



# **JOBS AND AI ANXIETY**

The future of work:  
Adapting to technological change

**rh** Robert Half®

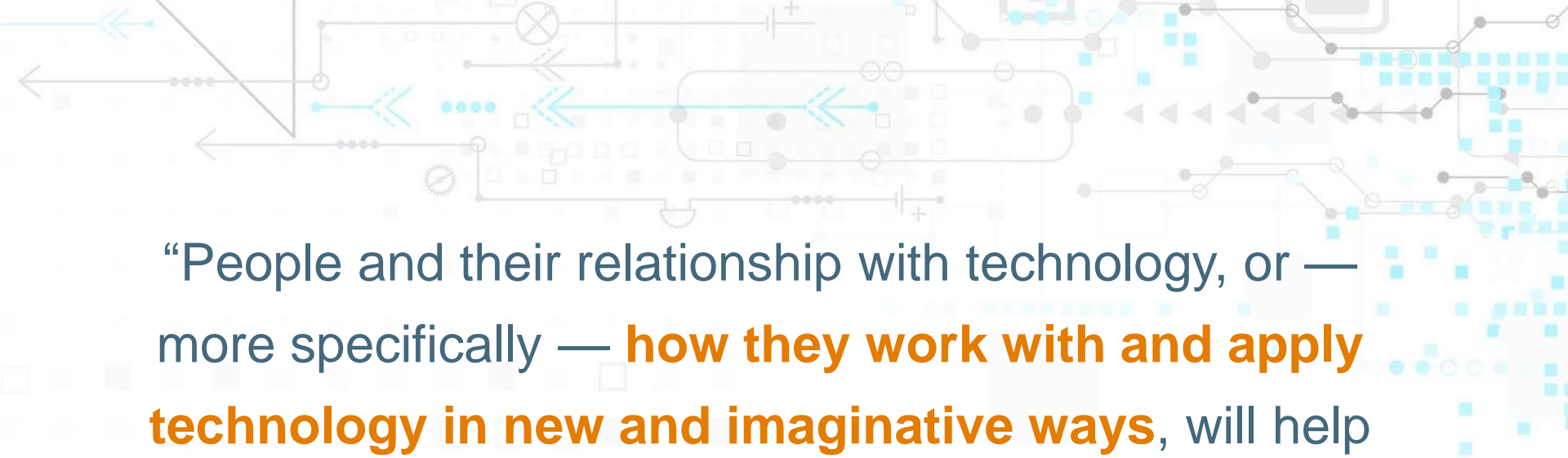
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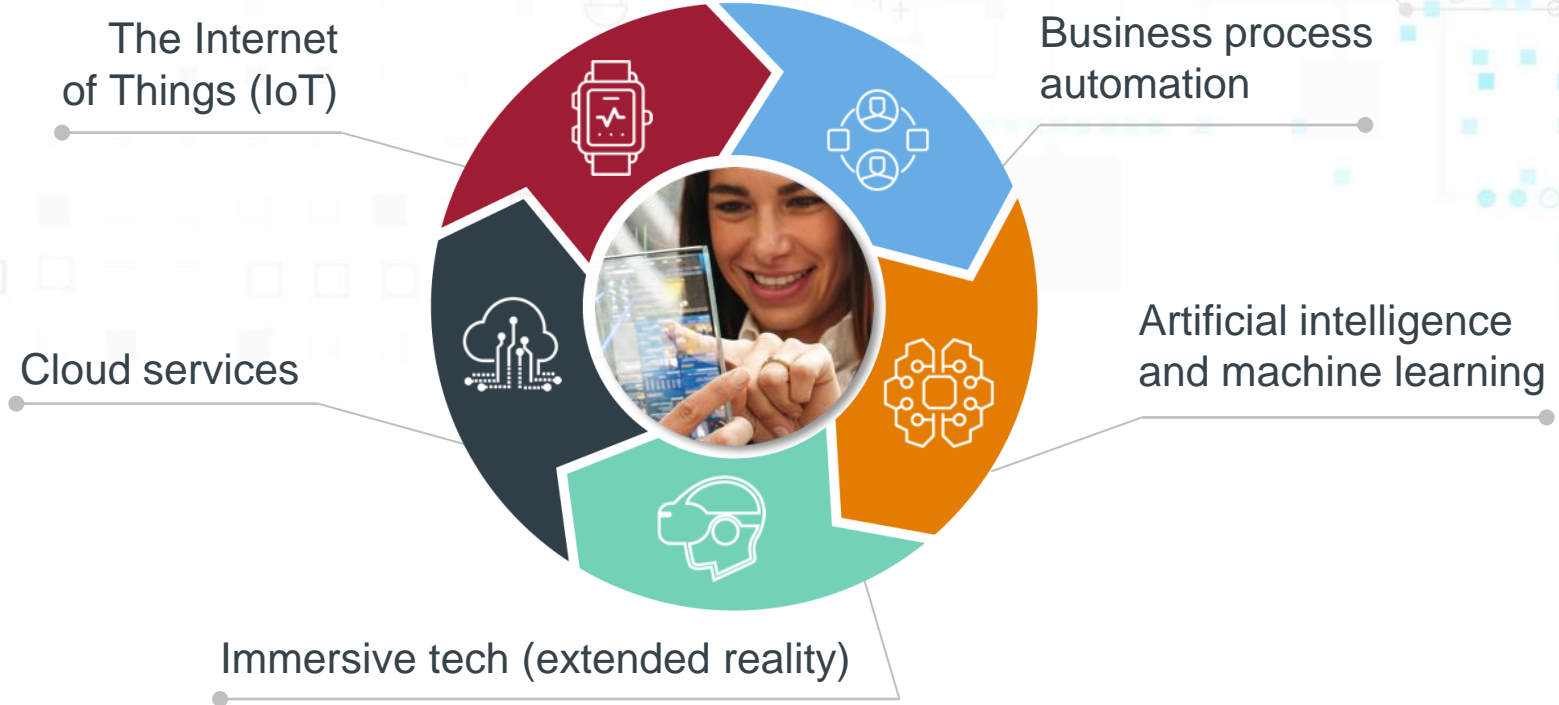


