



The banner features the Play to Potential logo on the left, contact details for WhatsApp (+91 85914 52129*), Twitter (@PlayToPotential), and the website (playtopotential.com). On the right, it lists where the podcast is available: Spotify, Apple Podcasts, and Google Podcasts. A photo of the host, Deepak Jayaraman, is shown on the far right with the text 'Podcast Host Deepak Jayaraman'. A small note at the bottom left says: '* Just send us a Whatsapp with your name, number and email and we will add you to our distribution list.'

Context to the nugget

Anu shares the key insights from MGI's study on the future of work. She reflects on the disconnect between what the future world of work needs and what the education system of today is delivering. She also talks about the demands of the generation that is entering today's workforce and the implications for organizations to deal with them.

Transcription

Deepak Jayaraman (DJ): How do we navigate the future of work? What are the big takeaways in terms of how the future of work is going to be very different from today and secondly therefore what does it mean for an individual that sort of in the workplace of today to be future ready?

Anu Madgavkar (AM): I think the nature and the shape of work is going to change very dramatically if we based on a lot of work that MGI has done of this topic globally, I can definitely say that we have a good understanding of what technology is capable of today but despite that I think we like everybody else is constantly surprised at the pace at which this technology capabilities are advancing so just in the realm of AI and automation the kind of very human like capabilities, whether it's Google's Alpha Go program that beat a world master Go player in a game that is not mechanical but actually demands a lot of creativity and intuition all the way face recognition or speech recognition technology is beating the best human experts at this not just beating them by far but doing so in a manner which is very learning oriented so these are programs that are learning constantly and improving so the whole nature of this AI and Automation technology are able to do is, it's not a static competitive advantage, so given that if you mapped those technology capabilities against the capabilities that we as workers are using in our jobs in our occupations, we use a mix of technologies, I use physical dexterity, I use sensing capabilities, I use emotional capabilities, I use logical reasoning capabilities, whole spectrum of different capabilities so our research actually maps what are the best available technological capabilities today and to what extent they fulfil are they already at top cortical performance level for let's say find motor skills or our today's technologies at talk cortical level for emotional and in terms of Machines versus Humans so if you map that you actually come up with this really startling conclusion, first of all it's not about jobs it's about parts of a job so not all of my work can get automated but parts of it certainly can and if you look at where we as a work force around the world spend our time using these capabilities and compare that with technology we find that 50 to 55% or may be 45 to 55% something in a ballpark like that is the technical automation capacity that already exist in the world today but doesn't mean that all of this will get automated because economic feasibility etc. in reality you might not see adoption rising that steeply but it's a very sobering thought to say that a lot of what you do is actually potentially could be substituted and the things that can be less easily substituted are the more creative aspects of the work that we do, so the new pattern recognition, so not sort of recognizing an established pattern I

think machines can do that much more better but it's sort of finding new patterns where they did not exist earlier also the whole the interaction the leadership, managing other people so more emotional and sensing types of skills and what is really interesting is the education system is not oriented to creative skills it is not oriented to emotional and sensing or interpersonal or leadership skills, we are still, even we who pride ourselves on being maybe an education system that encourages math and science and steam skills but if you really look are you really teaching problem solving skills which involve these kinds of things to your kids or are you still doing a steam in a very mechanical way and I would say that the education system is just not ready for this and there for the advice to both the organizations as well as frankly parents who are raising children is that the more we are going to challenge our work force and encourage environments in which you can think much more creatively and more openly I think that is the only way of future proofing yourself. So this is one big bucket of the future of work other really interesting dynamic playing out from our research is this whole, we think about flexibility as life for women this is important or whatever but the reality is that there is a whole generation of younger people who want to be independent autonomous and flexible workers, a lot of them, we did some service in the US and Europe but a lot of them up to 70 percent of them actually want to do this by choice so this is not that I am forced to be in a flexible work model because I don't have a formal job offer but 70% of them value the flexibility that comes from being an autonomous worker of some kind, so if that is the case then as an organization you have to figure out that this is what people want, the old org structure of bunch of full time workers dedicated to, you put the two things together, people are going to have to be more flexible but they are also going to want to work in a more autonomous slivered, so you need to create an organization that actually allows,

DJ: And the future of the firm right? In a way it interesting actually I was talking to another leader Ravi Venkatesan in a different context the question I asked him I remember was, we are living in the world with reduced transaction cost between organization given technologies and platforms, so what does it mean in terms of the future of the organization but his point was in such an ecosystem trust becomes more important and the pendulum will swing back because the reason organization exist is because you have a certain hiring standard people belong to the certain work ethics and that signals something and sort of there's a certain sort of let's say minimal friction when people within an organization work but when ecosystem start working together there is going to be more friction and dissonance of different styles.

