

Work Automation With Heart: Deconstructed, Fluid and Agile

**ReWorked Digital Workplace Experience
Virtual Keynote
October 12-13 2022**

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reworked presents



Digital Workplace
Experience

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Leaders Have Choices About How To Reinvent Work

**What Values, Principles,
Frameworks and Decision Rules
Will Guide You?**

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Future Work: Perpetually Melting and Refreezing



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The Power of the Operating System:



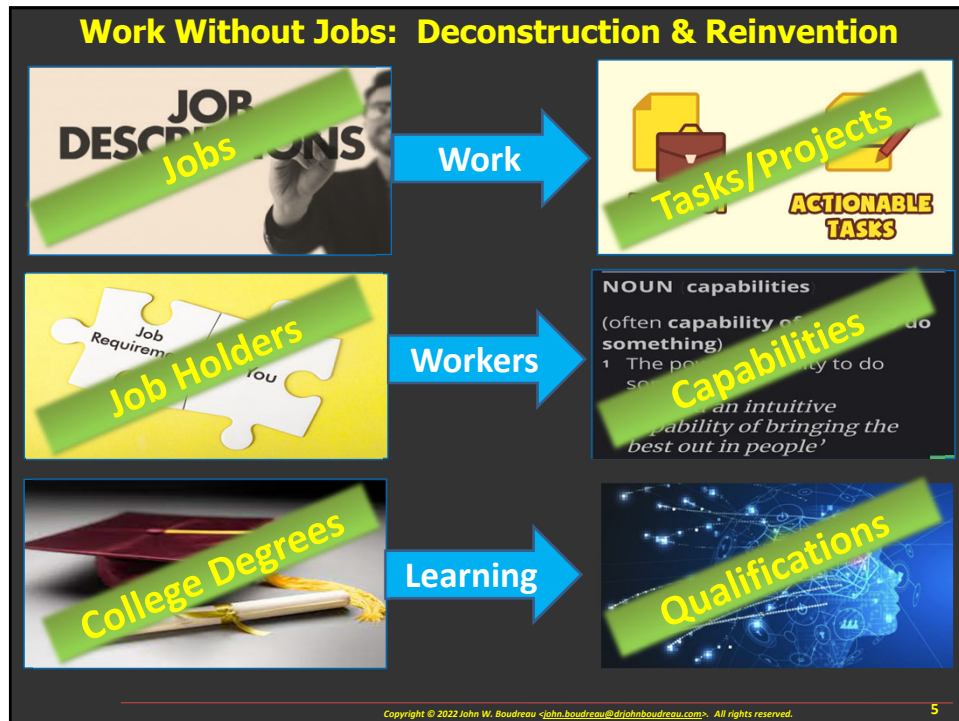
Simultaneously Multi-task many jobs

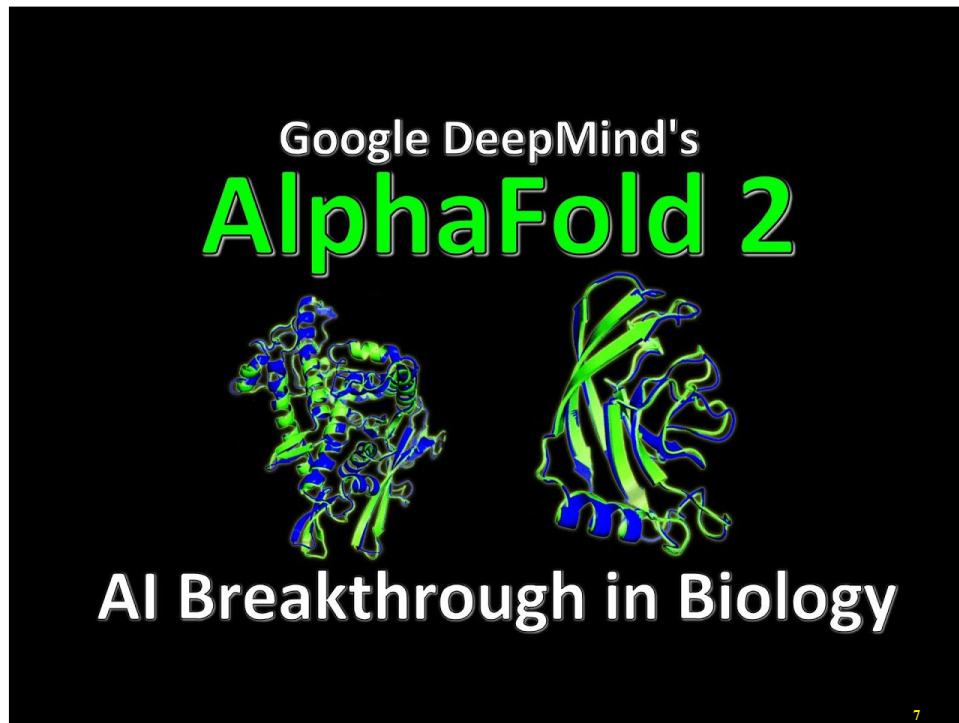


Sequentially Complete Each Job

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Four Steps to Optimize Work Automation

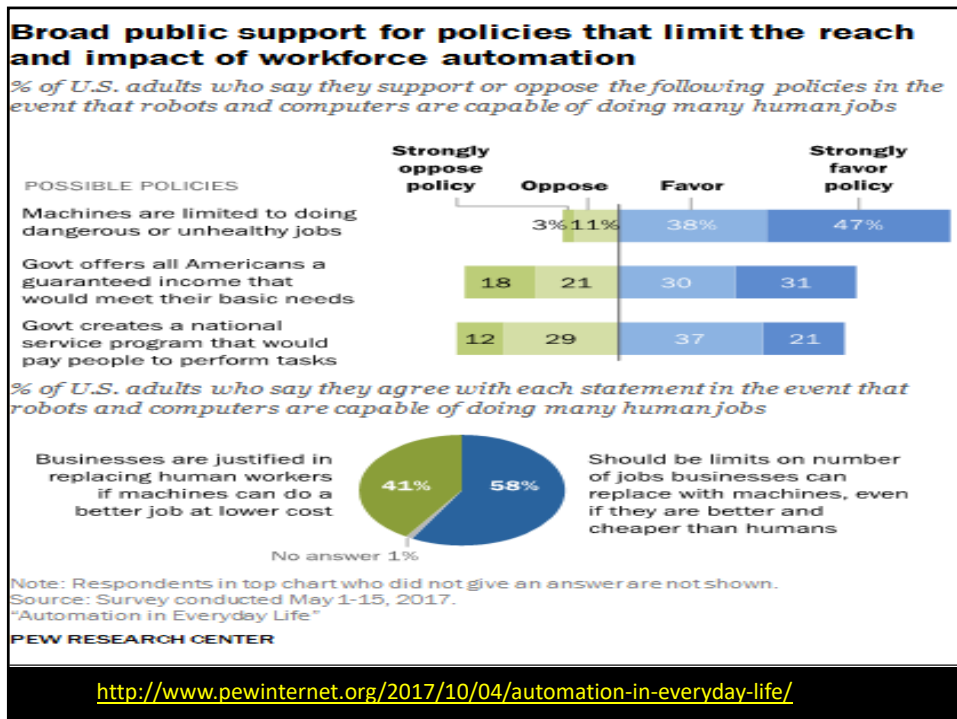
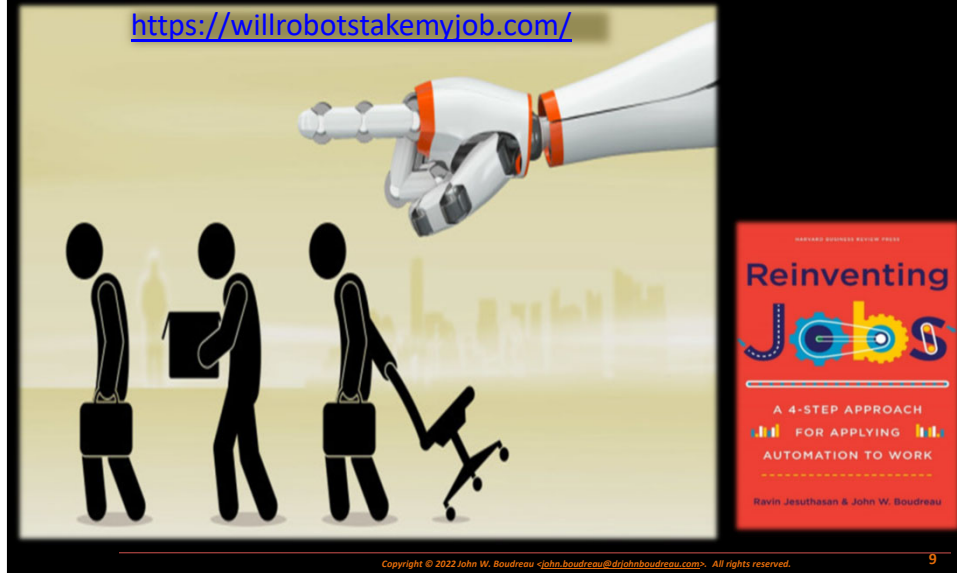
- 1. Deconstruct the Job***
(Tasks, Skills, Capabilities)
- 2. Understand "Return on Improved Performance"***
- 3. Evaluate Automation Options***
(RPA, ML, AI, Robot)
- 4. Reinvent the Work***
(Replace, Augment, Transform)



