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# AUTOMATION, COMPANIES, & THE WORKFORCE

*October 28, 2021*

**MAU**  
WORKFORCE SOLUTIONS<sup>SM</sup>

# AGENDA

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- Who is MAU?
- Who am I?
- Future State
- Case Studies
- Recommendations

## INTRODUCTION

# WHO IS MAU?

MAU Workforce Solutions has grown over the past 47 years to become one of the nation's top diversity-owned staffing, recruiting, and outsourcing agencies in America.



Family-Owned  
Since 1973



10,000+  
Active Employees



## DIVERSITY SUPPLIER HIGHLIGHTS



**NMSDC**  
National Minority Supplier  
Development Council



**JOHN DEERE**  
Diversity Supplier  
of the Year Award



6<sup>th</sup> Largest Diversity Workforce  
Solutions Staffing Firm in US

INTRODUCTION

# WHO AM I?

**40 Under 40**, Atlanta  
Business Chronicle

**UGA Graduate**

**5<sup>th</sup> Generation** Atlantan

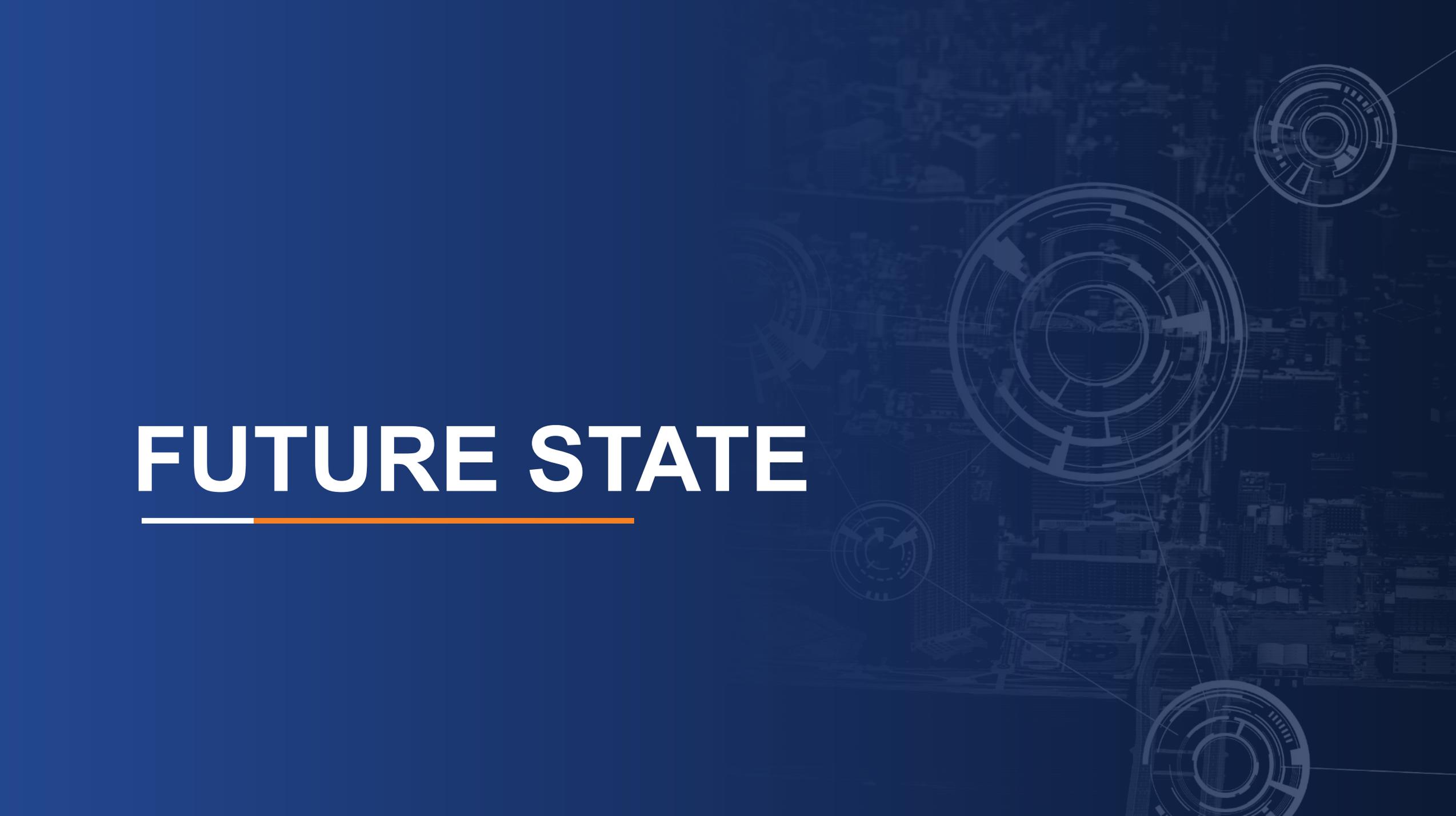
**Board of Advisors**, UGA – Terry  
College of Business MIS Program

