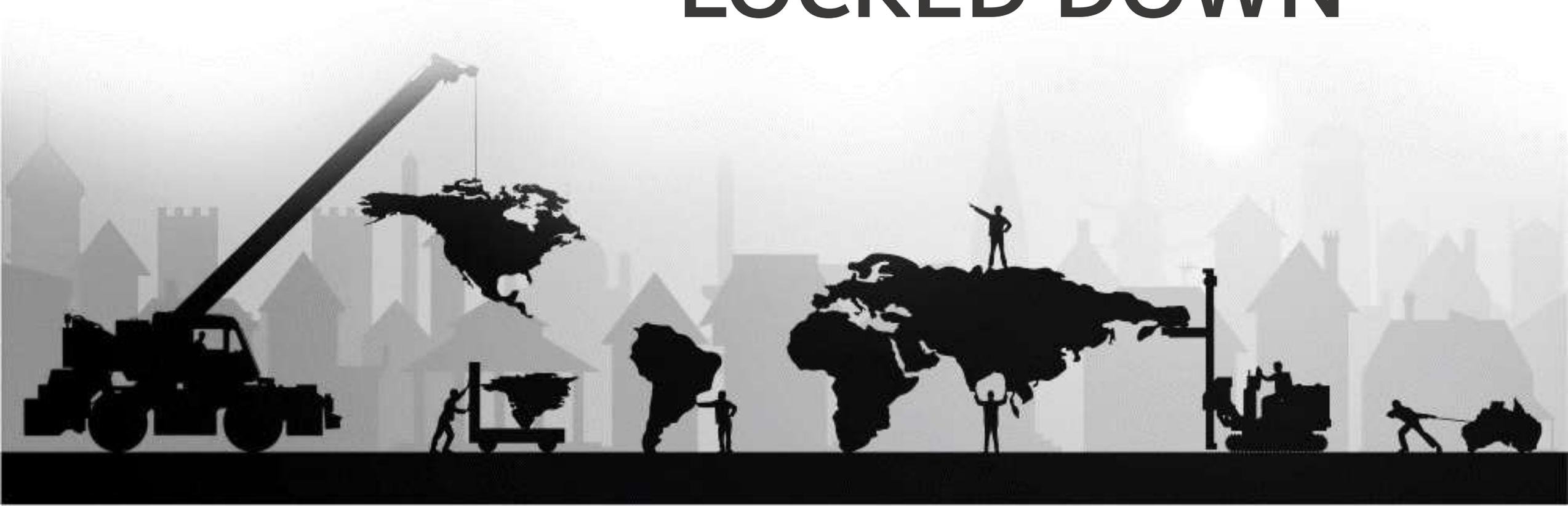


# THE FUTURE OF WORK

Presentation by **V Pattabhi Ram**

**HOW THE WORLD AROUND YOU IS  
CHANGING, HOW THE NEW  
WORKPLACE WILL LOOK LIKE, AND  
HOW YOU SHOULD PREPARE YOURSELF  
FOR THE NEW TOMORROW, POST  
LOCKDOWN**

# THE WORLD IS LOCKED DOWN



# A SLICE OF HISTORY:

## NEW ORDER

**INTERNET – GOOGLE – EMAIL – SOCIAL MEDIA – MOBILE**

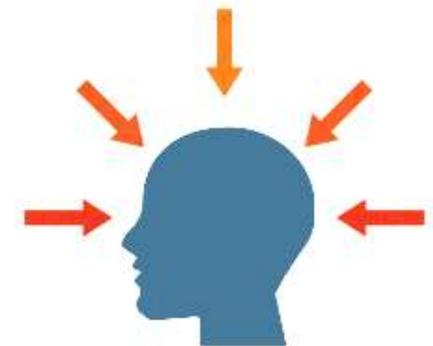
**What is happening around us is a revolution because the velocity of change is 10x. The coming tsunami will be a digital revolution, with new technologies like AI, cloud, AR, and VR set to transfer businesses dramatically.**

# MEGA TRENDS



**AUTOMATION,  
ARTIFICIAL INTELLIGENCE,  
MICRO INNOVATION**

**These will have a massive impact  
on workplaces and on how we  
educate and skill ourselves.**



# AUTOMATION

**It will kill some jobs, leave others untouched, and create new ones.**



**Call center employees, data entry operators, insurance underwriters, tax preparers, sales representatives, translators, and fast food employees.**



**Psychiatrists, storytellers, world-class teachers, scientists, actors, and thought leaders because these roles need innovative skills.**

# ARTIFICIAL INTELLIGENCE is already here



**Google maps  
tell us how long  
it will take to  
drive from place  
A to B**



**GMAIL filters  
99.9% of spam  
at unbelievable  
accuracy**



**GRE grades essays  
using a robot  
Banks use  
machine language  
to assess credit  
score**



**Chess players  
use AI-powered  
engines to  
analyze their  
games.**



**A Boeing flight  
has only seven  
minutes of  
human  
intervention.**

# Is AI the same as automation?



**Elevator is an example of automation. It takes the tedium away from you in climbing the staircase.**

**AI is at work when there are six lifts and only one press button: the nearest lift reaches when you press the button.**

# MICRO INNOVATION

**Uber, Airbnb, and WhatsApp are examples of tweaking an existing technology. Yes, the future will NOT be about reinventing the wheel.**



# Workplace 2030

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**Mobile work force:**

**Employees will be scattered across physical locations but connected via the Internet. They will be tech-driven.**

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**Organizational flux:**

**Customers want to talk to the doers. They don't want layers.**

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**Networked organization:**

**Companies get leaner and flatter. Freshmen must have a customer-centric view.**

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# Workplace 2030

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**Digital transformation:**

**The two skills: (a) content creation (b) how to personalize contents to monetize them.**

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**Another specialization:**

**Have multiple skills so that when one area plateaus, you can check into another area to stay relevant**

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**Y work full time:**

**Most jobs will be for freelancers.**

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# Skills 2030

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**creative Thinking:**

**Let's make a flying car**

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**Life Long Learning:**

**60% of the skills required today may not be relevant in five years time.**

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**All rounder**

**Employers look for all-rounders and not for generalists or specialists**

# Skills 2030

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## **Industry Orientation:**

**At college, students must exhibit employability at each stage. Extend an entrepreneurial streak even if you are in employment**

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## **Management Selling Skills:**

**You must learn to sell ideas.**

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## **Syndrome of Can-do:**

**Industry wants people who are patient and courteous. It is easy to say “Sorry I can’t do this.” This is not service.**

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# PROFESSION

**Intelligent Process Automation**

**Audit labs on hire as audit quality blossoms**

**Fraud is on us**

**Uberization of the profession**

**Anywhere, Anytime, Anyone**

**The Cricketing game**



# NEW START

**The world has never been more dynamic than what is today.**

**The future may be uncertain, but that shouldn't scare you.**