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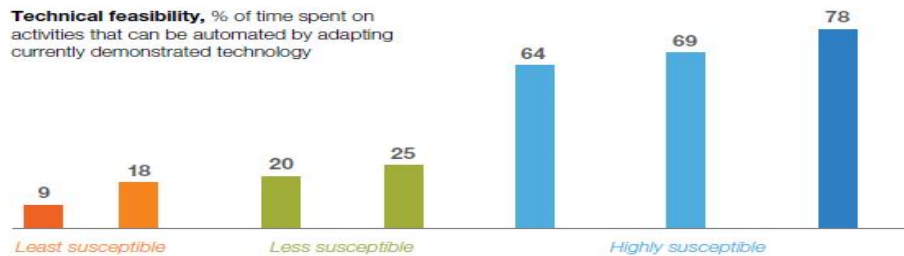
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Which *Jobs* Will Work Automation Replace?

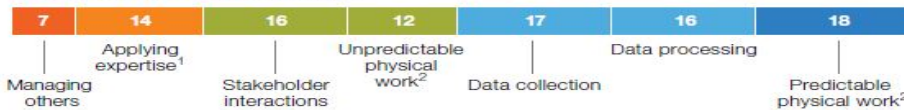


Work Activities, Not Occupations, Are the Most Accurate Units of Analysis for Work Automation

Technical feasibility, % of time spent on activities that can be automated by adapting currently demonstrated technology



Time spent in all US occupations, %



Source: McKinsey

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Robots Take Over The Drilling Rig?



Journal of Petroleum Technology, December 1, 2021. Stephen Rassenfoss
<https://jpt.spe.org/a-robot-takes-over-the-drilling-floor>

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Oil Rig Driller Reinvention

From	To
Analog gauges and operator expertise	Digital, interactive “cockpits” with automated functions
Primarily physical work	Primarily mental work that is augmented with automation
Focus on rig-centric control	Shared control with centralized operations center
High labor intensity, low skill premiums	Lower labor intensity, Higher skill premiums
Significant variation in operating performance and predictability of maintenance	Greater predictability of maintenance events and much lower performance variation through sensors, AI and analytics