“People and their relationship with technology, or — more specifically — **how they work with and apply technology in new and imaginative ways**, will help define the new world of work.”



— Paul McDonald, senior executive director,  
Robert Half

# 5 TRANSFORMATIVE TECHNOLOGIES



# WHAT ALL 5 TECHNOLOGIES HAVE IN COMMON

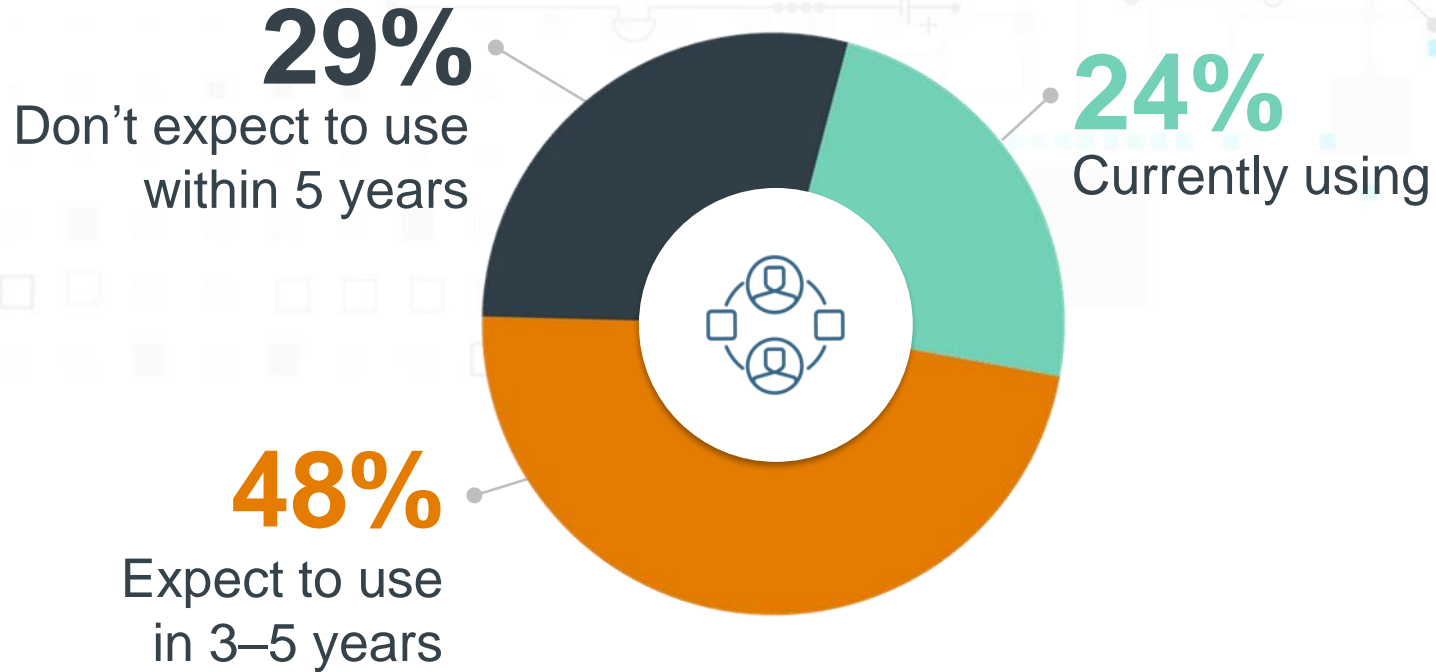


They are already in use in some sectors today but that is just the **tip of the iceberg** as to how far they'll go in changing the nature of work.



They all result in a better use of talent because they **free up people** for more important, strategic and interesting work.

# BUSINESS PROCESS AUTOMATION



Source: Robert Half surveys of more than 1,200 managers in the United States. Total does not equal 100 percent due to rounding.



