




NEW WAVE

An abstract graphic on the left side of the page. It features several interlocking gears in dark blue and orange. There are also various geometric shapes like squares and diamonds in orange and dark blue, some with curved lines around them. A large orange circle contains a blue star-like shape and a smaller gear. A blue bar chart is also visible. The entire graphic is connected by thin, curved lines.

THE ROBOTS ARE COMING; ARE HUMANS READY?

New Wave Learning White Paper

“

Clients do not come first.
Employees come first.
If you take care of your
employees, they will take
care of the clients.

Sir Richard Branson

”



As we enter the **Fourth Industrial Revolution** all businesses need to **rethink** how they **invest in their people.**

ARE YOU READY?

91.5%

of leading businesses have
ongoing investments in
artificial intelligence

NewVantage Research 2020

We are living in the Fourth Industrial Revolution. Our society is set to change like never before.

We are already seeing autonomous vehicles and artificial intelligence is beginning to take shape in the data driven world. Soon the boundaries between the physical, digital and biological worlds will collide and the work we have to do as humans will change across every business sector.

It's no surprise that almost every business has ongoing investment into technology and artificial intelligence.

No business can afford to get left behind.



270%

increase in the number
of businesses adopting
AI in just four years

Gartner Research 2019

But during an industrial revolution it isn't just technology that needs investment, your people will need to develop new skills and resilience to thrive in a changing world.

THE FUTURE OF WORK

**OVER
50%**

of businesses reported
a boost in productivity
after implementing AI.

Just as with every industrial revolution that came before, human workers will not be obsolete, but the work they will need to do, and the skills they need to have will change.

With the rapid pace of technology change, it is becoming critical for all businesses in every industry to start thinking strategically about the steps needed to ensure their people are ready.



As more and more artificial intelligence is entering the world, more and more emotional intelligence must enter into leadership.

Dr Amit Ray
Author of Compassionate
Artificial Intelligence



Of course, technical skills and the ability to work with the data required for business are essential. But as AI takes on more and more of the repetitive and menial tasks from humans, the soft, human skills will play a vital role.

All your employees will have more time to spend with customers and in more strategic work.

89%

of recruiters say that when a hire doesn't work out, it usually comes down to a lack of soft skills.

Teaching your people to be more patient, understanding, and innovative can be challenging, but the rewards lead to success.

We often hire people for their technical abilities, but the human skills they possess and continue to develop is what makes them truly successful.

Human skills give your people durability and adaptability, enabling them to acquire new skills, knowledge and the mindset that creates wide-reaching success.

Teaching a technical skill has a defined path, a process that might not be easy, but it is simple to follow.

Human skills don't have an easy formula.

In research published in the Journal of Creative Behaviour - people with emotionally intelligent supervisors, who are self-aware and empathetic, were happier, more creative and more innovative.

But human skills are not just necessary for your managers and leaders. You should be driving a culture throughout your organisation where human skills are practised and developed.



SKILLS YOU SHOULD INVEST IN TODAY



2029 is the consistent date I have predicted for when an AI will pass a valid Turing test and therefore achieve human levels of intelligence. I have set the date 2045 for the 'Singularity', which is when we will multiply our effective intelligence a billion fold by merging with the intelligence we have created.



Ray Kurzweil,
Director of Engineering
at Google

Until this singularity event occurs, the most essential skills will be what a computer cannot provide.

EMOTIONAL INTELLIGENCE

Machines cannot yet connect with humans. Developing your people's ability to understand, control and express their emotions will begin to shape them into leaders who will drive success to your business alongside technology. Emotionally intelligent people make better decisions and solve problems easier. They are better able to listen, reflect and, as a result, grow all of their skills.

COMMUNICATION AND INFLUENCING SKILLS

Communication is at the foundation of every business. It is the first skill that any hiring manager looks for in an interview.

The way we communicate drastically changed. Businesses need to adapt the way they train communication. Technology has given us the ability to talk to customers worldwide from our homes to our offices and anywhere in between, but that means we need to continue to learn and practice old skills and new ones.

The future of business hinges upon how well your people can deliver exceptional experiences; this begins with communication.

DIVERSITY AND CULTURAL INTELLIGENCE

An unspoken issue with AI is that it is only as good as its inputs. When you give AI data and rules on what makes a great leader, you are asking an automated robot to identify the common traits leaders currently have. Gender and race biases will naturally come out when a computer looks at all existing CEO's and extrapolates that the best candidate should mirror those traits. Not just their dedication to work but also their age, colour of their skin and gender.

