# CA Future of Work Commission

Wendy McCoy, Offering Leader IBM Cognitive Applications
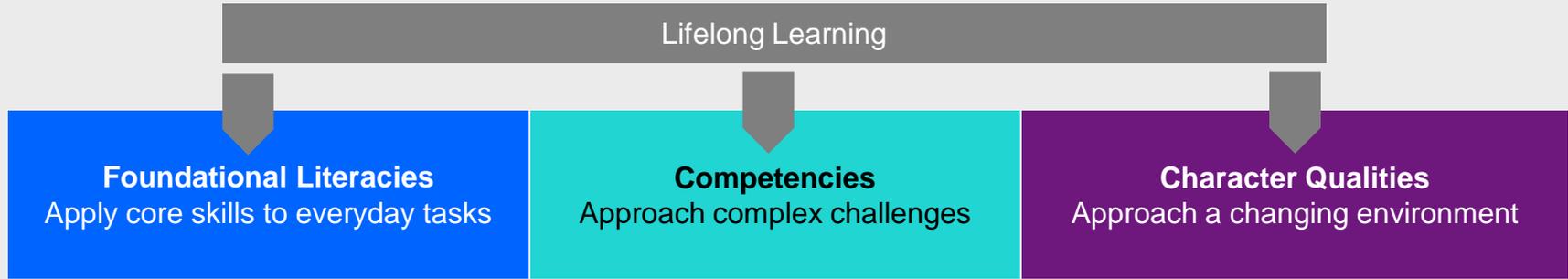
"Companies are being massively disrupted by technology and they have a desperate need for their employees to reskill themselves for the digital age."

**Diane Gherson**
Chief Human Resource Officer, IBM
*Forbes, August 2018*

# Required 21ˢᵗ Century Skills

| Lifelong Learning |
|---|

| **Foundational Literacies**<br>Apply core skills to everyday tasks | **Competencies**<br>Approach complex challenges | **Character Qualities**<br>Approach a changing environment |
|---|---|---|

| | | |
|---|---|---|
| 1. Literacy | 7. Critical Thinking/ Problem-Solving | 11. Curiosity |
| 2. Numeracy | 8. Creativity | 12. Initiative |
| 3. Scientific Literacy | 9. Communication | 13. Persistence/Grit |
| 4. Info. & Comm. Technologies (ICT) Literacy | 10. Collaboration | 14. Adaptability |
| 5. Financial Literacy | | 15. Leadership |
| 6. Cultural & Civic Literacy | | 16. Social & Cultural Awareness |

# Augment intelligence with AI

Watson is built to *amplify human capabilities*, not to compete with them.

| Humans excel at |
| --- |
| Common sense |
| Morals |
| Imagination |
| Compassion |
| Abstraction |
| Dilemmas |
| Dreaming |
| Generalization |

| Systems excel at |
| --- |
| Locating knowledge |
| Pattern identification |
| Natural language |
| Machine learning |
| Eliminating bias |
| Endless capacity |
| Text & video analysis |
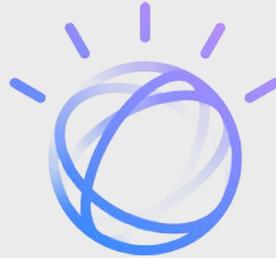
# Human + Machine
The Missing Middle

| Human-Only Activity | | Human-Machine Collaboration | Machine-Only Activity | |
|---|---|---|---|---|
| Lead | Improvise | | Iterate | Transact |
| Create | Judge | | Predict | Evolve |

**Humans Empower Machines**                    **Machines Augment Humans**

| Train | Explain | Sustain | Amplify | Interact | Embody |
|---|---|---|---|---|---|

Humans **Train** AI

Humans **Explain** AI

Humans **Sustain** AI

Machines **Augment** with Insight

Machines **Communicate** with Humans

Smart Machines **Do Physical Work**

Source: Accenture AI and Safety: 6 rules for Reimaging Jobs in the Age of Smart Machines

