The Pace of Change… Changed.

What it takes to succeed.

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Senior Director of Employee Experience
Citrix

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The world is changing faster than ever

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Accelerated: Speed of change

Executives say their companies responded to a range of COVID-19-related changes much more quickly than they thought possible before the crisis.

Time required to respond to or implement changes,[1] expected vs actual, number of days

| | Organizational changes | Industry-wide changes |

	Expected	Actual	Acceleration factor, multiple
Increase in remote working and/or collaboration	454	10.5	43
Increasing customer demand for online purchasing/services	585	21.9	27
Increasing use of advanced technologies in operations	672	26.5	25
Increasing use of advanced technologies in business decision making	635	25.4	25

[1]Respondents who answered "entry of new competitors in company's market/value chain" or "exit of major competitors from company's market/value chain" are not shown; compared with the other 10 changes, respondents are much more likely to say their companies have not been able to respond.
[2]For instance, increased focus on health/hygiene.

McKinsey & Company

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Our time together today…
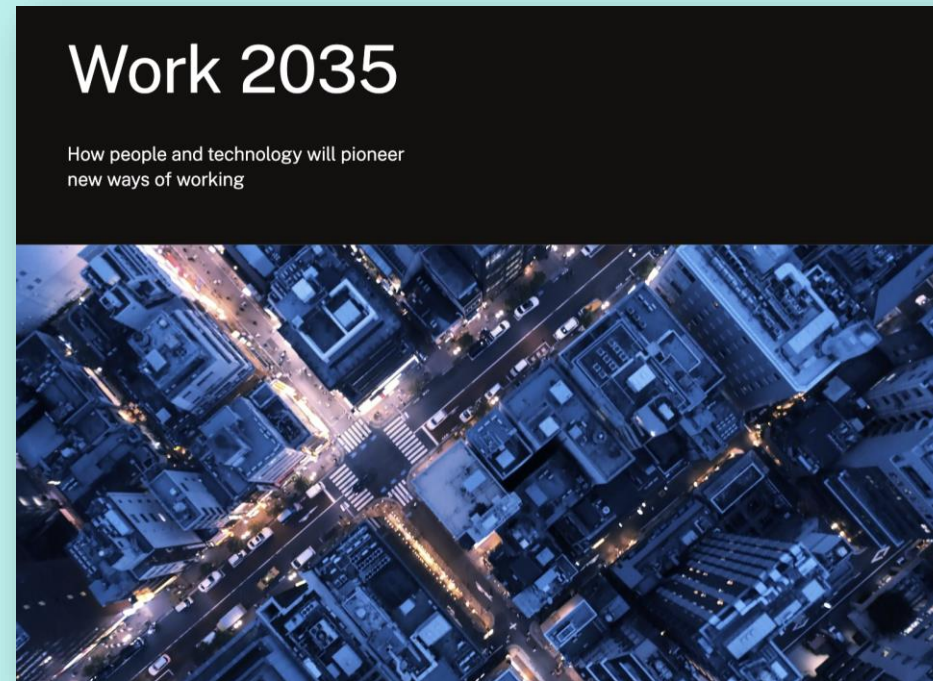
How the workforce might change

Skills needed to thrive

Assess your organization's readiness

Work 2035

https://www.citrix.com/fieldwork/employee-experience/new-ways-of-working-2035.html

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91%

believe that, by 2035, their organization will spend more on technology and AI than on human workers.
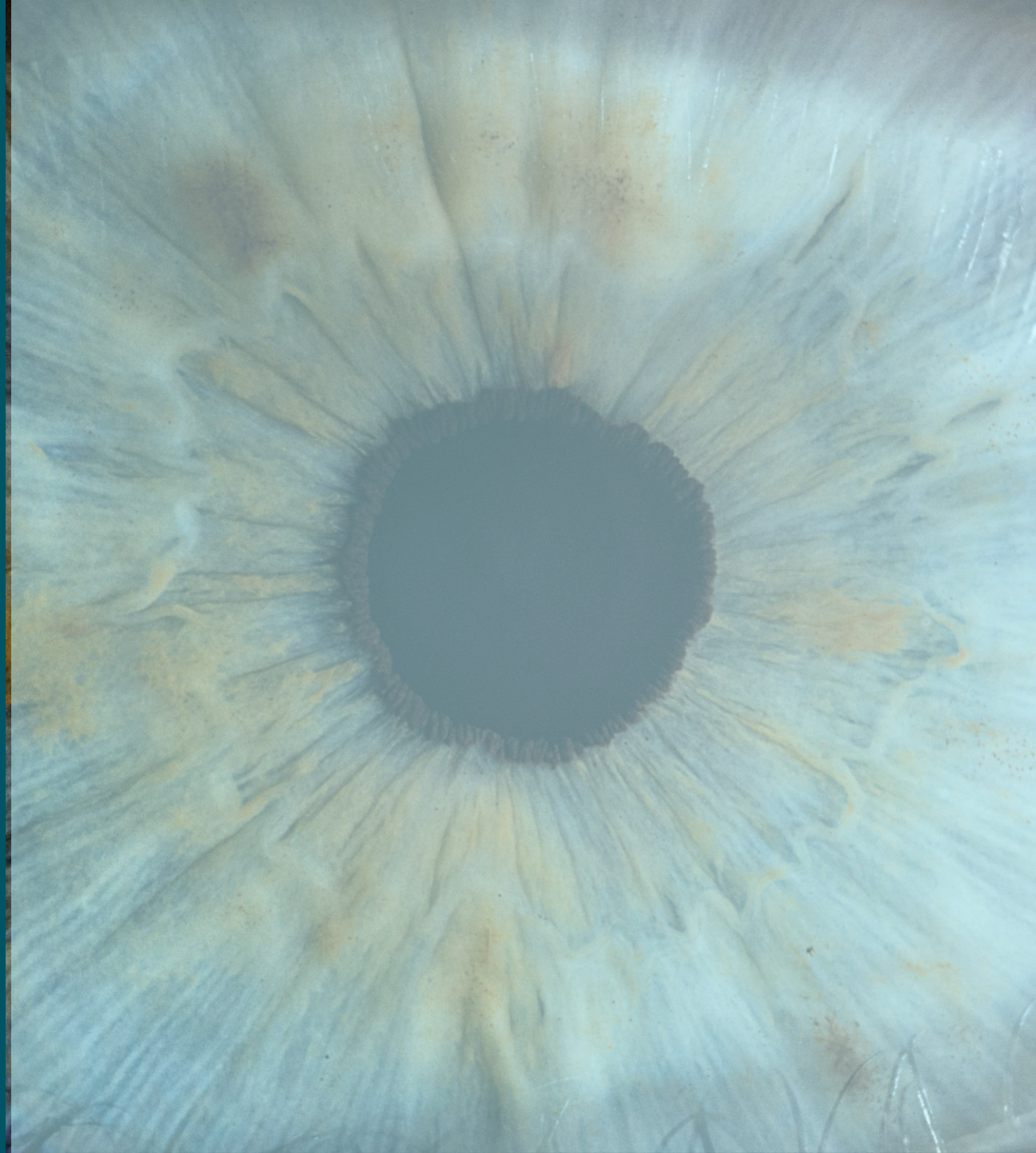
The technology tipping point

