



Workshop 2

- What employers need from an employment service

Kevin Empey

Managing Director, WorkMatters

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Brief Introduction

- Specialist in organisation development and people strategy for over 20 years
- As a Director of Willis Towers Watson, led the firms HR consulting business in Ireland for thirteen years
- Founded Workmatters to assist leaders, organisations and employees with people strategy and change and to prepare for the future workplace.
- Speaker and commentator on the future of work
- Member of the Labour Market Council and National Committee of the CIPD
- Founded Worklink as a national mentoring and coaching charity set up to assist unemployed job seekers get back to work

Thoughts for our discussion today

1. Public Employment Service
– an employers view

2. The workforce and worker of the future

Public Employment Service – an employer perspective

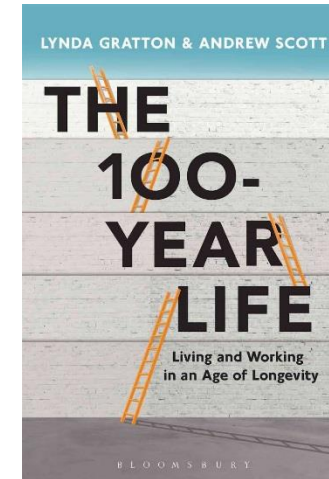
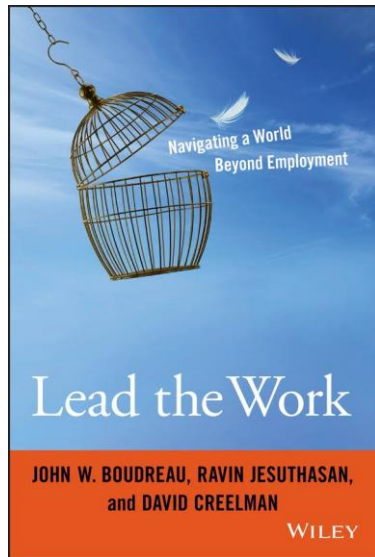
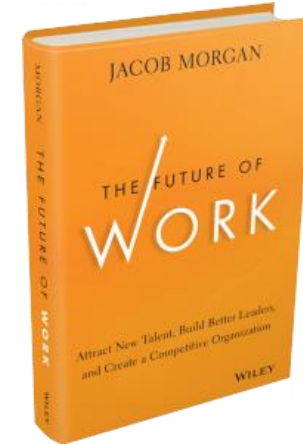
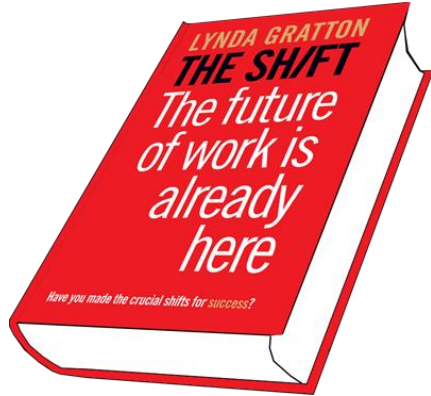
1. Recognition of where we have come from – different world
2. Many players on the pitch, perception of complexity
3. What is the offer ? And does it match my needs – CSR and/or talent pipeline?
4. Skills fit and job readiness of candidates
5. Reactive public service .v. proactive service supplier ?
6. Pockets of great practice but not consistent

Public Employment Service – 3 points to consider ?

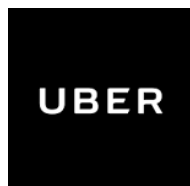
1. Provide a joined up service and response to employer needs.
Maximise local and central resources and try to replicate best practice
2. Challenge employer assumptions and sell the service. If you have a need (CSR and/or Talent), this is how we can help etc. Share success stories, make it easy for me to “buy”...
3. Focus on skills fit and job readiness to enhance chances of success
– best way to ensure a customer comes back!

Future of Work

– Media fad or a genuine issue for society ?

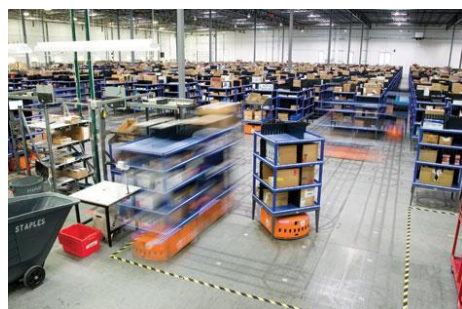


Impact of technology and pace of change being seen across all industry sectors..



