

ThinkGlobal



Welcome to the third edition of Think Global, the thought leadership briefing for Senior Leaders from Dale Carnegie.

dalecarnegie.co.uk

We stand at the precipice of monumental change, with a technological revolution before us far greater than anything witnessed to date. One that will change the way we think, the way we work, and the way we live, forever.

There is no escaping the fact that the advent of Artificial Intelligence is now upon us and the very real impression of this paradigm shift will soon be felt by all. Much has already been written about the impending impact of Artificial Intelligence on every facet of our lives, mostly with a largely negative slant. Threats of imminent mass job losses, rampant business closures, constriction of connection to one another and to wider communities, and the dissolution of human contribution are all common concerns regularly bandied around in the press and in online forums.

There is no escaping the fact that AI will bring considerable disruption and agitate the current status quo. A report by PricewaterhouseCoopers predicts that 3% of total global jobs are at potential risk of automation by the early 2020's. Furthermore, a two-year study from McKinsey Global Institute posited that by 2030, algorithms and robots could replace as much as 30% of the world's current human capital. It's not all doom and gloom though, with many predicting that the advances in AI will also bring huge opportunity and exciting new prospects. For instance, the same McKinsey report also suggests that an additional \$15tn of global GDP will be contributed to the planet's economy from AI by 2030.

With so much conjecture and estimation out there, it can be confusing to know what the future does hold and how the anticipated disruption will affect both your organisation and your role within it. One thing is for certain though. The organisations that survive and prosper during times of rapid and volatile change are those that are agile in their makeup.

Keen to learn more, Dale Carnegie commissioned research into discovering the building blocks of agile organisations, so that other companies could benefit from a clear framework and practical strategies that help build agility within their organisation, in a focused, deliberate way. What we found was that fostering an internal culture that is open to new information and learning, and adopting a positive attitude that embraces continuous change in a collaborative way to drive innovation, is the undisputable key to creating true competitive advantage in the modern business world.

This newsletter takes you further into our research and gives deeper insight into how you can do exactly this. Keep reading to learn how your organisation can start preparing for the changes of tomorrow, by embracing agility today.

S. Lessore

Samuel Lessore
Managing Director



The Machines are Coming – Only the Agile Will Survive!

The continued and meteoric rise of artificial intelligence and other technological advancements, has left many organisations and employees worried about their futures.

With surveys claiming 73% of people think AI will destroy more jobs than it makes, many people are wondering what the offices of the future will look like.

No matter what the surveys say, the machines are coming and at a rapid pace. As the EU plans to boost its investment in AI by 70% by 2020, new university courses and training programmes are emerging, to prepare the future workforce for the new skills needed in what is being hailed as the Fourth Industrial Revolution.

Humans Do Not Apply!

In an age of instant gratification, the aim of AI is to reduce mundane tasks and give us what we want and instantly. The reality is that it impacts and enhances the lives of many of us already – Netflix recommending programmes for us to watch next, Alexa providing us with play lists, predictive text and voice and face recognition.

But will AI really steal our jobs? Isn't it true that during

all periods of change people have worried about job security? In fact, since the 1980's, it is estimated that computers have created 15.8 million jobs and that 18% of jobs in the US did not exist 30 years ago.

If you consider the research the future isn't that bleak. Estimates by McKinsey show that by 2030:

- 60% of jobs will be made up of tasks that are 30% automatable
- Less than 5% of jobs will be fully automatable
- Only 15% of workers will be displaced by technology
- At most, only 14% of the global workforce will need to switch job categories.

Agile Organisations

With so many rapid changes occurring, organisations need to be more agile than ever in order to have the competitive edge in terms of technology and talent.

The workplace is constantly evolving. Twenty years ago it would have been hard to envisage the rise of flexible and remote workers doing jobs that had traditionally meant teams needing to be in the same building to get the job done.

The ability to make speedy decisions, to outpace the competition with innovative ideas, is what will give organisations the edge as AI continues to expand.

