

The Future of Work *Reorient, Reset and Rise*

**Administration for Children
& Families' Office of Family
Assistance State TANF
Regions IX and X
2022 Virtual Meeting**



Dr. Terri Horton MBA, MA, SHRM-CP, PHR, SWP
Work Futurist | Consultant | Author | Speaker | Lecturer

Agenda

Future of Work

Leading in the Future of Work

Preparing Clients to Thrive





The Future of Work is...

- 2020-2030
- Unfolding NOW!
- Transformational-when, where & how
- Digital transformation: combines data, technology, AI, & people
- It is GAME CHANGING!

**The Future of Work:
A Rear View 2020-2022
The Great Acceleration 5-7 yrs**



Pandemic Shock - 2020

Lockdowns, social distancing, remote work, safety, recession, civil justice, amplified social and economic inequality



Supply Chain Crisis



Great Resignation



Unfreezing - 2021

Business continuity & resilience

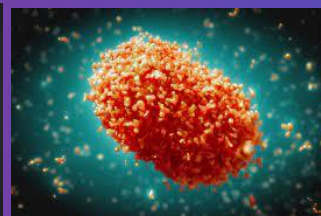
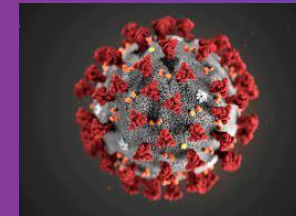


Geopolitical & Recession



Reset for 2022

Shift from surviving to thriving - leverage learning, digital transformation, processes and people



Omicron & Monkey Pox

The Future of Work: A Forward View 2022-2030



Organizational Purpose

Social impact: employees, customers planet, partners and communities



Employee Experience

Purpose driven work safety, DIB, fairness, development, growth, work/life harmony, mentoring, happiness, thriving = engagement and retention



Digital Transformation

Technology & artificial intelligence equals reimagination of business models, strategies, jobs, processes products, services



Up-skilling, Re-skilling, Out-skilling

Continuous learning and development – adding skills, reinventing with skills, future skills



