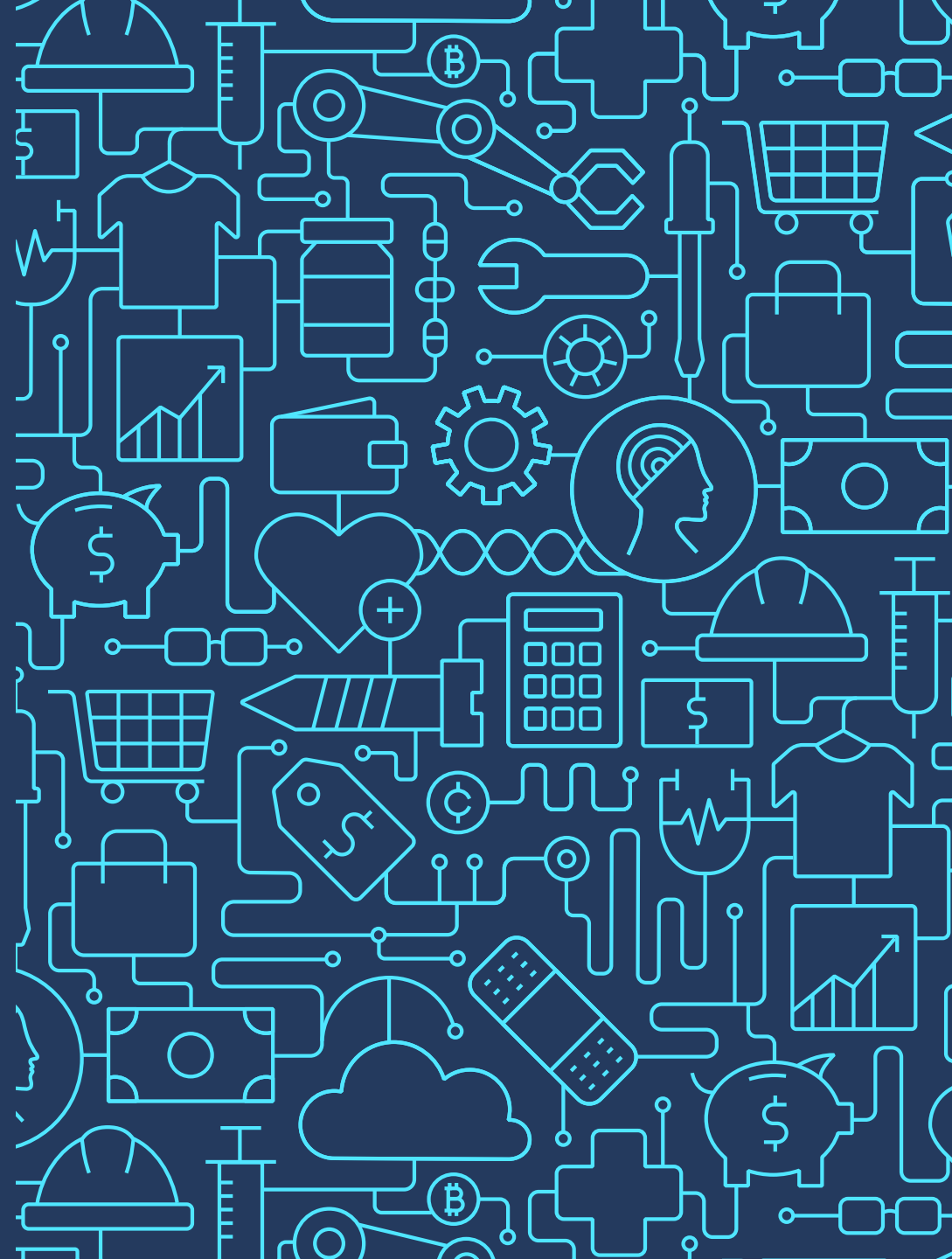




# Preparing our People

## AI + Workforce of the Future

Toni Townes-Whitley  
President  
US Regulated Industries  
Microsoft Corporation






# THE 4<sup>th</sup> INDUSTRIAL REVOLUTION



IS ALREADY HERE



LEARNING HAS CHANGED



PHI·GIT·AL / fiʒə't·əl / n

UNWILLING OR UNABLE TO DRAW A  
DISTINCTION BETWEEN THE PHYSICAL  
WORLD AND ITS DIGITAL EQUIVALENT





THE MODERN WORKPLACE HAS CHANGED



WE ARE USING TECHNOLOGY IN NEW WAYS



The background for this section features a dark teal sky with a mountain range. The mountains are rendered with a dense field of small, glowing blue and white dots, creating a digital or data-like texture.

