

# Future People Agenda



## WEEKLY LEARNINGS 2023

Weekly Learnings 19 / 2023

Last week I spoke at an HR forum on the impact of technology on jobs and skills and what one can do about it.

Here's my notes from the session in 12 points. Read on...

1. We have seen technology predictions over the last 100 years, some came true, and some did not. When the Wright brothers invented the airplane, most technology predictions were about personal individual flying machines, but that didn't happen, in the 1930s - audiobooks were discussed; in the 1950s - online shopping was predicted and NASA predicted that by 2000 human settlements will happen on Mars, which didn't.
2. Engagement levels at work are in decline, and trust in leadership is dropping. We have more collaboration tools at the work desk than ever before, the issue is not tools, the issue is that the human mind at work hasn't progressed the full distance on collaboration. Insecurity in the workplace is high because of all the layoffs (more globally led) and companies collapsing.
3. The Government of India is the most digitized institution enabling digitization. We have Aadhar, UPI, and ONDC, and in the pipeline is a credit revolution soon.
4. Technology has made war more dangerous, and technology has made law enforcement agencies more supportive and less punitive. Technology has impacted pilots' skills as flying is completely tech-led and not pilot-skill-led. Technology has improved umpiring in cricket and that skill has gone up. we have more than 95% of decisions being correct in the current IPL.
5. The future skills necessary for tomorrow are Creativity, Critical thinking, and Complex Problem-solving. Every employee of the future must have a combination of these three skills. In recruitment criteria, Education or degree is no 3 after Job description/role and experience at 1 and 2. I think that needs to change for the future.
6. All companies are in a CAGE and challenged by it - Costs, Agility, Growth, and Execution. Start-Ups live in this CAGE challenge every day, every week. Companies should look for some start-up experience as No 3 in the future.

7. Technology companies are scoring significantly better than traditional FMCG companies and Indian conglomerates in Glassdoor ratings. This will only continue.
8. The issue at work is not flexibility of location but flexibility over schedule. Employees hate that they do not control the next 2-week schedule. That requires understanding both ways and employees who shirk or postpone scheduled meetings in a hybrid world must change for the better.
9. Inequality is an issue, and this will see more white-collar unionism in the future. The issue in the workplace is inclusion and not diversity. Diversity is a ratio most companies are trying to maximize however inclusion is not on top of a leader's agenda.
10. Parliament proceedings are now telecast live. Supreme court hearings are telecast live, so why can't management team meetings be live-streamed? Keep the confidential discussions separate, the rest of it can be live. This will improve inclusion and get far more buy-in and engagement than ever before if done well. This is radical for most companies!!
11. The mere technology one has at work the more super soft skills one needs - the ability to communicate, the ability to inspire, the ability to influence. Companies must focus on developing more soft skills in the tech world. The more technology you have, the more hybrid work will happen, it's a default option.
12. Think of a generational value proposition as opposed to an employee value proposition. I sense that the generational value proposition is more homogeneous and better targeted. People in their 20s need very different things from people in their 50s. HR must move from being a Business Partner to being a Business Architect, so move over from HRBP, and move to HRBA. Because technology will re-architect every business and shaping that with the management team is a core HR deliverable.

Shiv

[www.shivshivakumar.com](http://www.shivshivakumar.com)

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