Digital Skills in the Workplace.
From Print to Digital – the impact of technological change

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**Structure**

*Thomson Reuters – Development & Technological Change*

**Digital Workplace** – *What this is and the challenges to the 21st Century Organization*

**Digital Skills Required** – *Technology & The modern knowledge worker*
Thomson Reuters – Technological Change
Thomson Reuters – 21st Century Technology & Focus

**ARTIFICIAL INTELLIGENCE: BY THE NUMBERS**

- The highest percentage (29%) of respondents named PREDICTIVE ANALYTICS as the top priority they think their organizations could address with AI-powered solutions.

**EXECUTIVES ACKNOWLEDGE DATA ANALYTICS TECHNOLOGIES ARE MORE EFFECTIVE AT PRODUCING PROBLEM-SOLVING INFORMATION WHEN PAIRED WITH AI.**

**THE PRIMARY REASON ENTERPRISES CURRENTLY USE AI IS FOR:**

- **48.5%** Automated communications that give business auditors data they can use to make effective business decisions.
- **13.6%** Automated communications that give consumer auditors data they can use to make effective decisions.
- **6.1%** Automation that streamlines manual and repetitive tasks.
- **4.6%** Monitoring and acts on alerts about the health of the business, automated data-driven reporting.

**NEW TECHNOLOGIES IMPACTING FINANCIAL MARKETS**

- **OPEN SOURCE & API ECONOMY**
- **THE CLOUD**
- **BIG DATA & SEMANTIC WEB**
- **THE INTERNET OF THINGS**
- **COGNITIVE COMPUTING**
- **BLOCKCHAIN**

**57.9% OF BUSINESSES WITH BIG DATA TECHNOLOGY DEPLOY AI SOLUTIONS DEPLOYED**

- **53%** Of these organizations, 80% of enterprise executives say AI makes workers more productive and creates jobs.

**80% OF ENTERPRISE EXECUTIVES**

1. A report is sent in error to AI.
2. The transaction is represented visually in a “dashboard.”
3. The bank is notified to make payment to the receiver.
4. The transaction is completed.
5. The client receives their money in error.
For over 200 years we’ve provided leading decision makers with the intelligence, technology and human expertise they need to find trusted answers.
Modern Digital Workplace Challenges
Modern Workplace – What do we mean?

Uncertainty & Complexity
Efficiency & Speed
Constant Change
Global Pressure
Technological Challenges & Opportunities
Power of the Knowledge Worker
Digital Workplace – What do we mean?
Digital Workplace – What do we mean?

The use of ICT in the workplace – affecting only a handful of occupations a few decades ago – is now required in all but two occupations in the United States: dishwashing and food cooking. (Berger and Frey, 2016).

www.oecd.org/employment/future-of-work.htm
Digital Workplace – Core Needs

Collaboration
Information
Skills
Intelligence
Responsiveness
Digital Workplace & You – Skills For Success
Digital Workplace - The modern knowledge worker

"Wilson, what exactly is a knowledge worker and do we have any on the staff?"
Workers will thus have to be able to take on complex, less automatable, tasks such as problem solving in novel situations while working with the new technologies. This requires solid literacy, numeracy and problem-solving skills, but also autonomy, coordination and collaborative skills which complement ICT skills (OECD, 2015a).

Workers also need to be capable of adapting continuously as technologies evolve (Spitz-Oener, 2006; Bessen, 2015).
While the highly skilled will push for a better work-life balance, many others will experience increasing insecurity of employment and income. As businesses shrink their workforces to a minimum using flexibly employed external service providers to cover shortfalls, a much smaller group of employees will be able to enjoy long-term contracts.

“The idea of a single education, followed by a single career, finishing with a single pension is over”
(UK policy maker)

Information technology will pervade work environments everywhere. Technologies and disciplines will converge, giving rise to important innovations. Jobs and organisations will become increasingly fluid as people move from project to project.

Trends shaping the future of UK jobs and skills up to 2030
The Future of Work: Jobs and Skills in 2030
http://www.ukces.org.uk
Digital Skills Required – How to Thrive

Individuals

• Change mind-set regarding the nature of work, as it becomes less location-specific, more network oriented, project based and increasingly technology intensive.

• Take greater personal responsibility for acquiring and continuously updating skills for progression and success in the face of limited investment from employers and government and increasing division between low and high-skill jobs. Keep in touch with relevant labour market developments and include skills and training opportunities as part of contract negotiations with employers.

• Be open to and take advantage of new and different approaches to learning, for instance self directed, bite-sized learning, peer-to-peer learning and technology enabled training opportunities.

• Be willing to jump across specialist knowledge boundaries as technologies and disciplines converge, developing a blend of technical training and ‘softer’, collaborative skills.

• Focus on development of key skills and attributes that will be at a premium in future, including resilience, adaptability, resourcefulness, enterprise, cognitive skills (such as problem solving), and the core business skills for project based employment.

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Over to You.....Any Questions?
References


*Trends shaping the future of UK jobs and skills up to 2030*
*The Future of Work: Jobs and Skills in 2030*
http://www.ukces.org.uk

www.gartner.com - “Empower Employees by Tapping Into the Top Emerging Trends in Digital Workplace Technologies” by Matthew W. Cain