83%

believe that, by 2035, technology will have taken over low-value and repetitive tasks, enabling humans to focus on more meaningful work.

Enhancing human value

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60%

of employees think that permanent employees will be rare by 2035, compared to just 19% of business leaders.

Robots will not replace humans.

77%:

AI will speed decisions

New roles will be created.

- Robot / AI trainer
- Virtual Reality Mgr
- Advanced Data Scientist
- Privacy and Trust Mgr
- Design Thinker
- Temporary Worker Mgr
- Cybercrime Response
- Trust Manager

Productivity will get a major boost.

51%: Technology will make us 2x productive

The future along a two-axis framework

ORGANIZATIONS

DISTRIBUTED

WORKERS

AUGMENTED

REPLACED

FREELANCE FRONTIERS

PLATFORM PLUG-INS

POWERED PRODUCTIVES

AUTOMATION CORPORATIONS

CENTRALIZED

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Work 2035 outlines four future scenarios

Business Leader prediction

Employee prediction

Freelance Frontiers

Augmented. Distributed.

Work distributed across many small companies.

Many people work on a freelance basis.

Human workers augmented rather than replaced by technology.

Powered Productives

Augmented. Centralized.

Big companies with large, permanent workforces.

Human workers are powered by a super-productive partnership with technology.

Platform Plugins

Replaced. Distributed.

Smaller companies have competitive advantage over larger rivals.

Human workers have been replaced by technology.

Platform business model: Freelance workers 'plug in' to platforms that facilitate exchanges between producers and consumers.

Automation Corps

Replaced. Centralized.

Working world is still dominated by big corporates, but these have become 'Automation Corporations'.

Swathes of the workforce are replaced by technology.

What skills will the future workforce need?

Business Leader prediction

Employee prediction

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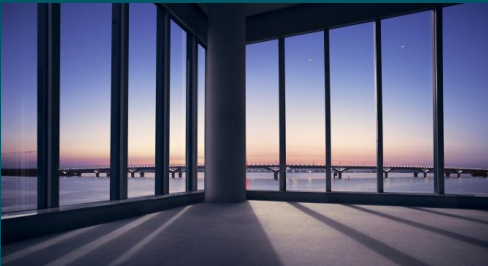
Which is most likely to emerge?

ORGANIZATIONS

DISTRIBUTED

WORKERS

AUGMENTED

REPLACED

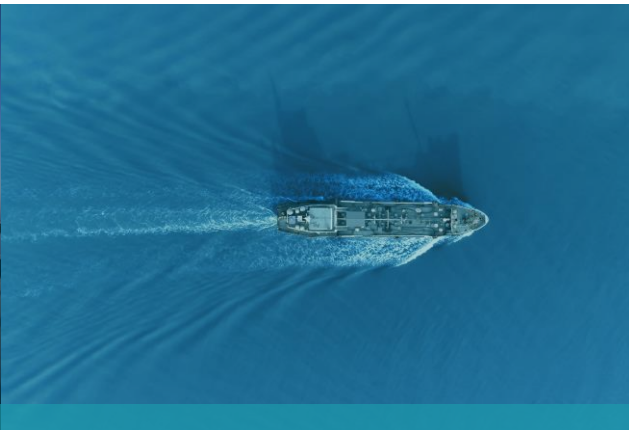**FREELANCE FRONTIERS**

PLATFORM PLUG-INS

POWERED PRODUCTIVES

AUTOMATION CORPORATIONS

CENTRALIZED

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HOW READY IS YOUR ORGANIZATION?

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Given the skills needed…

What's one thing you can do to be (*more*) ready for the future?

WORD CLOUD