




# The Social Enterprise at Work

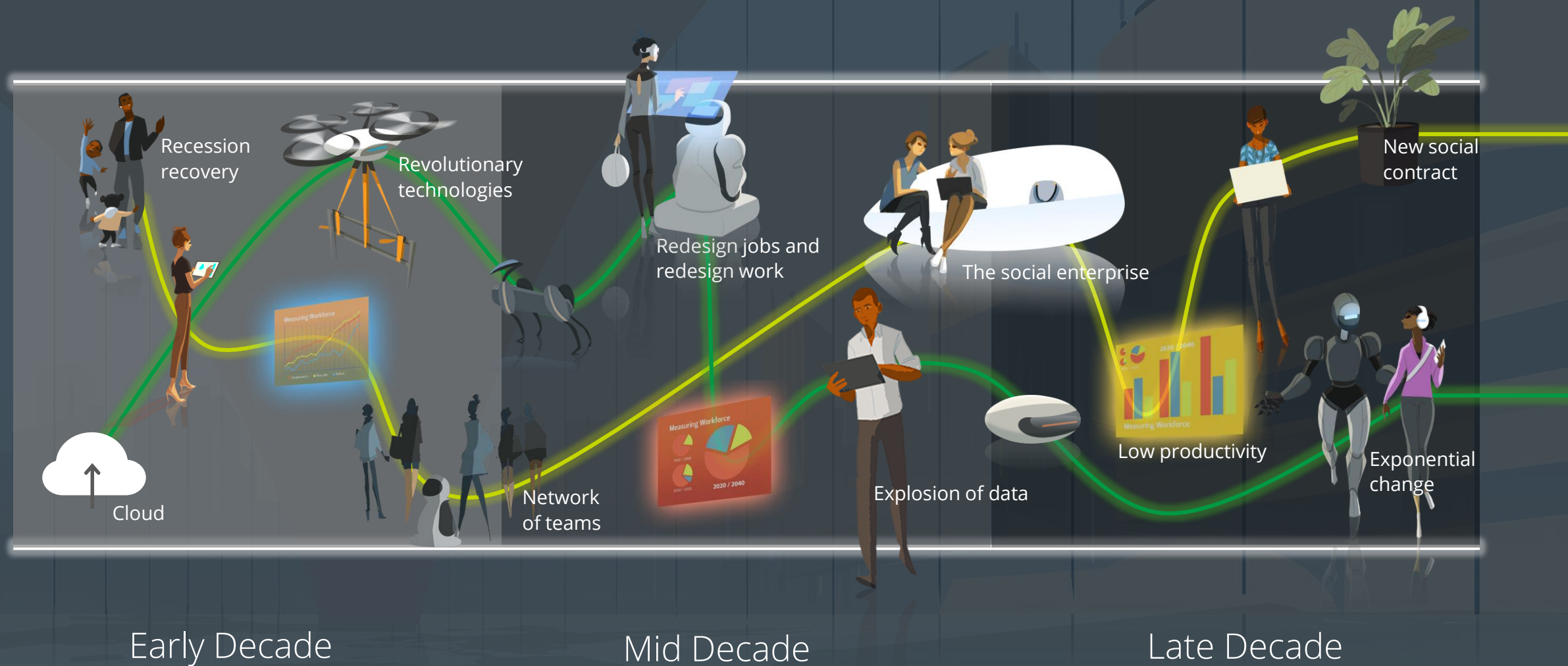
Super teams: Putting artificial intelligence (AI) in the group

## A DECADE OF HUMAN CAPITAL TRENDS

Before launching into the 2020 trend, we reflect on the forces that have shaped the world of work particularly around Diversity and Inclusion

