



THE NEW NORMAL FOR THE WORKPLACE

Gerard Seng

Executive Director - BDO Digital Consulting

Covid-19 pandemic has resulted in CHAOS

Governments and companies were thrown off guard and scrambled to introduce actions and counteractions to mitigate and react to rapidly changing circumstances.

Some Actions and Counter Actions...

- Lockdowns and Circuit Breakers
- Work from Home / Teleworking
- Work from Anywhere strategies
- Hybrid Working strategies
- Back to the office?

Some Consequences...

- Sudden reliance on digital services and tools
- Some say “Working from home with young children hampers productivity”; some say they work MORE!
- Reduction in office real estate
- Workforce expectations on work-life agility
- Great resignation

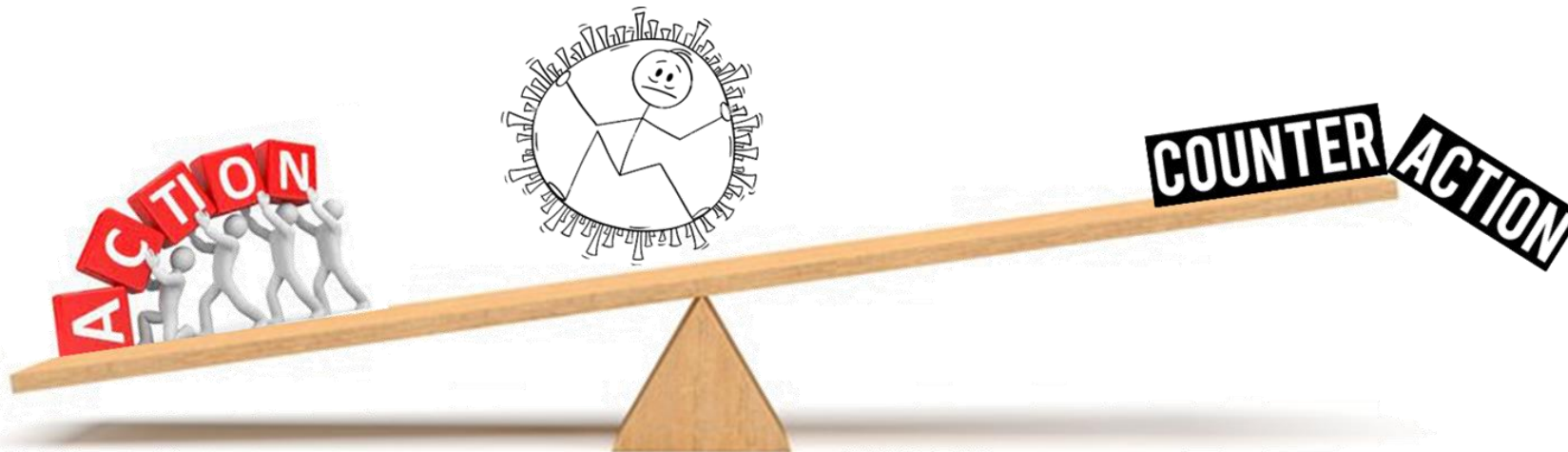
COST INCREASES

TRUST EROSION

IDENTITY ISSUES

EXPECTATION GAP

SALARY RACE



Disruption is here and Going Digital must be considered

Organizations must disrupt itself to grow and stay in front of change



A new management paradigm must be established...

Step 1: Recognise and identify the problem statements faced today

Step 2: Understand key drivers

- *External - Customer? Market?*
- *Internal - People?*

Step 3: Rapid ideation (BizTech approach)

