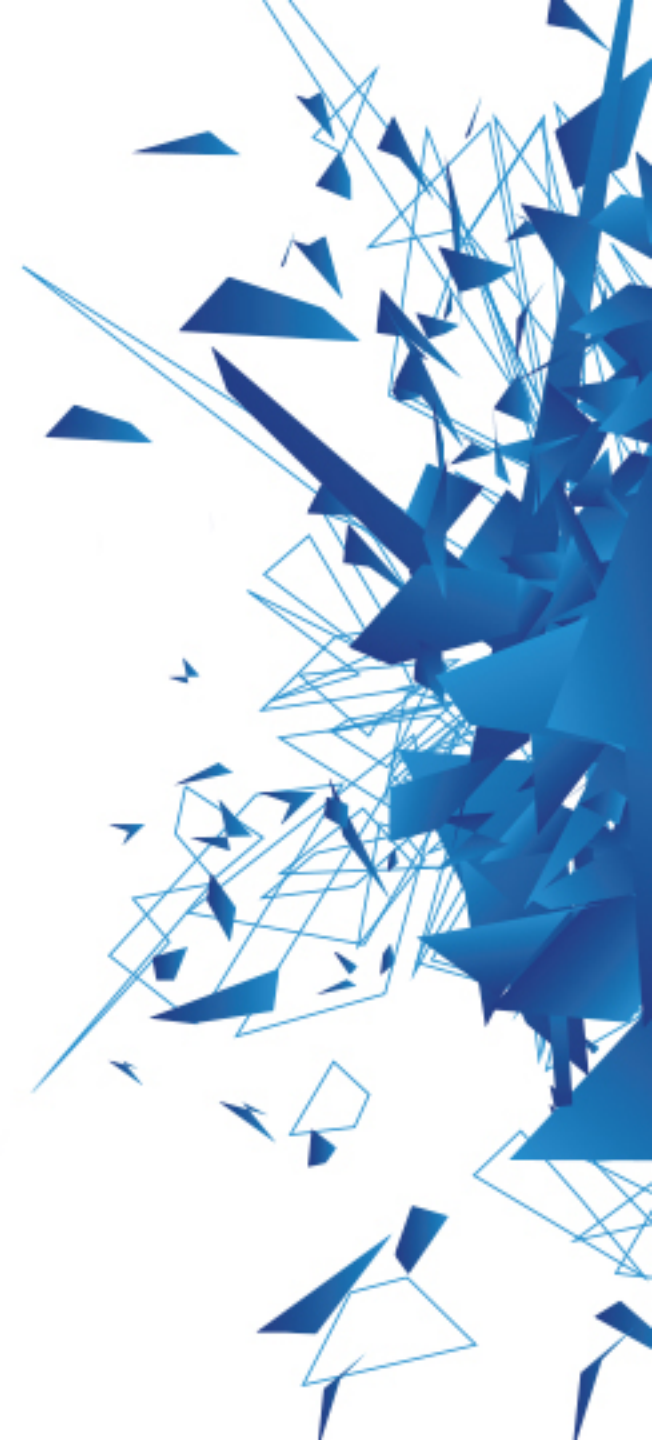


The Future of Work

FMI PD Week (Nov 18-22)

Executive Stream

Nov 20th | 2:30 – 4:00pm



The theme of our conversation...

In an era of unprecedented transformation and innovation, what does the 'future of work' truly look like and what must we do now to shape mindset, action, and relevance – particularly in the public sector?





IRMT
C'est notre SPAC

WRI
This Is Our PSPC

WORKPLACE RENEWAL INITIATIVE THIS IS OUR PSPC

*Transforming our workplaces.
Embracing the future. Inspiring cultural change.*

A WORKPLACE THAT IS

-  Flexible
-  Healthy
-  Green
-  Inclusive
-  Digital
-  Collaborative
-  Secure





25
rue Eddy,
Gatineau
QC



Canada Place,
Edmonton
AB





Gatineau



Montreal



Charlottetown



Shediac



Toronto



Vancouver



Introducing our panel and moderator



Gloria Pakravan
**Head, People Strategy
& Performance and
Talent Acquisition**
Toronto Police Services



Mary Karamanos
CHRO (former)
Business Development
Bank of Canada



Moderator

Marty Muldoon
**Assistant Deputy
Minister and CFO**
Public Service and
Procurement Canada



