

What Is The Future Of Work Now?

A Discussion of the MWA Survey and Navigating a Recession

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MWA Annual Meeting

ZOOM

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Introduction & Overview

**Annual Meeting
FOW Discussion**



May
2019

**MHSCC
Workshops**



Fall
2019

**MWA
Survey**



May
2020

FUTURE OF WORK

COVID

RECESSIONARY PERIOD

TODAY'S DISCUSSION:

- What is the future of work in the Commonwealth?
- How can businesses in your region successfully navigate the recession?

MWA Future of Work Survey: *Key Takeaways**

**Special thanks to students in Scott's "Future of Work" Course*

The MWA Future of Work Survey

- Goal was to understand impact of future of work on employees and employers in various MA regional economies
- Conducted in Nov/Dec 2019, so pre-COVID perspectives
- Responses are from directors of regional workforce boards and career centers.
 - Approximately 80% response rate; thank you for your participation!

Future of Work (n.):

an impending period in which disruptive technologies – such as robotics, artificial intelligence, automation, etc. – are expected to alter the structure and nature of work in unprecedented ways across all industry sectors.

#1: The “Future of Work” is here in MA

- Over 75% of respondents indicate that future of work technologies are **impacting work** in their region
- Yet, 70% of respondents indicate workers in their region are **not prepared** for these future of work changes
- Indeed, 82% of respondents believe workers in their region are concerned about **job security** as the future of work unfolds

#2: Investments are clustering in sectors

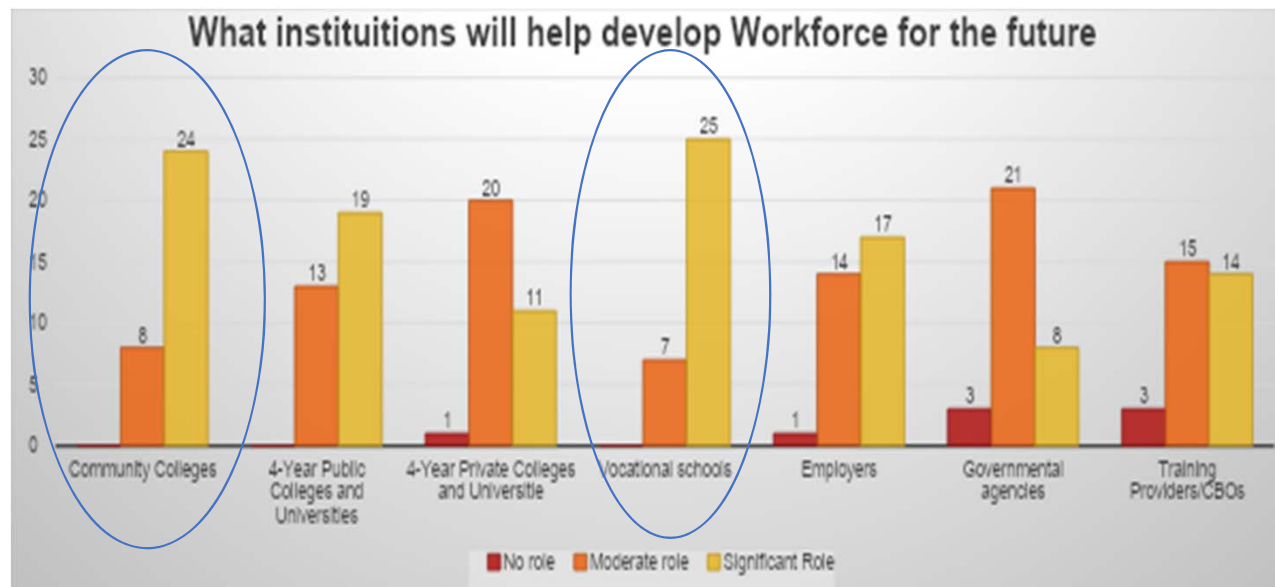
- Over 75% of respondents agreed that investments in future of work technologies are **highest** in **manufacturing, healthcare, & information technology** sectors.
- Alternatively, less than 30% of respondents indicated that such investment is occurring in the hospitality, professional services, and retail sectors.