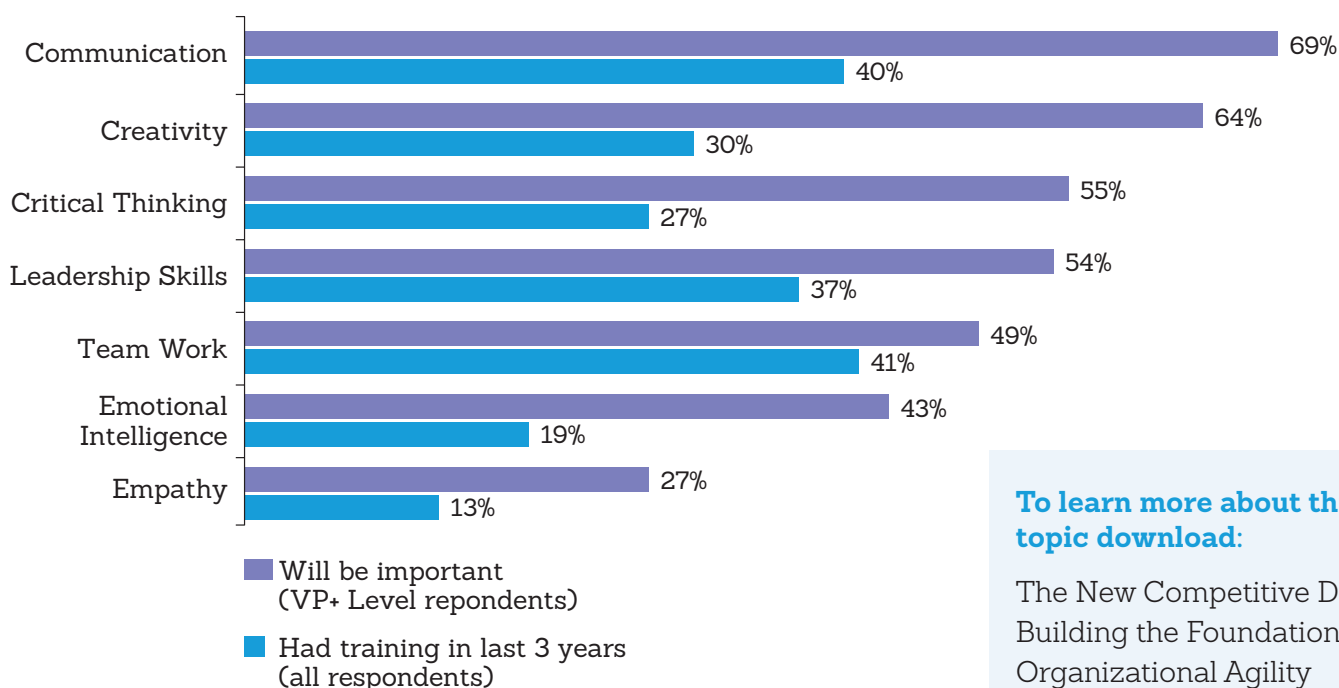
Skills Needed to Succeed in the Digital Revolution

We are entering an era of unprecedented digital transformation.

As routine tasks shift to machines, employees will need new skills to work with emerging technology and to secure their jobs.

New research by Dale Carnegie asked VP+ Level respondents

Which skills do you feel will be important for working alongside AI?



To learn more about this topic download:

The New Competitive Divide: Building the Foundation for Organizational Agility

New research by Dale Carnegie identifies the Building Blocks of Agile Organisations, that enables businesses to adapt to the changing needs of the markets they work in.

These building blocks include:

Resilience

Agility requires resilience because it involves taking risks. Organisations need to empower employees to quickly respond to customer needs without lengthy decision processes.

This is why resilience is critical because with risk comes a chance of failure – agile organisations expect to make mistakes and are prepared to accept and learn from them when they do.

Promote Positivity and Confidence

It's not a myth that positive people = positive results. Creating an environment of trust and confidence creates an atmosphere of self-belief, collaboration and problem solving, where people are not scared to take a risk and make a mistake. Scientists theorise that positive thoughts broaden our thinking and behaviours, whereas negative thoughts limit opportunities.

Improve Social Intelligence

Digital transformation is only as good as the hands that operate it and AI, like other technology will rely heavily on the human behind the machine.

People with strong social intelligence are influential, connect with others, collaborate and create safe environments for innovation and change. All the skills needed when an organisation needs to adapt quickly.

Learning Environment

As employees continue to worry about robots taking over their roles, organisations must make learning a routine part of everyone's job to ensure they don't lose talent, and so that their business is equipped with the skills they need to succeed.

Whilst many people believe the future of the workforce will rely on technical ability, the research actually showed that 73% of respondents chose soft skills over STEM skills as what was needed for the future success of their business.

Involving Employees in Change

With the majority of change management initiatives failing, companies need to involve employees, as those closest to the needs of the customers understand the problems and are best placed to deliver solutions, making them instant advocates for the changes ahead.

To read the full research visit:

<https://www.dalecarnegie.co.uk/thought-leadership/building-the-foundation-for-organisational-agility/>

Free Seminars in Central London

All seminars take place at the address below, 9am-11am

Women in Business – How to Develop and Retain Female Talent **19th September 2019**

Developing female talent doesn't only improve business diversity but your bottom line as well. This free event for male and female business leaders will look at obstacles women face in the workplace and how to overcome them.

The People Side of Business Transformation **8th October 2019**

The successful implementation of change can never fully work without the buy-in of your people. But as the rate and direction of change increases with the demands of modern business, employees can easily become disengaged and change weary. This free seminar will show you how to manage change in a way that engages your people so that they actively engage and embed any changes ahead.