# AUTOMATION IN THE OFFICE

Software bots for data entry and records reconciliation



Travel and expense management



Employee onboarding

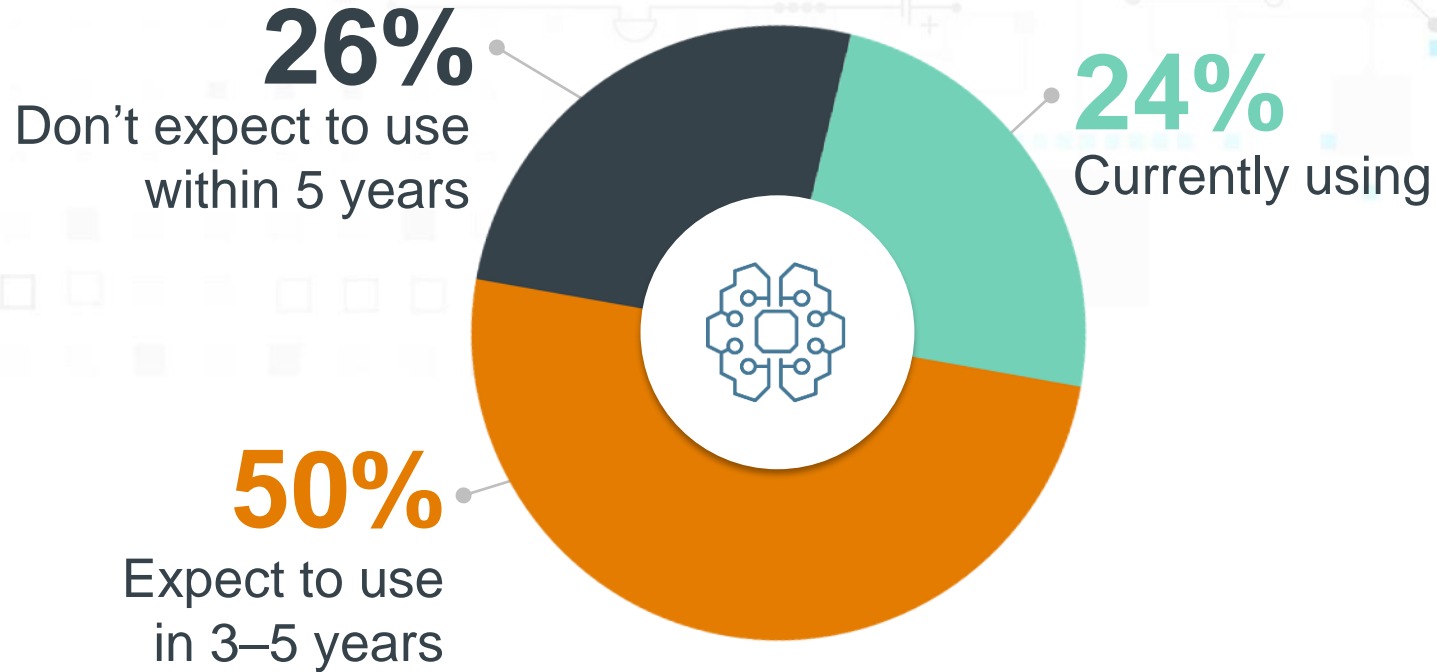


IT user provisioning



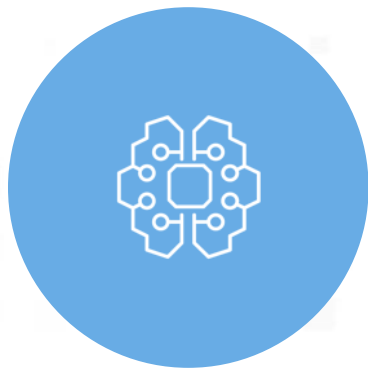


# ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING



Source: Robert Half surveys of more than 1,200 managers in the United States.





AI



Humans



**Symbiotic  
Computing**





# MORE AI USES



Robo-advisors  
offer digital  
financial  
expertise



AI agents  
manage  
appointments  
and respond to  
simple email  
requests



Execs use AI to  
select the right  
business cases



AI-powered  
tools unlock  
data to reach  
consumers



Legal teams tap  
AI for discovery  
and trial  
strategies

# MACHINE LEARNING (ML)

The ability for computers to act without being explicitly programmed. **ML uses information from:**