Remote, Hybrid Work

Remote-first culture, collaborative tools, workflows, processes and tools

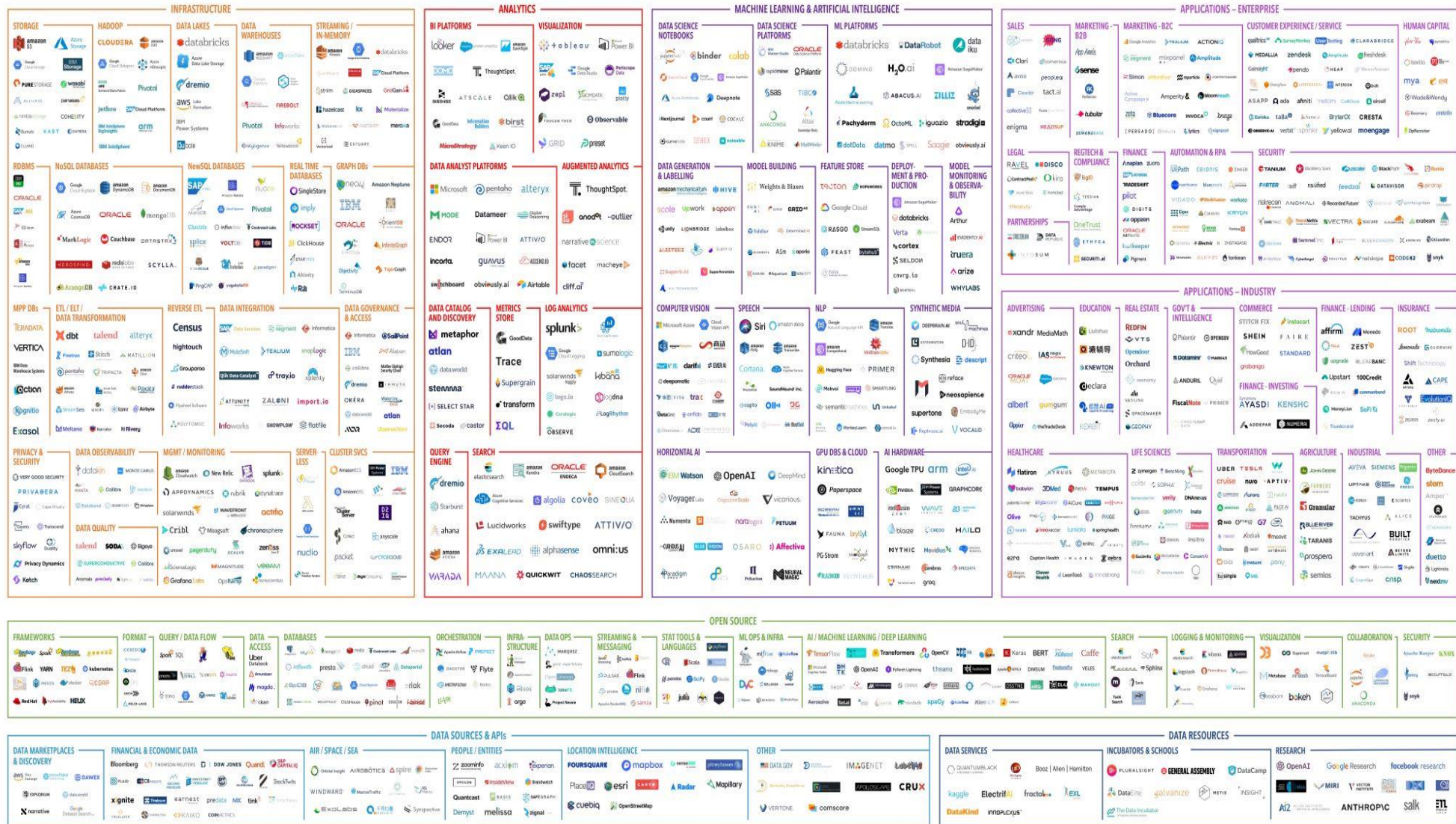


The Metaverse

Talent Acquisition – job fairs, interviews & assessments, learning and development & remote worker experience

Digital Transformation

MACHINE LEARNING, ARTIFICIAL INTELLIGENCE, AND DATA (MAD) LANDSCAPE 2021



“By 2028, employees will use avatars, language software, conversational interfaces and real-time dialect translation to work and speak with team members.”

-Gartner, 2022

Working in the Metaverse



The Future of Work...

Demands a New Type of Leader

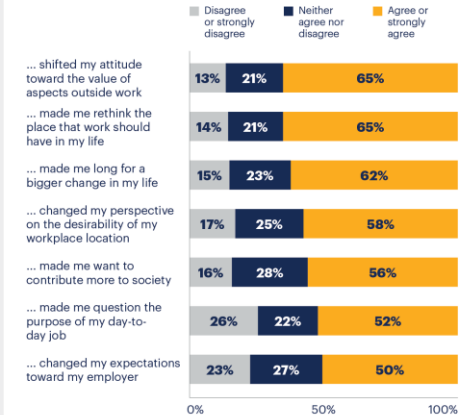
- The Drivers of Change
 - rapid pace of change
 - VUCA normalized
 - operationalizing vision, purpose, social impact
 - remote & hybrid work
 - Great Resignation impact
 - employee experience
 - rapid advance of AI, data and analytics
 - inclusion and belonging
 - focus on engagement & retention

FUTURE OF WORK



What Employees Say About How the Pandemic Has Changed Their Feelings About Work and Life

The pandemic has ...



gartner.com

n = 3,515
Source: Gartner 2021 Hybrid and Return to Work Survey
Note: Percentages may not add up to 100% because of rounding.
© 2022 Gartner, Inc. All rights reserved. CTMKT_1624491

Gartner.

The Future of Work...

Demands a New Type of Leader

- What Future-Ready Leaders Do
 - Leverage EQ: Get out of your own way, reality testing, better decisions, flexible, empathetic, optimistic
 - Develop a growth mindset: look for new things to learn, embrace challenges and are inspired by success of others
 - Think, act & perform like a futurist: stay ahead of the future, rationalize impact (PESTLE), signals of change, scenario planning, sense making - connect the dots
 - Craft a future-focused leadership identity: intentional, remote, shift from managing processes to using data and insights to coach, inspire & drive productivity, performance



Fixed Mindset vs Growth Mindsets

Fixed Mindset
Believes that everyone has the amount of talent and intelligence they have, and it doesn't change over time.

More likely to:

- Avoid learning because it seems pointless.
- Give up easily.
- Hide their flaws to avoid judgment from others.
- View failures as personal failings, not just setbacks.
- Ignore feedback or take it as personal criticism.
- Avoid challenges to avoid failure.
- Feel threatened by others' success.

Growth Mindsets
Believes that talent and intelligence are just like any other skill – that you can improve them over time.

More likely to:

- Believe in lifelong learning.
- Put in effort to learn new things.
- Believe in working toward mastery of their skills.
- Look at failures as just temporary setbacks.
- View feedback as an important source of information that can help them improve.
- Willingly embrace new challenges.
- Be inspired by others' success.

