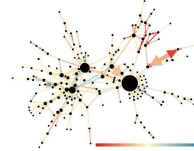
The many faces of disruptive technologies



Robots and Artificial Intelligence
(HR Chatbots, AI Assistants, Cognitive Robots)



Virtual Reality /Augmented Reality / 3D Holograms



Natural Language Processing / Sentiment Analysis



Internet of Things



Autonomous Driving Vehicles



Advanced Machine Learning / Deep Learning



Blockchain



Quantum Computers



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To AI or not to AI?



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Artificial intelligence: Danger or opportunity?

62%

of CEOs said they believe AI will create more jobs than it eliminates



60%

of HR executives say AI will eliminate more jobs than it creates

Sources: KPMG Rise of the Humans 3



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What does the future of HR look like to you?



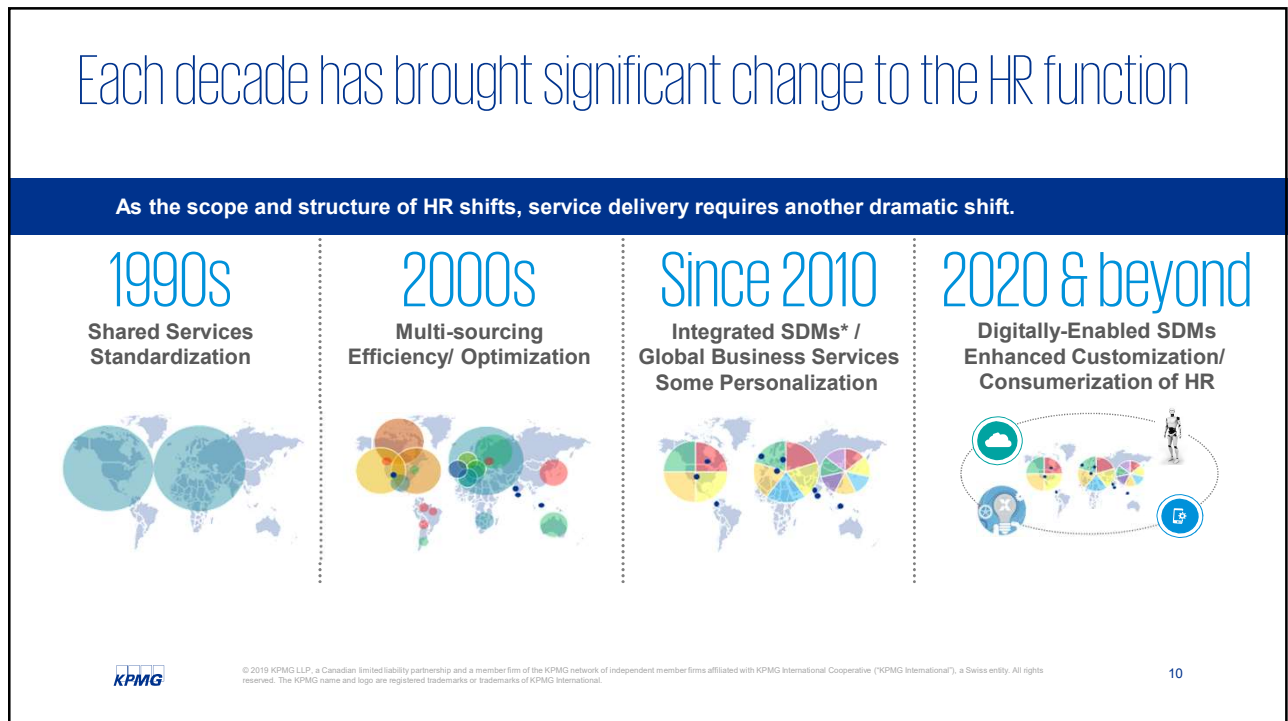
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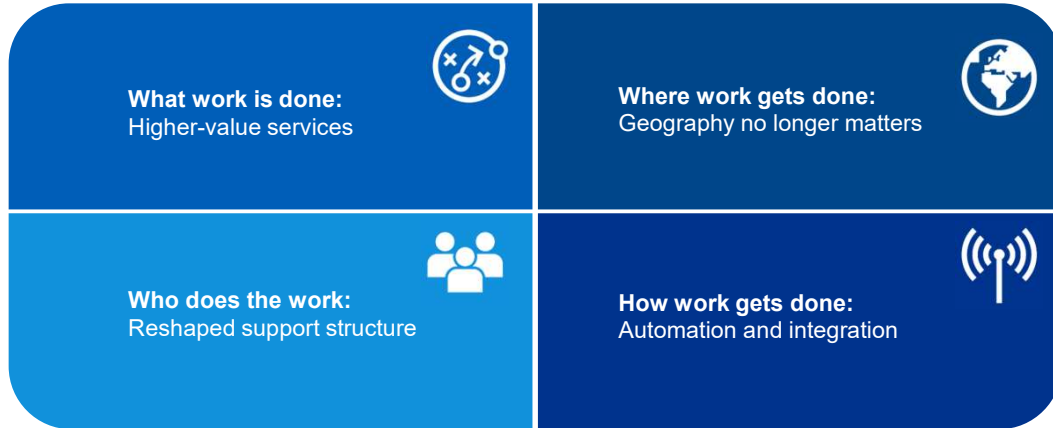
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This is what strategic and AI-empowered HR looks like