Real-world interactions



Social media activity



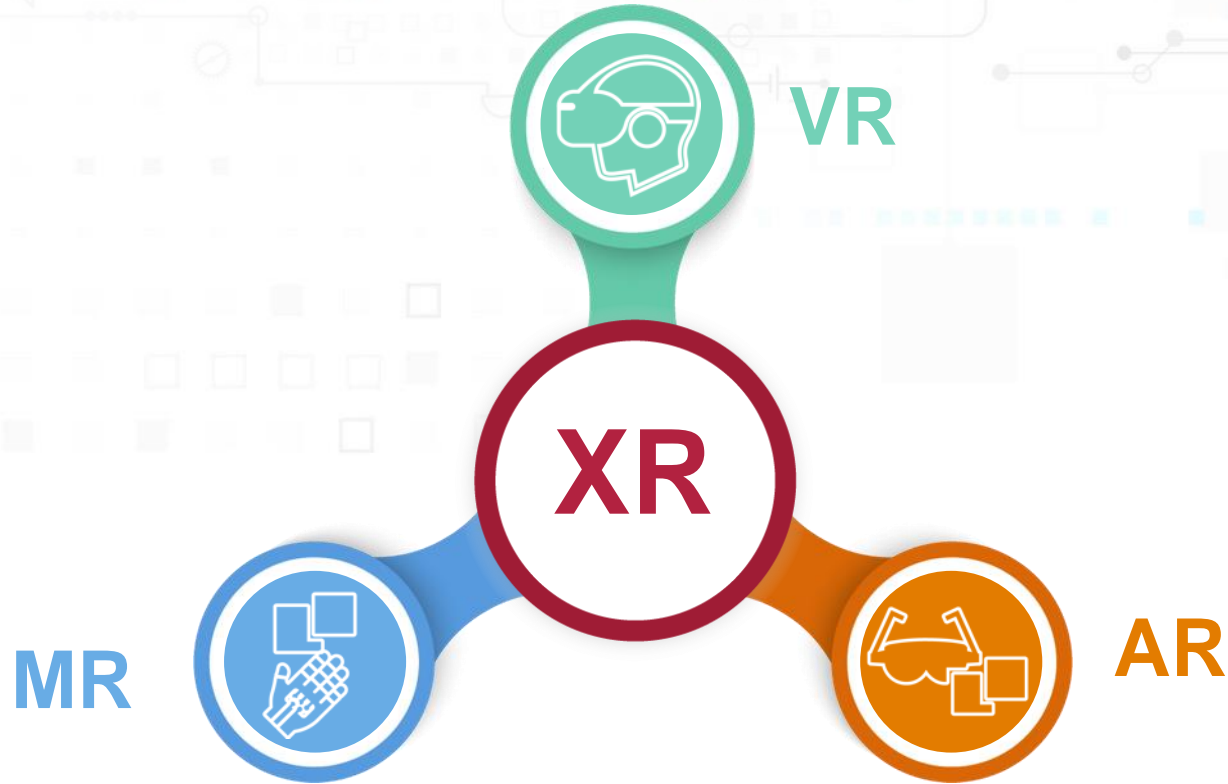
Browsing history



Purchasing history



