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### **Workforce Transformation**

## The value of people in the digital age

The growth of artificial intelligence (AI) and related technologies is redefining work itself and changing how people can derive meaning from their work. Today leaders are engaged in a rich conversation about the future of work and asking tough questions as they plan for their future workforce in light of changing job types and roles.

Even in this digital age, people remain an organization's most valuable asset. Leaders who can reshape their workforce with the right mix of talent, skills, and assets, while optimizing the employees' end-to-end experience, will create the most fertile conditions for the organization to thrive and grow.

## Have you set your ambitions?



**Think human.** How do you sustain holistic well-being, deliver connectivity, and drive a positive impact to the community outside the four walls of the organization?



**Re-architect your workforce.** How are data- and Artificial Intelligence (Al)-powered assets being used to plan and implement a comprehensive workforce ecosystem, strategizing on skills and productivity to do the right work?



Prepare leaders at all levels for market shifts. How are you identifying future scenarios on alternative work, workforce and ecosystem opportunities, and creating learning experiences for leaders and your people to meet these shifting business expectations?

## Automation in the workplace

The adoption of advanced, productivity-boosting technology in the workplace is rapidly gaining pace. According to a Deloitte global survey, these percentages of organizations are extensively or partially using the following technologies:



**36%**Robotic process automation



**26%**Robotics
(in manufacturing)



Artificial intelligence



22% Cognitive technology

Source: Deloitte Human Capital Trends, 2019

# Shaping the workforce of the future

The implementation of advanced technologies does not mean that organizations are destined to diminish their relationship with their people. It is an opportunity to reimagine the workforce using human-first strategies, where people are empowered by new technologies and find meaning in working with them. Imagine the transformative value of a dynamic and responsive workforce that enables your organization to:



Place the right leaders and employees in the right jobs, in the right locations, performing to their full potential, while leveraging leading-edge predictive analytics to plan for future workforce needs.



Consistently access and cultivate high-potential talent, successfully manage diversity and inclusion, optimize performance management, proactively manage risks such as morale problems and attrition, and implement new leading practices in employee engagement.



Offer state-of-the-art, human-centered total rewards and well-being programs that go beyond traditional compensation and benefits packages.



Promote a culture of continuous learning throughout the workforce, using the latest models and digital tools to create learning experiences that drive talent development and results.



Create a highly effective talent pipeline through the organization, underpinned by executive-level programs such as succession and senior team effectiveness, and leading-edge managerial development programs.

## Imagine, Deliver, Run

The Deloitte pathway to successful transformation



#### Imagine: The right focus

Set your ambition and chart a path to success by developing a roadmap to achieve those ambitions.



#### Deliver: The right concept

Make it tangible: Put the ambition in motion by moving forward and launching in the market.



#### Run: Getting to scale

Once the ambition is refined, scale it through flexible and integrated delivery teams.

"To create the human experience at work warrants an end-to-end focus, similar to the way organizations think about their customer experience."

—Deloitte Human Capital Trends, 2019

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What is stopping you from achieving your ambitions? Let's talk.

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