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# AI:10

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SPECIAL EDITION | FEATURING "AI WORLD SUMMIT 2021/22"

# The future of work

## How AI & Robotics Affect Workforce and Management

Originally Broadcasted on  
30 Nov 2020 | 10.45 am – 12.00 pm (GMT+8)

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As the Covid pandemic caused businesses to shut down there were many jobs lost. It is undeniable that this pandemic has created a very strong incentive to automate the way humans work. What do workers need to do now to reskill and up skill themselves? Does it affect just the regular workers or even the higher management at a global scale? This track focuses on how management develops HR policies and talent development initiatives in the future; and how the workforce can be trained to give what the industry needs.

## Panel Discussed by



*Pascal Bornet*

Author of "Intelligent Automation" - Amazon Bestseller Book;  
Official Member, Forbes Technology Council;  
Former Head of AI, McKinsey & Company



*Anshul Sonak*

Senior Director, Global AI and Digital Readiness  
(Global Partnerships & Initiatives Group), Intel Corporation



*Philippa Penfold*

CEO / Co-Founder, People Collider



*Zarina Yusof*

Acting Executive Director, AMP Singapore



*Rudmeela Nawshreen*

Founder and CEO; ConfigVR and ConfigRbot

**Moderated by:**



*M Nazri*

Founder / CEO, MyFinB Group & CE.AI; Honorary Consul, Cabo Verde

# 01 The future of work

How AI & Robotics Affect Workforce and Management

## *Pascal Bornet*

“ Pascal Bornet shared his thoughts on the challenges the world is facing today with regards to work. According to Gallup- a research company, 85% of the employees worldwide do not flourish at work because of their repetitive routine and time-consuming activities such as non-productive meetings. He also shared that because of the Covid-19 pandemic, 3 billion people are working remotely and some of them experience isolation because of lockdown, and this impacts their motivation, thus creating stress and affecting physical and mental health.

He also explains how we can solve this issue using The Fivefold-A Artifact. The first one is analysis, where workers can create personalized dashboards that will help them to manage and monitor their work-life balance. The second one is automation where we can use AI to take those time-consuming tasks and automate them. Next is augmentation where we can increase the added value of the work, we perform. The fourth one is abundant where certain activities should be reduced or even eliminated to increase productivity. Last but not the least, is anchoring. We need to connect employees' to companies, and other market players more closely as this is the key to building the future of work.

## *Anshul Sonak*

“ Anshul Sonak shared that Intel Corporation, the world's largest semiconductor company, that creates all the foundational technologies which go across all the emerging technologies including AI termed AI as the new electricity. He states that AI is not just a technology, it is also a field of study, it is also a field of intelligence for all aspects related to the future of work. AI can be used to integrate with personal purpose with the corporate purpose. He mentions, we need to understand AI as beyond technology.

He also mentions that we need to apply the AI skill in a very responsible way. The bigger issue is, that the AI skill is required for a much broader workforce and not just for the tech workforce. AI is not just technology or a toolset and it doesn't just require a skill set, but it requires a whole new mindset. He says, “Technology is very important and all of us will do a good job in technology, but then when we talk about a broader future of preparing people, that is to use AI responsibly.

## *Philippa Penfold*

“ Philippa Penfold shares her insights about trust and design. We always heard about the design of work and about how many jobs are there or are there going to be enough jobs for everyone. The challenge is not about the number of jobs, but about the capabilities and skills required for those jobs. We need to change our mindset so that when we design jobs, workplaces, or organizations, we are doing so in the best interest of the individual as well as the business rather than just for the business itself.

The purpose of AI is to manipulate data in beneficial ways. She mentions that, in organizations, they manipulate data to help the employees be more productive, to reduce the cost, and primarily for the business itself. We need to trust the tools that we are using in the workplace. She mentions that the issue that needs to be considered very deeply within the organizations is how artificial Intelligence is being used for working with data.