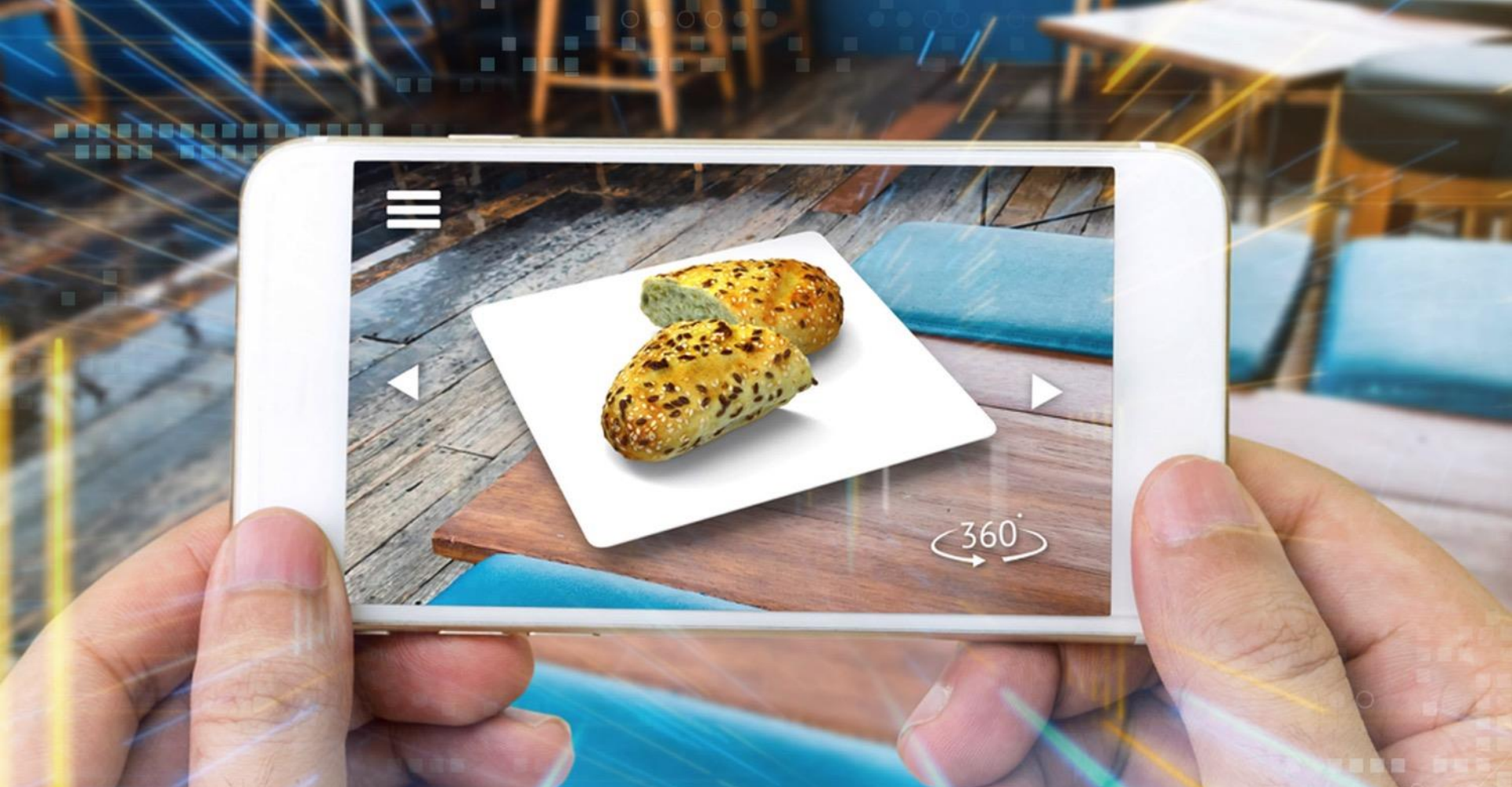
# IMMERSIVE TECHNOLOGIES



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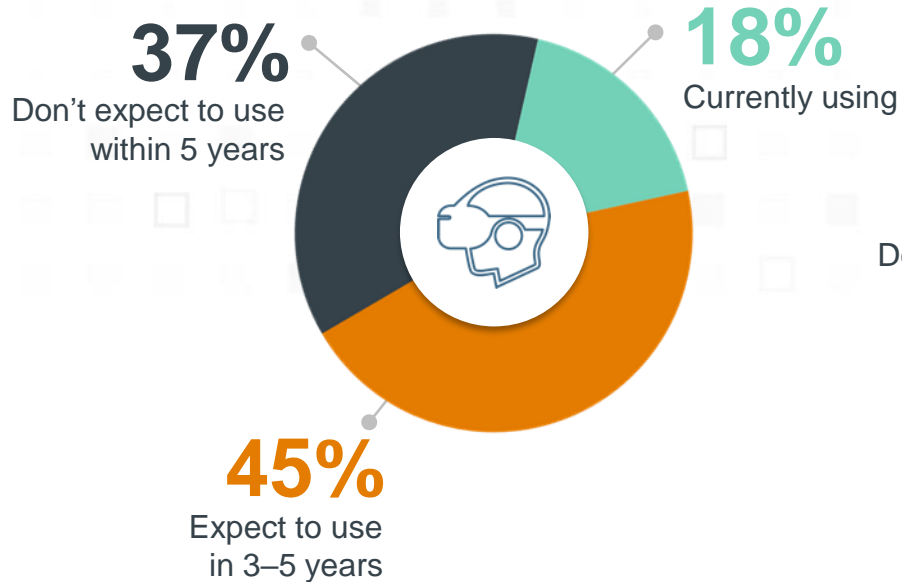




