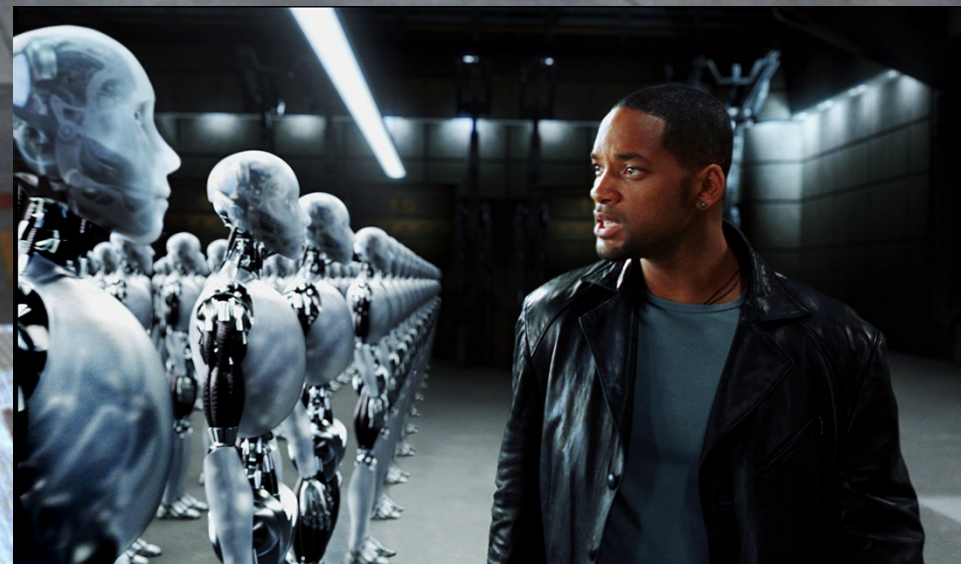
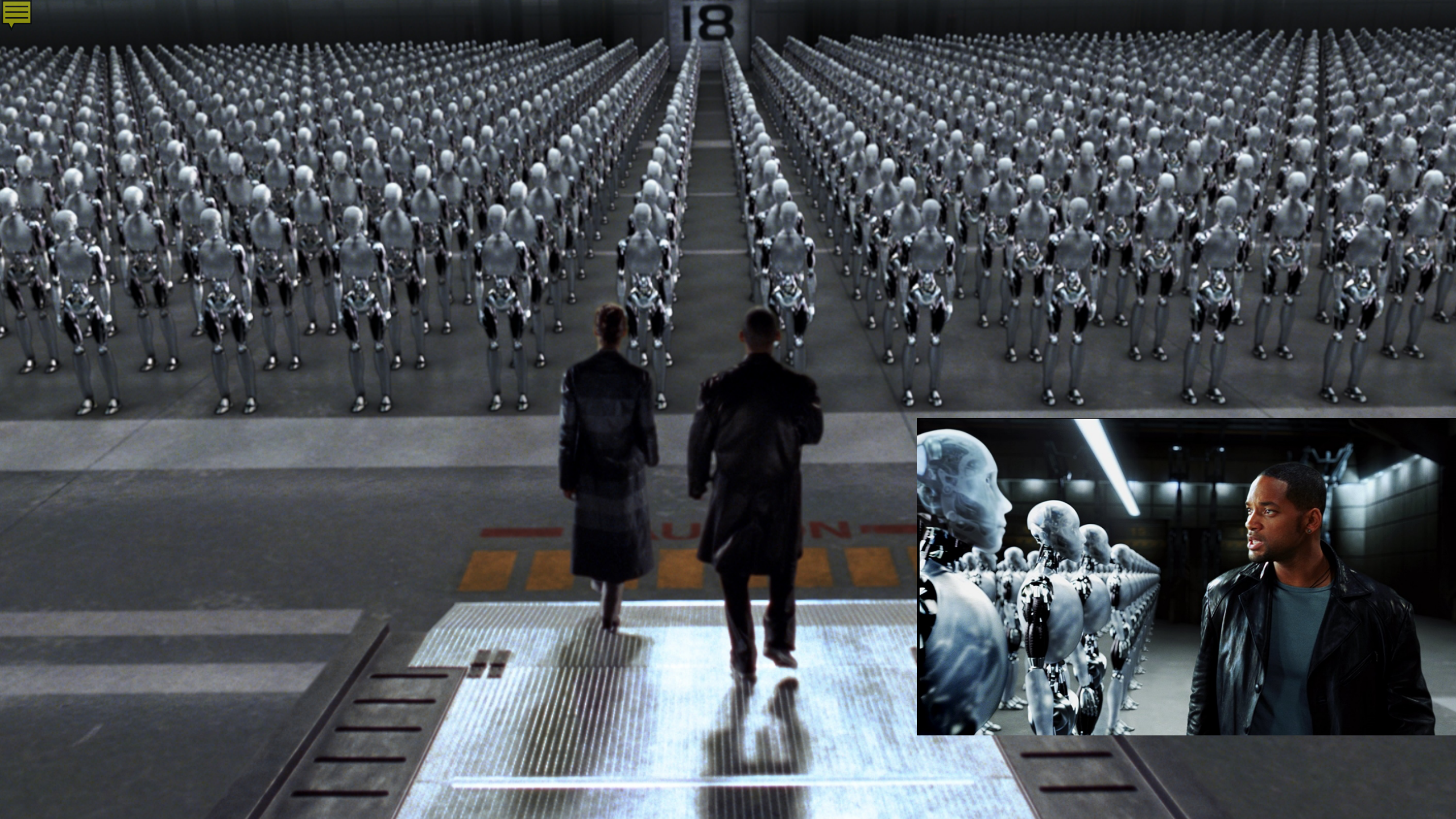




