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 public service think?

72% of managers in public service 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 public service think the top 3 skills to succeed in the future are:

- Digital/Technology: 50%
- Creative thinking & experimentation: 34%
- Strategy development: 26%

And they underrate the interpersonal skills required to inspire the workforce of the future:

- Collaboration: 25%
- People development & coaching: 16%
- Social networking: 15%

Confidence in the advice of intelligent systems can be improved across all levels

Percentage of managers working in the public service industry who strongly trust the advice of intelligent systems:

- Top and middle-level managers: 22%
- First-line managers: 12%

To increase their trust in the advice of intelligent systems, managers want:

- Understanding of how the system works and generates advice: 65%
- System with a proven track record: 54%
- System that explains its logic: 48%

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