

Vol. 2

#NewWayToWork Futurists Insights Series
The Future of Work Talent



Janine Truitt

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Janine Truitt sees workplaces not only having less hierarchy and ridged structuring, but a gradual refocus on people.

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Introduction

The “traditional workplace” as we know it has vanished. These rapid changes are fueled by new technologies. They’re fueled by the mass adoption of social channels, the ubiquity of mobile, and the connectivity to devices.

Today’s workers have a digital mindset. They are digitally literate and driven to leverage new and emerging technologies to connect, inspire and innovate.

But with all these rapid changes, you might be wondering, “What does the future workplace look like? And how can my organization best position itself to collaborate, integrate and innovate quickly enough to survive at the speed of our customers?”

About Janine Truitt

If the task feels daunting, let Janine Truitt share her vision about the future of work. Janine’s career spans more than nine years in HR and talent acquisition. She is a dynamic speaker and entrepreneur, and an important voice in bringing business savvy to the discipline of HR.

Truitt is the founder and Chief Innovations Officer at Talent Think Innovations, a talent management consulting firm focused on providing business solutions and strategies that are a catalyst for innovation and getting businesses back to the basics of making talent their first priority. It’s her belief that this one action — when done genuinely — will make for a happy and productive workforce.



Follow Janine on Twitter [@CzarinaofHR](#) or connect with her on [LinkedIn](#).



Hierarchy Shift

What does the workplace in 10 years look like to you?

I think in 10 years we're going to see a lot more diversity. Localization of the workforce is going to be extremely prevalent and you're going to see it at various levels in organizations.

I also think that you're going to see a flattening of organizations as they shift from a top-heavy hierarchy. Businesses will start to refocus on people, which is something that is lacking right now.

They will begin to put employees first instead of the bottom line, and realizing that their people are the ones that drive business. As they say, "Happy people bring happy customers," so I think we're going to see a shift toward that mindset moving forward.

Organizations offering workplace flexibility increased engagement and motivation by more than 80%.

*Meghan M. Biro
Embracing Change to the Re-Imagined
Workforce, 2014*



Entrepreneurial Mindset

If you had to make a prediction, which do you think will have the most significant impact on the future of work and why?

I think the labor force. Every couple of decades you see a shift in the people. Right now, statistics are somewhere above 50 percent for people who are not happy in their jobs or workplaces.

So that's pretty significant, and I think you're going to see people start to take on more of an entrepreneurial mindset, whether they become entrepreneurs or not. It's the mindset that they're in control of their own careers and not the company.

Instead of looking to the company to develop them, they're going to use things like digital and social to build their own communities, which we're already seeing, to put themselves where they want to be career-wise.

Companies with happy employees outperform the competition by 20%.

*Entrepreneur.com
It Really Pays to Have a Rich Company
Culture [Infographic], 2014*



Enhancing Security

What is the most important technology decision required for leaders to prepare for this future?

I think it is going to lie in security. You've heard all the different stories about breaches, and this is scary to Corporate America. Anytime they hear about a breach they say, "Aha! That's why I'm not going into the cloud, that mystical cloud, because, you know, it's not secure."

Ultimately we have to get to a point where we can do work, be smart with technology and use it as a resource.

Over 60% of enterprises allow or tolerate employee use of personal devices to access enterprise data.

State of BYOD and Mobile Security Report, 2014



Hands-on Leaders

*With work evolving, what might
a new title be in the C-suite?
Will there be titles at all?*

I think there's going to be fewer of those guys. Right now you have figureheads. It's not so much that they're getting their hands dirty. In fact, they probably don't even know the people who are working at their organization.

**You will see more players come in as leaders
but not necessarily be stuck behind a title and a
stuffy desk.**

They will need to be the type of leaders who are willing to get into the trenches with their people, working hand in hand.

This is where we need to be next, but businesses will need to refocus a little bit. They have to get better at the people skills.



Steady Evolution

Based on your vision of the future of work, is there a new industry that will emerge or one that will disappear?

Sometimes when we think about the future, we go from 0 to 100. For example, we think that somehow we're going to go from the cars that we drive today to something that is flying. I don't think that it happens that quickly.

In my lifetime I'm probably not going to see something completely drop off, and if it does drop off, it's for economic reasons and not because the future's here. Instead, I think we'll see an evolution.

I'm an HR practitioner, and I think that HR has to evolve. It's the core of the organization from my perspective, so HR will need to be more involved in tying what they do to business for it to be successful. They need to be mindful of what's good for the business and what's good for the people.

I also think there will be a recognition of customer service. It's one of those things that's like, "Oh well, it's customer service," but now it's going to be pretty important because we know that people want to understand why they should buy your products.

Are your people happy? Are you doing the right thing? Are you socially responsible? All of these different elements tie into why people actually patronize you. So I think they're going to become more important than ever going forward.



Managing the Future

Leaders of the future should be prepared to manage differently as they move from behind the desk and traditional hierarchical structure — and take a more hands on approach with employees. As the infrastructure shifts, so will the mindset of employees.

An entrepreneurial outlook will not only drive a greater sense of control over every employees career, but serve organizations seeking innovative ways to navigate the future of work.

Are you ready to embrace the future of work?

That's exactly what IBM Verse does! Guided by powerful analytics to help you prioritize the people and projects you need to focus on, this new email and collaboration tool will help free your employees up to focus on what they do best.



For more insights about the Future of Work, follow **#NewWayToWork** on Twitter or go to **IBM.com/Verse**



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