



# The Workforce of the Future: Embracing the Emerging Augmented Reality

Presented by: Margaret Resce Milkint  
*Managing Partner*

Insurance Talent

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“  
“  
In life, change  
is **inevitable**.  
In business,  
change is **vital**.”  
”

*-Warren G. Bennis, scholar*

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# THE FUTURE OF WORK

**WORLD** **WORK**  
EMERGING BRAND  
WELLBEING AT WORK  
EMERGING MARKETS ENGAGE DIVERSE VOLATILE DISTRIBUTED GLOBALIZATION COMPLEXITY  
REAL ESTATE OPTIMIZATION MOBIL ATTRACT GLOBALLY  
**INTERDEPENDENT** **INTERCONNECTED**  
GLOBALLY INTEGRATED **WORKER** VALUES ENHANCE COLLABORATION DEMANDS CREATIVE  
INSTANTANEOUSNESS **WORKPLACE**  
HYPER CONNECTED UNCERTAIN



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# NEW WORKFORCE ENVIRONMENT

**The new workforce is changing—**  
it is becoming more complex  
and challenging.

- ✓ **Volatile**
- ✓ **Uncertain**
- ✓ **Complex**
- ✓ **Ambiguous**



# INSURANCE INDUSTRY LANDSCAPE

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# UNEMPLOYMENT RATES

**National**

**4.1%**

**Insurance**

**1.0%**



# RISE OF THE AUGMENTED WORKFORCE

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ARTIFICIAL INTELLIGENCE

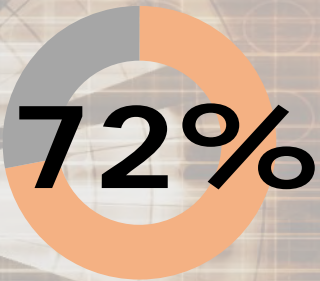
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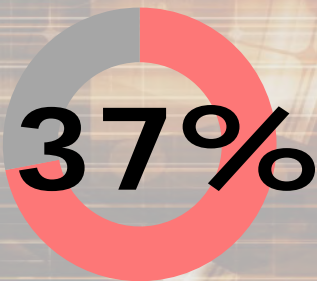


# “ Will robots bring about the end of work? ”

-Toby Walsh, Professor of AI



worried that **robots and computers** will take away jobs



identify as “technophobes”

# AUGMENTED WORKFORCE

New reality of the blended,  
**augmented workforce**



**50%**  
adapting cognitive  
and AI technologies





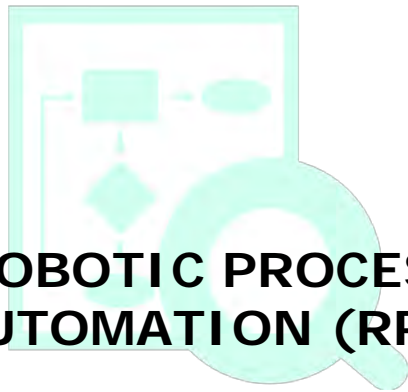
# AUTOMATED JOBS



## Top Jobs Being Created

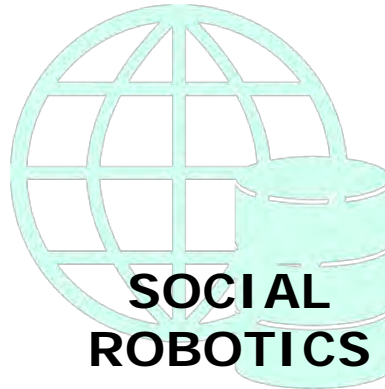
- ✓ Trainers
- ✓ Explainers
- ✓ Sustainers

# AUTOMATION TECHNOLOGIES



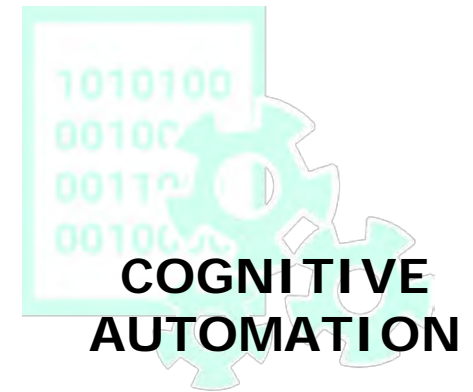
## ROBOTIC PROCESS AUTOMATION (RPA)

- High-volume, low-complexity, routine
- **Compliance work and claims processing**



## SOCIAL ROBOTICS

- Physical equipment and AI
- Machines interacting with humans
- **Driverless cars**



## COGNITIVE AUTOMATION

- AI and machine learning
- **Claims processing and assessment**

# The Big 3

**Customer Experience and Coverage Personalization**

**Claims Settlement: Faster claims, decreased fraud**

**Behavioral Pricing: IoT sensors, telematics, loss prevention, claims settlement**

# AUTOMATION V. HUMANIZATION



- Fast
- Easy
- Frictionless
- Automation



- Interaction
- Experiences
- Social
- Intimate





# MANAGING AN AUGMENTED WORKFORCE

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# BLENDED WORKPLACE



**11%** of organizations prepared to manage a blended workforce

**“People first”** approach to using AI

# AI = Enabler



- Higher productivity
- Increased efficiencies
- Convenience



Human talent and  
AI hand-in-hand

A man with a beard is shown from the chest up, wearing a dark suit. He is holding a pen in his right hand, pointing it towards a bright blue light source. The background is a blurred office setting. Overlaid on the image are several data visualization elements: a line graph with a y-axis ranging from 0 to 350, a world map, a pie chart, and various bar and line charts. The overall color scheme is blue and white, with a futuristic, high-tech aesthetic.

# ATTRACTING TALENT WITH ARTIFICIAL INTELLIGENCE

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# AI AND RECRUITMENT

Lever for attracting  
Millennials and  
Generation Z

Rebrand with AI





# PROMOTE INNOVATION

**Embrace** and **publicize** your organization's work with automation and AI.

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**Highlight** your organization's innovative work on your website and social media.

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**Build** your public persona as forward-thinking and cutting-edge.



“

Companies must find **future-ready talent** who demonstrate **technical capabilities** that benefit the organization and **fill roles that don't even exist today.**

*-InspiraWork*

”

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# Questions?

## Thank You!

**Margaret Resce Milkint**  
*Managing Partner*  
The Jacobson Group  
[mmilkint@jacobsononline.com](mailto:mmilkint@jacobsononline.com)  
(312) 884-0440  
[jacobsononline.com](http://jacobsononline.com)



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