7pace



P	E	S	T	E	L
Political	Economic	Social	Technological	Environmental	Legal
- Political Stability	- Exchange Rates	- Wealth Distribution	- Technology	- Sources of Energy	- Employment Laws
- Tax Policies	- Disposable Income	- Lifestyle	- Innovation	- Climate Change	- Tax & Financial Laws
- Trade Tariffs	- GDP Changes	- Culture & Religion	- Intellectual Property	- Natural Disasters	- Data Protection Laws
- Regulations	- Interest Rates	- Spending Habits	- Social Media	- Pollution	- Other Legal Considerations
	- Credit Access	- Social Classes		- Recycling	

UKEssays.com



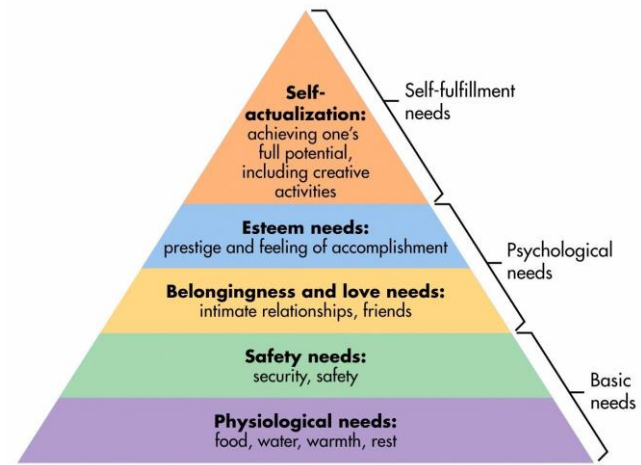
To be future-ready, leaders must be multi-skilled, multi-faceted, understand how to apply the right intersections of skills and become creators to design and lead the organizations of the future.

Dr. Terrill Horton
FUTURIST

The Future of Work...

Requires Preparing Clients to Thrive

- Solve for the whole client
 - *programs address bottom of pyramid*
 - *preparing to thrive means:*
 - *solving for short-term & laying pathway for top of pyramid*
 - *seeing client potential & facilitating pathway to future jobs*
 - *focus on skills development*
 - *preparing to engage with AI in job search & placement*
 - *preparing for remote work*
 - *Preparing to work in metaverse*



Top 10 skills of 2025

- Analytical thinking and innovation
- Active learning and learning strategies
- Complex problem-solving
- Critical thinking and analysis
- Creativity, originality and initiative
- Leadership and social influence
- Technology use, monitoring and control
- Technology design and programming
- Resilience, stress tolerance and flexibility
- Reasoning, problem-solving and ideation

Type of skill

- Problem-solving
- Self-management
- Working with people
- Technology use and development

Source: Future of Jobs Report 2025, World Economic Forum

Job landscape

By 2025, new jobs will emerge and others will be displaced by a shift in the division of labour between humans and machines, affecting:

97 million



85 million

Growing job demand:

1. Data Analysts and Scientists
2. AI and Machine Learning Specialists
3. Big Data Specialists
4. Digital Marketing and Strategy Specialists
5. Process Automation Specialists
6. Business Development Professionals
7. Digital Transformation Specialists
8. Information Security Analysts
9. Software and Applications Developers
10. Internet of Things Specialists

Decreasing job demand:

1. Data Entry Clerks
2. Administrative and Executive Secretaries
3. Accounting, Bookkeeping and Payroll Clerks
4. Accountants and Auditors
5. Assembly and Factory Workers
6. Business Services and Administration Managers
7. Client Information and Customer Service Workers
8. General and Operations Managers
9. Mechanics and Machinery Repairers
10. Material-Recording and Stock-Keeping Clerks

Source: Future of Jobs Report 2025, World Economic Forum



75%

Millennials & Gen Z will dominate the workplace by 2025

By 2030, 80% of workers will be Millennials, Gen Z & Alphas

The Future of Work...

