



Developments and transformations in HR practices and workplace culture

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The Industrial Revolution
The Mass Production Revolution
The Digital Revolution
The Fourth Revolution





8 Futures of work

- Workforce Autarkies
- Mass Movement
- Robot Replacement
- Polarised World
- Empowered Entrepreneurs
- Skilled Flows
- Productive Locals
- Agile Adaptars

World Economic Forum

<https://intelligence.weforum.org/topics/a1Gb0000000pTDYEA2?tab=publications>

What might the impact be on central banks

- Political
- Economic
- Social impact / demographic
- Legal and regulatory
- Technological impact
- Environment

Discuss what might be the issues in your country that will affect your organization over the next five years?

The Elephant in the Room

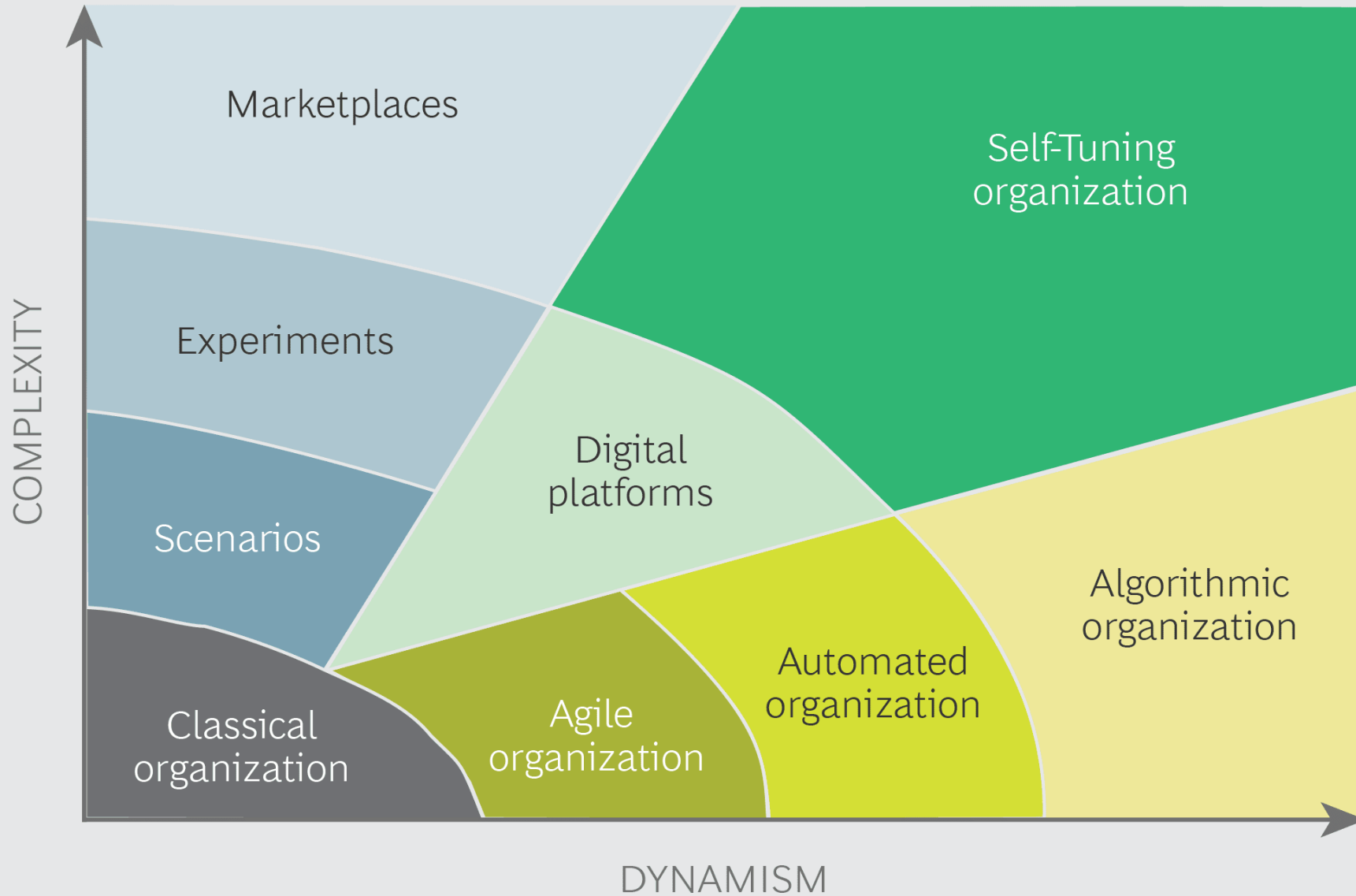


- How will they cope with the change?
- What will be the structure of the central banks?
- How to attract and retain high quality people?

Critical strategies to Prepare for the Future



EXHIBIT 3 | The Self-Tuning Organization Embraces Dynamism and Complexity



Source: BCG Henderson Institute.

What is HR's role?

- Sensitive to the external environment
- Business continuity
- Organisational capability
- Grassroots / networks for innovation
- Engage multigenerational workforce
- Talent Acquisition and Retention or Transition

“I think we’re going to see HR Positions develop in such a way that they will be probably be one of the most sought after professions in the enterprise” Jill Goldstein Global Practice Lead and HR Operations Accenture

Leaders diverse,
distributed and
changing

Authentic open and
transparent
communication

Build new skills
and talents –
continuous
learning

Culture for the future environment

Collaboration
and courageous
partnering

■ Innovation
and curiosity

Reflective
and
purposeful

Implications and Potential Actions

Workforce
reskilling

Education
systems reform

Enhanced digital
access

Agile safety nets

Job protection
incentives

Smart job
creation
incentives

Support to mass
entrepreneurship

Governance of
online platform
work

Mobility
management

Participation
incentives

Scenarios for HR

- Change of name – Chief People Officer, or Architect of Work
- Model of delivery will be more diverse to suit the business
- Organisational development and design will be more important
- Reaching out as the nature of work and work relationships will be more diverse
- Reward and motivation will be more bespoke

Function



Automate workflow: –Minimising manual work is critical.




Sophisticated cross-departmental case management: Cases are auto-routed to the appropriate person or team for follow-up and response, and everyone, including the requestor, has visibility to the status of all requests.



Develop a comprehensive HR knowledge-base: The best type of HR case, is no HR case!



HR service delivery platform: To fully automate your processes, you must consider your current HR technology and identify the gaps



What scenarios will you
describe for your senior
teams?

Discuss

Thank you

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