		2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
		<u>Revolution/evolution</u>	<u>Leap ahead</u>	<u>Resetting horizons</u>	<u>Engaging the 21st-century workforce</u>	<u>Leading in the new world of work</u>	<u>The new organisation: Different by design</u>	<u>Rewriting the rules for the digital age</u>	<u>The rise of the social enterprise</u>	<u>Leading the social enterprise: Reinvent with a human focus</u>	<u>The social enterprise at work: Paradox as a path forward</u>
	<b>People analytics</b>	Workforce analytics	Seeing around corners/ People risk	Thinking like an economist	Talent analytics in practice	HR and people analytics/ People data everywhere	People analytics: Gaining speed	People analytics: Recalculating the route	People data: How far is too far?		Measuring workforce strategies: New questions for better results





THIS YEAR, WE FOCUS ON THE MOST PRESSING PARADOX FACING ORGANISATIONS TODAY:

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Can organisations remain  
distinctly human in a  
technology-driven world?



# Our 2020 Perspective: This Year's Trends

Our Trends are grouped into the three attributes of the social enterprise: purpose, potential, and perspective

## PROLOGUE & INTRODUCTION

### Purpose



**Belonging:** From comfort to connection to contribution



**Designing work for well-being:** Living and performing at your best



The postgenerational workforce: From millennials to perennials

### Potential



**Superteams:** Putting AI in the group



**Knowledge management:** Creating context for a connected world



**Beyond reskilling:** Investing in resilience for uncertain futures

### Perspective



**The compensation conundrum:** Principles for a more human approach



**Governing workforce strategies:** New questions for better results



**Ethics and the future of work:** From “could we” to “how should we”

## FINAL CHAPTER: A Memo to HR

# Introducing our speakers

**Super teams:** Putting artificial intelligence (AI) in the group



**Hamish Wilson**

**Partner, Deloitte Human Capital**

Hamish has worked in the Human Capital (HC) field for more than 17 years. Hamish has extensive organisational and HR transformation experience across multiple industries. His experience covers the spectrum of human capital issues, including organisation transformation, change management, communications, HR operations, shared services, HR process design, organisational design and talent management.



**Erin Greally**

**Transition Manager, New Zealand Police**

Erin has over 18 years of experience working for the Police and has developed a love of people and technology; understanding and getting the most out of both, and how both can work together better. Erin enjoys working with people who design, work with and use technology for the greater good of organisational efficiency and continuous improvement, and has been involved in many innovative technology projects within the Police – technology that enable electronic roadside infringements; the rollout of smartphones (and bespoke Police applications) across the frontline; Police Connect kiosks and Digital Human trials.



**Cameron Pitt**

**Partner, Deloitte Human Capital (Australia)**

Cameron has 14+ years of experience consulting in the human capital arena, working with Governments and organisations to align and execute their workforce strategy with business strategy. Cameron has vast national and international leadership experience and is considered a leader in workforce transformation, working to align the workforce with long term organisational strategy; with a particular focus on creating Ai Assistants, augment the workforce with Ai, growing talent, reducing cost and increasing productivity.

## SUPERTEAMS


## Putting AI in the group

Organisations that actively search for strategies to integrate AI into teams can produce transformative business results. These “superteams” hold the promise of enabling organisations to reinvent themselves to create new value and meaning, while giving workers the potential to reinvent their careers in ways that increase their value to the organisation and the broader talent market.





## SUPERTEAMS



# 62.5%

of New Zealand organisations surveyed are currently exploring or piloting ways of using AI



