

REALIZING 2030 FUTURE OF WORK

Arnaud Bacros

General Manager, Dell Technologies Belgium & Luxembourg



ABOUT INSTITUTE FOR THE FUTURE



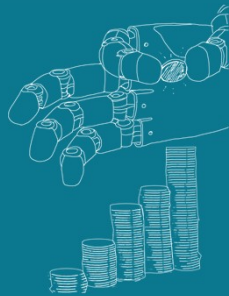
INSTITUTE FOR THE FUTURE & DELL TECHNOLOGIES

REALIZING 2030 FORECAST SERIES

FORECASTING HOW EMERGING TECHNOLOGIES WILL
TRANSFORM ...

OUR ECONOMY

A frictionless future of commerce will create convenience, efficiency, and security for all



OUR WORK

Work will be revolutionized, helping us reach new heights and transforming requirements



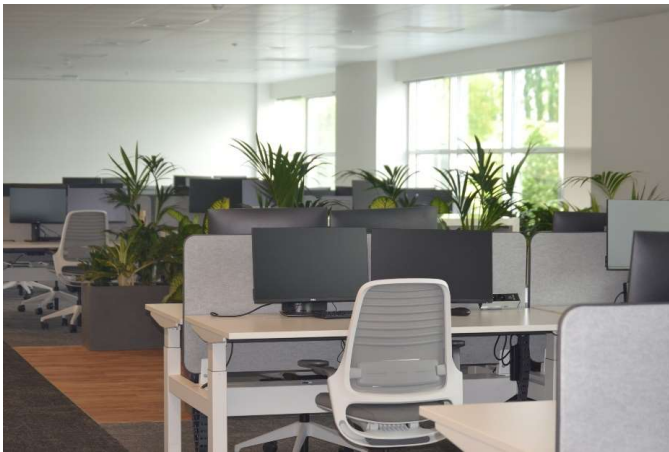
OUR LIVES

Deepen human-machine partnerships embedded into our lives will help us surpass our own limitations

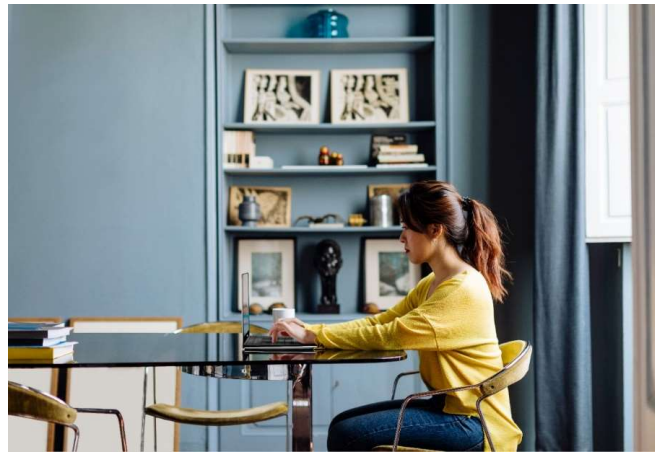


DEFINITION OF WORK

- What is “work” ? Where is “work” ?
- What will be the impact of COVID-19 ?



New Offices



Work from home



Work from anywhere

WORK FROM ANYWHERE... AT ANY TIME

2021 Day in the Life



**From
Home**



**In
Café**



**At
Desk**



**In
Meeting**



**Back
at Desk**

WHAT WE'RE EXPLORING TODAY

1

EMERGING TECHNOLOGIES CHANGING THE WORLD

2

FORECASTING THE FUTURE OF WORK

3

OVERCOMING DILEMMAS

EMERGING TECHNOLOGIES SHAPING THE FUTURE



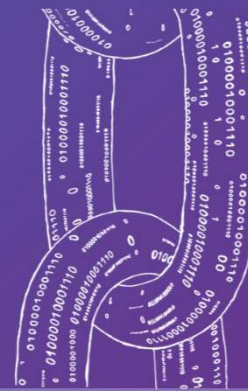
Collaborative AI



Multimodal Interfaces



Extended Reality (xR)



Secure Distributed Ledgers

FORECASTING THE FUTURE OF WORK

Emerging technologies are set to revolutionize work and create new ways to prepare and connect people to more rewarding careers.

They will enable novel approaches to decision-making and collaboration throughout organizations to create more equitable workplaces for people throughout the world.



THREE SHIFTS SHAPING THE FUTURE OF WORK

1

INCLUSIVE TALENT

2

EMPOWERED WORKERS

3

AI FLUENCY

SHIFT 1 INCLUSIVE TALENT

Human and machine partnerships will create more equitable workplaces by evaluating candidates based on their capabilities, rather than gender, age or class.