By improving your people's understanding of diversity and inclusion, you create an environment that allows your people to thrive. You also create an environment that knows how to adapt inputs into automation software to remove biases based on historical data.

THE BENEFITS OF HUMAN SKILLS

Investing in the right skills of your people will always help your business to become more competitive, but right now, some specific traits will help your business to thrive.

ADAPTABILITY

The working situation has changed. You might have adopted a complete work from home policy, a hybrid approach, or transitioning everyone back to working in an office full time.

Whatever the situation you are in, investing in your people's ability to adapt is critical. The way we work together, collaborate, innovate together has changed. Guiding your employees to be more flexible in their thinking and approaches will yield positive results.

BELONGING

Belonging is a crucial human need. Yet in 2019, the EY belonging Barometer study found that 40% felt isolated in the workplace. If your people feel like they belong, they are less likely to leave you.

In fact, turnover from companies with high belonging is around 50% lower, but job performance ratings are also increased.

40%

of workers in 2019
felt isolated

EY Belonging
Barometer 2019

COMMUNICATION

Your people's ability to communicate directly impacts not only the working environment but your customer experience. Equipping your people with the right skills to enable them to express themselves, listen and tackle difficult conversations is crucial.

37%

of managers are
uncomfortable giving
direct feedback about
performance if they
think the employee might
respond negatively

Harris Poll

A Harris Poll of managers found that 69% were uncomfortable communicating with employees. Your people thrive on feedback. If managers are unequipped to share it, and their team is unequipped to receive it, the development of your employees can begin to stagnate.

Effective communication leads to a productive team.

TEAMWORK

Developing your people's human skills fosters an environment of collaboration and teamwork, where every member of the business feels uniquely appreciated and valued.

41%

of workers were
considering quitting or
changing professions

Microsoft 2021 World
Trend Index

Great teams stay together. Your people build trust and loyalty, engaging in work together, which produces a strong company culture.

A key thing that we should all keep in mind. Human skills weaken when we don't use them. Businesses have a lot to gain by treating human skills as they would technical skills. Develop, nurture, coach and train continuously to create a culture that works for you and your people.



CHANGE IS STRESSFUL

17.9 MILLION

working days were lost in
2019/2020 due to stress
HSE Labour Force Survey

A study by the American Psychological Association found that organisational changes can lead to an increase in stress. Change is quite common in business, a restructure, new leadership, and even new IT systems. As the world transitions to a new way of working, the mental and physical toll will naturally appear amongst yourself and your people.

Life is a rollercoaster; we can't escape that. But with the right tools, we can learn to manage and put practical steps in place to improve wellbeing and reduce the 'bad stress' we might feel during the change we are undergoing.

NEW WAVE LEARNING'S FIVE WAYS TO WELLBEING

These practical steps will help your people be more resilient and better prepared for the change we are being thrust into.

TAKE NOTICE

Taking notice is where we actively bring our mind and attention to ourselves and the things around us. It can be as simple as encouraging your people to look out of a window and take a moment to look within themselves and notice how they feel and why.

GIVE

Giving is a powerful tool that we can use to improve mental wellbeing. When we give, it is an active pursuit, no matter how big or small the act, and it is an excellent way for people to feel recognised and valued quickly.

CONNECT

Connecting is all about being there for others. You cannot connect with someone else without them also connecting to you. When we connect, we share a bond, and we share the positive benefits.

KEEP LEARNING

When you learn, you enrich your life. Learning helps increase your self-esteem as you overcome challenges and achieve what you have set out to do. As we shift to an unknown way of working, having people with the skill and drive to learn will be vital to success.

BE ACTIVE

When we are active, the body releases Serotonin - the feel-good hormone. It reduces our risk of depression, makes us better able to cope and increases our self-esteem. Encouraging your people to take walking meetings can help relieve the stress they feel.



The most valuable training we can give our people is to the way they see themselves. As we go through this incredible technological revolution, we must help everyone remember: being human is what got us here, and now, more than ever, it is what we need to thrive.

Priya Taylor
Managing Director, New Wave Learning





Get in touch with our experts if you're interested
in discussing these topics in more detail.



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