Workforce 2030

How AI is disrupting the Contact Centre



AI FEAR CYCLE



“Replace
the fear
of the
unknown
with
Curiosity”

unknown

Fear - caused by unknown

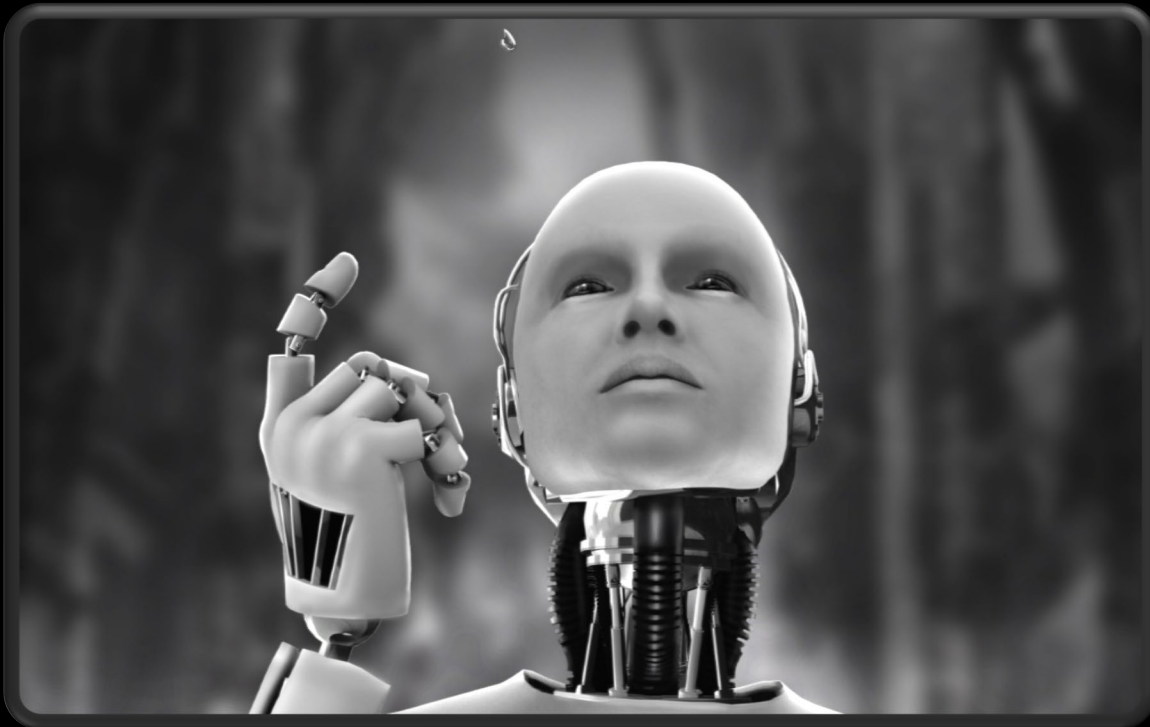


Insight - removal of fear



**Development - replacement of fear
with future focus**

HOW AI WILL IMPACT THE WORK FORCE



- Change the way we conduct Business & Operations
- Be Disruptive
- By 2020, 85% of customer interactions will be AI processed