AI: ASSISTED  
INTELLIGENCE

The background shows a mountain peak with a digital overlay. A white dot at the peak is connected by a vertical line to the text 'Elevation 25,643''. To the right, another white dot is connected by a line to the text 'Temperature 22°C'. A white rectangular box is positioned on the lower right slope of the mountain.

Elevation  
25,643'

Temperature  
22°C

AI: AUGMENTED  
INTELLIGENCE

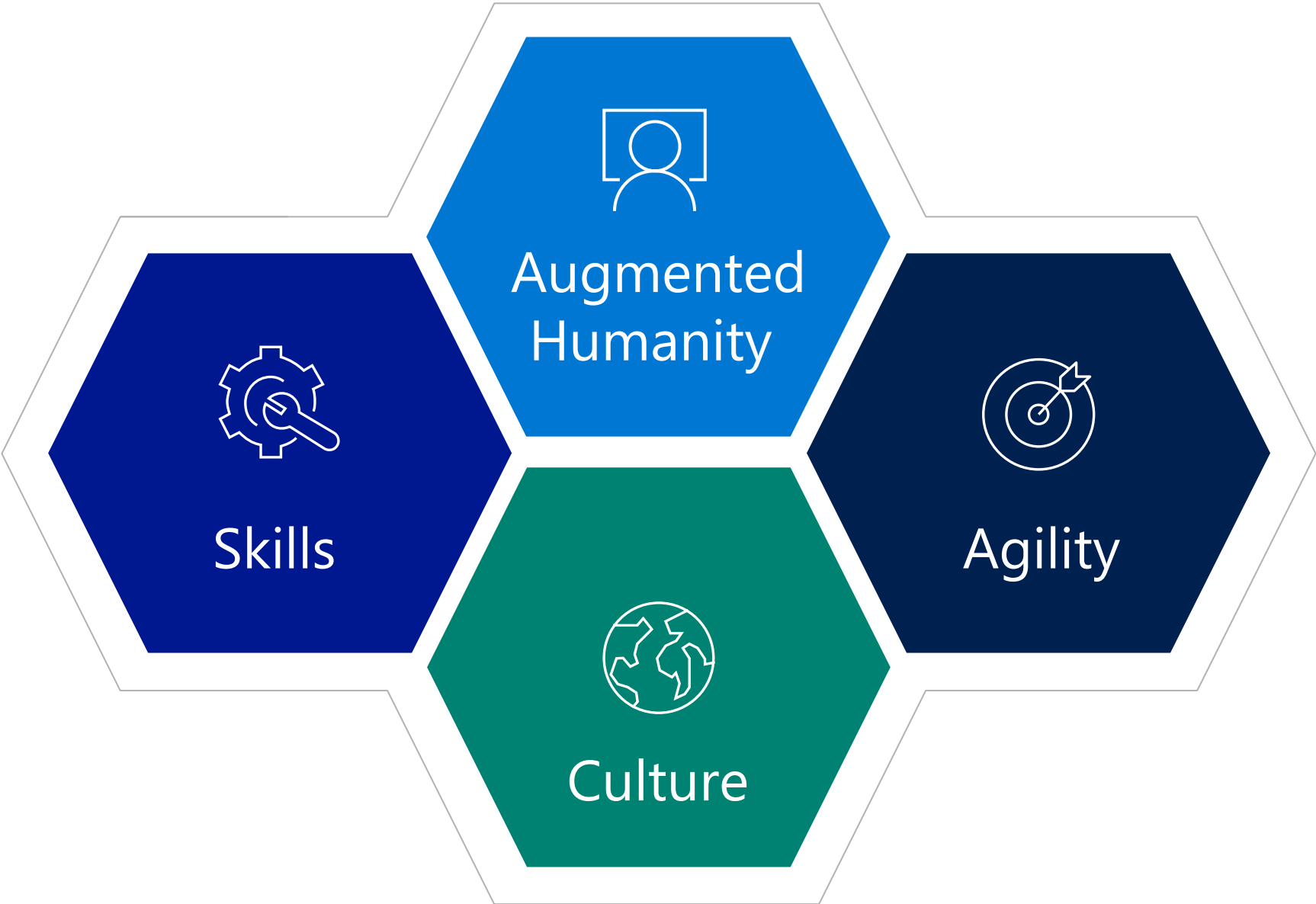
The background is a dark teal color with a network of glowing blue nodes and lines, resembling a molecular structure or a data network. A faint, wireframe-like structure of a dome or sphere is visible in the upper right.

