

Bots or Humans? Or both?

CONFERÊNCIA INTERNACIONAL APCC
16 de maio de 2017, Centro de Congressos do Estoril



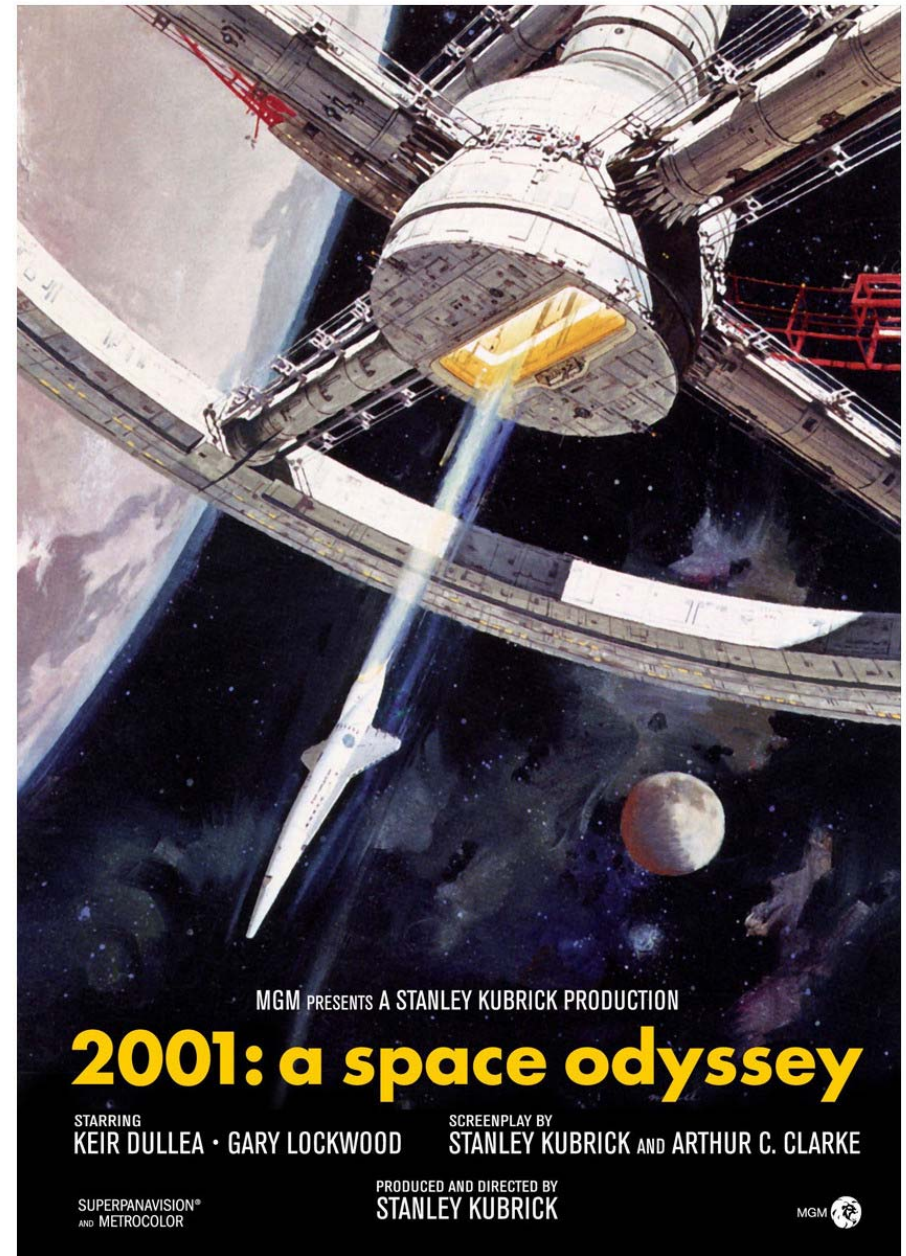
Tech&Touch

José Miguel Leonardo, CEO Randstad Portugal

2001 – A Space Odyssey

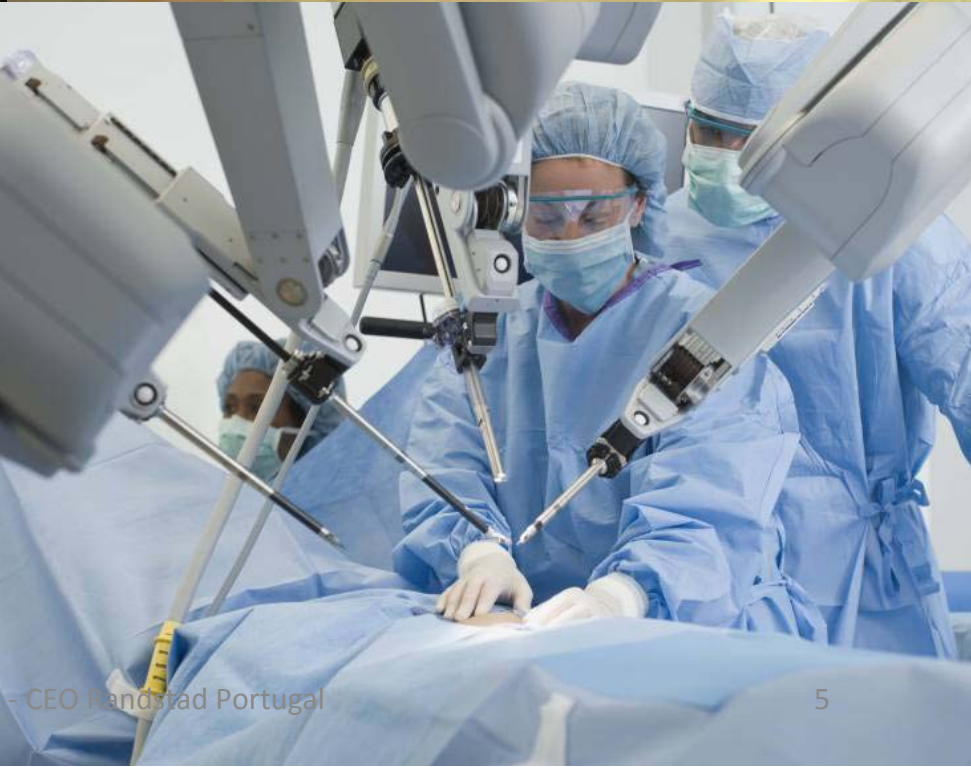
date 1968

Stanley Kubrick and
Arthur C. Clarke





**Fear is the path to the dark side.
Fear leads to anger,
anger leads to hate,
hate leads to suffering.
~Yoda**



If Robots Take Our Jobs, What Will Humans Do All Day?





amazon

TECH AND TOUCH



contact centres



**EXISTING
JOBS**

**Jobs today that
humans do—but
machines will
eventually do better.**

**Current jobs that
humans can't do but
machines can.**

**NEW
JOBS**

**Jobs that only
humans will be able
to do—at first.**

**Robot jobs
that we can't even
imagine yet.**

HUMAN

MACHINE



Top 10 soft skills in 2020

Even at the height of the crisis employers reported having difficulties in finding workers with the appropriate skills. Employers say they cannot fill vacancies because even highly-qualified candidates have the wrong skills. The education systems 'educate graduates of tomorrow in the skills needed in the industry yesterday' as they claim. Many employers are concerned that applicants lack 'soft skills', such as interpersonal, communication and analytical problem-solving abilities. This clearly indicates that jobs in growing sectors such as health, education and other services require a different set of skills than those acquired by unemployed people who worked in declining sectors, such as agriculture and manufacturing. Youth often lack certain social and emotional skills such as those involved in working in teams, which can undermine the use of their cognitive skills.