Extreme automation will dramatically change the size, structure, and delivery model for HR.

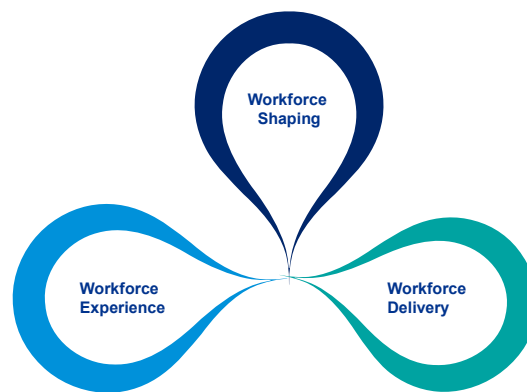


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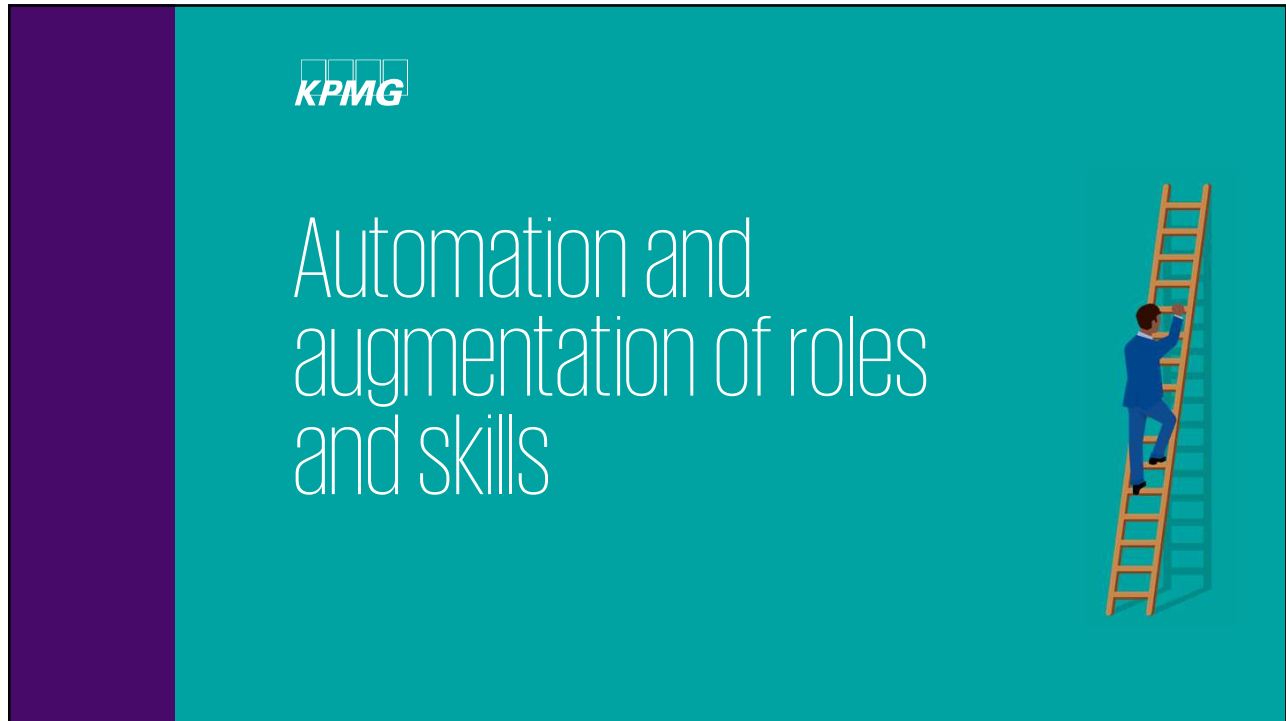
AI will help HR accomplish its operating model of the future