Kim Brewer
Principal
33 Group

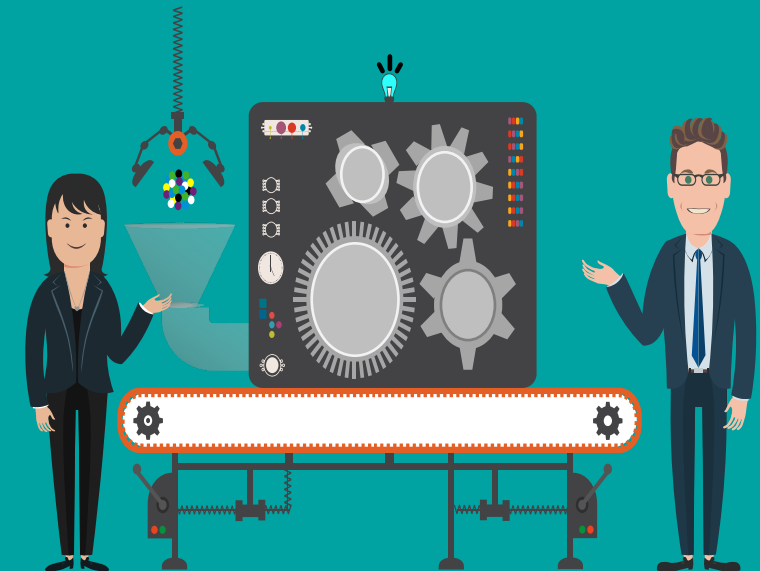


Soula Courlas
Partner, KPMG
Advisory New Partner
Integration & Workplace
Dynamics



The Changing Landscape

Soula Courlas – Partner, KPMG



The nature of work is changing



1800s

Steam, water, mechanical
production equipment



1900s

Division of labour,
electricity, mass production



1960s

The Information Age -
Electronics, IT, Mass
Communication, Internet



Today

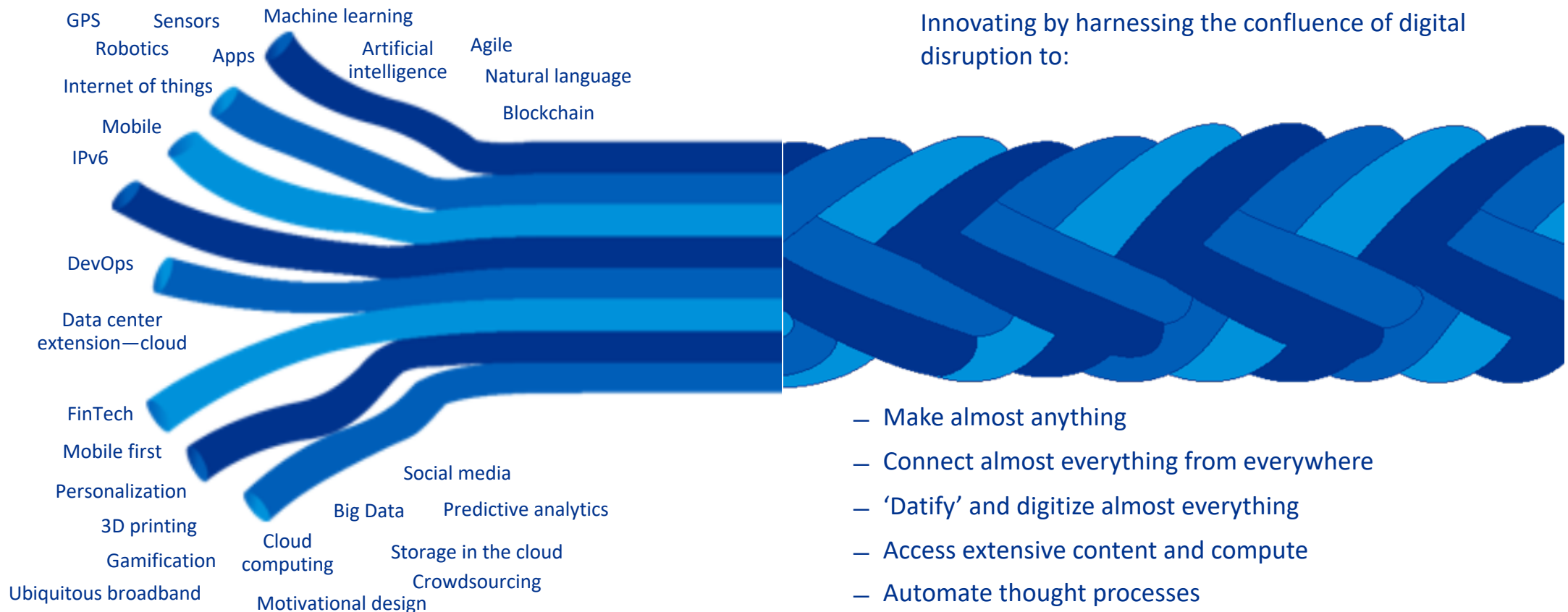
AI, nanotech, biotech,
cyber-physical systems,
digital labour