# Applications for the internal workforce

**Provide exceptional candidate experience**

**Reduce time to hire while increasing quality and managing budget**

**Accelerate new hire time-to-productivity while reducing attrition**

**Drive talent mobility**

**Develop critical skills necessary for business transformation**

**Reduce attrition of high potentials**

**Reduce call center times and increase employee satisfaction**

## Consulting Offerings

### Talent Acquisition

**Watson Candidate Assistant**

**Watson Recruitment**

**IBM Employee Assessments**

**Talent Acquisition Suite**

Job recommendations & candidate profile

Candidate recommendations

Skills & capabilities

New hire Info

### Expertise Development

**Personalized Learning**

**Cognitive Content Collator**

**Watson Career Coach**

**IBM Talent Frameworks**

**ACE Feedback**

Tailored activities

Learning objects

Career guidance

Skills, Competencies

Constructive feedback

### Employee Care

**Employee Chatbots**

**Watson Virtual Agent for HR**

**Cognitive Agent Assist**

**Watson-powered HCM**

**Robotics Process Automation**

Real-time answers

Fully augmented HR Service Center

Chat   UI

Optimized transactions

## Augmented Intelligence Layer

## Enterprise HR Systems

## Cloud Infrastructure

# Watson Assistant – Future of virtual agents

Today

- Industry Verticals
- Channel integrations – slack, facebook messenger
- Skill routing
- Sentiment analysis for human hand-off
- Feedback and interaction data
- Search skill finds answers in available documents
- Webhooks to call external APIs
- Train by using existing customer service logs*

The future

- Master Bot – a single agent persona that can orchestrate an experience across multiple trained agents within the environment
- Increased dialogue sophistication – context and the trouble with pronouns in multi-turn dialogue
- Linking predictive AI skills to agents
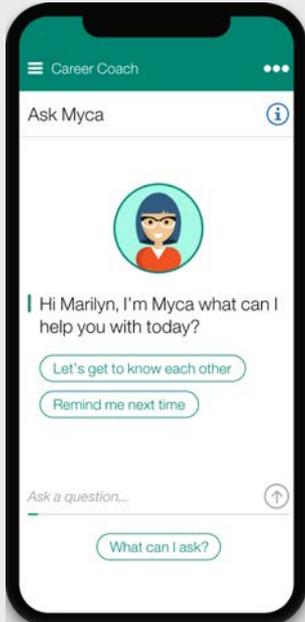- Agents self-learning *
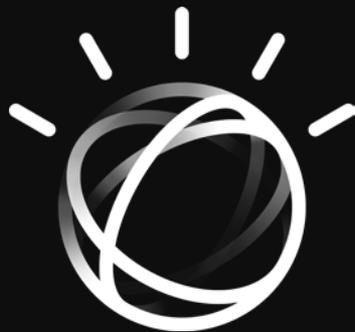
Demo

# IBM Watson Career Coach

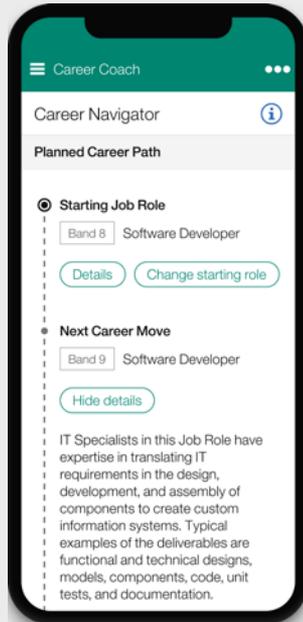Drive *engagement and internal mobility* with a personal career GPS.