#3: Employers & workers face a skills gap

- Over 85% of respondents believe **employers** in their region are already struggling with the skills gap
- Similarly, about 80% of respondents believe **workers** in their region struggle because they don't possess the requisite skills
- Respondents indicate that the skills gap is **most significant** in healthcare, manufacturing & construction/trades industries; and **least** in retail & financial services

#4: MA is looking to Technical Schools & Community Colleges to help

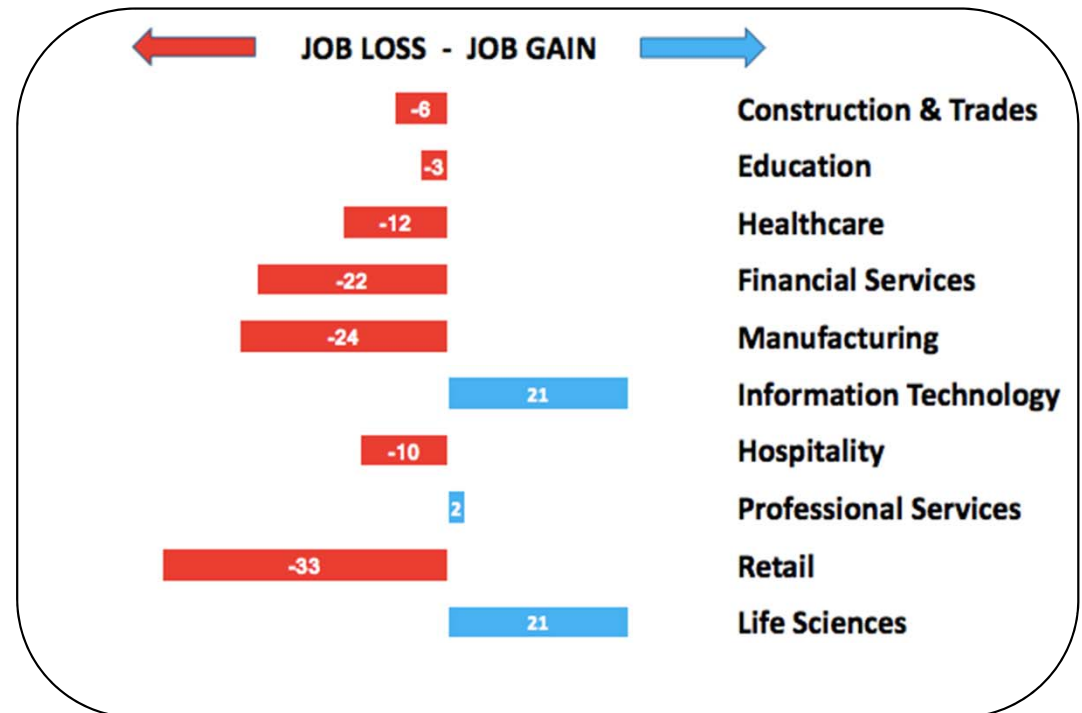
- Over 75% of respondents believe **vocational schools and community colleges** will play a significant role in helping workers to prepare



#5: Life Sciences & IT may be ripe for job growth

- Respondents see greater potential for **job creation** in information technology and life sciences
- While retail, manufacturing, and financial services may be poised for more **job loss**

Jobs loss vs. Job gains by industry



In Sum: Key Takeaways

Based on the perceptions of regional directors of MWA workforce boards and career centers:

#1: The “Future of Work” is here in MA

#2: Investments are highest in manufacturing, healthcare, IT

#3: Employers & workers face a skills gap - greatest in healthcare, manufacturing, trades

#4: We are looking to technical Schools & community colleges to help

#5: Life Sciences & IT may provide most potential for job creation

...what holds in a post-COVID world?