VIRTUAL CUSTOMER ASSISTANTS (VCA)

1. Predictive Queries

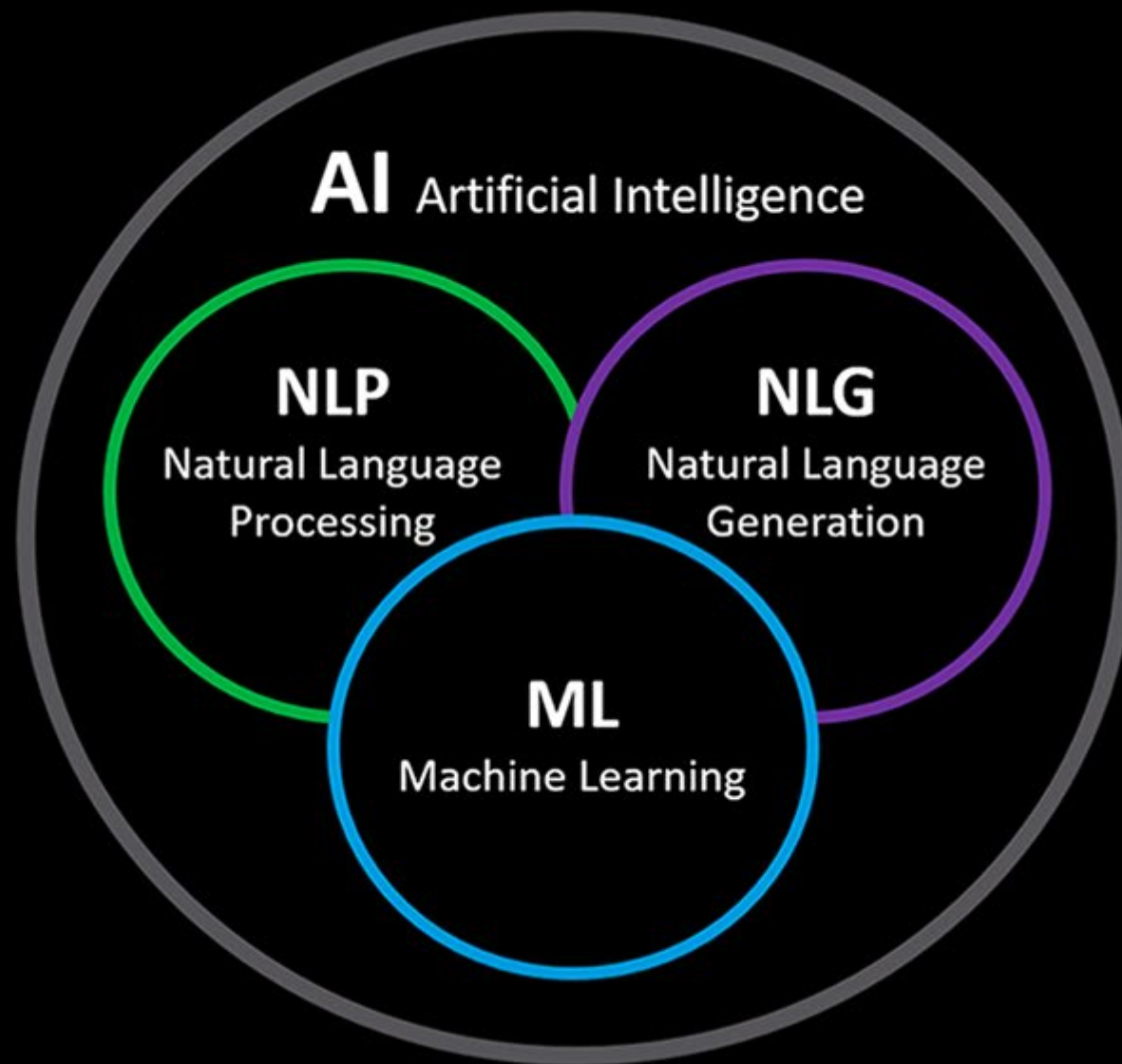
Big data - predict and analyse questions based on past behaviour