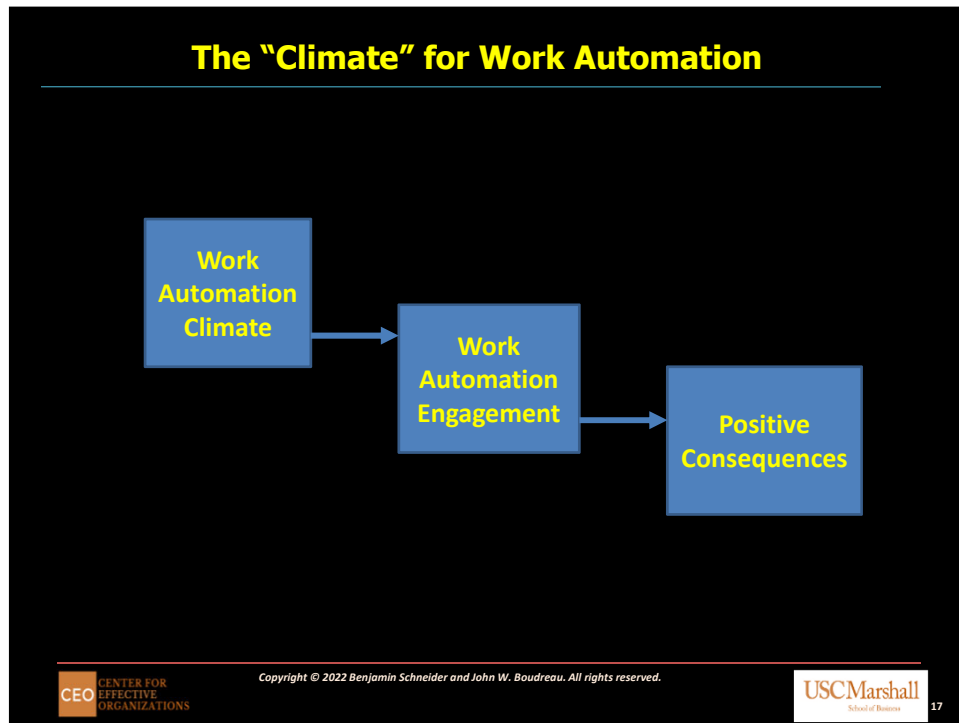
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Optimizing Human and Automated Work ... Leadership Choices

- **Replace Humans:** Automation substitutes and removes the human.
- **Augment Humans:** Automation enables humans to do the work better (faster, safer, more reliable, less costly, etc.).
- **Reinvent Humans:** Automation creates new work for humans that was not possible without the automation



- ### Sample Work Automation Index (WAI) Items
- **Senior leadership communication and actions**
 - The clarity of senior leaders' communications about organizational goals and objectives for our work automation.
 - The effort senior leaders devote to preserving workers' employment opportunities as work automation increases.
 - **Support by unit supervisors and managers**
 - The support and encouragement supervisors and managers provide workers to help them adapt to and benefit from work automation.
 - The opportunities supervisors and managers in my work unit find to integrate new work automation systems with existing ways of getting the work done.
 - **Investments in worker work automation knowledge, skills, and abilities**
 - The effectiveness of the training workers in my work unit receive to use work automation.
 - The opportunities provided workers in my work unit to upskill (retrain) as work automation evolves.
 - **Rewards and recognition for effective...use of work automation**
 - The variety of tasks that work automation provides for you all to do.
 - How much our pay and compensation are tied to how effectively ... we use work automation.
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Future Work: Melting and Refreezing

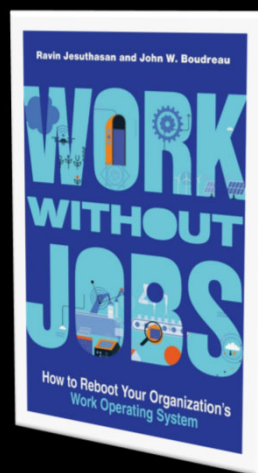
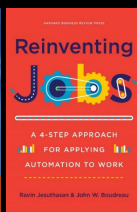
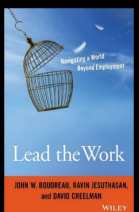
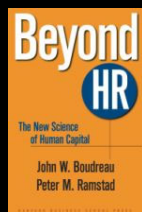


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Thank You Very Much!

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