Managers and machines, unite!

Intelligent machines are poised to dramatically shift management roles and recast the workforce of the future. But what do managers in the banking industry think?

87% of managers in banking believe machines will make them more effective and their work more interesting.

Managers don’t recognize the full spectrum of skills needed

Managers working in banking think the top 3 skills to succeed in the future are:

- Digital/technology: 68%
- Strategy development: 56%
- Creative thinking & experimentation: 54%

They underrate the interpersonal skills required to inspire the workforce of the future:

- Social networking: 25%
- Collaboration: 19%
- People development & coaching: 18%

Confidence in the advice of intelligent systems diminishes sharply down the ranks.

Percentage of managers working in banking who strongly trust the advice of intelligent systems:

- Top-level managers: 53%
- Middle-level managers: 26%
- First-line managers: 14%

At the same time, only 1% of managers in banking says nothing would allow them to trust the advice of intelligent systems. To enable their trust, middle-level and first-line managers want:

- System that explains its logic: 61%
- System with a proven track record: 59%
- Understanding of how the system works and generates advice: 53%

For more information visit: www.accenture.com/ManagersandMachines