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**Comcare**

**- Getting ready for change in the digital disruption**

**Kylie Watson, Partner Risk Advisory: Analytics**

# Digital Disruption

New York. 5<sup>th</sup> Avenue, Easter Parade 1900



# Digital Disruption

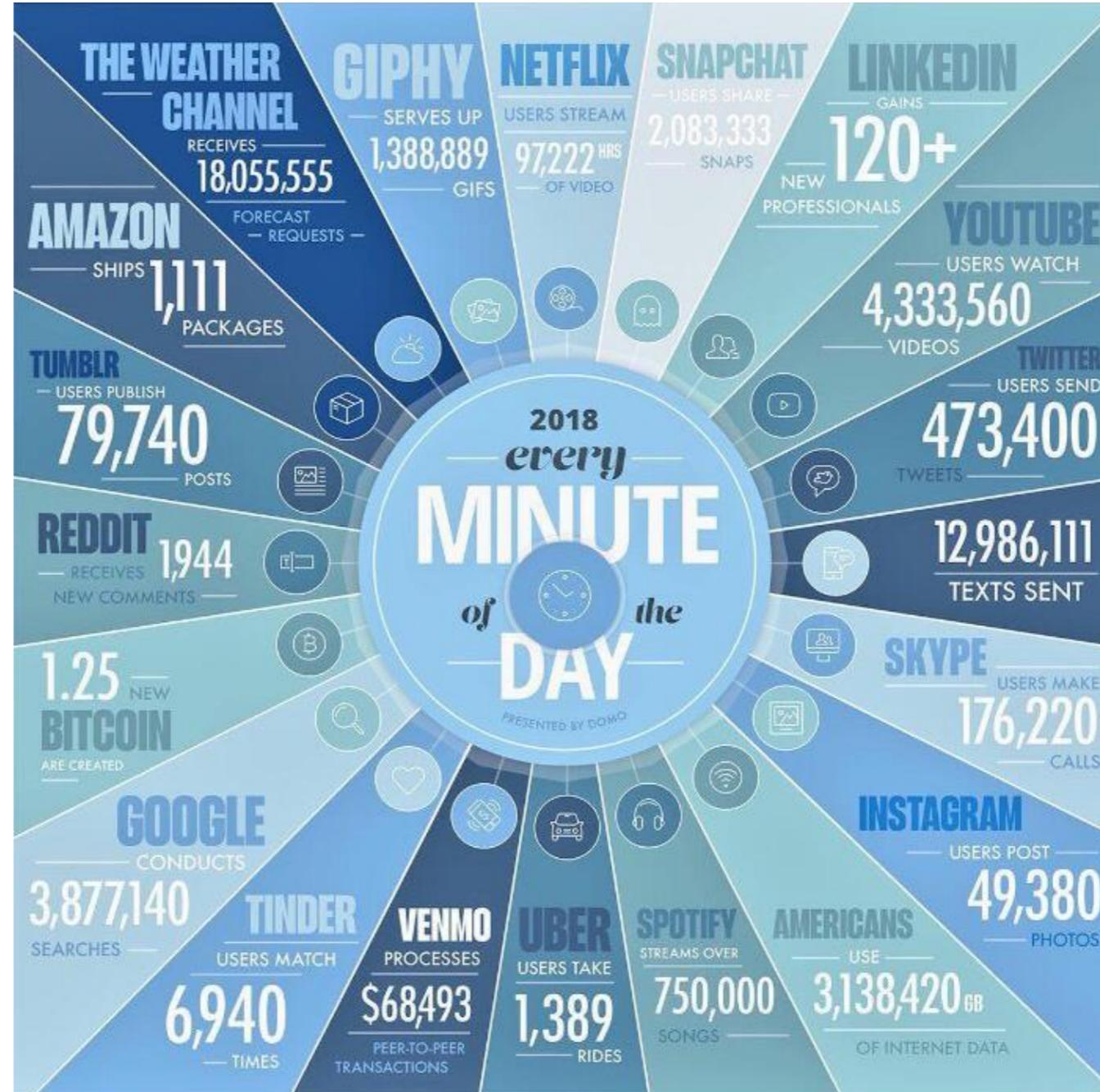
New York. 5th Avenue, Easter Parade 1913