RBS announces the shedding of 550 jobs to be replaced by robo-advisers

<http://www.bbc.com/news/business-35801498>



Kiva robots increasing efficiencies in order fulfilment and warehouse management.

<https://www.youtube.com/watch?v=UtBa9yVZBJM>



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How Mobile Technology Is Changing Canadian Health Care

App helps residents communicate safely, efficiently in hospitals

Healthcare Technology
CANADIAN



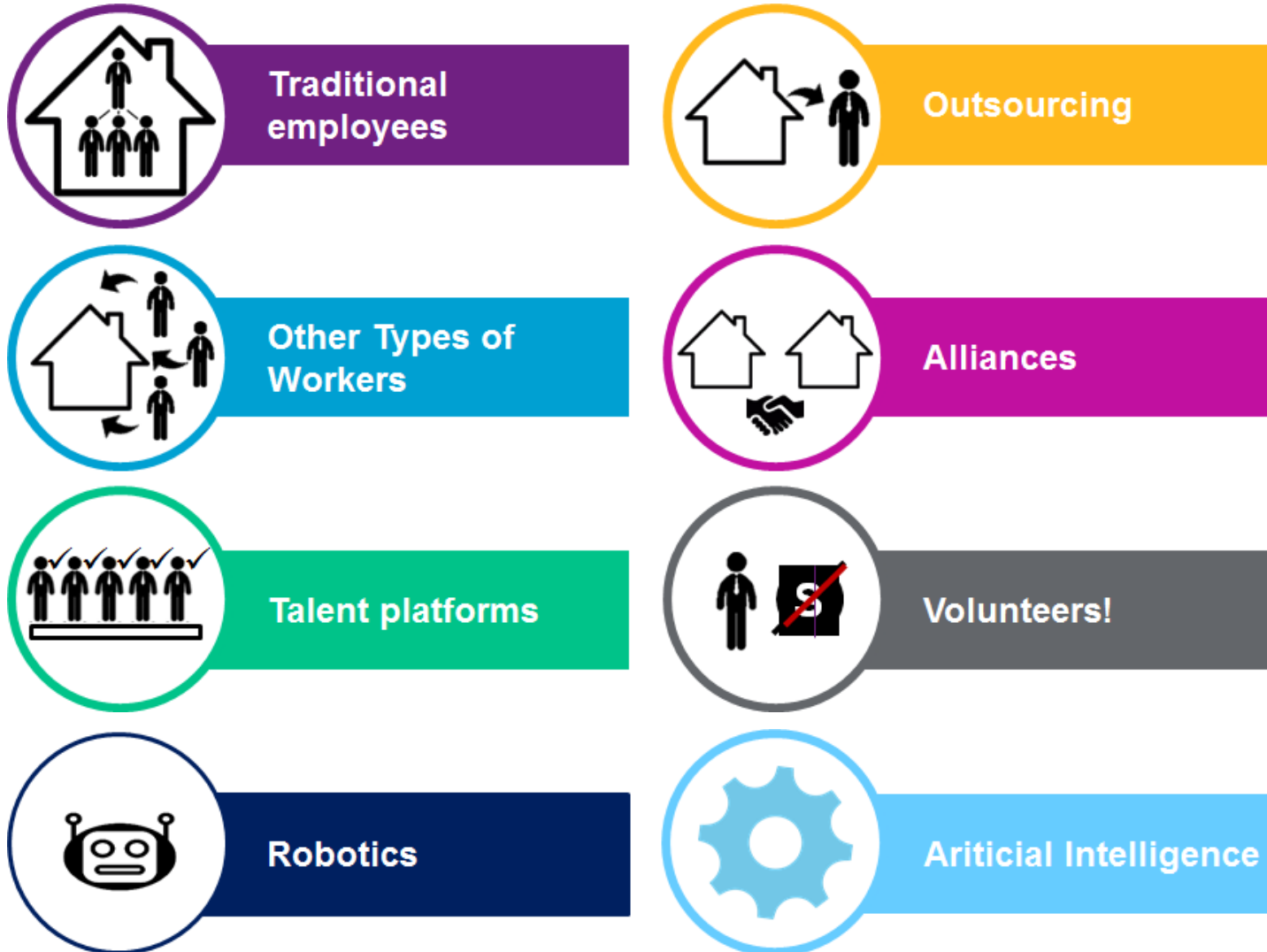
PwC launches online market place to tap into 'gig economy' (2016)
- 'Talent Exchange' will match freelancers with internal projects



WorkMatters

The Reality: The employee relationship is changing and will be more fragmented

A plurality of work is already here...



