



FUTURE WORKFORCE

**Helping you to build talent
and organization to power
the intelligent enterprise**

Sevasti Wong
Managing Director
– Global Talent &
Organization Consulting
Lead, Communications,
Media & Technology

Future workforce is a core part of our aim to help clients lead in the new.

Why? Because our clients' workforce challenges are changing and Accenture's unique breadth of capabilities can help meet those new challenges.

**What are the trends
shaping the future
workforce?**

There are three trends forcing our clients to reconsider how to create their future workforce. The first one is that the concept that our lives split neatly down into three stages – education, work and retirement – no longer hold true. In fact, more and more today education and work are blending together, which

means there is a continuous need for us to upskill ourselves throughout our working lives.

The second trend that is worth us considering is that with the advent of new digital technologies, clients are aware that AI is more than just a tool for productivity but what that does mean is that they are still grappling with how to upskill their workforce at scale and at speed.

And, thirdly, every digital transformation is actually a people and a culture transformation at its core. Fast changes are happening to the workforce, both in terms of how people are doing their work and also who is doing the work. In terms of the how, the key changes are that people are moving more from functional roles to project work and project roles. In terms of who is doing the work, as we all know 50% of the current workforce is now made up of Millennials.¹ Hot on their heels, Gen Z are now already joining the payroll and at the other end of the age spectrum, many are working beyond retirement age.

**Why are traditional
workforce strategies
falling short?**

So workforce strategies are falling short because of three things.

So, firstly, clients are used to making changes within divisions, within functions and within silos.

Secondly, cross-functional changes cannot be successful without re-imaging your end to end business model, your culture, your processes and the nature of your leadership, and that's a tall order.

And, lastly, companies have yet to find ways to introduce new technologies and new ways of collaborating more fluidly without threatening corporate knowledge or company DNA.

[END TRANSCRIPT]

¹ Quoted in "Harnessing Revolution: Creating the Future Workforce"
Ellyn Shook and Mark Knickrehm, Accenture Strategy 2017