COVID & Future of Work: The Jury's Out?

Nextgov

Agencies Lean Into Automation During the COVID-19 Pandemic

MAY 14, 2020

Robotic process automation is accelerating across the National Institutes of Health, Internal Revenue Service and Housing and Urban Development Department.

ZDNet

Are AI investments dead thanks to COVID-19?

The outlook for the most heralded enterprise technology in recent memory is far from certain.

MIT
Technology
Review

Our weird behavior during the pandemic is messing with AI models

Machine-learning models trained on normal behavior are showing cracks — forcing humans to step in to set them straight.

Harvard
Business
Review

How the Coronavirus Crisis Is Redefining Jobs

Reflect on these key takeaways in light of COVID

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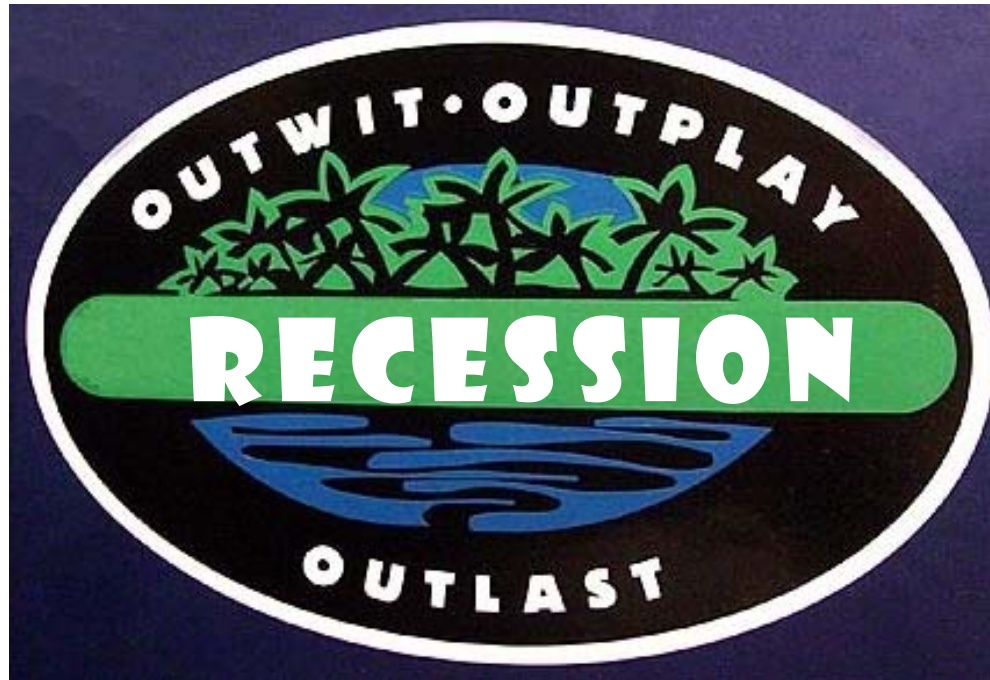
#5: Life Sciences & IT may provide most potential for job creation

Discussion: Future of Work in MA

- What from these trends seems to hold? What doesn't?
- Does COVID bring additional concerns to employers in the future of work? To workers? Any opportunities?
- Will the skills gap widen? Will unemployment present opportunities for skill development / redefined worker value?

Navigating Recessionary Periods: *What does success look like?*

When you think recession...