The “4th industrial revolution” (cyber-physical systems) is here
and its impact is profound according to the World Economic Forum founder, Klaus Schwab

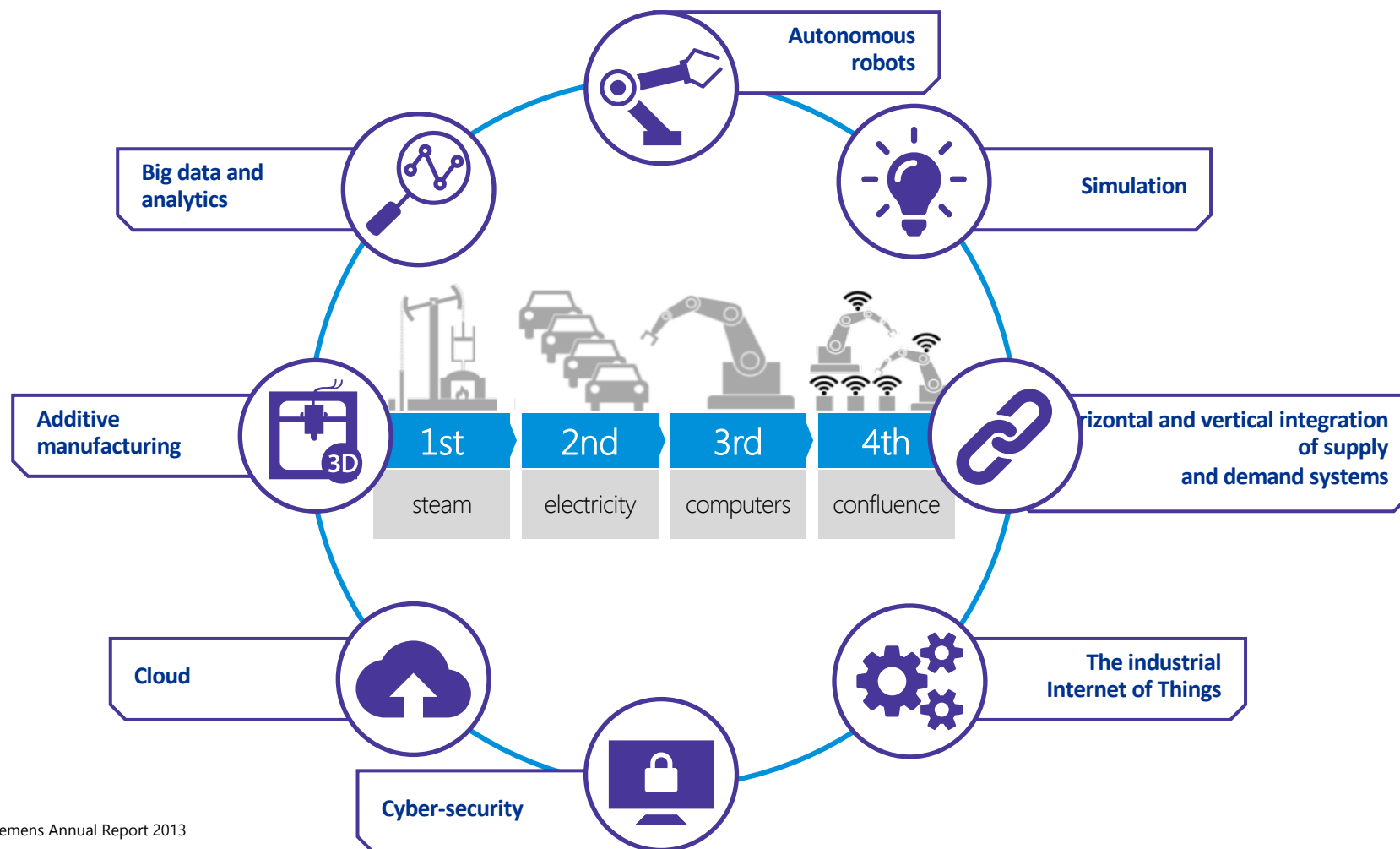
From 3IR to 4IR, we have moved from disruption to disruptive...

