



The Human Edge!

The LSE of The Future
PSS Conference

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www.phenomenaltraining.com



Hiro with his robot healthcare companion Baymax (Big Hero 6, Disney's 3rd highest grossing film)

CAN YOU BEAT THE BOTs?



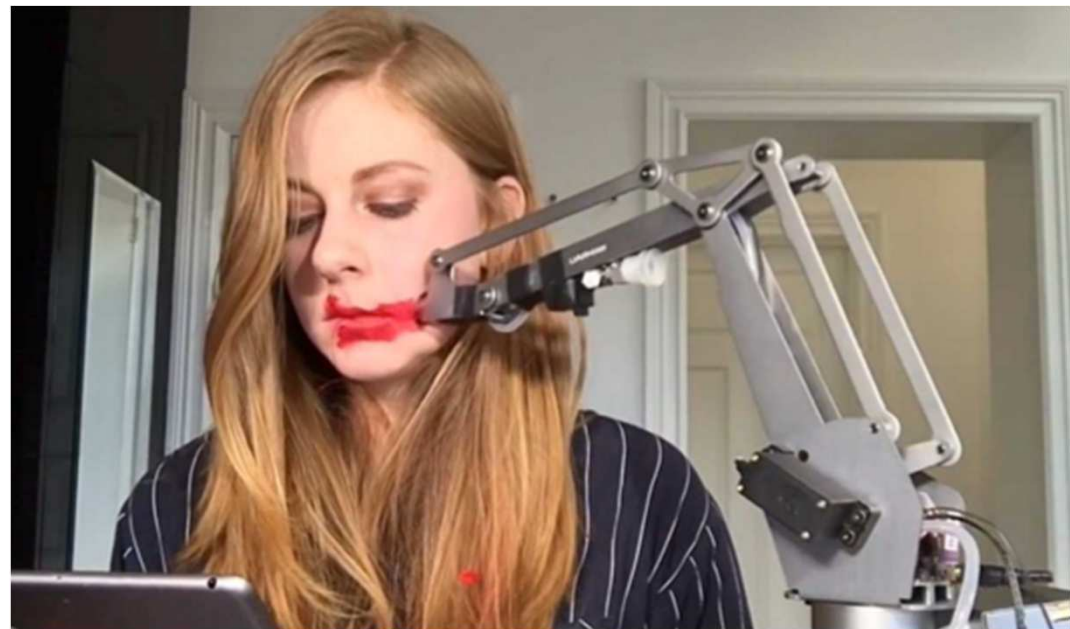
CAN YOU BEAT THE BOTs?



CAN YOU BEAT THE BOTS?



Tech & humans: An unprecedented opportunity lies ahead





this session is a chance to...

Step 1. Reflect:

Catch our collective breath as to the evolving world of work - and 20 years of Google



Step 2. Refresh:

Imagine the decade ahead - a broad preview of the big trends shaping our world and how we work

Step 3. Re-evaluate:

Plan how to leverage our human edge and maximise this unprecedented opportunity



Translating
this new
world of
work



Lets catch our breath

What a difference just a year makes



IOT



F1 Evolution lessons

high tech+high touch



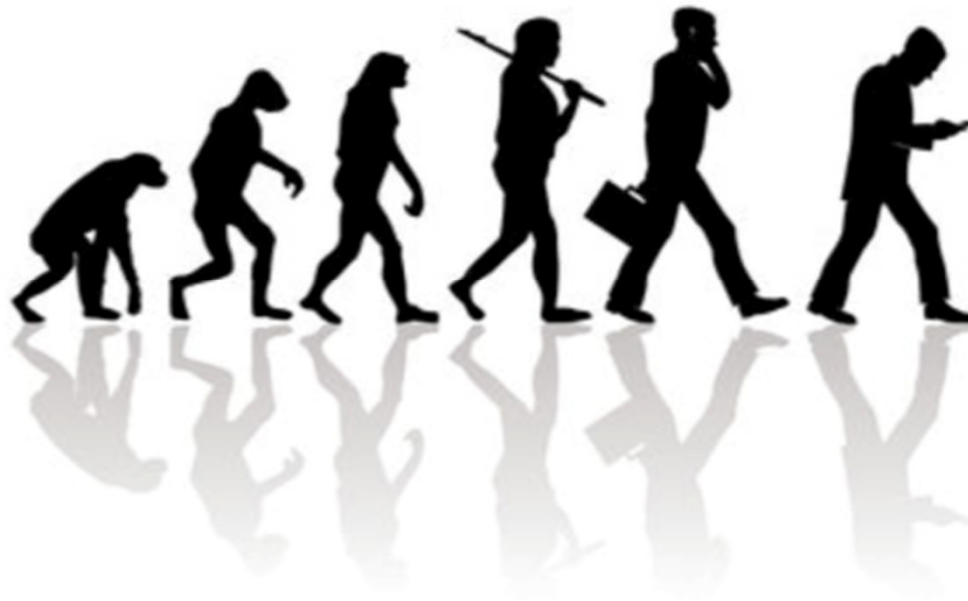
Formula 1 Pit Stops 1950 & Today



Formula 1 Pit Stops 1950 & Today

Time for us to Evolve

Fluid Skills, Flexible Mindset, Breadth of experience

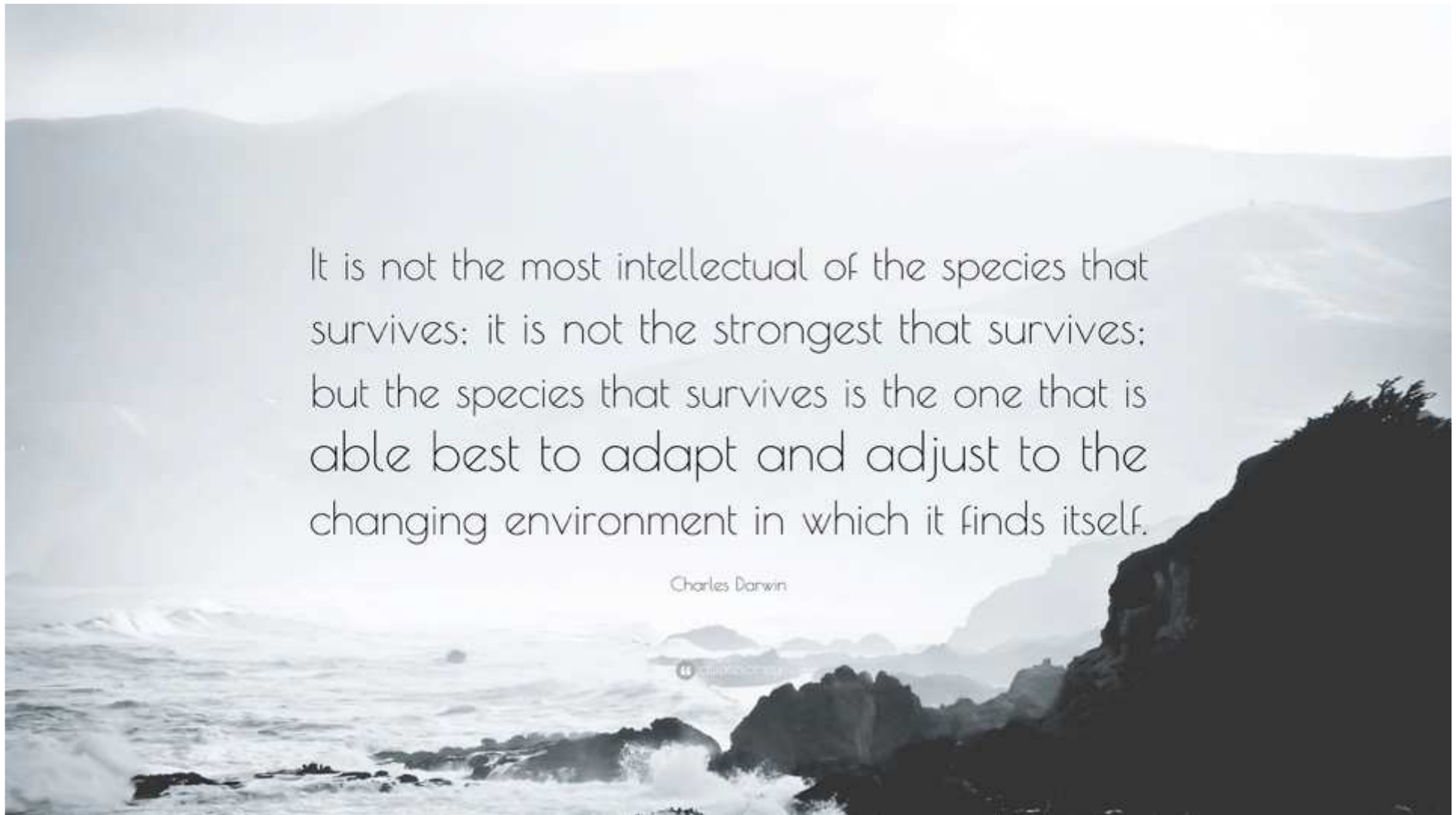


A gentle reminder...

It is not the most intellectual of the species that survives; it is not the strongest that survives; but the species that survives is the one that is able best to adapt and adjust to the changing environment in which it finds itself.

Charles Darwin

“Quoted by...”



Ensure Your value

Evolve: Don't Become Panda: #BeMoreFox



Foxes: Flexible, dynamic, resilient; takes ownership for self-development. Foxy leaders are resourceful and in a constant state of adaptation.



Cute, fixed, static; takes effort to conserve and protect. Panda leaders may be well-loved but risk becoming obsolete or left behind.

