

The Future of Work: Am I ready?

We hear the terms “global citizen”, “Industry 4.0” describing the future of the workplace. They refer to the trends of globalisation and digitalisation shifting the way that organisations work and how people communicate. It often sounds daunting, but this is the future of the workforce your generation will enter. How can you better prepare yourself for what’s to come?

ONLY 52% OF YOUTHS

feel they have the knowledge and skills
required in the future economy.



WHAT IS THE FUTURE ECONOMY?

3.5 BILLION PEOPLE

are smartphone users.

This number will only grow exponentially in the next few years.

The smartphone has started many conversations in the 21st century. Through the power of the internet, a single user is connected only to a wealth of information but also a world of people.

In such a hyperconnected world, the future of work may be closer than we think, with remote working becoming the new normal.

Let's explore some ways to navigate this landscape!





**Build strong relationships
through digital means**



**Develop cross-cultural
acumen & sensitivity**

**Keep up with the
latest digital tools**



HOW CAN I REMAIN RELEVANT IN A **HYPERCONNECTED WORLD?**

**Manage online persona
& footprint**



Be globally involved



The Future of Work – Am I ready?

TIP 1

Build strong relationships through digital means

Since the start of the COVID-19 pandemic, Work-from-Home (WFH) has become common practice among companies and firms across the globe. Increased use of online conferencing changes the rate, pace and mode of communication. This means communication has to be more intentional and skillful.

If we are more aware of how we interact with others through video calls, we can start demonstrating empathy as we connect online. These skills will allow us to collaborate more effectively and build better relationships with others, even while being physically apart.

Read:

<https://kiite.ai/active-listening-in-the-age-of-zoom/>

Active Listening In The Age Of Zoom



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TIP 1

Do this:



Recall your last online team meeting. Are you able to:

1. **List the key updates?** Yes/No
2. **Remember who was present?** Yes/No
3. **Identify your team members' emotions?** Yes/No

Review how effective you were in communicating and absorbing information. What are some things you could improve on?



In your next online meeting, see if you are able to:

1. **Fully focus on the speaker with no distractions**
- Close all other tabs, no multi-tasking!
2. **Reflect on what has been said** - *Are you able to absorb the content delivered?*
3. **Withhold any judgement** - *Do not press 'Unmute' until it is the right time!*
4. **Share your own thoughts and feelings** - *If you don't have the chance to speak, are you able to put your thoughts down in the chat function?*
5. **Make your own summary of what has been talked about** - *Have you been able to capture all the content shared?*



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TIP 2

Develop cross-cultural acumen & sensitivity

We are more likely to have more cross border interactions with the enhancement of digital platforms. What are some difficulties one might face when interacting with people from different countries? Let's take a look at Karen's situation.

Karen works in a technology company. She needs access to some technical reports from the engineers based in India. She takes the initiative to write an email directly to her co-workers from India. When the Indian boss finds out, he is extremely upset at what Karen has done. Why?



Case Study adapted from Erin Meyer's The Culture Map

In some work cultures where hierarchy is prioritised, it is offensive to contact subordinates directly as it might isolate the boss. Hence, Karen should have sought permission from the Indian boss before emailing the engineers.

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TIP 2

Do this:



Take our *Cross-Cultural Competency* quiz to see where you stand. Think you can do better than Karen?

<https://halogensg.typeform.com/to/cGzgtXn4>



Ask a working adult about their workplace culture. Is it more like THIS or THAT?

Try this with people from different working environments! Circle the option that best answers the question.

