Spokesperson: Shelly Swanback, Group Operating Officer, Accenture Digital

“One of the most common questions we get, is how do I create the workforce for the future with all the technological change, and in particular, all the automation that companies are trying to create.

We answer this question with three additional questions: The first is, how do I reimagine the work? Reconfiguring different sets of tasks into different job profiles.

The second question then is, of course, how do I train my workforce and my workers to take on these new job profiles because it often requires a different combination of skills. The good news is, there’s many new technologies and techniques to help train your workforce: augmented virtual reality comes to mind as an example.

The third big question is how do I create a bigger cultural change? How do I get my organization to work across organizational boundaries? How do I get my employees to be comfortable with the constant change in technology and comfortable working with technology, working with others in brand new ways, working more quickly and certainly adapting and being more flexible.

So, three big questions, with lots of different ways to address each of these. The most important thing, is to get started!”