**ONLY 6.25% OF NZ  
RESPONDENTS**

said their organisations are primarily using AI to replace workers



## SUPERTEAMS

**BUT ONLY**

**2%**

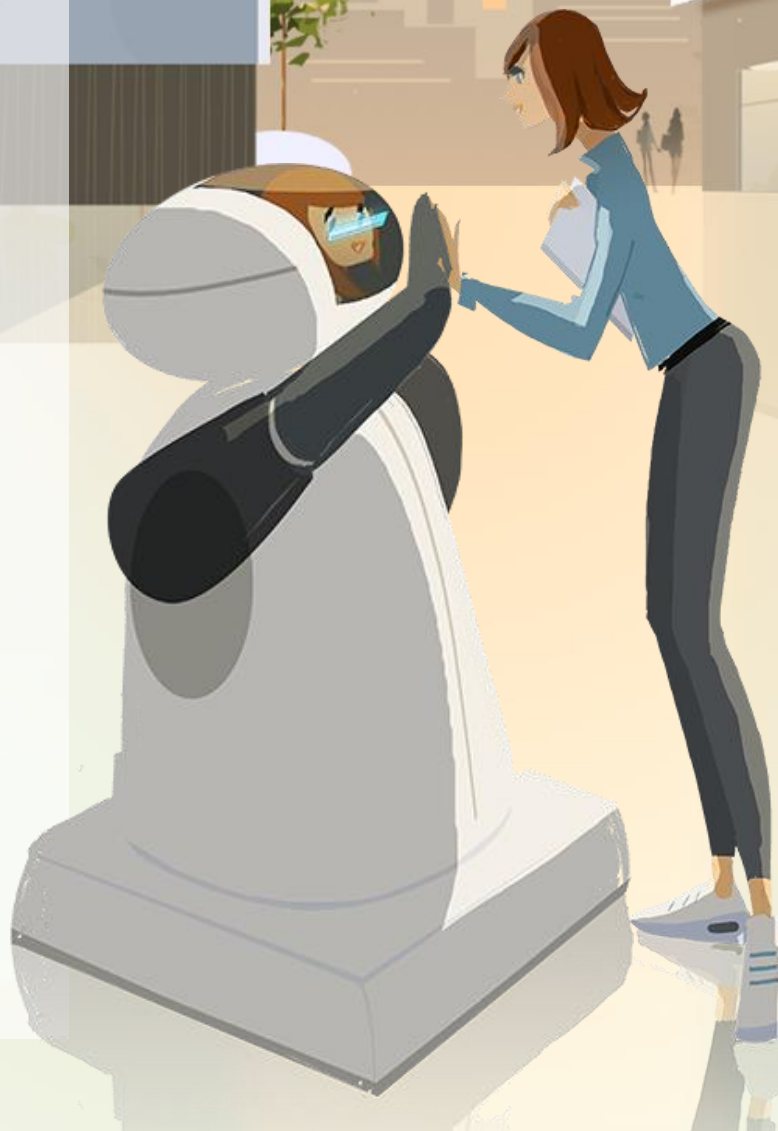
of respondents

said that their organisations  
say they are ready to address  
this trend

**69%**

of organisations

Said the primary reason for  
using AI is to assist workers  
rather than replace



**BUT**

**40%**

Of organisations  
believe in three years there will  
be a net decrease in jobs

**Which raises the question:**

Are organisations set-up to truly optimize  
the value that AI can bring to the work  
and their workforce?



# Real Stories

**Deloitte.**

Deloitte Australia



New Zealand Police



## **SuperTeams Putting AI in the Group**

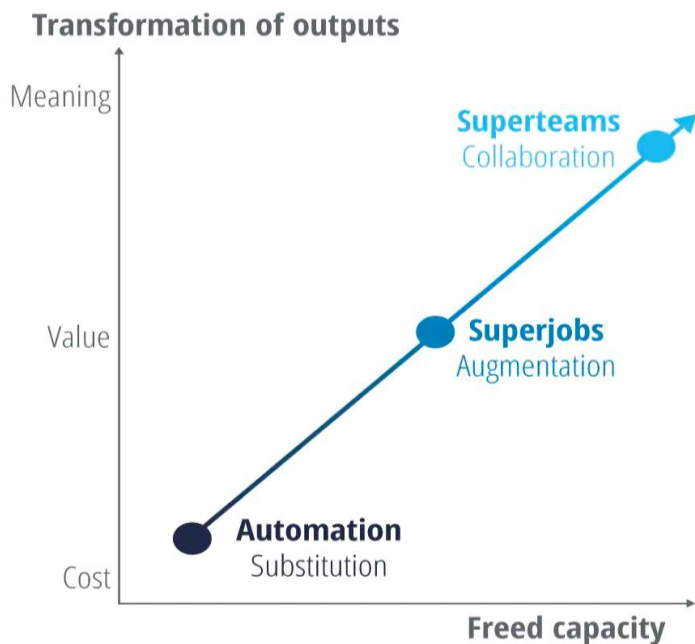


# An evolving relationship

People and intelligent machines working and thinking together to solve problems, gain insights, and create value.