3rd industrial revolution: **digital disruption**

4th industrial revolution: **disruptive capabilities**



The 4th industrial revolution is about 'confluence'...

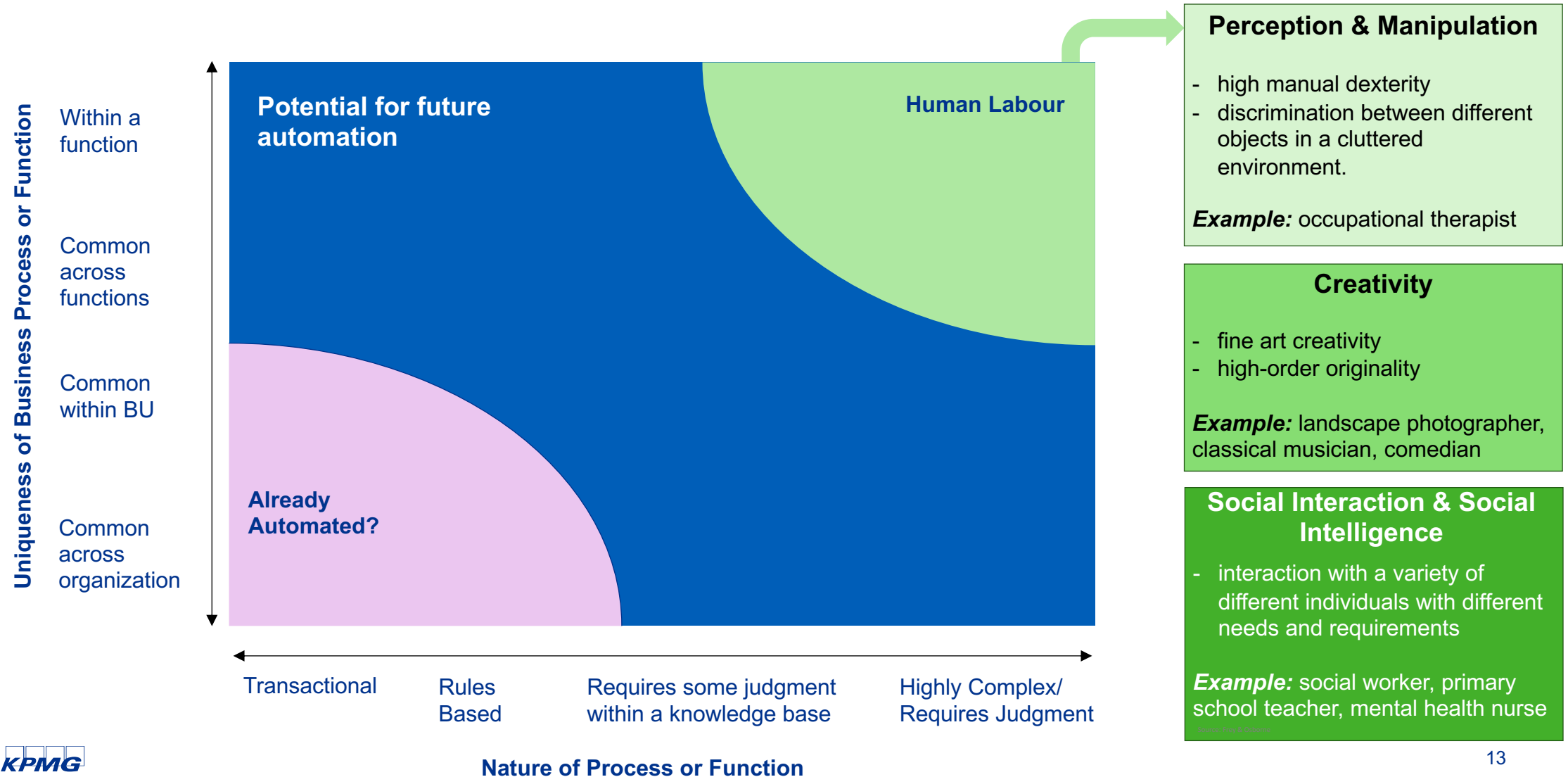


Source: Germany Trade & Invest; Siemens Annual Report 2013

... and the changing nature of the workforce



...and changing nature of work



... that will require the Federal Government to prepare for the future of work across multiple, diverse entities

Core Public Administration

Departments and agencies employed by Treasury Board

Central Agencies

Central role responsible for administration, management and coordination of federal budget, programs and policies

Treasury Board Secretariat

Privy Council Office

Finance Canada

Departments and Agencies

Responsible for the delivery of federal programs and services to Canadians

E.g.: Health Canada, Public Services and Procurement, Immigration and Citizenship, Border Services, Status of Women, Veterans Affairs

Separate Employers

Conduct their own negotiations for unionized employees.