Direct <i>negative feedback is given honestly</i>	<input type="radio"/>	Indirect <i>negative feedback is given subtly</i>				
Egalitarian <i>people are treated as equals</i>	<input type="radio"/>	Hierarchical <i>people are sorted by ranks</i>				
Consensual <i>group decides through agreement</i>	<input type="radio"/>	Top-down <i>boss decides</i>				
Confrontational <i>open conflict is acceptable</i>	<input type="radio"/>	Avoid confrontation <i>open conflict is avoided</i>				
Task-oriented	<input type="radio"/>	People-oriented				

To find out more about how different countries' work cultures look like and 8 dimensions to analyse culture, read this:

<https://www.germanaccelerator.com/blog/asian-business-culture-2/>



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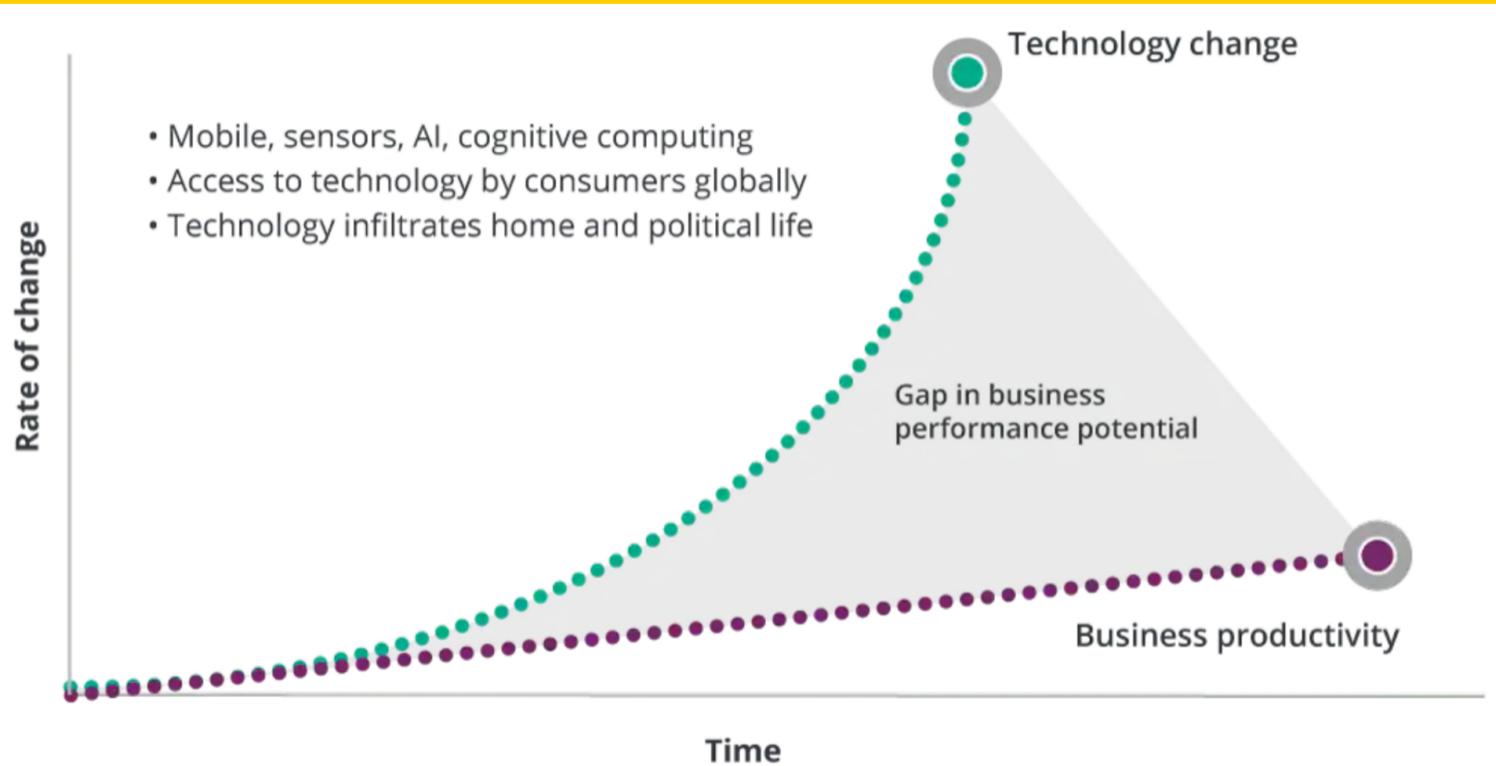
TIP 3

Keep up with the latest digital tools

Ever wondered to yourself, “Can I be lazy and smart at the same time?” The answer to that question is, “Yes!” — with the right technology & a smart user, anything is possible.