**20 years** in Tech  
Recruiting & Consulting



# FUTURE STATE

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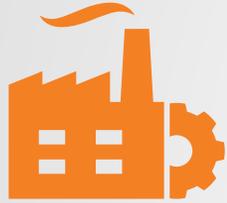




CSM-101

# AUTOMATION AND THE FUTURE OF BUSINESS

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Certain Industries  
Will Be Affected  
More Than Others



Automation Will  
Increase Existing  
Skills Gaps



Companies Will Go  
The Extra Mile To  
Authentically Connect



Those Who Resist  
Will Be In Danger  
Of Extinction



Emotional Intelligence  
Will Become A Key  
Job Skill



Jobs Will Be There  
For Reskilled And  
Upskilled Workers

# CASE STUDIES

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## CASE STUDY

# BOSTON CONSULTING GROUP STUDY

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- Talent shortfalls in key occupations, such as computer and mathematics, for the midrange scenario is set to soar from **571,000 in 2020 to 6.1 million by 2030**.
- Technology and automation will also drive people out of work in the US, particularly in office and administrative support, where the **surplus of workers will rise from 1.4 million in 2020 to 3.0 million in 2030**.
- Governments and corporate leaders need know where the biggest impact of automation will be, and how they can help individuals remain employable by maintaining their skills and promote continuous learning to evolve their workforce.
  - In the United States, for example, for **every six jobs** that are being automated or augmented by new technologies, **one additional job will be needed** in order to develop, implement, and run those new technologies.
- Increased job automation will also create significant opportunities. Primarily, it will enable workers to undertake higher-value tasks.
- Core human abilities—such as empathy, imagination, creativity, and emotional intelligence, which cannot be replicated by technology—will become more valuable.

## CASE STUDY

# HARVARD BUSINESS REVIEW

The effect of automation in the workforce:

- **9%** of the workers are employed by firms that make major investments in automation.
- **2%** of tenured workers at these firms leave the year of the automation event.
- **8.5%** will have left after cumulatively, after 5 years.

What group is impacted the most?



Highly-educated &  
Highly-paid workers

## CASE STUDY

# PwC STUDY

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Improved STEM skills will be important in allowing people to take the high technology jobs that will arise out of AI and robotics, but soft skills will also be important in making people adaptable and employable throughout their working lives.

○ **\$15T** Potential boost to global GDP from AI by 2030

○ **30%** of jobs at potential risk of automation by mid-2030s

○ **3%** of jobs at potential risk of automation by early 2020s

○ **44%** of workers with low education at risk of automation by mid-2030s

# RECOMMENDATIONS

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# RECOMMENDATIONS

## FOR COMPANIES

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To ensure that current and future work imbalances do not have an impact on their financial stability and ability to compete, companies need to take the following actions.



Perform strategic workforce planning.



Upskill and reskill existing workforces.



Create a lifelong learning culture.



Rethink talent recruitment and retention strategies.



Create a talent pool to determine each person's potential.

# RECOMMENDATIONS

## FOR INDIVIDUALS

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In order to ensure that they are prepared for the jobs of the future, individuals will have to take greater responsibility for their own professional development, whether that means through upskilling or reskilling. They should take the following actions.



Make lifelong learning the new normal.



Remain focused on upskilling and reskilling.



Become more flexible when developing a career path.

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