Separate Agencies

Agencies who are their own employers

E.g. Communications Security Establishment Canada, Canada Revenue Agency, Office of the Auditor General

Crown Corporations

State-owned enterprises operating with more degree of independence

E.g.: Bank of Canada, Export Development Canada, Canadian Mortgage and Housing Corporation

Boards and Tribunals

Independent bodies established to hear cases in specific areas and provide justice

E.g. Social Security Tribunal, International Trade Tribunal, Immigration and Refugee Board

259

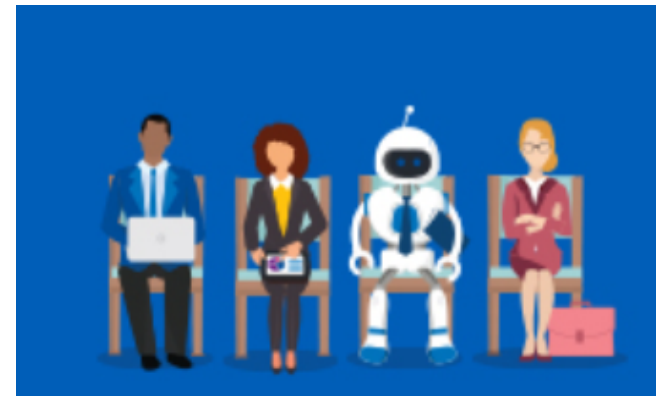
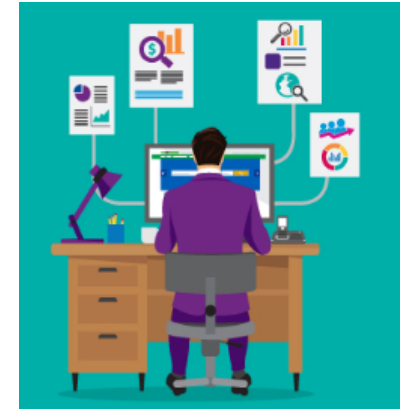
Federal organizations and interests

The 'call to action' for the GC... *are you ready?*

Thoughtfully preparing for inevitable change brought about by the 'future of work' in an environment where 80% of employees are unionized will be crucial for managing and delivering on government priorities and day-to-day program and services to Canadians.

Our panel will explore a number of dimensions to help you think about the future of work in the GC.

We invite you to join the conversation!





FMI: Future of Work Panel Discussion



What the future holds...

Q: Our topic is 'future of work' – what is that exactly?

- How would you define it?
- Have we reached the 'future'? How will we know when we're there?

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¹ The Future of Jobs, 2027: Working side by side with robots, Forrester, 2017

Taking the 'robot' out of the 'human'...

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Q: We are experiencing disruption at an unprecedented scale as technology transforms the way work is performed.

From your perspective, how do think 'work' is actually changing and what implications do you anticipate for the workforce?

¹ The Future of Jobs, 2027: Working side by side with robots, Forrester, 2017



Profile of the future worker...

Q: Careers and workplaces aren't what they used to be anymore.

What skills and/or competencies do you believe will be needed to keep organizations moving in the right direction? How important will advanced analytics, behavioural psychology, change management, and systems thinking be in your future federal government organization?

The “gig” economy is here to stay...

Q: How real is the gig economy (ex: Canada’s Free Agents) and how will this dynamic affect our organization?

How do we prepare and respond to the shift from full-time permanent to contract, short-term and “gig” work including leadership challenges, teaming, getting work done?

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² CNN Money, “Intuit: Gig economy is 34% of US workforce,” May 24, 2017



Inclusion is table-stakes...

Q: The 'new' talent entering the workforce brings a style of thinking and working.

How do you see these and other, less obvious dimensions of diversity that will enable us to be fully inclusive related to work style, personal style, office style, and more?

Leaders of the future...

Q:what does leadership needs to look like in the 'future of work'?

What vital characteristics are emerging that leaders of millennials, and multi-dimensional work environments need to pay attention to?