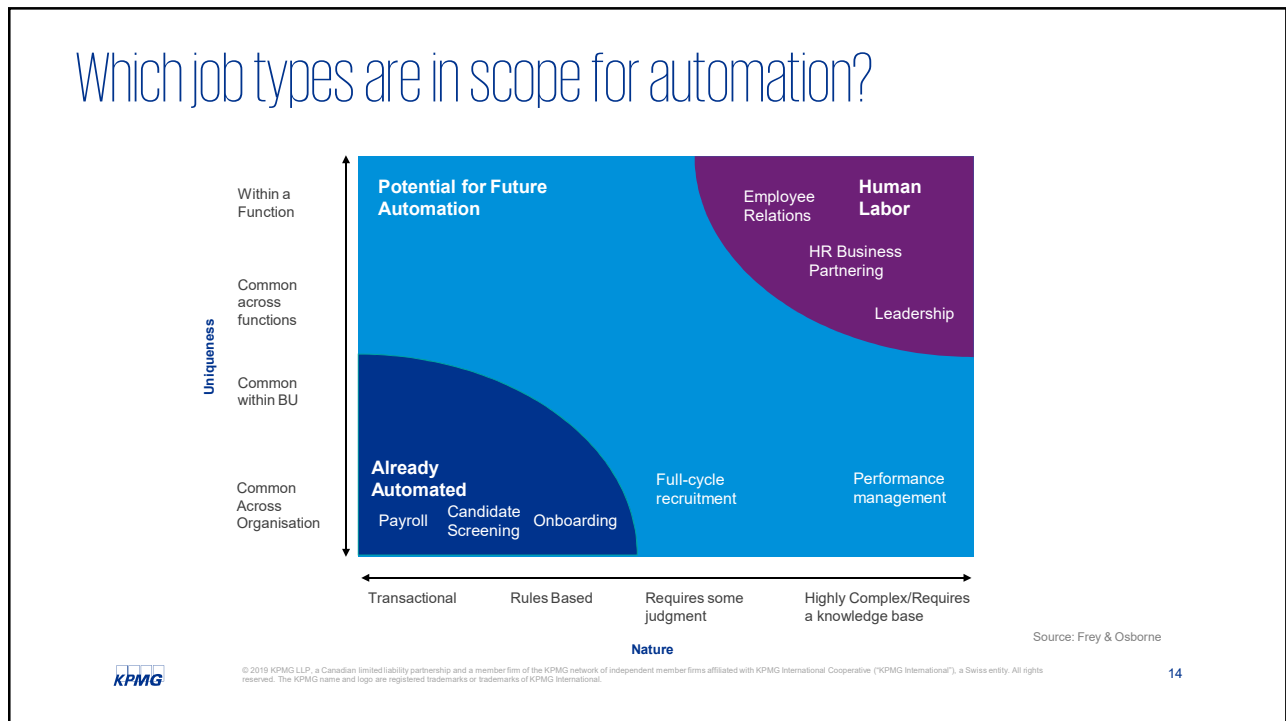
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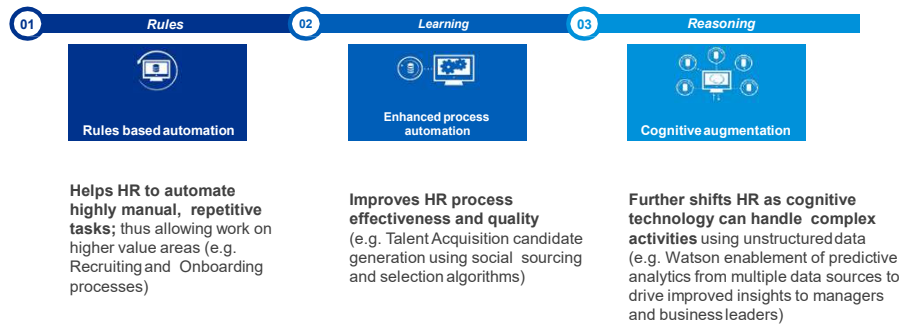