— *To be continued in next page.*

# 01 The future of work

How AI & Robotics Affect Workforce and Management

## Zarina Yusof

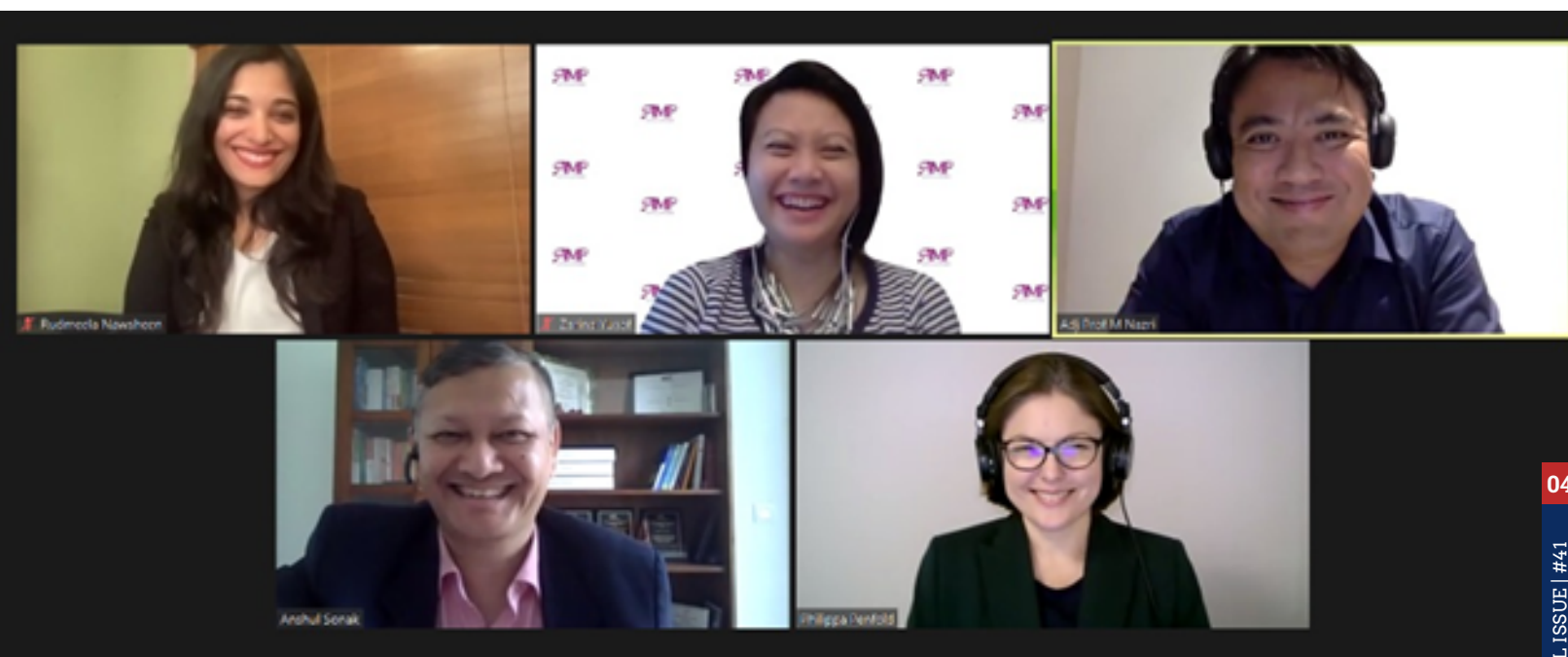
“ Zarina Yusof shares her thoughts on this topic from the Social Service angle. She mentions, AI has been used to process a hundred thousand articles to effectively measure the sentiment and engagement that netizens have on various specific topics. AI can ensure that the programs we make are on the right track and the outcome of these programs is good. In the social service sector, it is difficult to know if the programs are evidence based or not.

So, using AI ensures that we can provide the required evidence by analyzing the data or information that we have. The workforce in the social service sector needs to be changed and this is connected with the change in management. The change in management again depends on change in the culture itself such as the need for creativity that can instill the courage to explore new ways. She says, “we need to strike a balance between incorporating technology and AI while also being compassionate.”

## Rudmeela Nawshreen

“ Rudmeela Nawshreen shared the global problem that AI could help us solve. This global problem including healthcare, transportation, education, cybersecurity, workforce, social issues, and many more. AI can help in discover inefficiencies, execute plans, find trends, patterns, and associations, inform fact-based decisions, and predict future outcomes based on historical trends. AI and automation can boost human activities for example like cognitive analytics through robotics.

Rudmeela Nawshreen shared the skills the employers can prepare their employees to be more adept in the future. The skills are complex problem solving, critical thinking creativity, people management, emotional intelligence, relationship making, negotiation, and cognitive flexibility. She emphasized that automation and robotics have already changed not only in the workplace but also in our everyday life.





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# Awards

We are also pleased to share that under the University-Industry Partnership (UIP) programme (<https://myfinb.com/uiip/>), where more than 500 research papers have been submitted for collaboration - are now being considered for the Centre for AI Innovation's (CEAI)'s prestigious awards.

Prizes in the form of CEAI Sponsorship Grants to develop the AI systems around the winners' projects will be awarded (worth up to USD50,000 per project) and shall be announced during the AI World Summit 21/22 event held digitally on 1 Dec 2021. Terms and conditions apply.



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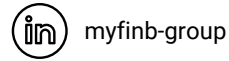


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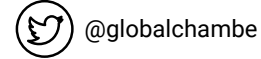
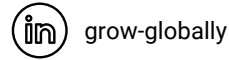
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