# Data, data, data - Why is data so important?



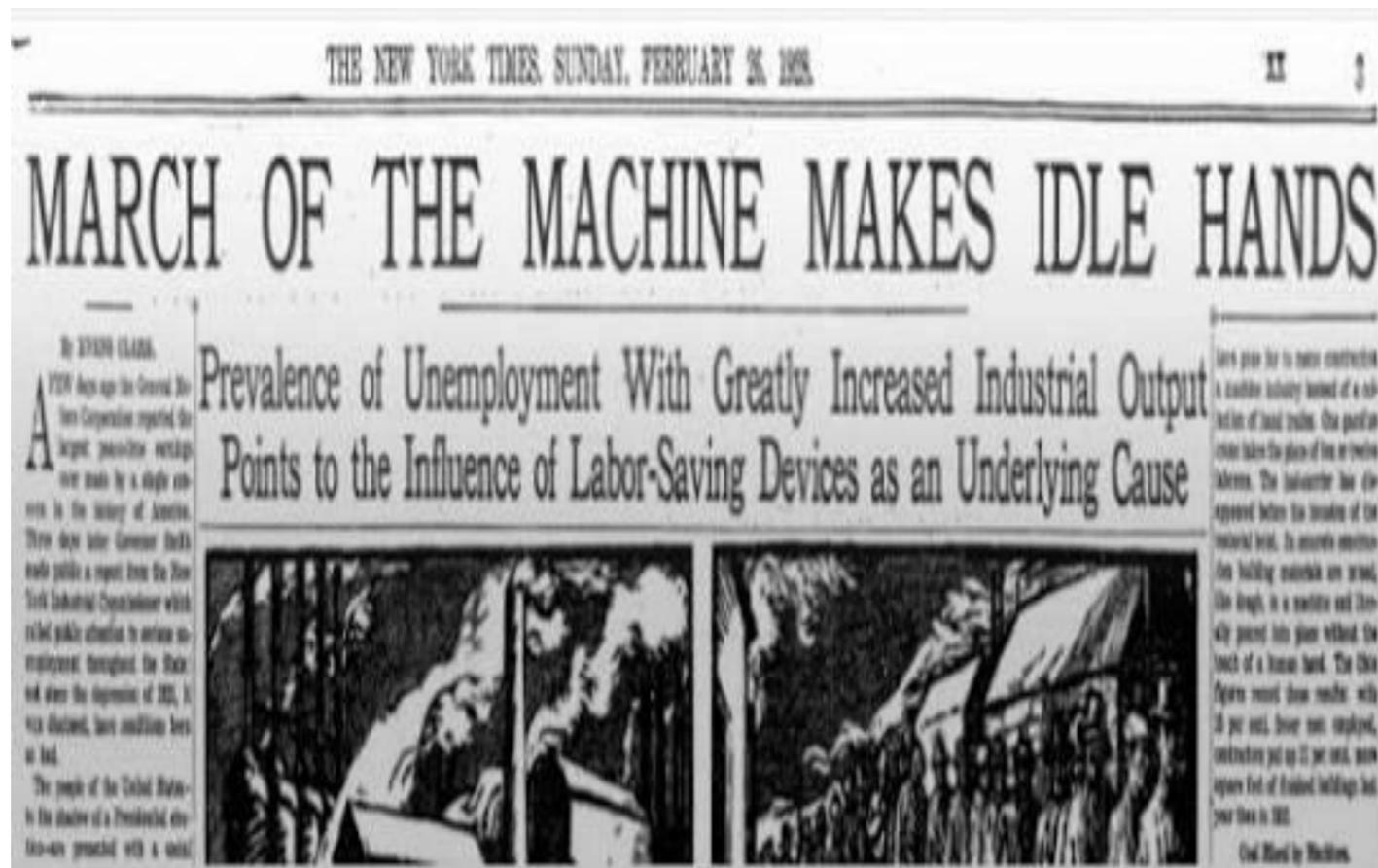
# Big Data and Analytics



Source: Domo

# Fear of the Future

We've seen it before!!



## Insights into change trends...

### Workplace of the Future

- By 2020 Millennials will be 50% of the workforce and they're digital natives!
- Skilled labour shortages
- Independent workers - More freelancers and contractors (gig economy)
- Augmented workforce – robots are here to give us a promotion! Humans and machines collaborate to make decisions.
- Tasks automated and focus on solving complex societal issues (e.g. social worker case study)
- Uniquely human traits – emotional intelligence, creativity, persuasion, innovation – become more valuable.
- More multidisciplinary teams - especially when training AI (bias)
- Physical environment – biometrics over passes for access, sensors for comfort, auto translation to enable greater global collaboration, flexible and better working from home options with cloud computing