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How does digital labour impact the HR organisation?



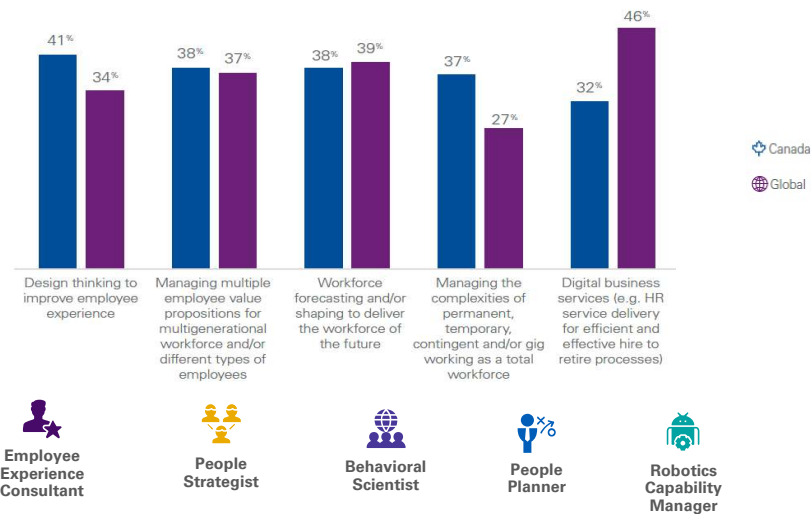
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The Future of HR: Critical Skills & Roles

Understanding the critical skills needed for the future of HR are helping to define the future HR archetypes.



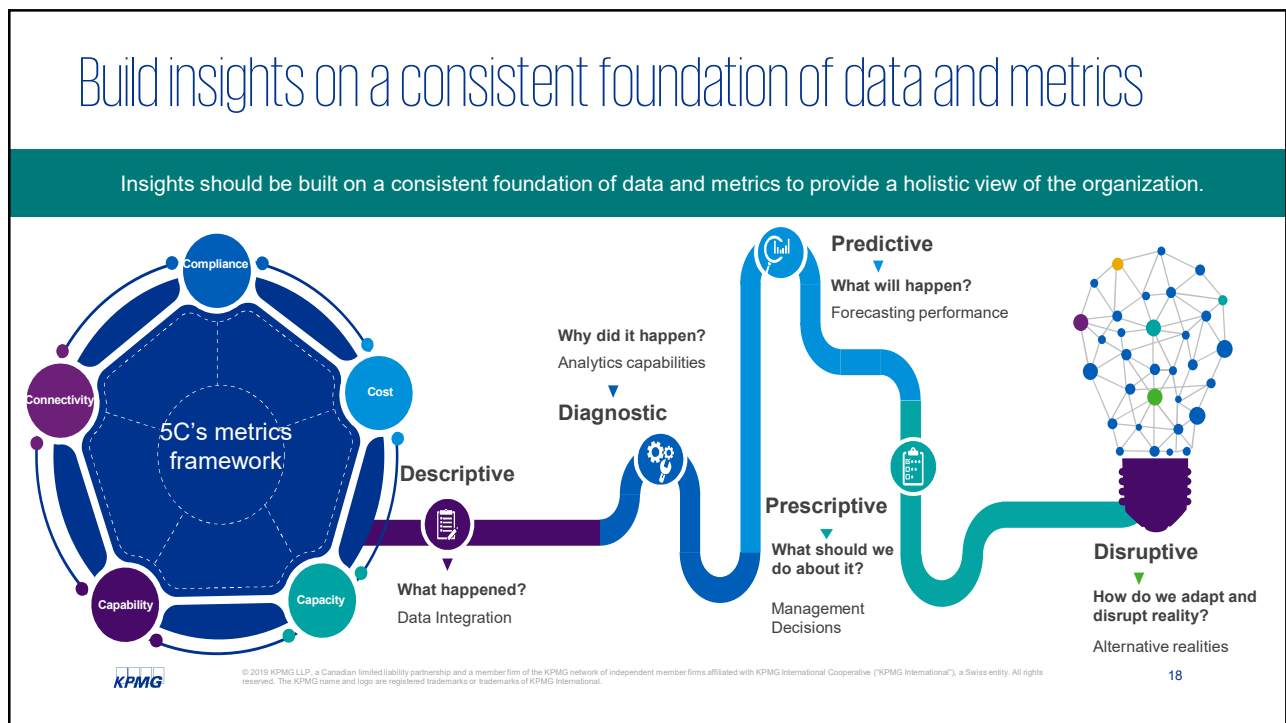
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HR has struggled to deliver value from workforce insights