Digital tools have developed at a much faster rate than we can learn to use them. This is revealed in our relatively slow increase in productivity despite all the latest innovations (see *Figure 1*).

Figure 1. What appears to be happening



Deloitte University Press | dupress.deloitte.com

We can do so much better! How do we embrace technology as our new co-worker? There will be a learning curve but in the long haul, the effort will be worth it if we choose the right tools.



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TIP 3

Keep up with the latest digital tools

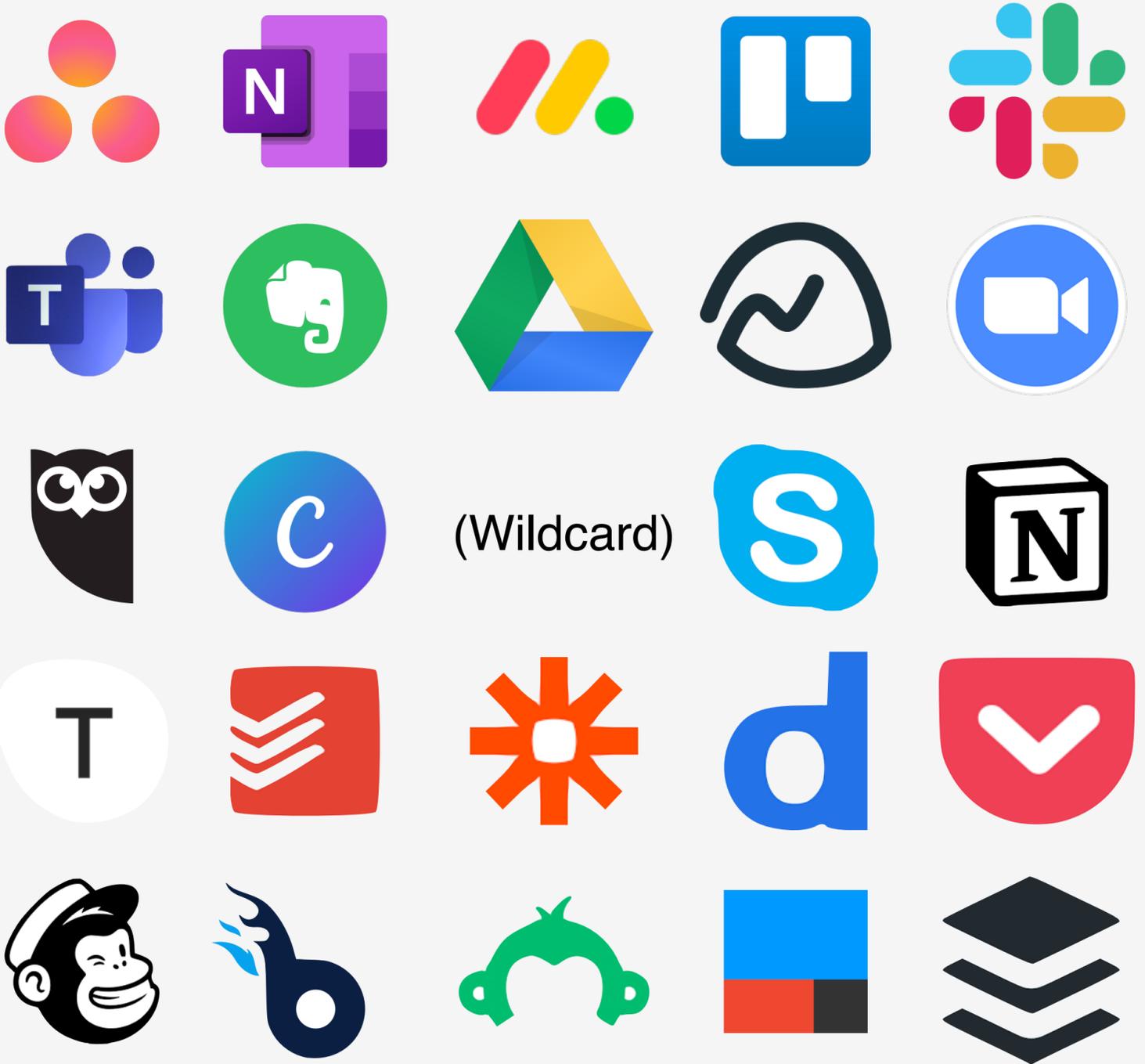
Skill set in practise: Resourcefulness

Try this!



