



TALENT AND TECHNOLOGY TRANSFORMING THE FUTURE OF WORK

VIDEO TRANSCRIPT

Hi, I'm Christie Smith and I lead talent and organization globally here at Accenture and really excited to be joined by my friend Kelly Monahan. Hey Kelly.

Hey Christie, Thanks for having me today.

Some of our research suggests that only one in six employees feel connected at work and one in five feel like they can go to their leaders with any kind of conflicts to get help to resolve those. And one in four think that their leaders have their best interests in mind. Those are staggering stats for me, and it worries me in terms of really how employees who, I think the power is shifted to employees, and how leaders need to fundamentally change in their interactions with their employees. And there is a big chasm there that is not being addressed in the workplace yet. One has to do deal with the disconnect between what employees honestly now expect and if not demand both current day employees and also upcoming Gen Zers and what they want from work. The second thing is around technology and AI and the ability to actually generate real insights. . And so, I'm really optimistic about AI, but we have to change leadership behavior. And I think, as we talked about before, technology can be our friend and helping us solve this gap. It's not the enemy here as we think about this disconnect.

So, yeah, I really want to underscore that point. I think we vilified technology and the human

experience and we've kind of bifurcated those as two different issues. Absolutely not. I think there's a multiplier effect here in terms of digital and technology and human performance really are an accelerator to incredible personal growth and organizational growth.

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