**Ask**
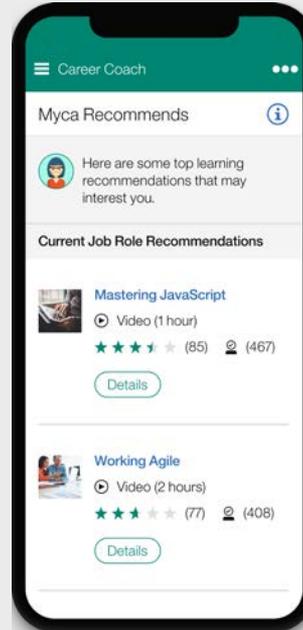Employees can chat about career-related questions

**Plan**
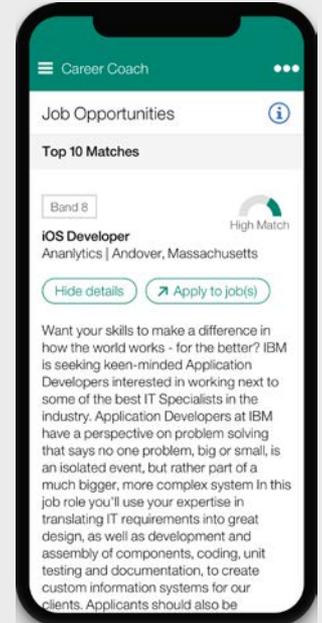Help employees choose and follow the right career path

**Prepare**
Provide personalized learning recommendations

**Achieve**
Identify internal openings and allow them to apply

# IBM Watson Candidate Assistant

Deliver a *better candidate experience* that results in the right candidates applying to the right jobs.

- Unique job match–results in 64% of candidates more likely to get to face to face interview

- 86% of jobseekers opt to use Watson over keyword search

- Candidate analytics provide insight to recruiters

- Trained on over 65 common job seeker questions

- Fast deployment–in as little as three weeks
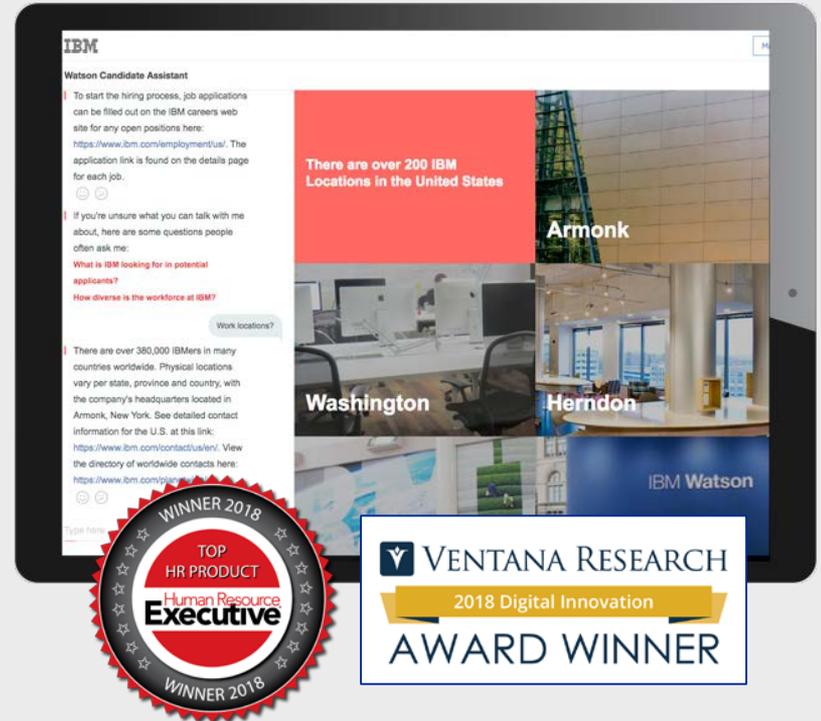
# IBM Watson Recruitment

Drive *efficiency and effectiveness* in the hiring process.

- Prioritize job requisitions

- Score applicants based on predicted success

- Analyze for adverse impact

- Find the best match

- Gain real-time market insights