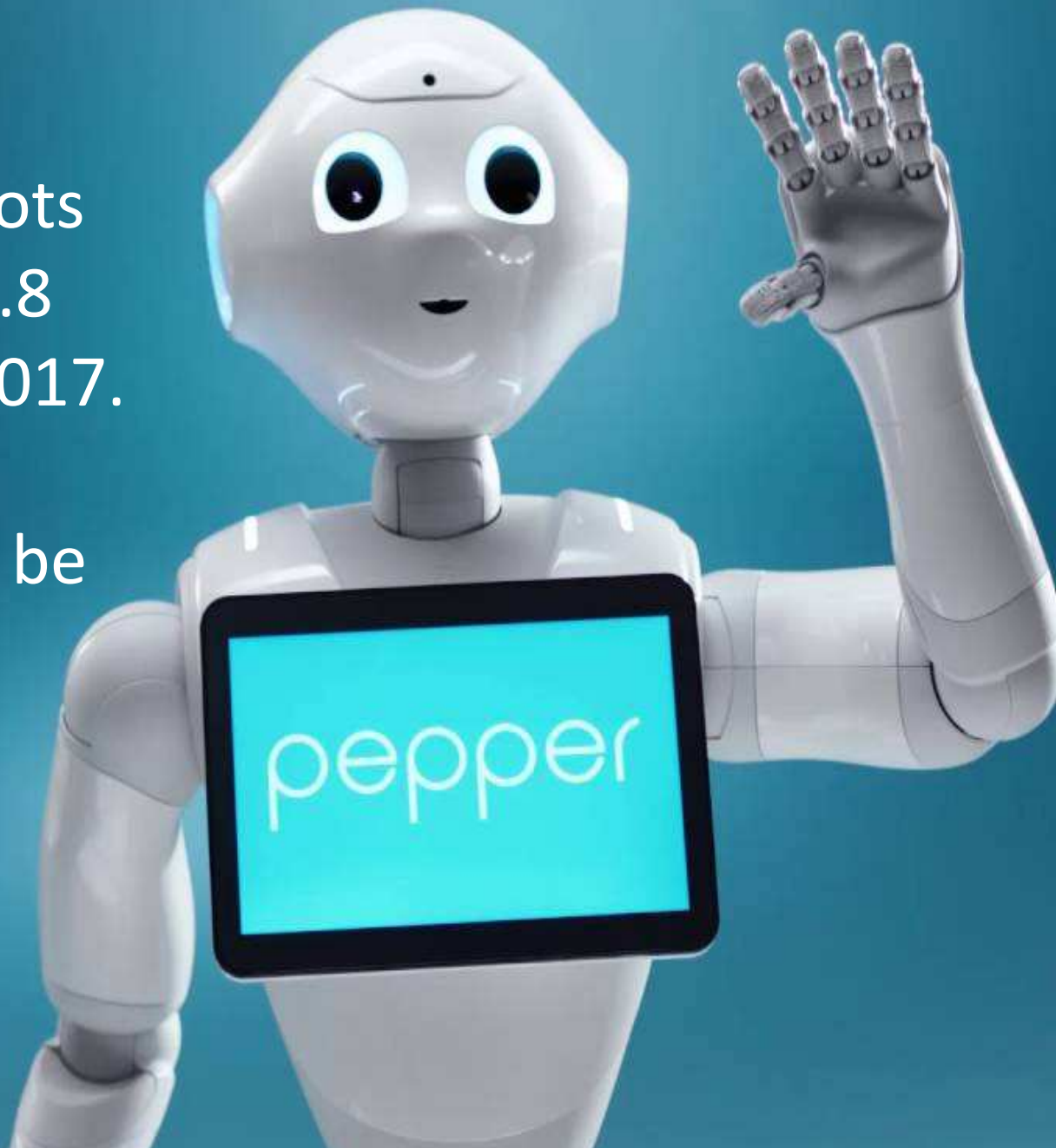


**Don't let a solid skillset
become solidified**

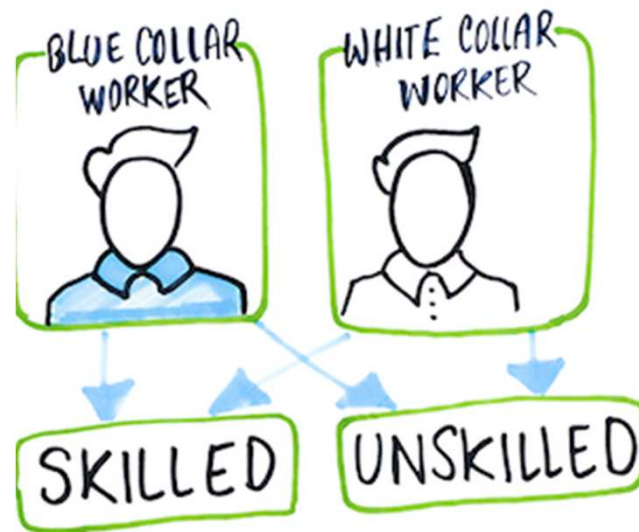
Number of
installed
service robots
reached 23.8
million in 2017.

Forecast to be
264.3m by
2026

*Berg Insight



In the old days....



But now...



Future career paths – from ladders to networks



Collar-Blind Revolution

Work is ChanginG...

Routine manual/body jobs are increasingly being done by robots (e.g. factories, web-delivered system updates).

Routine cognitive/mind tasks are increasingly being done by Artificial Intelligence and background software (e.g. chatbots, automated scheduling systems).

There will be brand new roles created to support these changes. The jobs requiring people will be the non-routine tasks needing the 'human edge' best performed by a living mind, body and soul.

