Human Resources
Our people make us
Talent Practices for the 21st Century
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About me
About Accenture
The “Fourth Industrial Revolution”...
Realities

1. Unprecedented high-velocity change
2. Every business is a digital business
3. Sharing economy powers a “liquid workforce”
4. 5 generations comprise today’s workforce
5. “Business as usual” must benefit society
Opportunity

Humans are the center of the digital revolution and HR leaders have tremendous opportunity to shape the future.
The Future Workforce through 3 lenses...
Transparency
Hyper-personalization
Listen/involve
Next horizon skills...
Technical Skills and IQ are essential...

But... EQ is the accelerator
## Top 10 Skills...

### in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment & Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

### in 2010

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment & Decision Making
9. Active Listening
10. Creativity

Source: WEF Jobs Report, January 2016
Employees value strong EQ

C-Suite skill needs: Employee response vs C-Suite response

Source: Economist Education Navigator
Different kinds of leaders are needed in the digital age...
3 closing thoughts

“One of the challenges of the Fourth Industrial Revolution... will be to humanize an automated world”
Klaus Schwab, WEF

“We don't need to make people better machines, we need to make people better people”
Alan Murray, Fortune

“Progress > Perfection”
Accenture HR team