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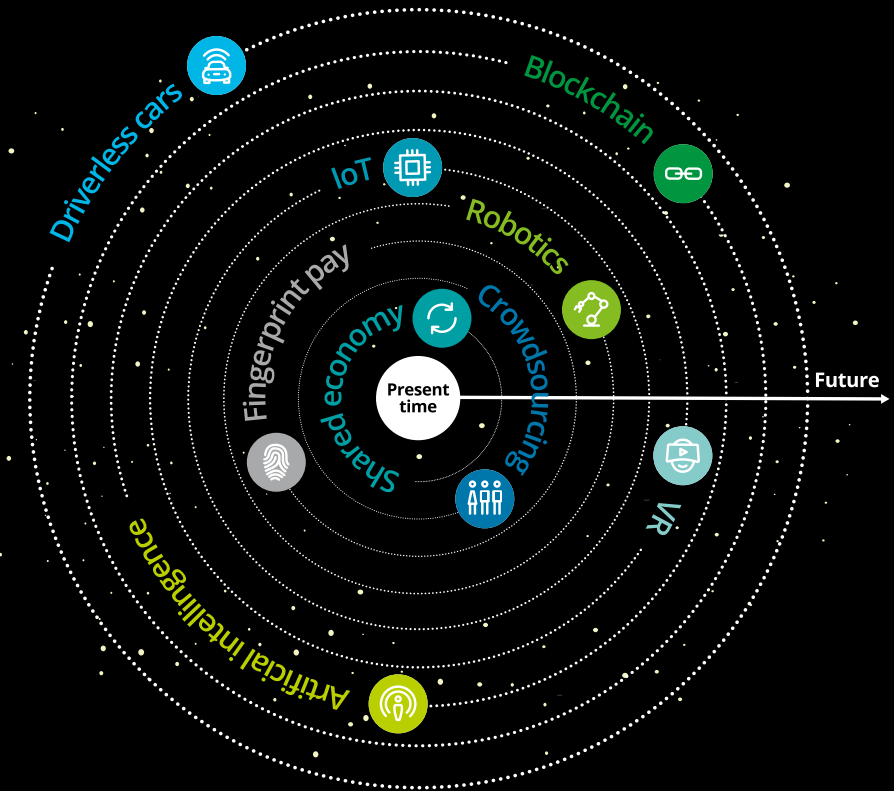
## **Future of Retail Work**

A guide to transforming workforces  
in a digital age of disruption

Human Capital

# The world of Retail is changing...

Estimates suggest that the next 36 months will determine the winners and losers



It is no longer enough to **compartmentalise Retail businesses** as about supply chain, merchandising, pricing, logistics and omni-channel experience. Retailers need to rethink the very essence of their organisation **to survive in a new world where the rules of work have changed.**

# Deloitte Retail trends 2017

All of these trends have far reaching consequences which retailers need to consider for their workforce and organisation



## E-commerce – the next big thing and the big shift is yet to come...

This year could see another tipping point in e-commerce, driven by leading retailers. The growth of online isn't over and is likely to have a greater impact on traditional players as they continue to scale.



## Store 4.0 – fulfilment, inspiration & friction free

The retail store is being re-imagined for the digital consumer, and it will be important for retailers to get the balance right between transaction and fulfilment. We believe the store experience will focus on one of two things: inspiration or convenience.



## Conversational commerce

Voice user interfaces (VUI) provide consumers with a more natural and intuitive way of engaging with digital technology. This combined with the growing popularity of connected devices in the home and car will have a profound impact on how we shop.



## Robotics – have their “AI’s” on jobs

Robotic technology has long played a role in retail but in recent years we have seen the number and scope of user cases (moving from the back to the front office) increase dramatically, fuelled by the incorporation of ever more powerful Artificial Intelligence.



## Agile at scale – the new norm for retail

How can retailers really accelerate change in their businesses? While some may have experimented with agile methodologies we think more retailers will implement agile across their business as they try and respond to structural change in the marketplace and improve innovation, responsiveness and the quality of their delivery.

# How is the Retail workforce going to change?

Evolving your workforce around Digital disruptors and automation is now more important than ever

## The nature of work is changing



The rate of **disruption is increasing** in Retail



**Where people work and the control they have over their work** is changing



"Talent Asset Categories" are shifting to include **alternative talent types** (robots, crowd etc)

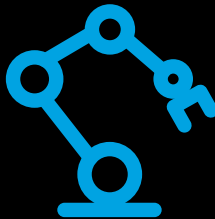
# 900k

The number of jobs the UK Retail Sector is predicted to lose by 2025\*

## Shifting to more diverse work types

# 59%

of retail and wholesale jobs have a high chance of becoming automated in the next 20 years\*\*



We are seeing a **greater shift towards a more "off-balance sheet" workforce**, who may not be directly employed, may not be visible or may not be human

The Retail industry is rapidly changing and as a consequence **alterations to the traditional workforce will be imperative**

## What do Retailers need to consider?



**Work & workforce**

How much work and who/what will deliver it?



**Performance & productivity**

How will the workforce drive exponential value to the retailer?



**Organisation and business models**

How will the retailer need to be structured in a changing and digital world?

# 69%

of millennials leave an organisation within the first 5 years of joining\*\*\*

# Future of Retail Work lab

A fully scalable, immersive forum which brings together the right people to assess The Future of Retail Work opportunities and challenges for your organisation



## Intrigue

See the context for the session, plan objectives of the day and output expectations

## Explore

Explore the future vision and navigate the challenges currently being faced and discuss potential solutions

## Imagine

Explore and understand how HR can play a part in driving exponential growth, value & impact

## Invent

To bring to life the vision of Digital HR and consolidate and prioritise ideas that have emerged

## Ignite

Summarise the session outcomes, and plan the next steps for your Digital HR Roadmap

# Contacts



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