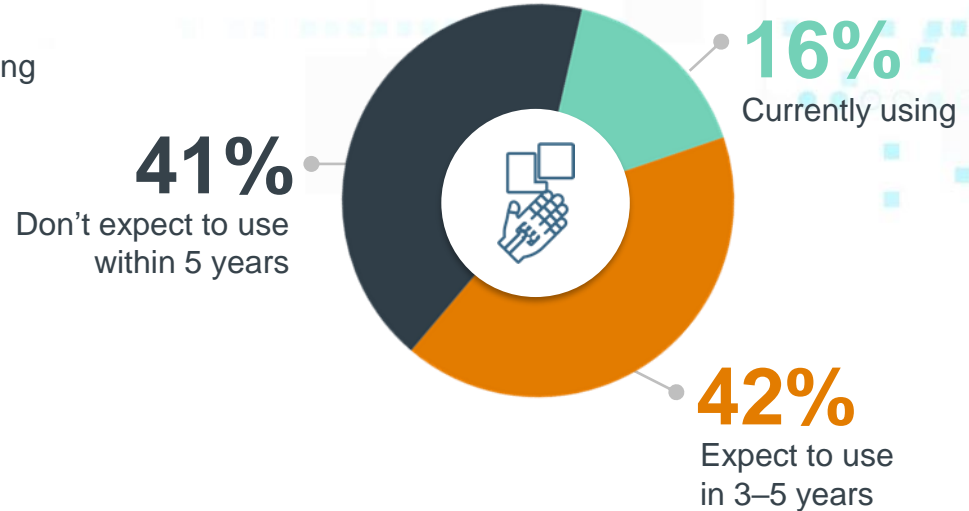


# IMMERSIVE TECHNOLOGIES

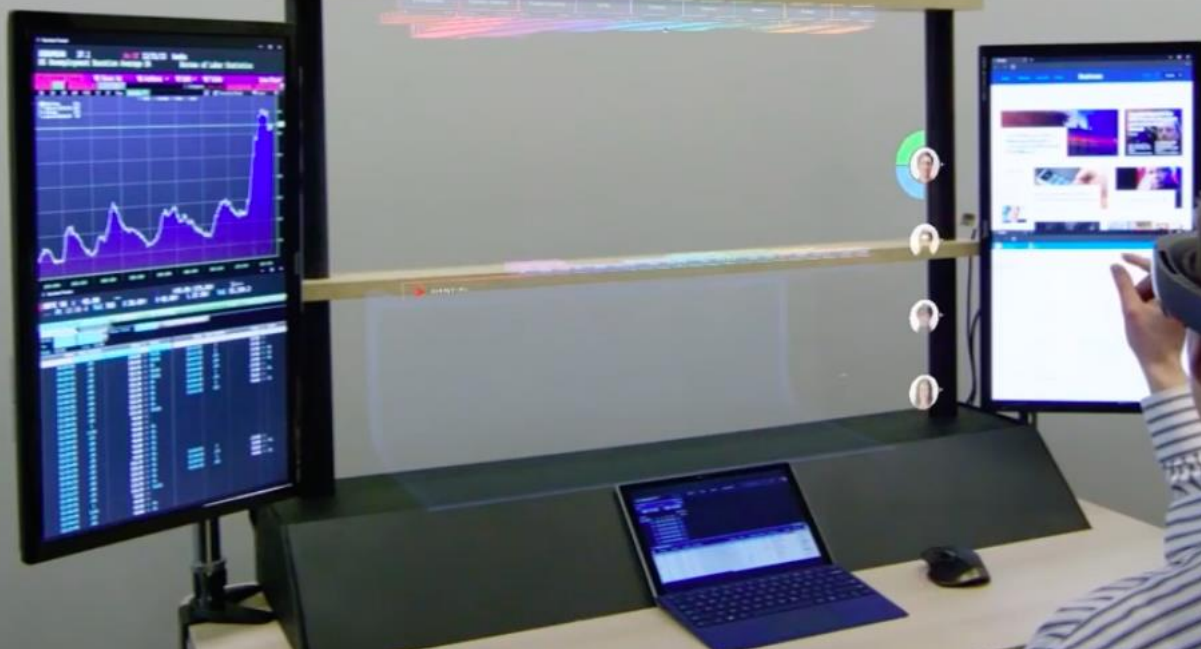
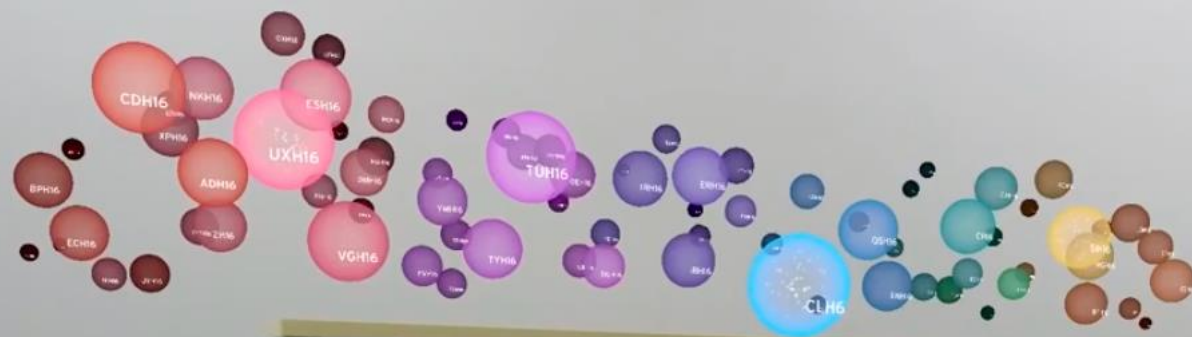
## VIRTUAL REALITY



## AUGMENTED REALITY



Source: Robert Half surveys of more than 1,200 managers in the United States. Total does not equal 100 percent due to rounding.