Reflections from Deepak Jayaraman

DJ: It is fascinating to see how the world we are moving to requires us to engage in second order thinking in almost everything. The world of recruiting is moving from looking just at competencies to paying greater attention to intrinsic drivers of potential and motivation. The world of education is moving from teaching things to sparking curiosity and equipping the kids with the ability of learning to learn. The thinking around leadership is shifting from getting things done through people in a reasonably direct way to creating the right climatic conditions for others to come and engage on the platform and contribute. These are interesting times indeed.

Thank you for listening. For more please visit playtopotential.com. If you want to listen offline either during a car ride or a plane ride, you could find the podcast on iTunes, Stitcher or one of the other Podcast apps.

End of nugget transcription

RELATED PLAYLISTS YOU MIGHT LIKE

Staying relevant: How do we stay relevant as we go through our journey is something that keeps a lot of us awake. This is both in the context of refreshing and rejuvenating ourselves over time and also ensuring that our skills and capabilities are fit for purpose in the world we live in and the future of work. You can access the playlist [here](#).

SIGN UP TO OUR COMMUNICATION

Podcast Newsletter: Join 1000s of leaders who benefit from the Podcast newsletter. Not more than 1-2 emails a month including keeping you posted on the new content that comes up at the podcast. High on signal, low on noise. Sign up for the podcast newsletter [here](#).

Nuggets on Whatsapp: We also have a **Podcast Whatsapp distribution group (+91 85914 52129)** where we share 2-3 nuggets a week from the Podcast archives to provoke reflection. If that is of interest, please click [here](#) and send a message stating "INTERESTED". Do also add this number to your Phone Contacts so that we can broadcast our messages to you when we share a nugget.

Anu Madgavkar - Nuggets

- 20.00 Anu Madgavkar - The Full Conversation
- 20.01 Anu Madgavkar - Early formative years
- 20.02 Anu Madgavkar - Career in Consulting versus Banking
- 20.03 Anu Madgavkar - The Maternity transition
- 20.04 Anu Madgavkar - Navigating your career
- 20.05 Anu Madgavkar - Learning/Unlearning during transition
- 20.06 Anu Madgavkar - The Future of Work
- 20.07 Anu Madgavkar - Staying relevant in the future
- 20.08 Anu Madgavkar - What they don't teach you at IIMA
- 20.09 Anu Madgavkar - Message to graduating women
- 20.10 Anu Madgavkar - In Summary - Playing to Potential

About Deepak Jayaraman

Deepak seeks to unlock human potential of senior executive's / leadership teams by working with them as an Executive Coach / Sounding Board / Transition Advisor. You can know more about his work [here](#).

Disclaimer and clarification of intent behind the transcripts

This written transcript of the conversation is being made available to make it easier for some people to digest the content in the podcast. Several listeners felt that the written format would be helpful. This may not make sense as an independent document. Very often spoken word does not necessarily read well. Several of the guests have published books and the language in their books might be quite different from the way they speak. We request the readers to appreciate that this transcript is being offered as a service to derive greater value from the podcast content. We request you not to apply journalistic standards to this document.

This document is a transcription obtained through a third party/voice recognition software. There is no claim to accuracy on the content provided in this document, and occasional divergence from the audio file are to be expected. As a transcription, this is not a legal document in itself, and should not be considered binding to advice intelligence, but merely a convenience for reference.

The tags that are used to organize the nuggets in the podcast are evolving and work in progress. You might find that there could be a discrepancy between the nuggets as referenced here and in the actual podcast given this is a static document.

All rights reserved. No part of this document may be reproduced or transmitted in any form or by any means, or stored in any retrieval system of any nature without prior written permission.