	Routine	NonRoutine
Cognitive	office assistants, sales agents	managers, creatives, engineers, health care
Manual	construction, mechanics, assembly line	waiters, security

U.S. CENSUS BUREAU

*'Risk of Job Automation by Robots & AI'.
Matrix from the original white paper by Frey
& Osborne (2013)*

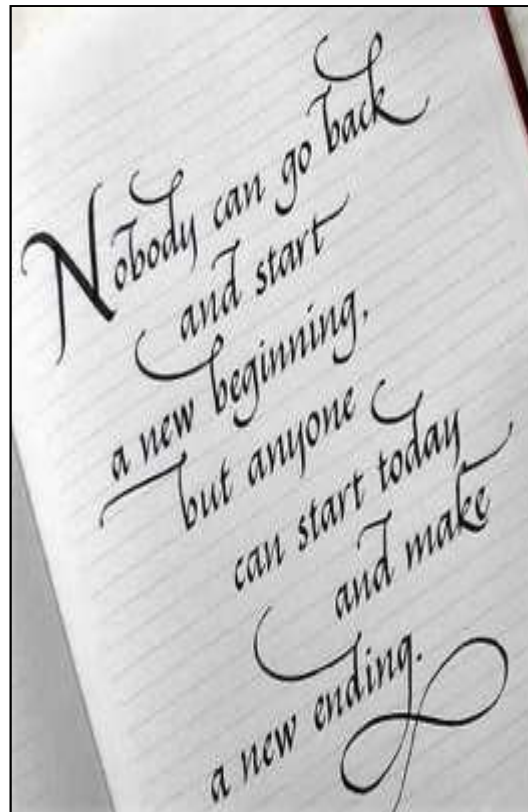
The human will
become the premium
part of a process. The
brand personality. The
service differentiator.



going beyond the machine...



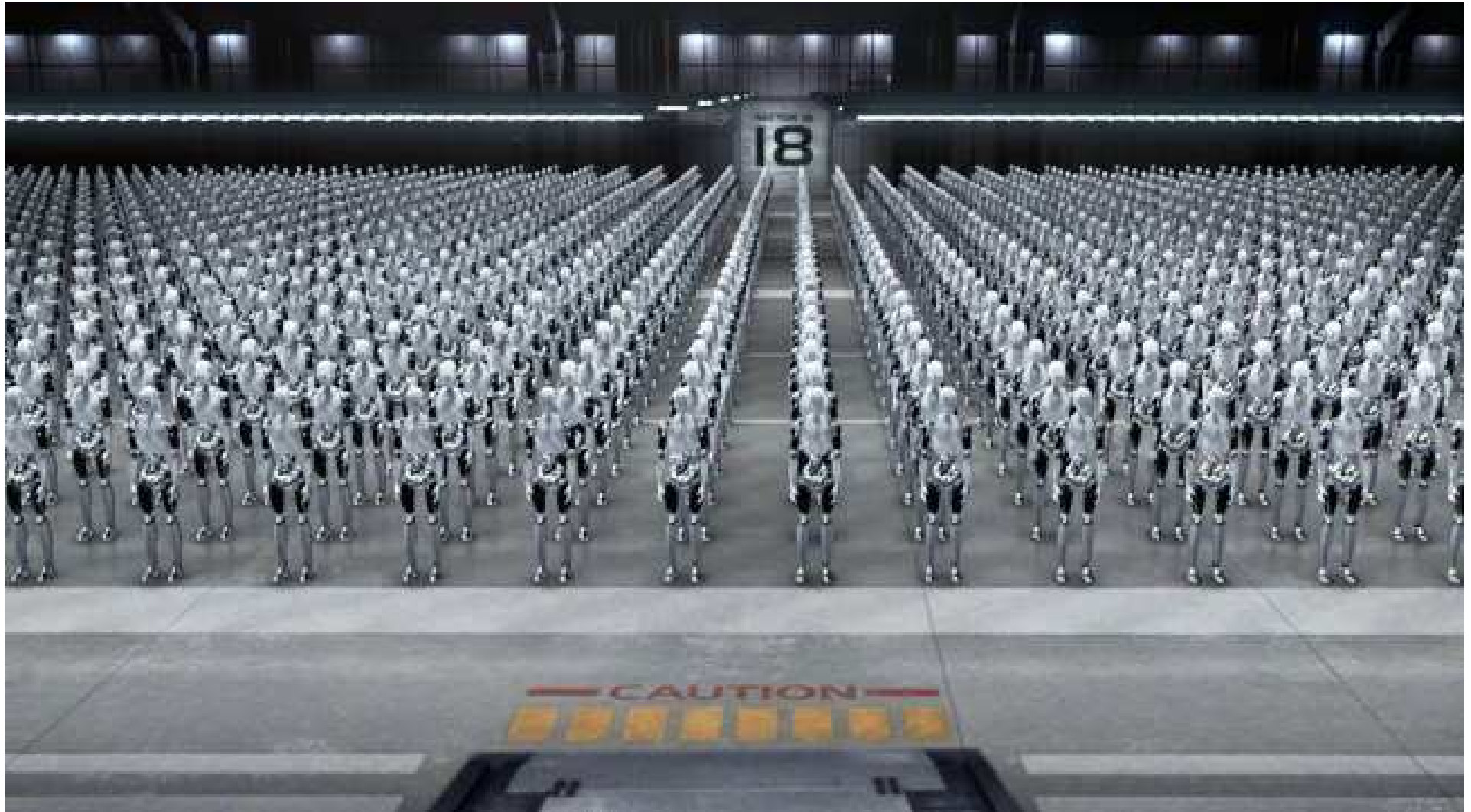
Creates a natural bond that attracts and connects