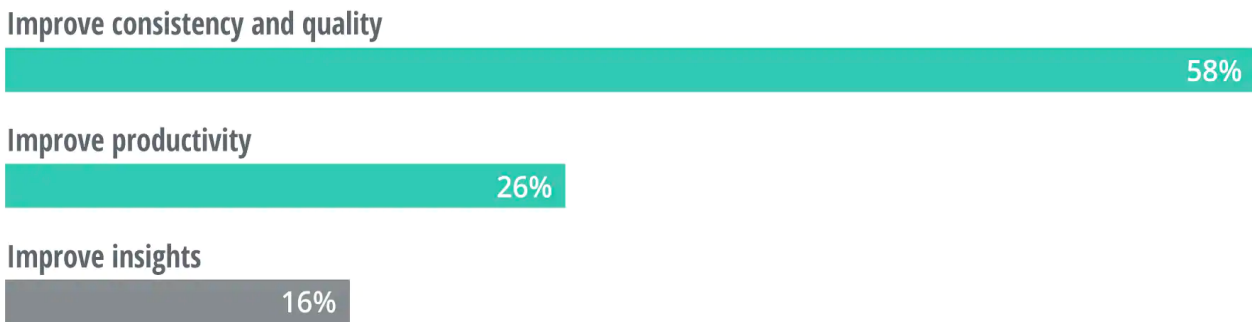
New work outputs create more value and meaning

The next wave of value creation is coming from insights and collaboration.



## Organizations use AI mainly to improve consistency, quality, and productivity

How is AI used to assist workers in your organization?



# Case studies

Creating meaning by thinking together

## **Work Redesign Service Offering**

### **Deloitte**

“How to define AI capabilities, improve workforce affordability, productivity and sustainability in the post COVID-19 world?”

As a result, we established and launched a new suite of service offerings to meet our clients most pressing issues.

## **Pandemic Response Activation**

### **MIT Sloan Superminds Program**

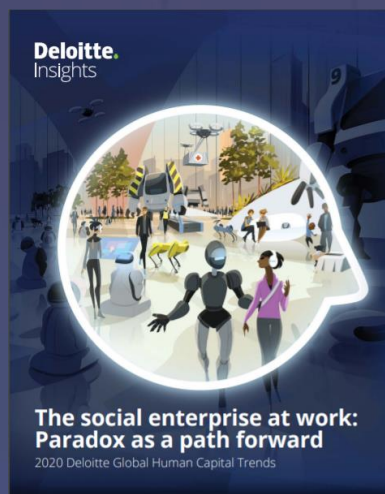
*“How can we develop pandemic resilience—the ability for society to recover quickly from global disease outbreaks—both in resolving the current COVID-19 pandemic and in building the public health and other infrastructure to prepare for future pandemics?”*

Questions?



# Accessing the HC Trends Report & Webinar Material

Where you can find out more



## 2020 Global Human Capital Trends

This year's report calls on leaders to humanise the world of work by addressing one of the biggest challenges facing businesses today – can organisations remain distinctly human in a technology-drive world?

[Download the full report here](#)



## COVID-19: A Human Capital Trends special report

In light of the unique challenges posed by COVID-19, the future of work has become a strong reality. The special report discusses each of this year's Trends in the context of the current business environment

[Download the full report here](#)

To access the recordings and materials for all our HC Trends webinars, [please visit our website here.](#)

We will also be running a series of monthly webinars moving forward with the topics decided by you! Please let us know what topics you are interested in using the survey we will send after this webinar.