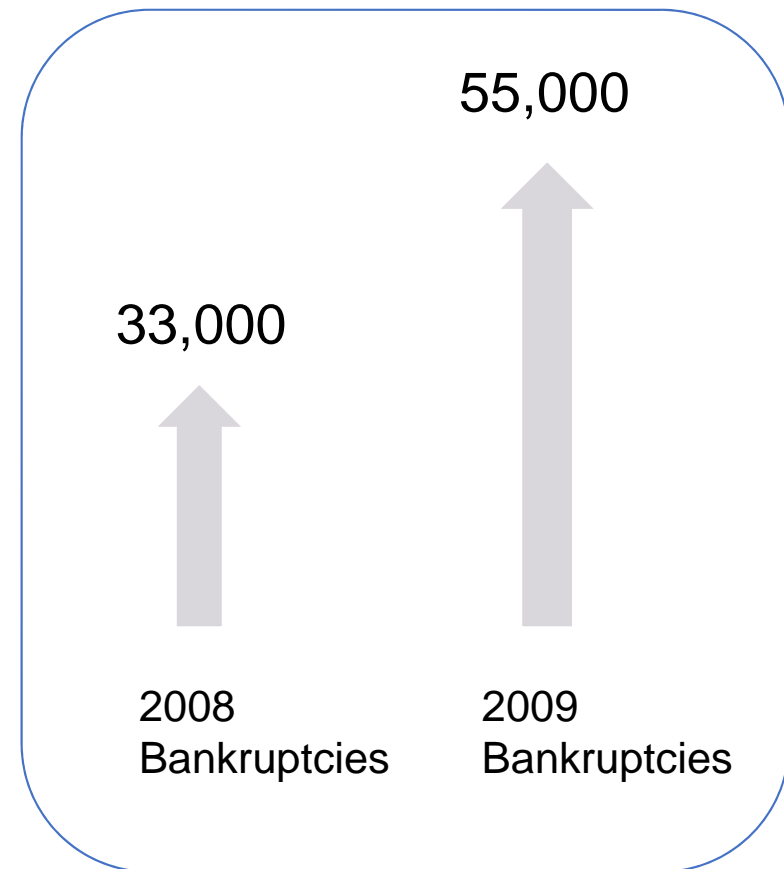


Some Opening Comments on This Recession

- Three recessions - .com, Great, and COVID
- Two observations on this recession
 - Why this recession is different, and more challenging?
 - When will it end?

The Ugly Secret of Recessions

- More businesses succumb the year after the recession
- Making it through is only half the battle – sorry!
- Why? Bad strategy



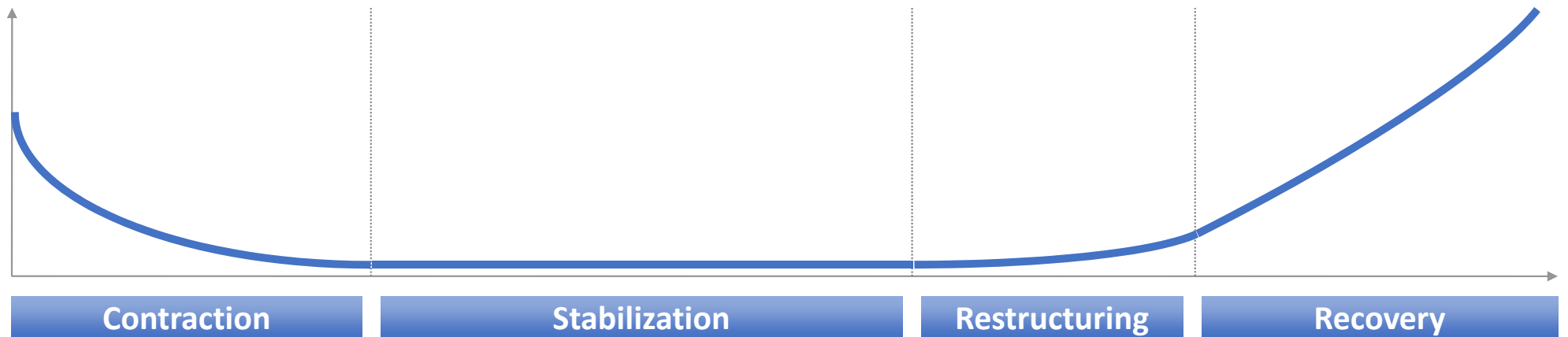
The Recession Strategy Two-Step



- Cost cutting and layoffs are not strategies
 - Hope for the best
- Most strategies adopted during recession are designed to “make it”
- Strategy needs to be shifted to the business cycle