47% of millennial respondents of more than 1,500 Canadian office workers would **give up a pay raise of \$9K for more meaningful work.** Millennials say they care a lot about learning and growing on the job

Source: 2019 online survey on behalf of Service Now <https://www.cbc.ca/news/business/millennials-meaningful-work-1.5075483>



Innovation, equity and diversity

75%

Of CEO's want their employees to innovate without fear of failure

Q: Research shows inclusion can unlock innovation. Fundamental to unlocking innovation is understanding bias.

How should we be approaching inclusion training to unlock innovation of our employees?

Successful digital transformation....

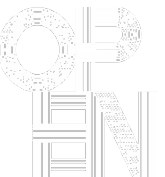
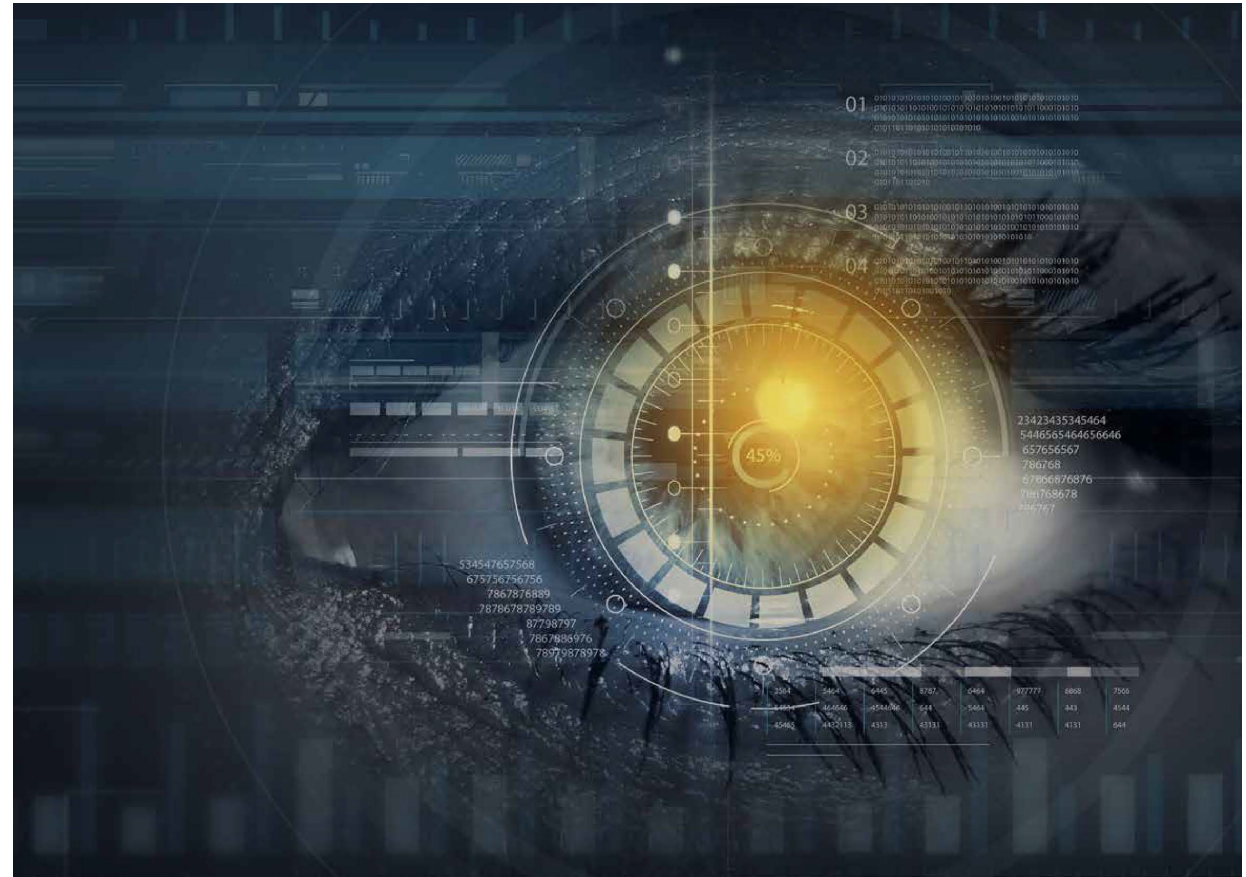
Q: What lessons learned and key insights can you share from your experience related to 'digital' transformation in order to increase chances of success....

How do we build excitement around digitization and reduce fear of automation so that we give our staff more space and energy for creative and innovative thinking?



Messages to the top...

Q: Your one key message to deliver to the chief executives regarding the future of work and becoming ready for it....





Welcoming your
questions...





Thank you....