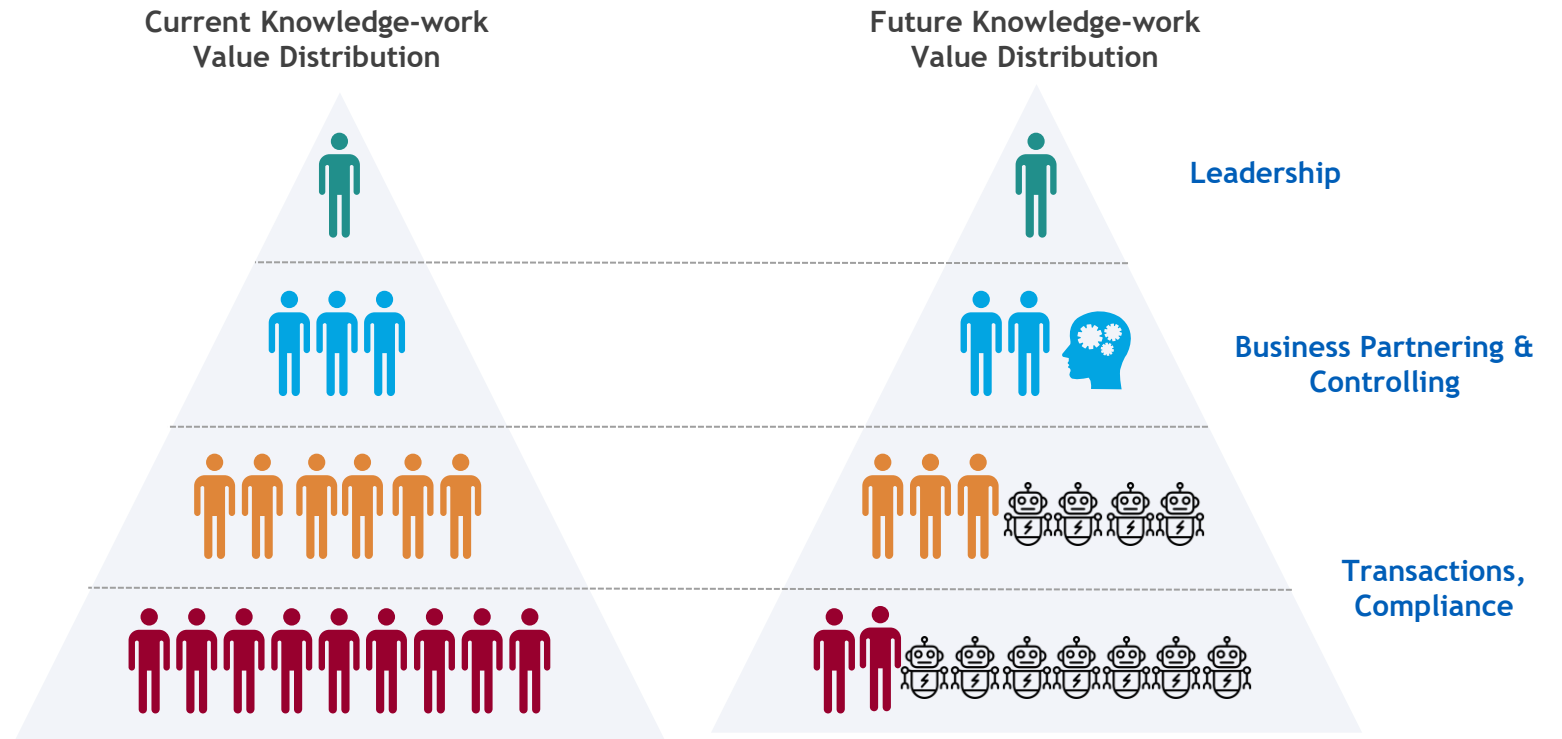
Step 4: Test and Actualise

Think Big, Start Small, Act Fast

The future New Normal of work

A reshaped “ironman inspired” Digital support structure enhancing organization performance and productivity

- ▶ Intelligent automation amplifying the use of data, information and knowledge in an organization
- ▶ Increased focus on business partnering enabled by actionable insights and analytics
- ▶ Iterative process of digital transformation and job redesign for greater productivity and performance
- ▶ Coexistence of digital bots and human labor, facilitated by an evolving workforce with digital skill sets



THANK YOU

Gerard Seng

BDO Digital Consulting