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

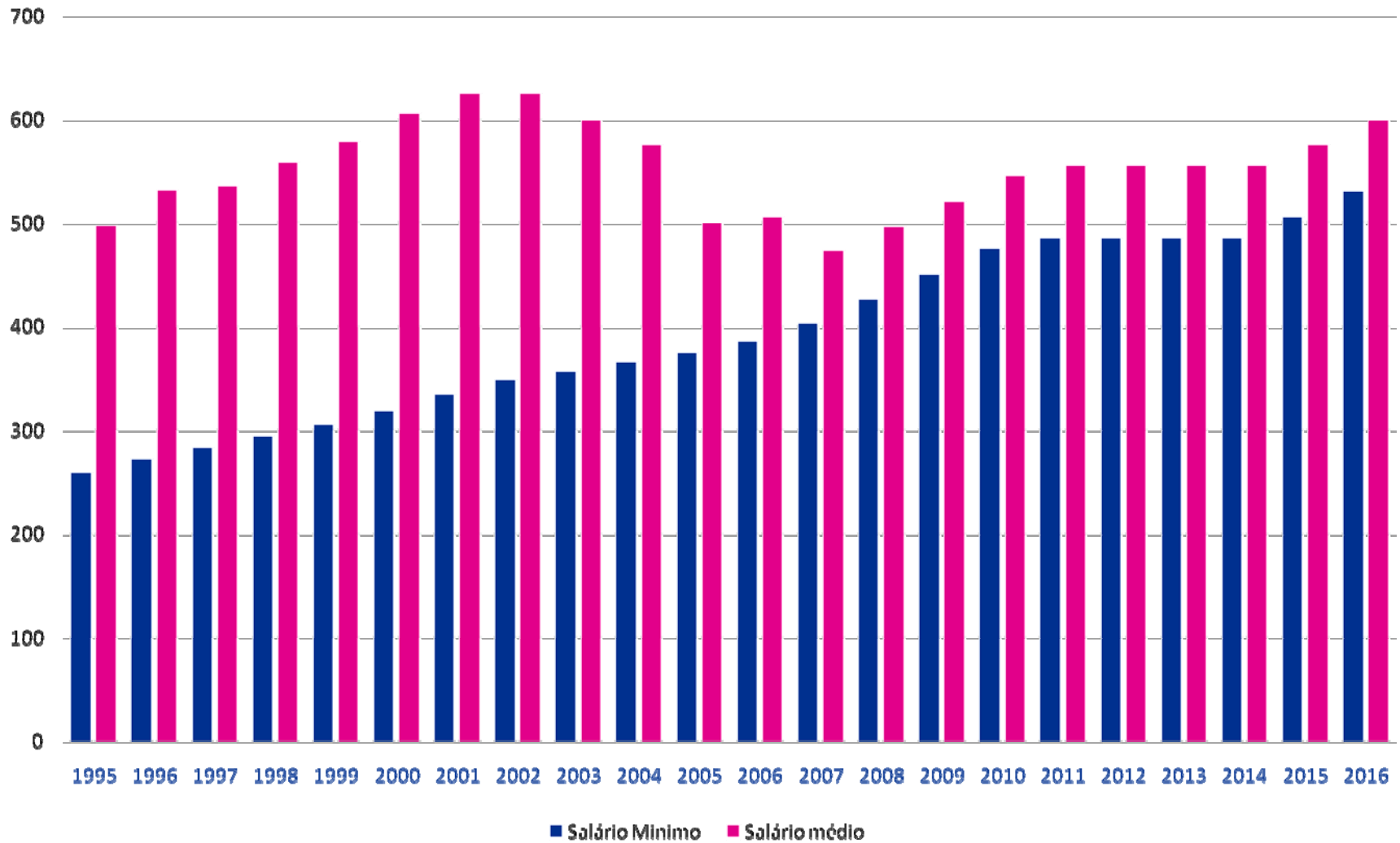


9. Negotiation

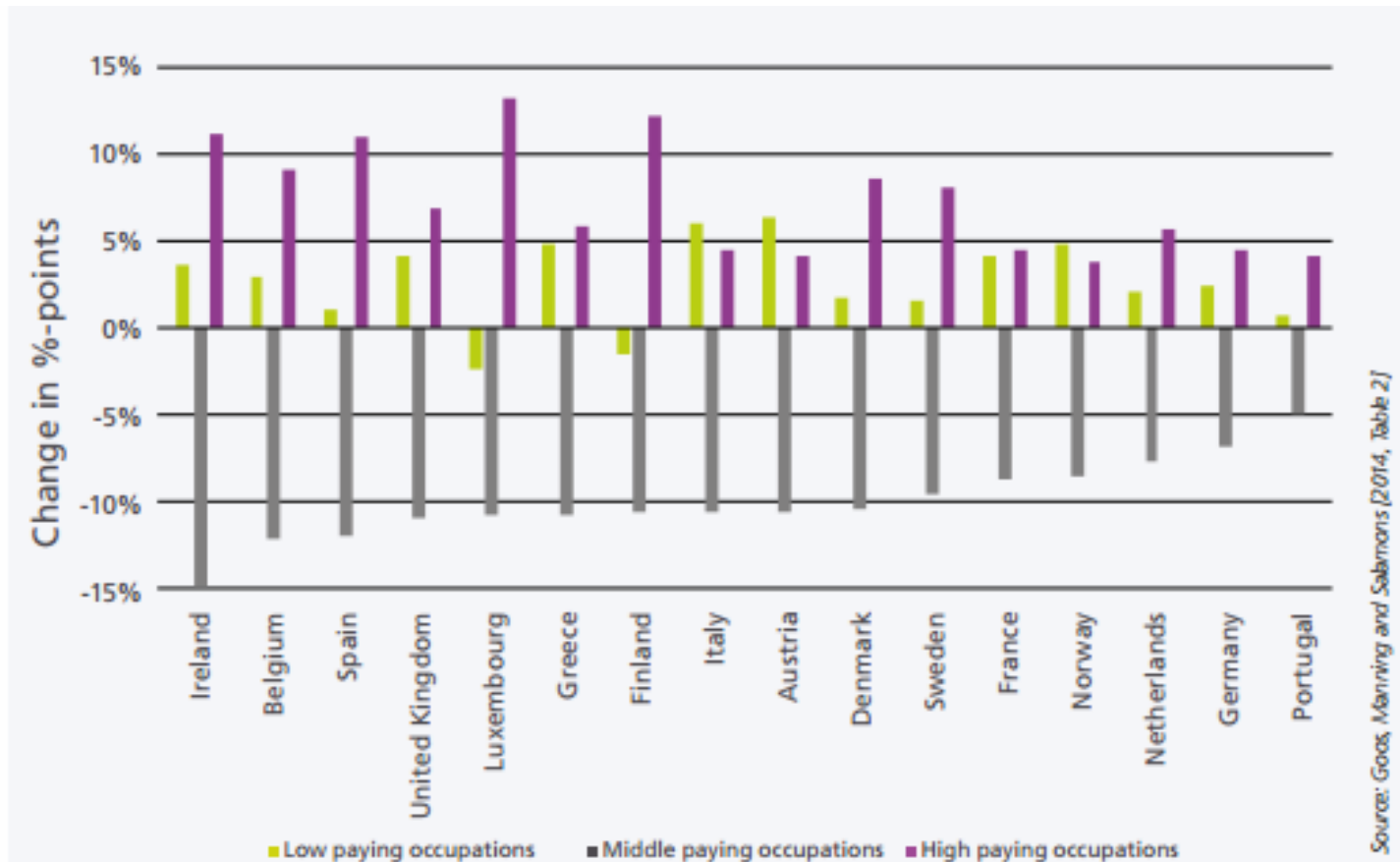


10. Cognitive flexibility

comparativo salário mínimo e salário médio



change in occupational employment shares in low, middle and high-wage occupations in 16 EU countries, 1993-2010



Notes: Starting from 2 digit ISCO classified occupations, 'Low' is defined as the employment in the four lowest paying occupations, 'Middle' as the nine middling occupations and 'High' as the eight highest-paying occupations.

focus



**make
technology feel
more human**

Build and partner
with technologies
that embody the best
human-like qualities



**empower
people through
innovation**

Leverage the efficiencies of
technology to free up people
to focus on the more human
side of the business



**deliver a
more human
experience**

Never forget that people are
the center of your business –
and always be

Manifesto.