# Interesting things to think about!



## Interesting things to think about! Ethics and Social Acceptance

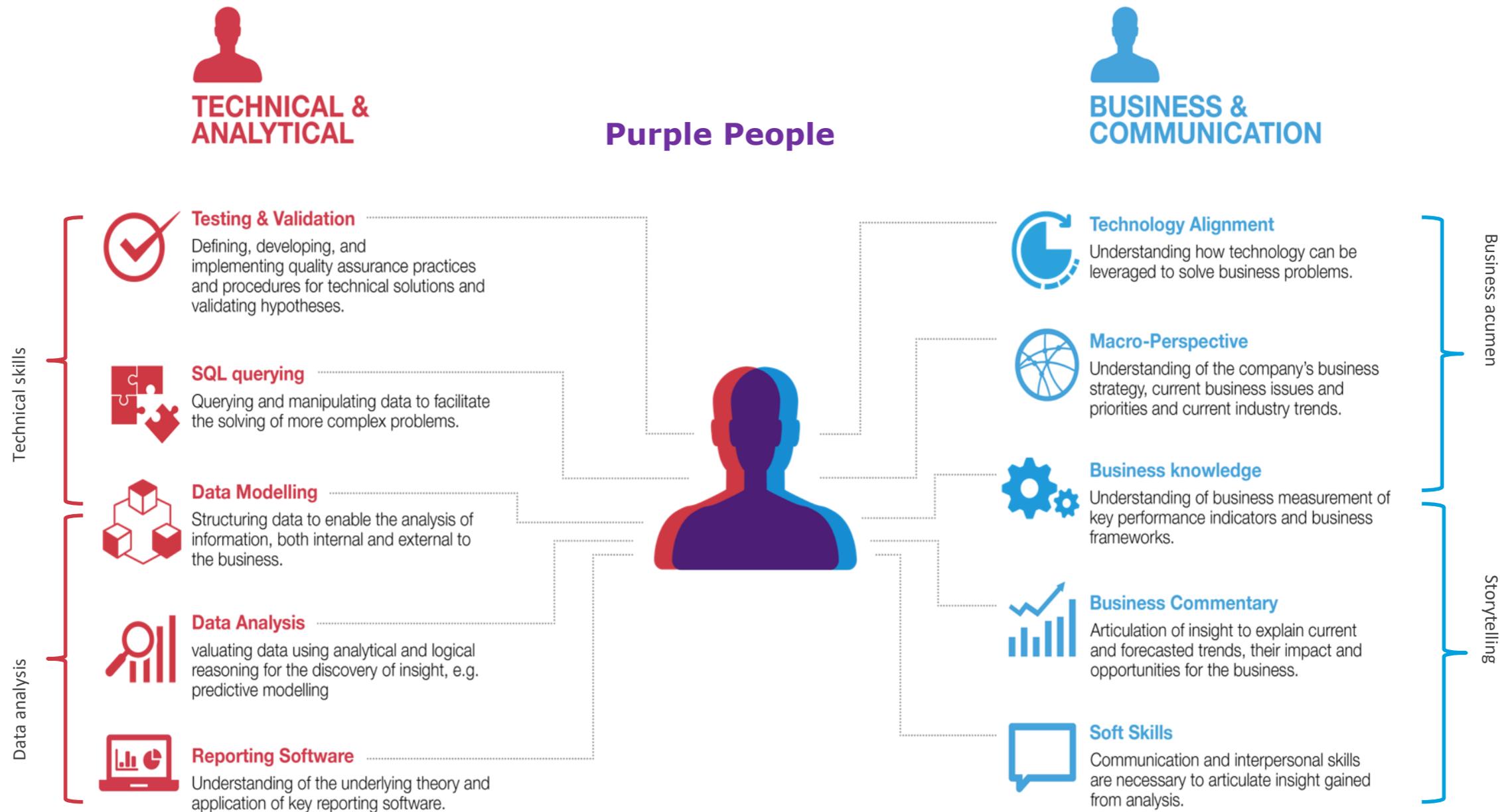
- Would you go under a robot's knife?
- Do I trust my computer when it predicts something ethically challenging?
- Where does the robot go on the org chart?
- Do I open the door for my robot colleague?
- Would I defend my robot if someone criticises it and they're part of my team?
- Do I sacrifice myself or the pedestrians in a potential crash in a driverless car?
- Unintended consequences



**How do I prepare?**



# How do I prepare? Insights into Purple People!



# Workplace of the Future

New job titles: These didn't exist ten years ago

- Customer success officer
- Change manager
- Social media manager
- Uber driver
- Driverless car engineer
- Cloud computing specialist
- Big data analyst
- Sustainability manager
- App developer
- Blogger
- Drone operator
- Design Thinking facilitator
- Enterprise architect



## How do I prepare?

- Adopt an open mindset - get used to change
- Be open to flexible working
- Push yourself re: tech. smarts
- Learn, learn, learn (ask questions/on the job/read/attend events/study)
- What matters to you? Jump on a passing ship: There is no one future-proof career, only better options for you. Determine how to get to the 'right thing'.



# Predicted Growth Professions

- Education and training
- Healthcare and social – spike in solving diseases, physical therapy, psychology, Nurses (fastest growing sector), carers, physiotherapists, preventative health
- Tourism (hotel managers, café and restaurant managers, cooks)
- Scientists (agriculture, climate change, health)
- Accountants and auditors
- Program, project managers
- Electricians
- Plumbers
- Supply chain and transport logistics
- Building and construction management
- Alternative energy – scientists, engineering, plant technicians
- Technology



Source: Deloitte Access Economics: Future of work



Thank you!

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