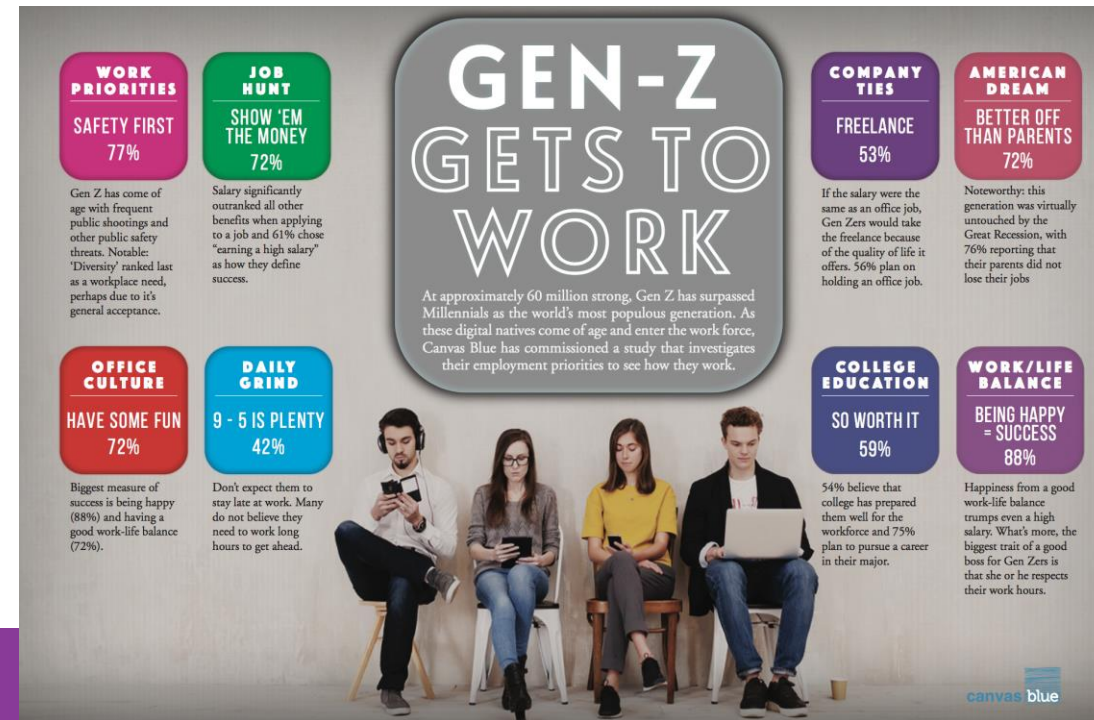
Requires Preparing Clients to Thrive

- Solve for the whole client
 - Invest in understanding Millennials & Gen Z
 - Organizations are shifting to purpose & social impact models
 - Look in new and non-traditional places to find them

Stakeholder capitalism metrics

 <p>Principles of governance</p>	 <p>Planet</p>	 <p>People</p>	 <p>Prosperity</p>
<p>Governing purpose, quality of governing body, stakeholder engagement, ethical behavior, risk and opportunity oversight.</p>	<p>Climate change, nature loss, freshwater availability, air pollution, water pollution, solid waste, resource availability.</p>	<p>Dignity and equality, health and well-being, skills for the future.</p>	<p>Employment and wealth generation, innovation of better products and services, community and social vitality.</p>

Data as of Sept. 24, 2020.
Source: World Economic Forum



4 key Takeaways

- The future is full of new and reimagined possibilities – to experience them you must lean into the future!
- As leaders, you are the architects of the future for your teams and your clients.
- The future needs you and you must show up armed with EQ, a growth mindset and the ability to think, act and perform like a futurist and drive impact!
- You cannot solve for the whole client if you do not “see” the client and their potential and match your strategies to the opportunities that are embedded in the future of work for them.

Dr. Terrill Horton
FUTURIST

Don't Let The Future of Work Be Your Force Majeure Thrive in the Future of Work The Future is Waiting for You!

"Dr. Horton integrates her experiences and expert insights with leading industry research to guide you through the path forward, to think, act and perform like a futurist, be hyper-relevant, audaciously bold, unapologetically pursue new possibilities, leverage power currencies, and thrive in the future of work on your terms!"



DrTerriHorton.com
DrTerri@DrTerriHorton.com

FORCE MAJEURE
AN UNEXPECTED, UNCONTROLLABLE,
DISRUPTIVE EVENT

FORCE

A FUTURIST'S GUIDE TO BOLDLY

MAJEURE

THRIVING ON YOUR TERMS IN THE

FUTURE OF WORK

WRITTEN BY

Dr. Terri Horton MBA, MA, SHRM-CP, PHR
Workforce Futurist

For most workers today, the unfolding of the future of work, particularly, between 2021-2030 will be a series of disruptive, unanticipated, and uncontrollable events. It will be their force majeure.

Buy now at
 [amazon](#) >

WHY YOU NEED THIS BOOK

I wrote this book because wherever you are in your career, I want you to look the future of work squarely in the face and own it on your terms as we move through this decade.

As the accelerated future of work continues to reveal itself, you need a roadmap for navigating the new realities of business and work.

If you prepare and pivot, the future of work can be empowering, dynamic, and the catalyst for designing how to work on your terms with purpose and intention.

FORCE

A FUTURIST'S GUIDE TO BOLDLY

MAJEURE

THRIVING ON YOUR TERMS IN THE

FUTURE OF WORK

WRITTEN BY

Dr. Terri Horton MBA, MA, SHRM-CP, PHR
Workforce Futurist

You are the architect of your future. This book provides you with the tools you need to reimagine it, design it, and live it boldly on your terms. The future is waiting for you!