2. Enhanced Communications

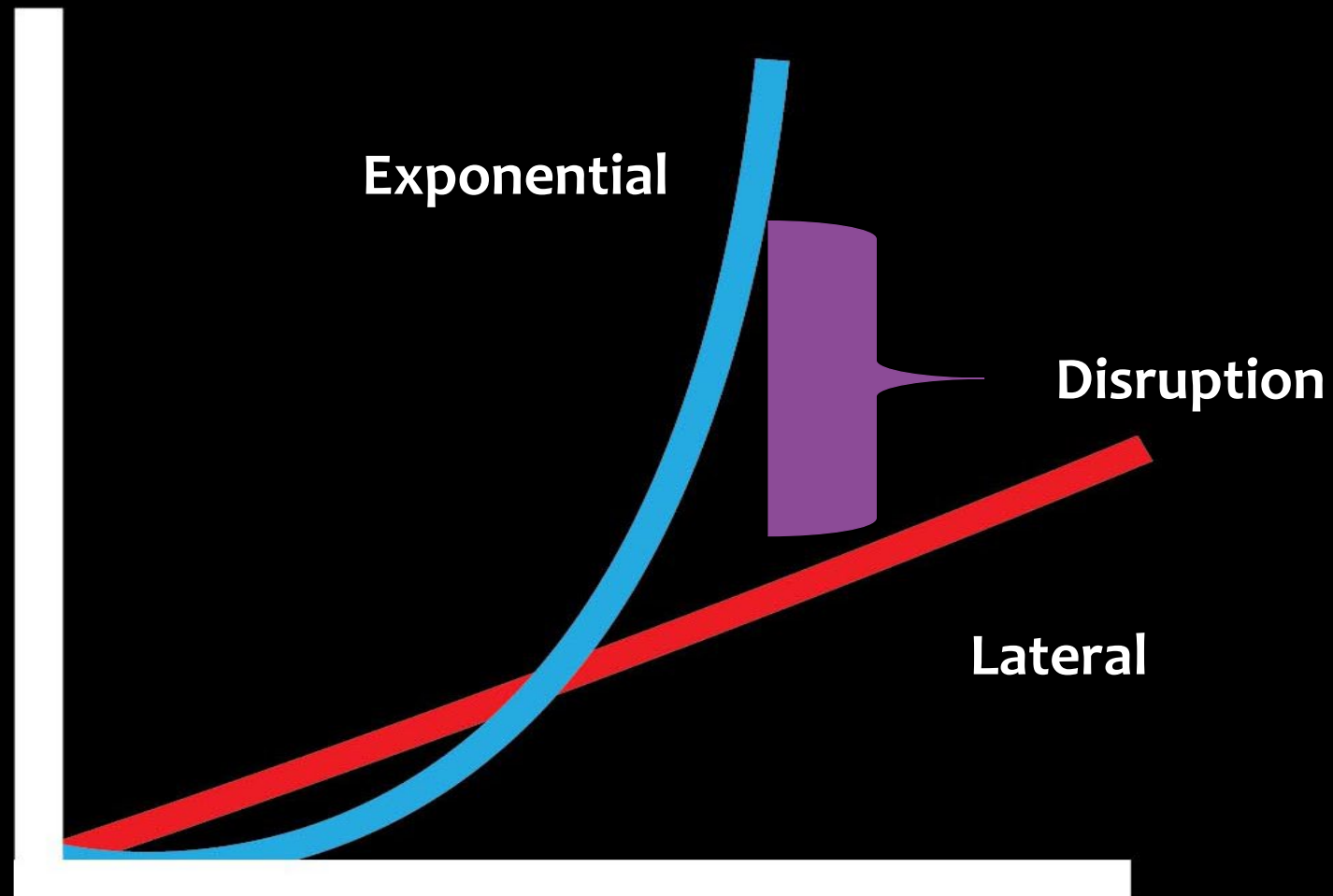
instant query handling irrespective of the time and location

