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Issue 11

COVID-19 Workplace Newsletter

In this issue, we focus on Artificial Intelligence and technology. How are they shaping and impacting work during COVID-19? How is the pandemic speeding their development? And what can we expect in the workplace of the not-too-distant future?

For an optimal reading experience, please use Chrome or Edge to open the links.

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An AI-Enabled Workplace

1. [AI and Automation Are Creating a Hybrid Workforce](#) (Axios, Oct 31, 2020)

AI and automation are receiving a boost during the coronavirus pandemic that in the short term is creating a new hybrid workforce rather than destroying jobs outright.

2. [Collaboration at a Distance: Technology for Remote, High-Touch Scenarios](#) (Deloitte, Oct 28, 2020)

The pandemic, with an impact lasting far longer than initially expected, is forcing organizations to rethink how their teams can collaborate from a distance. Some widely used digital tools make certain forms of collaboration—such as sharing and editing documents—easy. But other, critically important types of collaboration remain challenging when colleagues are not sharing physical space—or even time zones. Organizations can experiment with a newer breed of tools, some still experimental, that aim to support remote, high-touch collaboration.

3. [The Future of Jobs Report 2020](#) (World Economic Forum, Oct 20, 2020)

The COVID-19 pandemic-induced lockdowns and related global recession of 2020 have created a highly uncertain outlook for the labour market and accelerated the arrival of the future of work. The Future of Jobs Report 2020 aims to shed light on: 1) the pandemic-related disruptions thus far in 2020, contextualized within a longer history of economic cycles, and 2) the expected outlook for technology adoption jobs and skills in the next five years. **(Please open the article using Chrome or Edge.)**

[4. How Artificial Intelligence Can Enhance Workplace Safety as Lockdowns Lift \(EHSToday, July 29, 2020\)](#)

As employers and workers fear an increase in the risk of transmission and the likelihood of cluster outbreaks, technology advancements pop up. Advancements in artificial intelligence (AI) and the IoT have enabled a number of technologies to emerge that have the potential to keep workplaces healthier and safer through PPE detection, safety zoning and thermal imaging capabilities.

[5. Building the Future of Work with Artificial Intelligence \(Forbes, July 28, 2020\)](#)

Work is a major part of our lives. A third of our lives is devoted to it. Our world has billions of workers. It's a key component of our societies. However, work breaks many challenges that become more and more complex. In this article, I will attempt to answer a few questions: What are the challenges facing the world of work today? How does the Covid-19 crisis make these problems even more complex? And how can artificial intelligence, the most powerful technology of our time, help us solve these challenges?

A Future Workplace with Technology

[1. The Dematerialized Office: A Vision of the Internet of Senses in the 2030 Future Workplace \(Ericsson, Oct 28, 2020\)](#)

The IndustryLab report, The dematerialized office explores white-collar employees user perspective on the future virtual workplace using Augmented reality and Virtual reality technology interacting with our senses of sight, sound, taste, smell and touch to be reality by 2030.

[2. Work 2035: How People and Technology Will Pioneer New Ways of Working \(Citrix, Sept 19, 2020\)](#)

Drawing on the perspectives of academics, business leaders and employees across the U.S. and Europe, Citrix commissioned an ambitious two-part research study that sought to imagine work in the year 2035. Where might the opportunities lie? What might stifle progress? And how might people use technology to generate the best outcomes—both for their organizations and themselves?

Needs Assessment

[1. Don't Fear AI. It Will Lead to Long-term Job Growth. \(World Economic Forum, Oct 26, 2020\)](#)

COVID-19 has accelerated the automation of many tasks, leading some to fear artificial intelligence (AI) will take their jobs. But AI will create more jobs than it destroys. To embrace this change, companies and governments must focus on upskilling and reskilling.

[2. May the Workforce be with You: The Voice of the European Workforce 2020 \(Deloitte, Oct 22, 2020\)](#)

After the first phase of COVID-19, businesses are forced to chart a new path forward, building on the advances made during the pandemic. Deloitte collected the opinions of more than 10,000 workers across seven European countries to learn from their views.

[3. IBM's New Watson Works Products Use AI to Help Companies Plan When to Safely Send Employees Back to the Workplace \(TechRepublic, June 18, 2020\)](#)

Watson Works is a new curated set of workplace products from IBM that embeds Watson artificial intelligence (AI) into the return-to-workplace issues that the enterprise must overcome in order to figure

out when to safely send employees back to the office. Some of the key items that the models and applications will address include space allocation and facilities management, which are essential in a post-COVID 19 pandemic environment.

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