Eat / Sleep / Work / Repeat

Now is not the time to become a robot!



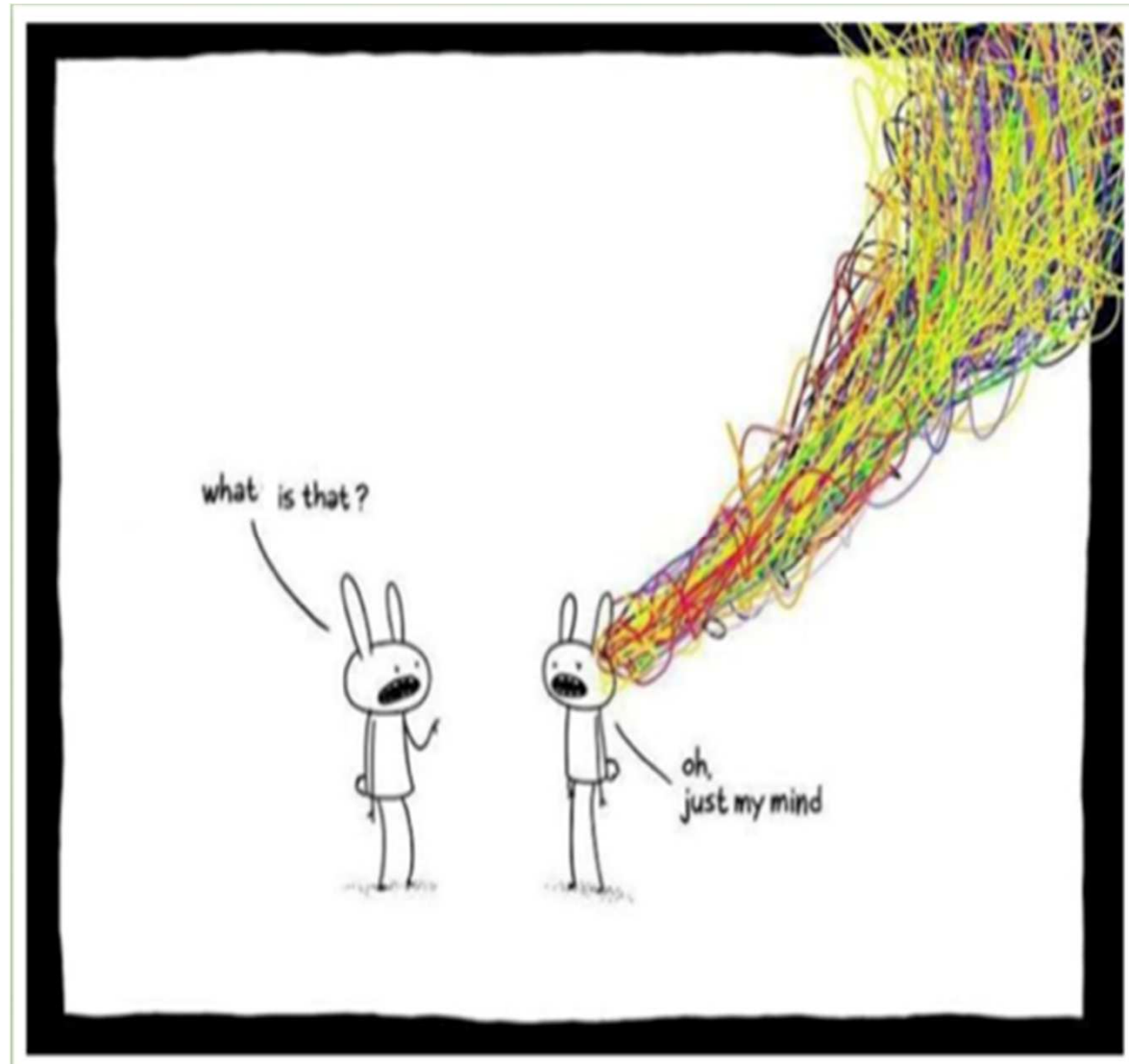
Prioritise your mental health & social skills