3. Automated Operations

AI will be able to automate operations even further

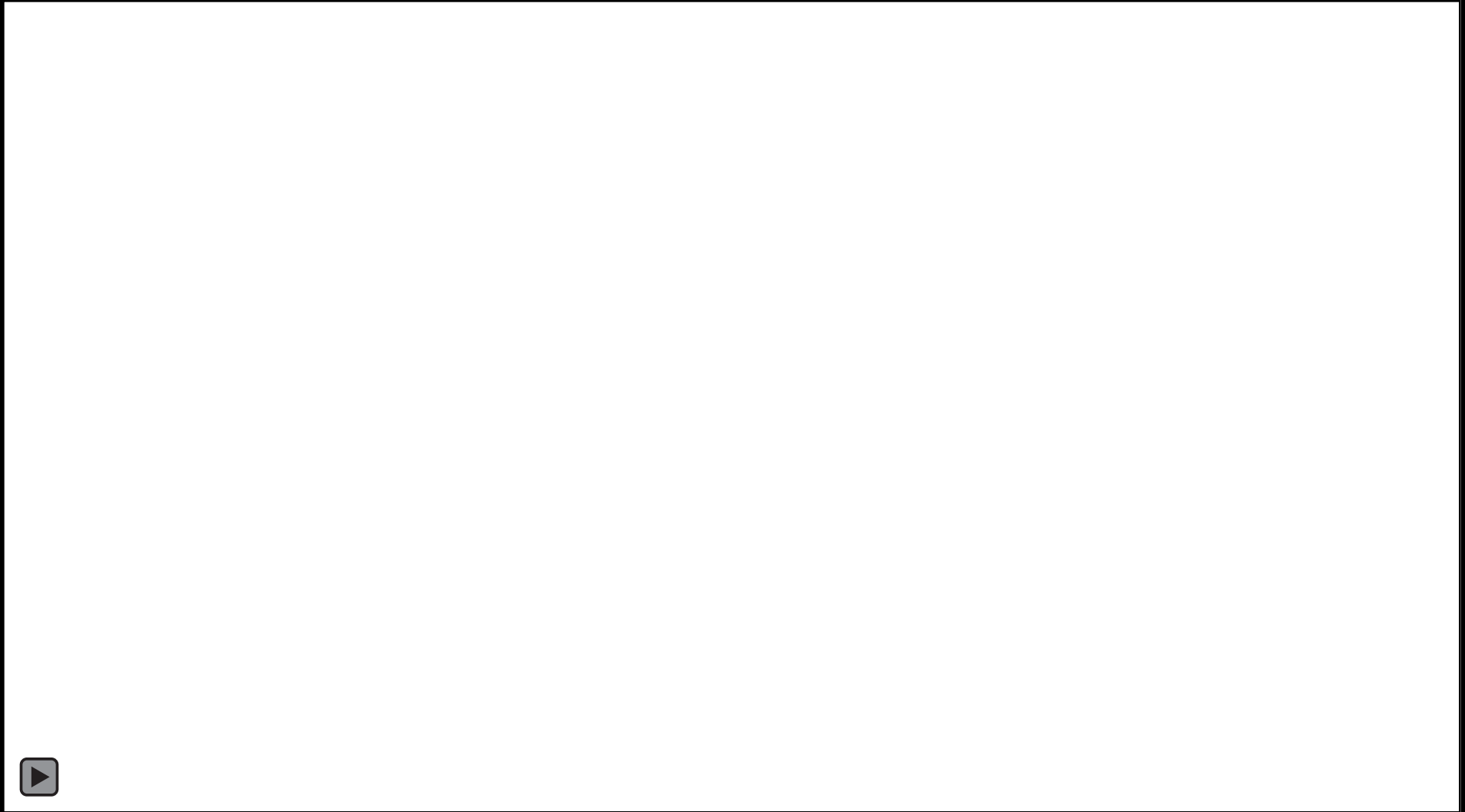


Development Strategies



**Collaborate at all levels to ensure
preparedness for change, disruption, innovation
and an increased pace of development.**

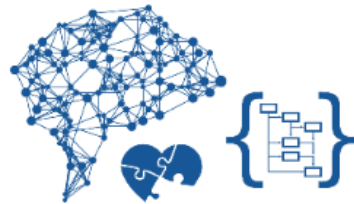
Jack Ma – The Future of Education (WEF 2018)