Workforce analytics is a major emerging trend in human resource management. Yet, despite the enthusiasm, there exists a misunderstanding of how organizations can successfully use workforce analytics to achieve important organizational outcomes.”¹

¹ Harvard Business Review – May 2018

46%



of respondents place 'big data and analytics' expertise as the number one skill in short supply for four years in a row.

Source: The Harvey Nash/KPMG CIO Survey 2018: The Transformational CIO.



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HR with fully leveraged analytics

HR of the Past

Link between engagement and bottom line is not fully clear.

Opening a new office in a new market; need to conduct research to fill open positions.

Employees terminated, reactive hiring, slow time to backfill

Organizations are powerless to turnover.

HR of the Future

Analytics uncover actionable success characteristics such as optimal team size, and rewards and benefits

Candidates are pre-screened by AI

Review metrics to proactively assess talent risk and burnout; create talent pool, minimal time to backfill

Analytics empower managers to identify which employees are most likely to quit and why.



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Case Studies: How does HR look different now?



**Chatbots for
Recruiting**



**Data for
HR Decision
Making**



**Apps for
Better
Employee
Experiences**



**Predictive
Analytics
for Retention**



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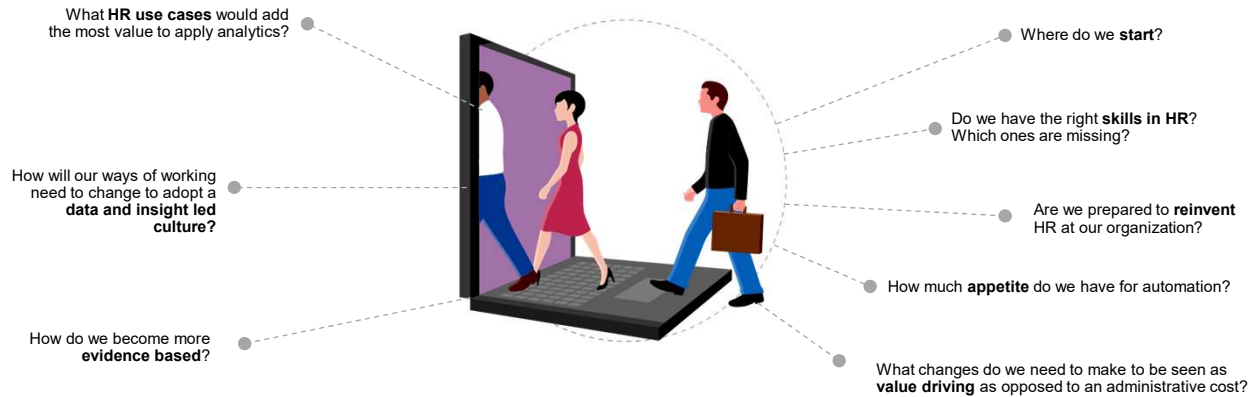
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What should you be thinking about?

HR as usual is not an option. The biggest limitation is the imagination of those who must deploy AI and technology for more efficient and effective HR.



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Higher purpose conversations worth having now

Steer yourself toward your preferable future by discussing how you can overcome challenges which come with AI and disruptive technologies in the workplace.



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Thank you



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