Managing People and Technology in an ever changing world

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Session objectives

• Understand how the landscape of hiring and retention is changing with new generations entering the workforce.

• Relate why technology and generational mindsets will force us to rethink current staffing models

• Identify the results and consequences of being too connected.
Generations

Gen X Gen Y Gen Z
Generational Profile

GEN X

GEN Y

GEN Z

Environment
Education
Management
Communication
Career
Motivation
Recruiting

- Reconsider how you advertise job openings
- Consider technology for the interview
- Promote a collaborative and innovative environment
- Sell the company culture and brand
- Share philosophy on innovation
- Highlight learning and developmental opportunities
- Share opportunities for progression
- Discuss growth in the company
- Embrace diversity
- Emphasize flexibility and perks
Recruiting

Which of the following things do you believe make an organisation an attractive employer?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opportunities for career progression</td>
<td>52%</td>
</tr>
<tr>
<td>Competitive wages/other financial incentives</td>
<td>44%</td>
</tr>
<tr>
<td>Excellent training/development programmes</td>
<td>35%</td>
</tr>
<tr>
<td>Good benefits packages</td>
<td>31%</td>
</tr>
<tr>
<td>Flexible working arrangements</td>
<td>21%</td>
</tr>
<tr>
<td>International opportunities</td>
<td>20%</td>
</tr>
<tr>
<td>Good reputation for ethical practices</td>
<td>15%</td>
</tr>
<tr>
<td>Corporate values that match your own</td>
<td>15%</td>
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<tr>
<td>A reputation as an employer of the best and brightest people</td>
<td>15%</td>
</tr>
<tr>
<td>The employer brand</td>
<td>10%</td>
</tr>
<tr>
<td>Diversity/equal opportunities record</td>
<td>8%</td>
</tr>
<tr>
<td>The sector in which the organisation operates</td>
<td>8%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
</tbody>
</table>

Base: All

PWC – Millennials at Work
Recruiting

Which of the following factors most influenced your decision to accept your current job?

- The opportunity for personal development: 65%
- The role itself: 36%
- The starting salary/rate of pay: 24%
- The working location(s): 21%
- The sector in which the organisation operates: 20%
- The long term potential for financial rewards: 20%
- Your need to get a job quickly: 19%
- The potential for you to make a difference: 16%
- Your need to get a job quickly: 11%
- Additional benefits eg. leave allowance: 9%
- The ethics of the organisation: 7%
- The corporate responsibility behaviour of the organisation: 5%
- Other: 4%

PWC – Millennials at Work
Retention – flexibility strategy

- Work/Life
- Broader Talent Pool
- Higher morale
- Talent strategy

- The flexibility stigma
- Flexibility programs
- Flexibility in indirect tax
Retention – job hopping
Retention – motivating people to stay

- Create a sense of belonging
- Structure a modern workspace
- Coach, teach, invest in them
- Offer challenging assignments
- Connect with the heart

- Include them in decision making
- Check in, provide regular feedback
- Utilize rewards and recognition
- Consider reverse mentoring
- Identify how they contribute into the company’s mission
Challenging our traditional staffing models
Could a robot do our job?

- Singularity
- Robotic process automation
Technology

• Technology will allow us to become:
  • More specialized
  • More strategic
  • More agile
Will robots change your staffing model?

- Redefining roles
- Focusing on:
  - soft skills,
  - specialization
  - technology
- Just in time staffing
Are we too connected
Digital Natives
Hyper connected
How can you help your team disconnect?

• Set expectations
• Set an example
• Establish email policy on after hours use
• Ensure your team is using their paid time off
• Ensure after hours communications are clearly worded
• Set your after hours messages to go out during a certain time
Conclusion

THANK YOU