Be okay with yourself.

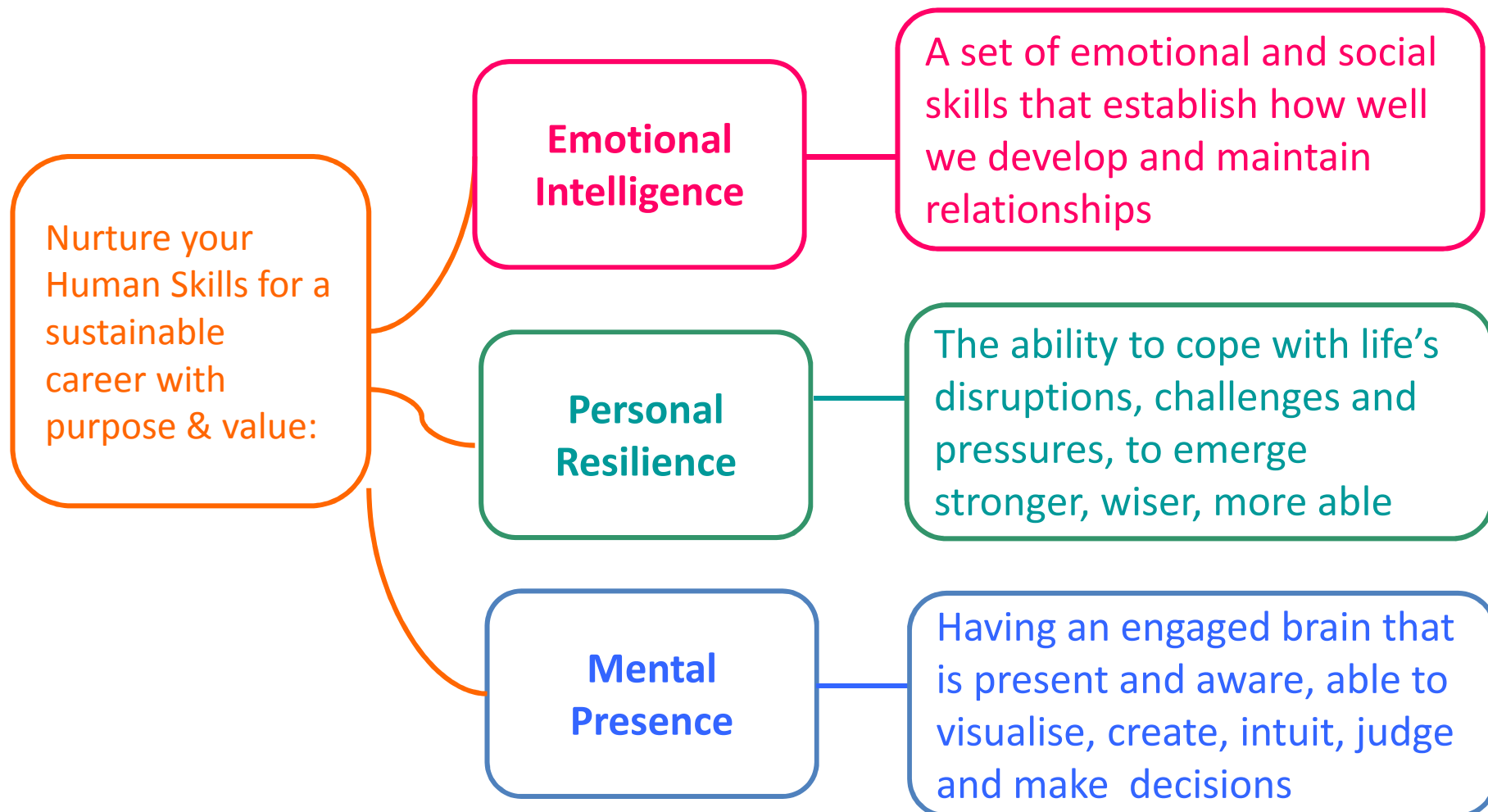
Be okay with others.

Then people will pay to have you around in that 2030 project.



Prize Your Intangibles

A human will become a premium luxury



Maintain boundaries

#21 Packets of Time




PHENOMENAL TRAINING
MAXIMISING HUMAN POTENTIAL

#21 Packets of Time_Default Diary
(Plan the priorities in to make each week count and help you get back on track if plans change)

Goals for W/c
(1) (2) (3)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							

Code in
the space
to be
human!



Leverage our human edge and
maximise this unprecedented
opportunity



Augment your work DNA*

- Focus on the human edge aspects of your work. The 'Do Not Automate' elements. Choose tech that minimises the robotic.

Maximise Human Potential

Prioritise the 4C moments in your work

AI's can design new patterns but it will not rebel. Only humans have an imagination to dream up something original, subversive or useful

Creative

Caring

Robots/chabots can learn a rapport script by reading signals. Only a fellow human can share real joy, pain, love and what's it like to be alive

No app can beat us at this!
We are maximising our potential when we are being:

Apps are constantly learning from our digital behaviour. Only a human is interested in the why and have the instinct to challenge logic

Curious

Collaborative

Software can cross-check and read big data. Only a human can think outside the norm to work together and build relationships

Bring You to Life AT Work

Daily 4C Habits

Focus on
4Cs to add
your full
human
value (even
when
virtual)

Caring

How could I demonstrate my genuine care right now?

Collaborative

Who could I join up with to explore every opportunity?

Curious

What could be worth a rethink or a fresh perspective?

Creative

When is my next chance to try something new?

TOGETHER
EVERYONE
ACHIEVES
MORE

Calling all Humans!



- Look after your mental health
- Your facial expression counts
- People need human leadership
- Being human is our USP
- Next generation is watching...

Got teenagers?



Search: 'How to thrive in the new world of work' on YouTube (5mins)

https://youtu.be/NPBiWI_Zfm4