Leadership Skills

7th November 2019

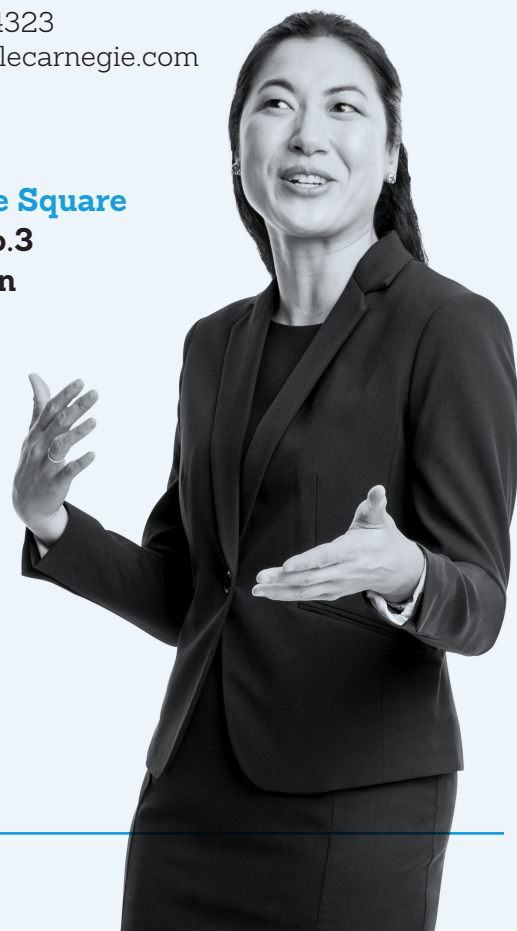
This interactive experience draws from key industry insights and the latest cutting-edge research into leadership, equipping participants with practical skills and examples of real world application that can start to be used immediately.

To book, please contact:

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No. of employees 150+

Founded over 100 years ago in Japan, the Brother group first came to the UK in 1968. As well as still producing the sewing machines that made them famous, they provide a range of leading office technologies and business solutions.



“The quality of training facilitated by Dale Carnegie has provided Brother UK Ltd with an underpinning which has developed key individuals, who in turn have been able to encourage their peers, contributing to a Learning Culture. A Learning Culture can’t be bought off a shelf. It has to be grown organically within the organisation from flexibility, appreciation and ambition. The Dale Carnegie platform has been an important stepping stone in Brother UK developing this culture and our success with achieving the Investors in People Platinum and the Princess Royal Training Awards.”

Linda Willows, Head of Learning, Development and Legal, Brother UK

An Employer of Choice

As a member of the multinational Brother Group, Brother UK is a supplier of technology solutions, helping businesses deliver greater productivity and efficiency through documentation, digitalisation, collaboration and mobile solutions.

Since 2014 they have been working with Dale Carnegie to nurture and develop the talent within their organisation.

We live in an era of technological advancement that has never been seen before, and this resulted in Brother UK attracting a younger age demographic. In order to develop and retain this key talent across the whole business, they wanted to develop a continued culture of learning that would engage their people and create a vibrant, thriving company culture.

The long-term aim of this vision was to allow internal talent to transition from front-line roles to management positions.

Brother UK’s commitment to this transformation in their organisation and in their team has meant that every employee has attended a Growth Mind-Set Workshop, as well as training in How to Be Resilient in

Changing Times. In addition to this, when developing specific talent they have utilized Dale Carnegie’s full catalogue of open programmes, as tactical development of future leaders.

Their vision to be an employer of choice has certainly paid off. In 2019 they became the first UK medium sized employer to be awarded the Investors in People Platinum Award. Other accolades in the last 12 months include winning a second Queen’s Award for Sustainable Development and a second Princess Royal Training Award.

Managing Director, Phil Jones, MBE, said,

“Our position as a leading technology solutions provider is intrinsically linked to our status as a top employer, and the innovative approaches we take to both products and people. We know that it’s working because our employees stay with us on average for an industry-leading 13 years, which means there’s a huge amount of knowledge, expertise and loyalty within our workforce.”

Challenge

To create a culture of learning and development that nurtured the talent within the organisation, giving Brother UK the ability to create future leaders from their own talent pool.

Solution

Every employee attended workshops on Growth Mind-Set and How to Be Resilient in Changing Times.

In addition to this, Dale Carnegie support Brother in all their launches.

The whole catalogue of Dale Carnegie’s courses has been used to develop specific individuals.

Results

- Investors in People Platinum Award for 2 consecutive years.
- Queen’s Award for Sustainable Development.
- Princess Royal Training Award.
- Increased employee engagement levels.
- Employees stay with the organization for an average of 13 years.