Successful Strategies Manage the Cycle

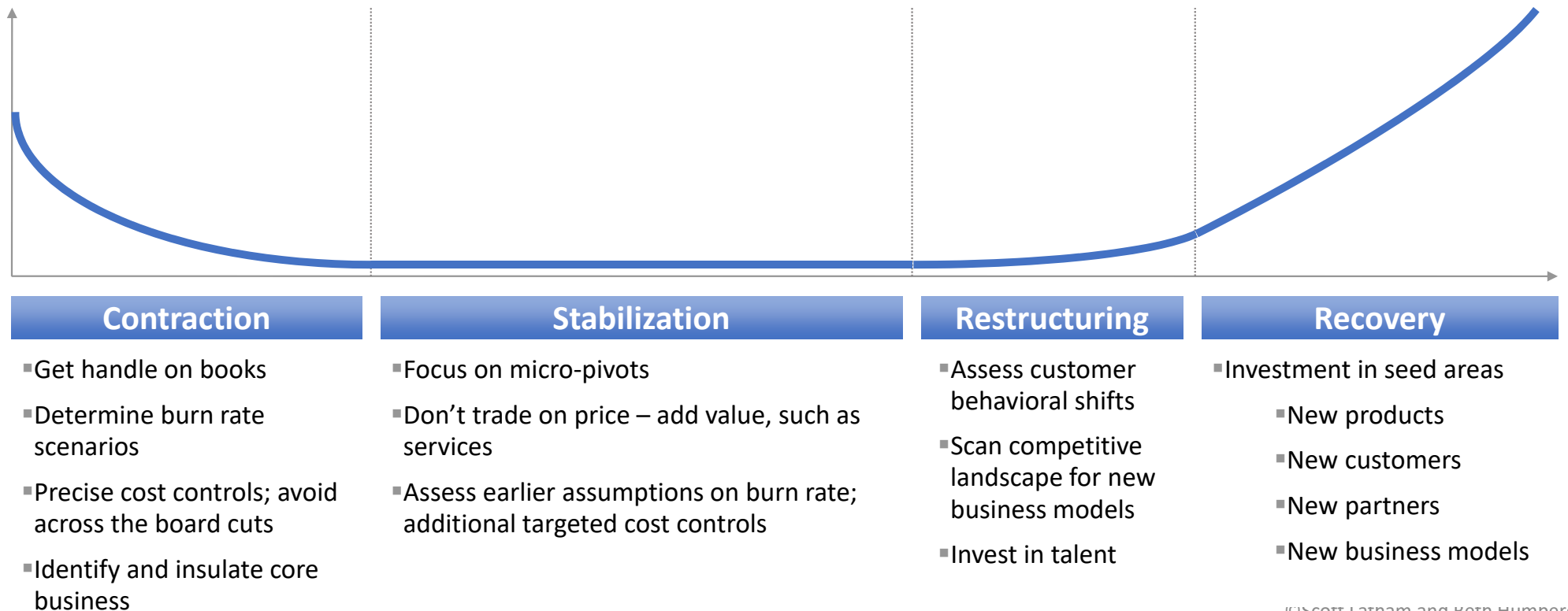
Breaking down the recession



Successful Strategies Manage the Cycle

Breaking down the recession

WHY DO SOME COMPANIES MAKE IT, AND SOME DON'T?



Summary

Strategy Matters More than Ever – Not Simple Cost Cutting

- You can't cut your way through a recession
- Recession necessitate that organizations and consumers reassess the value derived from every economic relationship
- Recessions will reveal the value your customer places on your business
- Strategy needs to be shifted to the business cycle
- Any leader can cut costs – targeted and timed flexible innovation is key!

Thank you

- Comments & Questions