Many faces of New World of Work

For example: Potential implications for workers and employers in the Gig Economy



Dark side

- Loss of identity, community, social capital ?
- Employers stop training
- Death of the Career
- Commoditisation
- Rush to Lowest Cost
- Worker Exploitation
- Fragmentation, isolation, exclusion (Linda Gratton)

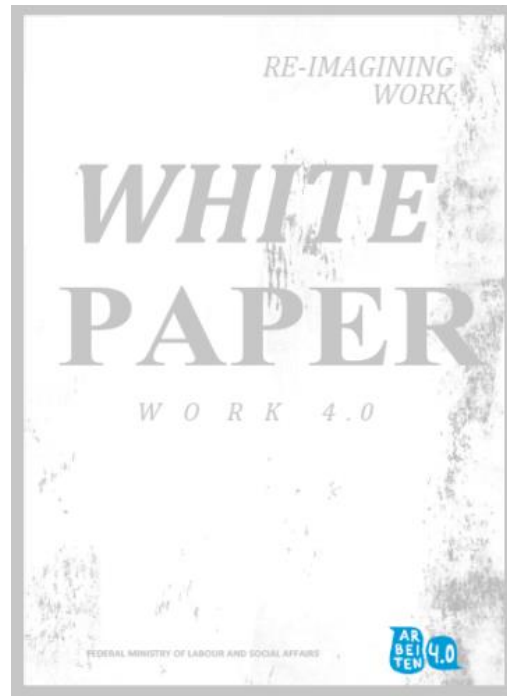


Bright side

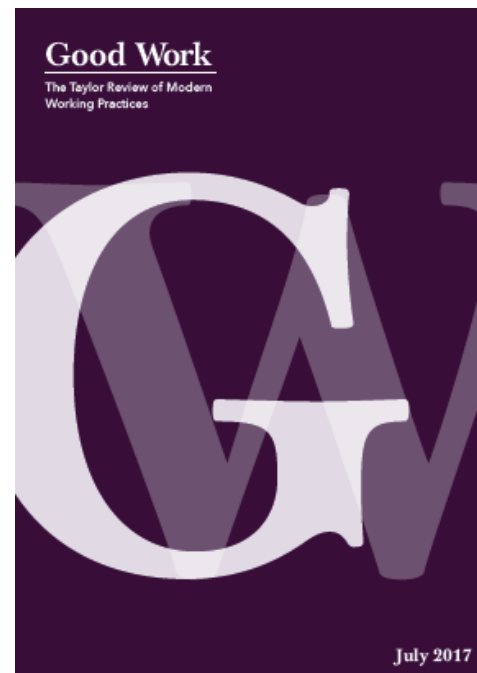
- Transportability & Flexibility
- On-Demand Training
- Boundaryless Careers
- Precise Work-Worker Matching
- Rewards Segmented to Match Needs
- Worker Empowerment
- Co-creation, social engagement, micro-entrepreneurship (Linda Gratton)

A growing concern globally for Government policy makers

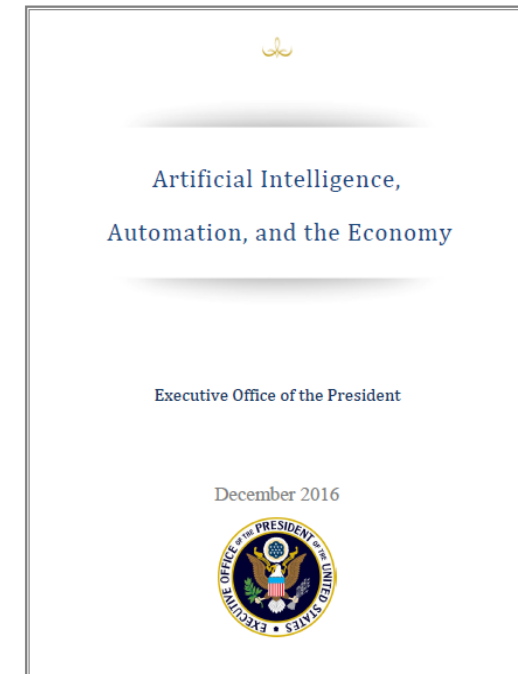
Federal Government of Germany, Nov. 2016



Taylor Report, UK, July 2017



Office of the President, USA, Dec. 2016



Worker of the Future. What are the adaptive qualities of the worker of the future ?

1. Learning Mindset
2. Change-ability and resilience
3. Autonomous and self-powered
4. Collaborative and managing relationships
5. Purposefulness

What does all this mean for the Employment Service of the Future ?

Discussion