Top 10 skills

in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

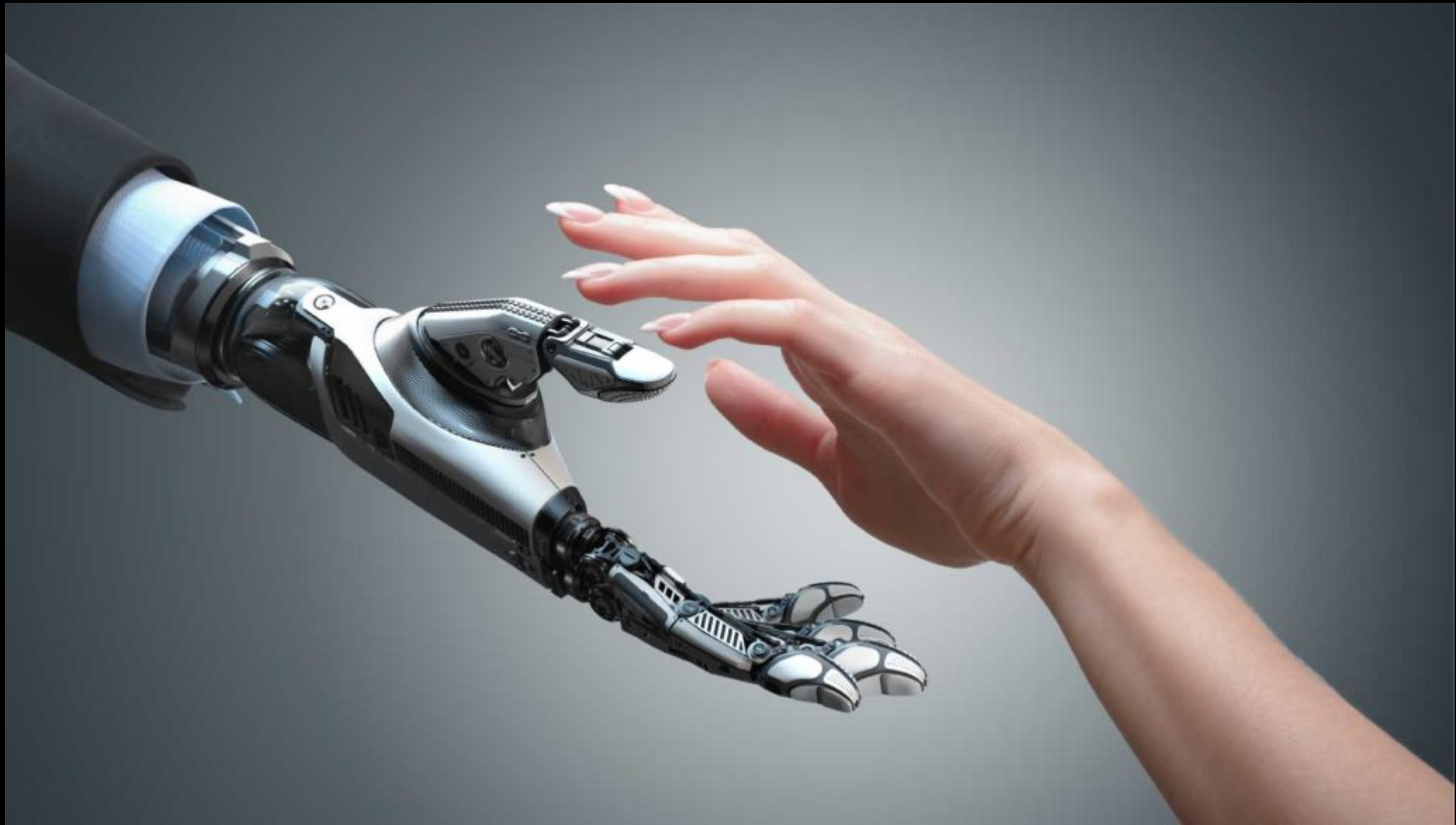


in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity



Source: Future of Jobs Report, World Economic Forum





Phase 1

- Discover your Core Hero Abilities – what is your operating system?
- DNA = DYNAMIC NATURAL ABILITY



Phase 1 requires an assessment of these natural talents and deals with an enhanced understanding of self.

Phase 2

- Outer World Impact - 10eXo factor (exponential multiplication of your outer world)
- The operating system is understood (Abilities)
- Development of self through collaborative social awareness models
- What aptitudes does your unique model need to be a Superhero in the disruptive environment?



Phase 3

- Dynamic Natural Application
- Skills development linked to specific demands for our Superhero's
- Development tracks selected based on critical business requirements & development curves



Some of the skills developed are:

- Complex Problem Solving
- Critical & Computational Thinking
- Creativity
- People Management
- Collaborative Management
- Emotional Intelligence
- Judgement and Decision Making
- Service Orientation
- Negotiation Skills
- Cognitive Flexibility





ARE YOU READY?