Edge Communications (Acco

Account Number: CD451796

Type: Customer -

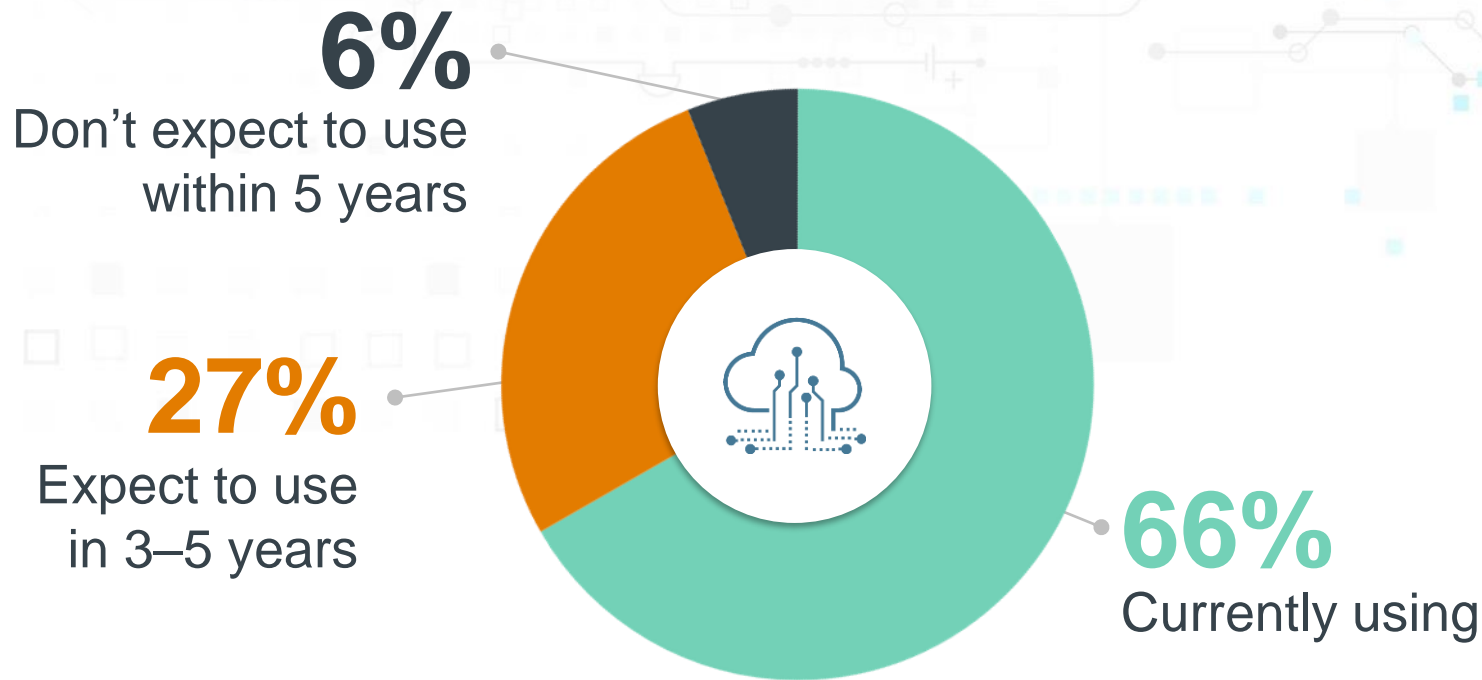
Industry: Electronics

Customer Priority: Medium

Upsell Opportunity: Maybe



# CLOUD SERVICES



Source: Robert Half surveys of more than 1,200 managers in the United States. Total does not equal 100 percent due to rounding.



# CLOUD SERVICES



Software as a Service (SaaS)



Infrastructure as a Service (IaaS)



# CLOUD SERVICES



Platform as a Service (PaaS)



AI as a Service (AlaaS)