APP BINGO!

How many of these apps can you name?



ANSWER:
Row 1 (Left to right): Asana, OneNote, Monday, Trello, Slack
Row 2: Teams, Evernote, Google Drive, Basecamp, Zoom
Row 3: Hootsuite, Canva, (blank), Skype, Buildfire
Row 4: Typeform, Todoist, Zapier, Doodle, Pocket
Row 5: Mailchimp, Notion, Survey Monkey, IFTTT, Buffer



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TIP 3

Keep up with the latest digital tools

Skill set in practise: Resourcefulness

Do this:



Quiz your friends!

What are the Top 3 apps they use for productivity?

Whether it's to keep you focused for a fixed amount of time or to curate a collection of cute cat photos for a project, *there's probably an app for everything you do these days.*

List down some apps you'd like to try out:



Got a task to complete?

Think of the most boring / frustrating item you have on your to-do list. Do a quick Google search to see if there's an alternative way to get it done.



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TIP 4

Manage online persona & footprint

Did you know: “Googling” became an official verb in 2006? We instinctively go onto the internet for information. Increasingly, your digital footprint will become publicly accessible. With broad access to social media platforms, employers are able to easily find your online profiles. What you put onto the online space can potentially be permanent, so we need to be intentional in maintaining our digital personas. Since our familiarity with digital media will only extend, managing multiple online identities is going to become more crucial for our long-term success.

Read:

<https://brainwavegroup.net/2018/06/your-digital-self-how-to-present-yourself-online/>

Your Digital Self: How to Present Yourself Online

June 26, 2018 / by Annmarie Hanlon



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TIP 4

Manage online persona & footprint

Do this:



Identify 2 social media platforms you actively use. Write down 3 keywords that are associated with the *content* you upload onto these platforms.

Are these keywords consistent with who you are offline? Or are they vastly different? Think of other ways you can be intentional in the content you upload online!

PLATFORM #1:	PLATFORM #2:
1	1
2	2
3	3



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TIP 5

Be globally involved

The world truly becomes your oyster in the hyperconnected future. Technology enables employees to perform their roles without geographic limitations.

Overseas jobs opportunities are already prevalent in the connected world we have today. As remote work becomes increasingly accessible, look out for opportunities to work in overseas companies from the comfort of your own home.

Read:

<https://www.channelnewsasia.com/news/singapore/more-undergrads-opt-for-overseas-internships-to-stay-competitive-10497280>

Singapore

More undergrads opt for overseas internships to stay competitive



Stephanie having a meal after work with her co-workers that she got to know during her internship in the Philippines. (Photo Credit: Stephanie Lam)

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TIP 5

Be globally involved

Skill set in practise: Critical thinking

Do this:



Research Roulette

List 3 industries and 3 countries you want to visit. Pick one from each column.

Do a quick Google search to see what you can find out about each combination!

Example

Healthy Junk Foods	South Korea
Startup Culture	United Kingdom
Automobile	Paraguay



Feeling inspired?

Opportunities can come in the forms of online networking events, webinars, etc. If you'd like to take the next step, here are some resources for overseas work listings.

<https://aiesec.org/>

<https://www.gooverseas.com/internships-abroad>

<https://www.workaway.info/>



**THE ILLITERATE OF
THE 21ST CENTURY
WILL NOT BE THOSE
WHO CANNOT READ
OR WRITE, BUT THOSE
WHO CANNOT LEARN,
UNLEARN & RELEARN.**

- ALVIN TOFFLER



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- ③ Access our content pieces and educational resources to enrich your world view
- ③ Sign up for our complimentary Career Roundtables and Mentorship Programmes to invest in your personal growth

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