



Workforce of the Future

Insights for Australian Leaders

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Business Model Design • Process Improvement • Change Management

US, Australia and NZ patents apply to XeP3, Canadian patents pending
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The key drivers of a changing workforce



Automation

- Robotics (both physical and digital)
- Artificial intelligence
- Re-platforming
- Self-service



Disruptions & change pace

- Massive increase in connectedness
- Changing business models
- Shorter product development and research cycle times
- Massive innovation in multiple techs



Attitudes & demographics

- Workforce expectations and loyalty
- Gig economy: do with less of an “employee” workforce
- Demographic change, especially the aging population



Data availability

- Ability to monitor customers, potential customers, and even staff
- Big data and analytics



Incredible shrinking organisation

- Preparedness of organisations to shrink workforces to enhance financial performance
- Social and economic uncertainty



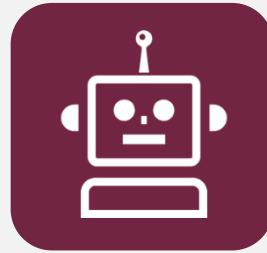
Organisational needs

- The contradictory pressures of specialisation and adaptability

What do we observe today?



Automation before outsourcing
Lower cost and increase productivity



Incredible interest in AI and Robotics



Organisations shrink in size
For employee workforces



Pressure for talent acquisition
E.g. 600k vacancies in UK in early 2019 due to skills shortages



Employment uncertainty
For low skilled workers, e.g. irregular hours, pay and benefits

How are organisations considering their responses?

Organisational capability

- Being conscious about skills that will be needed
- Understanding that flexibility and adaptability are essential for people and the enterprise
- Dealing with a broad range of ages in workforce, as workers plan to work much longer



Continuous learning

- Recognition that employees increasingly need to have cognitive and social skills
- Lifetime learners will have a natural workplace advantage
- Organisations need to encourage continuous learning



Workforce engagement

- A loyal workforce of talented staff is a key advantage
- Recruitments costs are high – potentially vacancy costs are higher for critically skilled roles
- A mixed older / younger workforce model might be a strategy for stability



Contact details and disclaimer

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Bevington Group is a specialist consultancy providing the following services:

BUSINESS OPERATING MODEL DESIGN



- 1. Operating Model Design**
 - Create an aspirational view of how the enterprise will deliver against future expectations
- 2. Restructuring and Role Design**
 - Create structures and roles that sustainably deliver value

PROCESS IMPROVEMENT



- 3. Strategic Lean Process Improvement**
 - Concurrently transform end-to-end processes, structures, roles and systems
 - Design radical changes aligned to customer outcomes and business strategy
- 4. Tactical Lean Process Improvement**
 - Deliver incremental lean process improvement
 - Use and teach a proven, client-centric, process improvement methodology

CHANGE MANAGEMENT



- 5. Agile Deployment**
 - Deploy process changes rapidly to address top priority issues
 - Deploy technology solutions with Agile methods
- 6. Change Management**
 - Utilise and teach a structured approach to understanding the impacts of change and transitioning organisations to the future state
- 7. Connect Program**
 - Connect clients to each other
 - Understand and compare solutions from other industries
 - Inspire through knowledge transfer and networking events

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