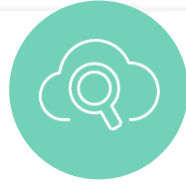
# THE CLOUD AS JOB CREATOR



Cloud engineer



Cloud security expert



Cloud business analyst



Cloud content strategist



Cloud project manager



Cloud marketing manager



Cloud compliance officer



SAP HR specialist

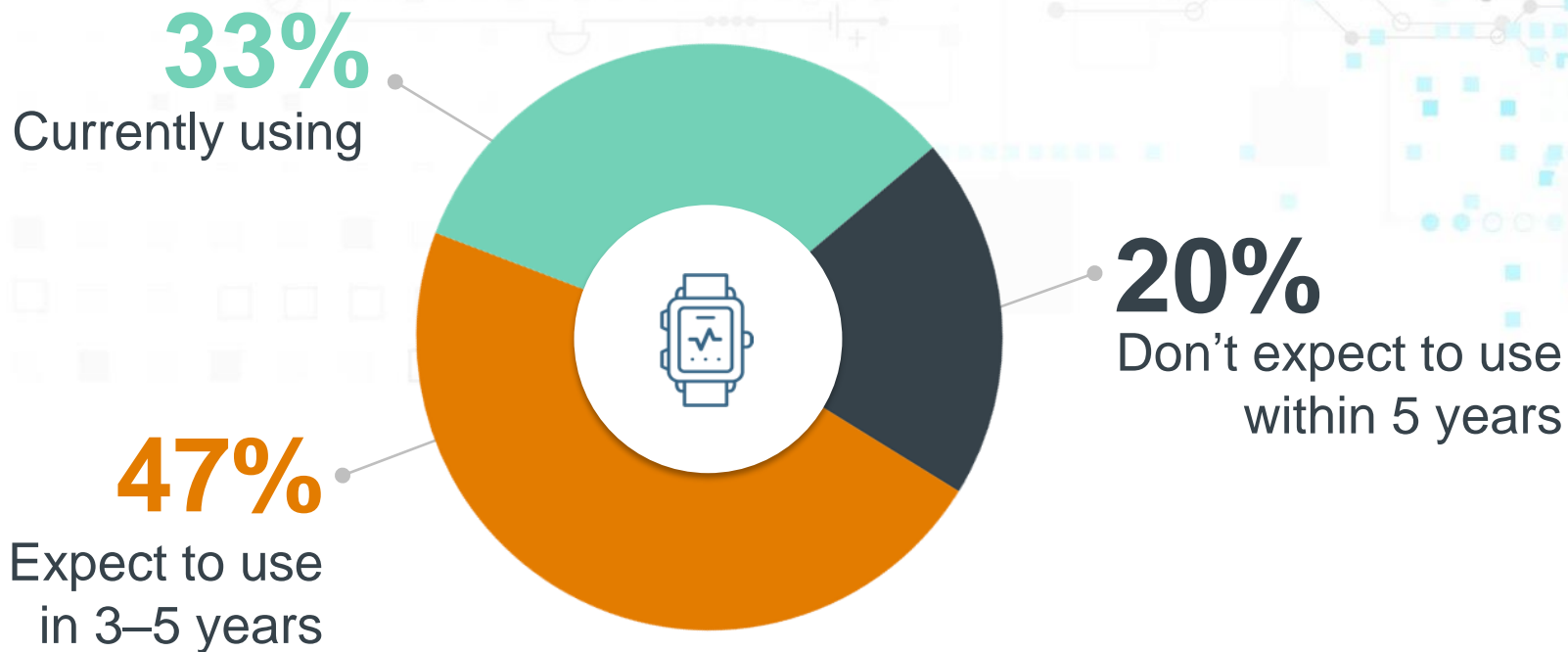


In-house counsel, cloud computing



Office 365 administrator

# THE INTERNET OF THINGS (IoT)



Source: Robert Half surveys of more than 1,200 managers in the United States.

# THE INTERNET OF THINGS (IoT)

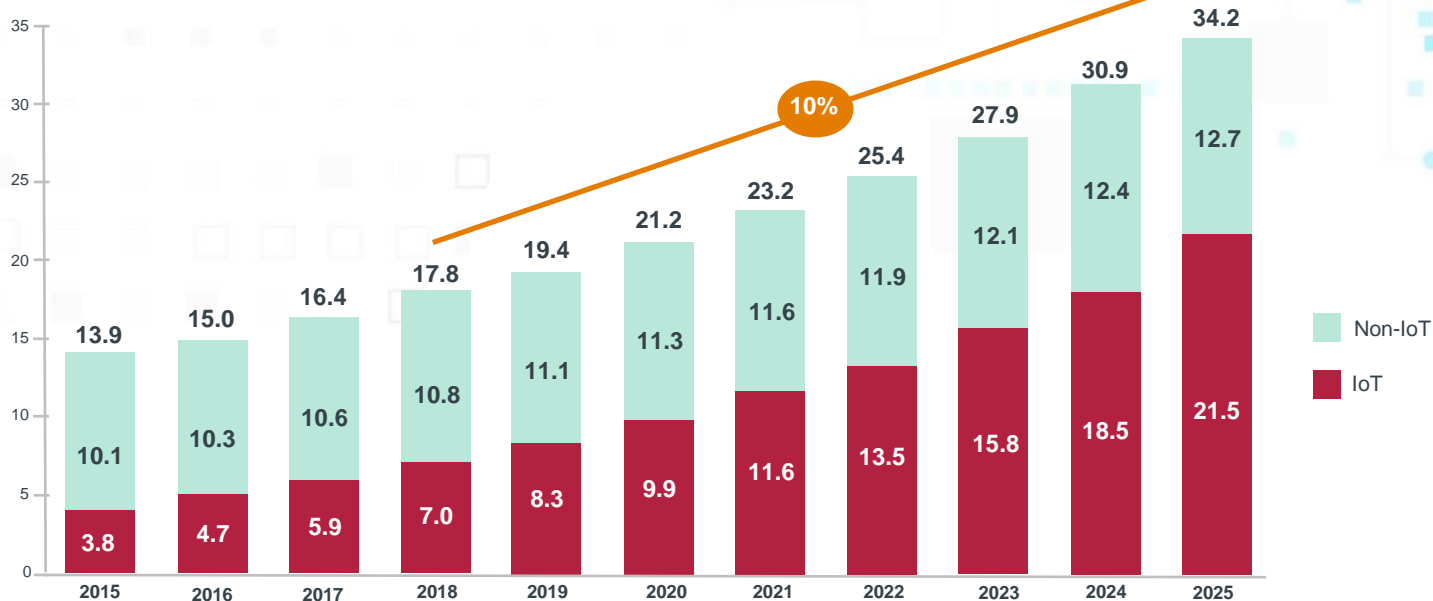




# THE INTERNET OF THINGS (IoT)

## Total number of active device connections worldwide

Number of global active connections (installed base) in Bn



Note: Non-IoT includes all mobile phones, tablets, PCs, laptops, and fixed line phones. IoT includes all consumer and B2B devices connected — see IoT breakdown for further details. Source: IoT Analytics Research 2018



# HOW JOBS WILL CHANGE

Tech innovations will do two things:



Create  
more jobs



Create jobs that are  
more satisfying



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Adapting to technological change

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