



# The Future of Work

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# Who am I?

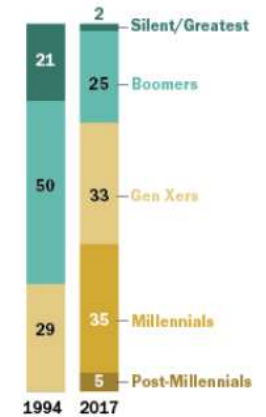


"This is the first generation of people that work, play, think, and learn differently than their parents... They are the first generation to not be afraid of technology. It's like the air to them."

— Don Tapscott, author of *Grown Up Digital*

**More than a third of the workforce are Millennials**

% of the U.S. labor force



Note: Labor force includes those ages 16 and older who are working or looking for work. Annual averages shown.

Source: Pew Research Center analysis of monthly 1994 and 2017 Current Population Survey (IPUMS).

PEW RESEARCH CENTER

A full 87% of millennials say professional development or career growth opportunities are very important to them in a job.



Traditionalists  
(Silent Gen)



Baby Boomers



Gen X



Millennials  
(Gen Y)



Gen Z

# The Current Workforce

# 5 Generations + 7 Values = Endless Opportunities

When seeking ways to connect employees across all generations, there are seven values that matter most to workers of every age:

1. Feeling respected.
2. Being listened to.
3. Having opportunities for mentoring.
4. Understanding the big picture.
5. Receiving effective communication.
6. Receiving positive feedback.
7. Experiencing an exchange of ideas.



# Recruiting and Retaining

Figure 3. Factors influencing retention

% Important



## In Summary

Public service leaders already recognize that defining, discovering, developing and deploying talent will be the greatest challenge they face if they are to successfully deliver public service for the future. Our research shows that to succeed they must:

1. Attract a larger percentage of people to public service—especially millennials
2. Retain those they do attract by enhancing their experience on the job



# Employee Experience

An 'EMPLOYEE TIME SHEET' form from Pace University. The form is titled 'EMPLOYEE TIME SHEET' and 'PACE UNIVERSITY'. It features a grid for recording time, with columns for days of the week and rows for hours. The form is partially filled out with handwritten entries. The text on the form includes 'The total gross amount for this month is: \$1,000.00', 'The total net amount for this month is: \$750.00', and 'The total amount for this month is: \$1,750.00'. The form is dated '10/15/18'.

Each employee,  
and return both  
white copies to payroll



# In Search of a Modern Workplace

*“More than half of all employees surveyed (55 percent) agree it is easier to search for new movies on Netflix than to check the details of their employee benefits.”*

*“51 percent of employees say shopping on Amazon to quickly find what they need is easier than asking their manager to take off a sick day.”*

- For U.S. industries, employees in state and local government (55 percent), public safety (53 percent), and finance (43 percent) feel most strongly that outdated processes and technology makes their job more difficult. Employees in contract and field services (38 percent), logistics and transportation (33 percent), retail and food services (30 percent), and manufacturing (29 percent) do as well.

*55% of state/local government employees say outdated processes make job more difficult*

**WORKFORCE  
INSTITUTE**  
@Kronos

# What does your brand say about you?

- City of Minneapolis – “Serving Community. Building Careers”
- City of Denver - “Be a part of the city you love”
- City/County of San Francisco - “Choose purpose”



*Serving Community.  
Building Careers.*





# Artificial Intelligence and Machine Learning

**HYPE**

VS

**REALITY**



# Leading Through Transition: Four Strategies To Empower People To Embrace Workplace Change



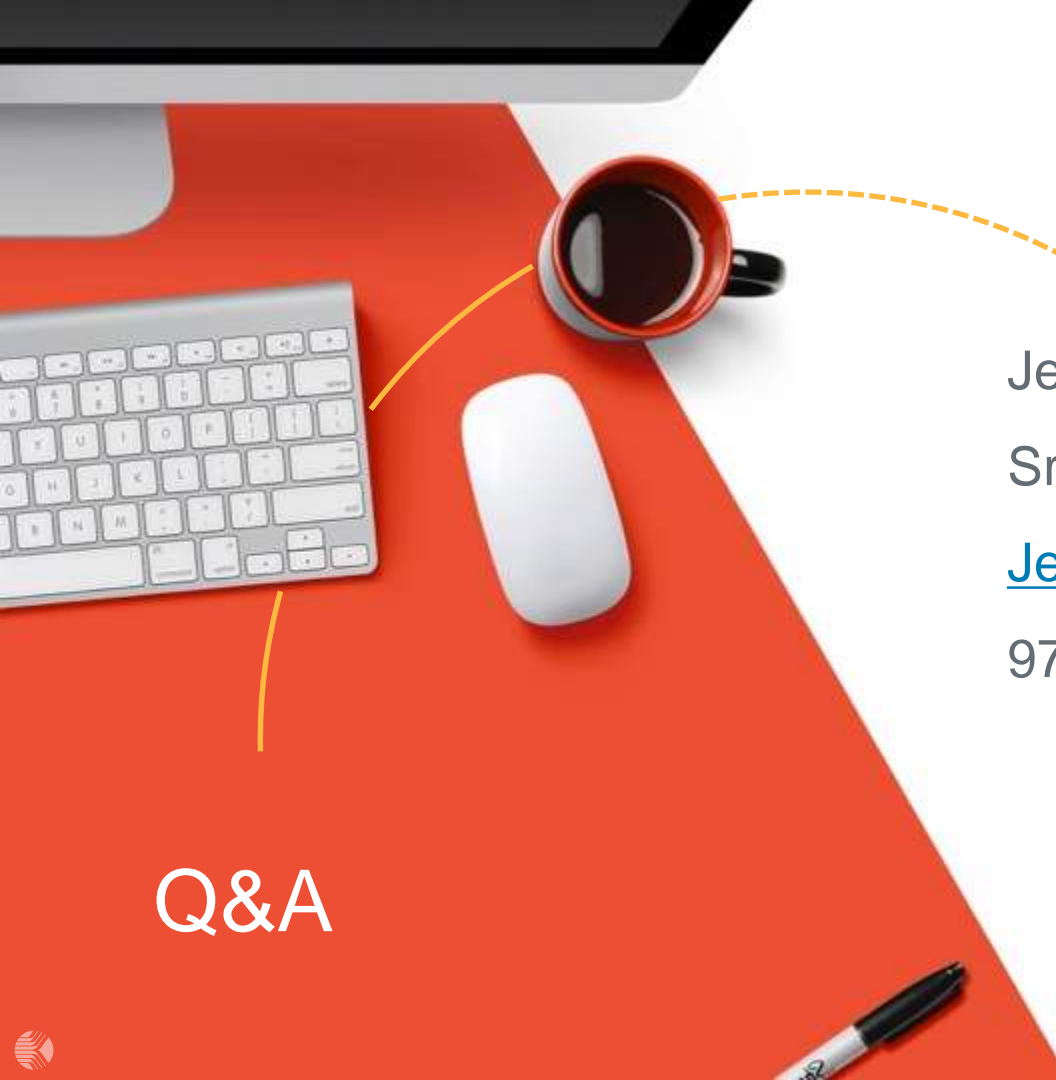
Drew Carter Forbes Council

Forbes Human Resources Council [CommunityVoice](#) 



"What if, and I know this sounds kooky, we communicated with the employees."

1. Believe in change
2. Acknowledge that change is emotional
3. Identify your supporters and managers your resistors
4. Engage a professional



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Q&A

