LEADERS' OPINION

4 Ways to build an effective future-ready workforce

With the amalgamation of the right mindset and strategies, organisations have the chance to partner meaningfully with their employees and create an environment that uplifts and supports their constant renewal.

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The technological transformation we have witnessed over the past decade has been phenomenal, particularly over the last two years, which served as a catalyst for digital transformation across a myriad of functions and verticals. It has impacted organisations and individuals on a deep level, in almost irreversible ways. Due to the rapid pace and scale of technological disruption, organisations are facing an unforeseen workforce challenge. Moreover, the lifespan of most skills today has reduced and they are expected to be rapidly changing in the near future. Additionally, the existing organisational structures are no longer equipped to handle these ever-evolving changes.

With these current shifts, it isn't a time to sit back and wait for events to unfold. Organisations stand to reap the benefits of transforming their workforce to cater to these evolving demands. Research indicates that 74% of employees are ready to learn new skills or re-train to remain employable in the future while 65% think that technology will improve their job prospects according to PWC's Workforce of the Future report. The demographic profile of the workforce has also undergone fundamental changes with a spike in preference for flexibility, empowerment and impact-driven outcomes. With work having taken a different direction, organisations must ready their workforce for a brave, new world with the right strategies and skills.

1. Automation for improved employee onboarding and superior experience

It's no secret that automation is changing the way many industries operate today. It is one of the key factors that has rejigged the way we work and set a new order of engagement for the workforce of the future. When it comes to HR, automation increasingly impacts the workforce strategy. With the support of technology, traditional HR practices such as hiring, training, and benefits administration are becoming easier. HR automation lends a helping hand to the entire employee experience right from hiring to on-the-job processes. Automation is key in every step of the candidate lifecycle from finding the right candidate to onboarding them and also simplifying their everyday processes. These practices also go a long way in freeing employees from having to perform routine/repetitive tasks, thereby enabling them to engage in more strategic and value-added work.

2. Making data analytics a way of life

HR and data analytics are integral to help spot talent trends, offer insights into what can be done next, and measure outcomes. Data analytics is known to improve business planning and an in-depth understanding of consumer patterns while also supporting employee engagement practices. Using methods such as sentiment analysis, organizations can understand how their employees feel in order to take steps to achieve a personalized employee experience that can build a cohesive work culture. Furthermore, people analytics also offers leaders the support they require to make employee-friendly decisions at the organization. Data-driven business making has become vital for organisations and is known to improve overall management and performance.

3. Reimagined learning programs to match the pace and interest of employees

It is common knowledge that there is a constant need for up-skilling and re-skilling for employees to stand the test of time and change. By inculcating an environment where employees are encouraged to learn, organizations will be successful in building a culture of innovation and delivering transformations at scale. Organizations must encourage employees to continue their learning processes through methods such as town halls in the metaverse, gamified learning portals, and mobile learning. Advanced technology tools and platforms such as AI-powered platforms, e-learning platforms, and AR-VR applications must be available to employees across the organization and leveraged to achieve growth at scale. It is when employees will be propelled to learn new technologies such as design thinking, metaverse and data engineering that they will be able to keep up with the changing times. This technology-first re-skilling strategy with customized

and adaptive learning programs will help workforces stay competitive and agile.

4. Hiring the right mix of talent

To keep pace with the rapidly changing market landscape, Future-ready organizations are looking to build effective talent attraction and retention strategies and gain long-term competitive advantage. Organizations must look at building a high potential talent pool and bringing employees with different perspectives and experiences to the table to add more dimensions and core strengths to their workforce. The forward-looking organizations should not just focus on hiring people proficient in a particular technology, rather the focus should shift to employing people that can deliver superior experiences and drive a positive impact on the customer. The top job skills that can drive positive CX, and have high demand today include design thinking, UI/UX design, Metaverse, Software Engineering, immersive technologies and more. At our organization, our focus is to hire a diverse talent pool in preparation for the future as we understand the vitality of building a workforce that can deliver the experiences of tomorrow.

As we stand at a defining moment in history, organisations have the opportunity to look at the future from a new perspective, one of advancement and renewal. The decisions organisations make today will impact the future and make a difference in tomorrow. With the amalgamation of the right mindset and strategies, organisations have the chance to partner meaningfully with their employees and create an environment that uplifts and supports their constant renewal. Taking the right route, they can collectively lead the narrative on the digital-ready future workforce.

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