AI: AUTONOMOUS  
INTELLIGENCE

How do we equip everyone with **skills to thrive** in the digital economy?



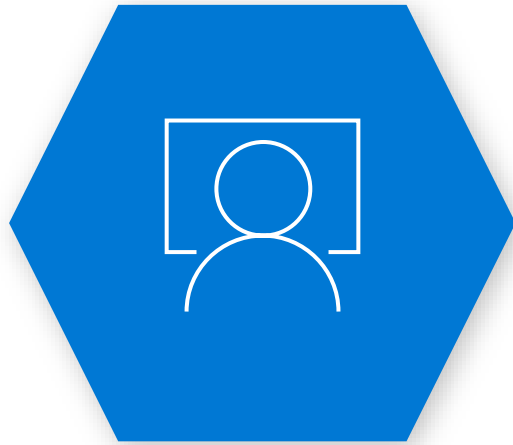
# Workforce trends



# Augmented humanity



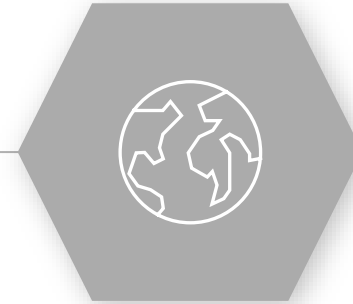
# Most significant workplace trends [2019]



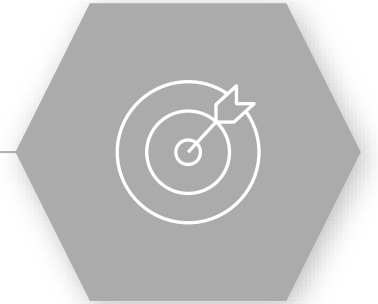
**Augmented  
humanity**



Skills  
economy



Culture of  
responsibility



Agility

**Rise of AI  
and work  
automation**

Leverage technology to augment the work experience and unlock human potential

# Data insights: Augmented humanity



## Augmented humanity

**67%** of executives say AI will help humans and machines work together to be stronger **using both artificial and human intelligence**<sup>1</sup>

**64%** of the workforce believe that AI would offer them **new work opportunities**<sup>2</sup>

**70%** of CHROs believe significantly changing the technologies employees use for work will lead to **growth**<sup>4</sup>

**30%** of global midmarket and large enterprises will have invested in a **cloud-deployed human capital management** suite by 2020<sup>3</sup>

<sup>1</sup> PwC 2018 Saratoga: [Rethinking HR for the future of work](#)

<sup>2</sup> World Economic Forum: [The Future of Jobs & Skills](#)

<sup>3</sup> McKinsey Survey: [Retraining and reskilling workers in the age of automation](#)

<sup>4</sup> CEB: [CEO and CHRO debates on the Future of Work](#)

# AI force multiplier to amplify human ingenuity



Image recognition

Speech recognition

Natural language interaction



Video  
Blue Metal + Steward Health Care





**However, technology both empowers and divides**



# Will robots take my job?

*The New York Times*

1980

*A ROBOT IS AFTER YOUR JOB*

*The Cedar Rapids Gazette*

1959

Will Robots Make People Obsolete

*THE SAN ANTONIO LIGHT*

1927

*A WHOLE WORLD OF METAL MEN?*