They'll inform how to create optimal teams in the workplace, and help design incentives to increase productivity, morale and retention.



Supporting Data:

67% of business leaders expect to use new technologies to create equal opportunities by removing human bias in decision-making

60% believe all employees will need to become experts in technology by 2030

(Source: 4,600 business leaders from 40+ countries)

SHIFT 2 EMPOWERED WORKERS

Employees will collaborate in entirely different, immersive ways using technologies such as XR, empowering workers more than ever before.

Real-time collaboration practices already embedded in gaming, coding and distributed communities will cultivate greater, shared experiences.



Supporting Data:

86% of business leaders plan to use emerging technologies to improve workforce productivity.

83% agree that the way they collaborate, and work will be transformed for the better – thanks to emerging technologies

(Source: 4,600 business leaders from 40+ countries)

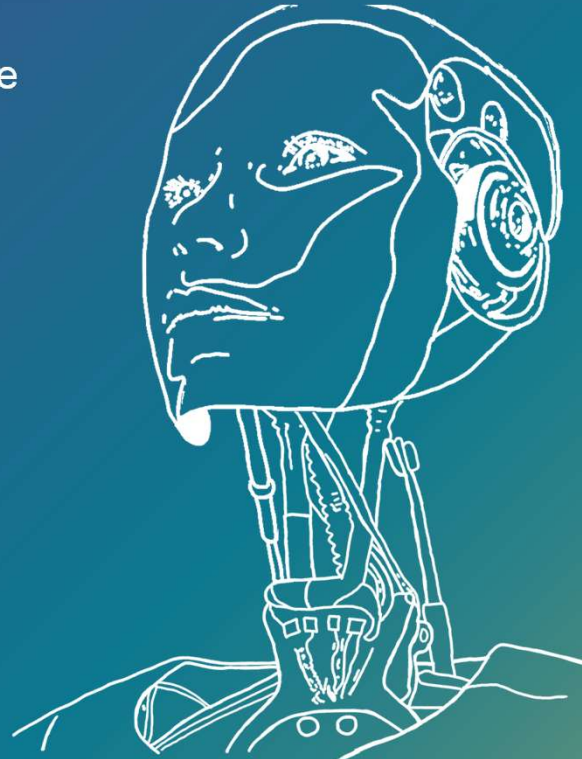
XR EMPOWERING WORKERS MORE THAN EVER BEFORE



SHIFT 3 AI FLUENCY

AI will complement and augment human capabilities rather than replace them, and AI fluent workers will use their skills to manage workflows, accomplish tasks and make sense of all the data we collect.

A deep understanding of AI and human and machine systems will unlock human potential and set workers apart.



Supporting Data:

70% of business leaders would welcome people partnering with machines/robots to surpass our human limitations.

85% of business leaders predict people will continually learn new skills in-the-moment as the pace of change accelerates

(Source: 4,600 business leaders from 40+ countries)



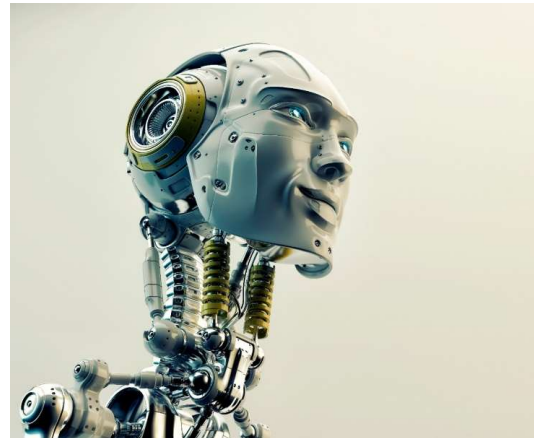
By 2024, “everyday AI” services
will be an essential but largely invisible
element in daily work activities.

Gartner Digital Workplace Summit 2019

COLLABORATIVE AI: WILL ROBOTS TAKES OUR JOBS?



Humans are capable of doing a job



A robot is capable of doing a task

COLLABORATIVE AI: WILL ROBOTS TAKES OUR JOBS?

For a job you need skills

Repetitive skills

- Processes/manual work
- Heavily automated in the next years
- Humans will supervise



Quantitative skills

- Judgement
- 50% automated
- Human-Machine partnership



Functional skills

- People relations
- Not automated the next 20-30 year
- Intrinsically human



DILEMMAS WE MUST NAVIGATE TO FULLY REALIZE HUMAN-MACHINE PARTNERSHIPS



Algorithmic Bias



Digital Skills Gap



Workers' rights and
protections

WANT TO KNOW MORE?

- <https://www.delltechnologies.com/futureofwork>
- Check out our [podcasts](#)



Thank you!