A Digitally Ready Workforce

Introduction:

- In today's era of digital disruption, technological change is inevitable across all sectors and industries.
- The recent pandemic has accelerated the pace of digital transformation, necessitating a shift from traditional office settings to remote work.
- This rapid transition has led to increased innovation, with a surge in the use of digital technologies for workplace collaboration and operations.
- To stay competitive, organizations must develop digital capabilities to support the future workplace and cultivate a digitally ready workforce.

The Need for a Digital Workforce:

- An organization must explore innovative ways of operating and leverage digital technologies to stay ahead of the competition.
- The goal is to be where the customer is, understanding their buying patterns, and engaging them through the most convenient and attractive digital platforms.
- Organizations should also harness the power of mobile devices and social media to offer round-the-clock information and immediate digital services.

Internal Organizational Changes:

- Clear distinctions should be made regarding the types of work best performed by humans versus machines.
  - Humans: Jobs requiring relationship-building and strategic thinking.
  - Machines: Repetitive and labor-intensive tasks.
- In the face of major disruptions, employees should be equipped to work virtually from their homes, ensuring that all aspects of the organization's operations can be delivered digitally online with minimal startup costs.

The Role of Employees:

- Employees play a crucial role in the digital transformation journey.

- For successful digital transformation, the workforce must possess the right digital mindsets and be equipped with relevant digital competencies.
  - Basic to intermediate digital literacy skills might encompass understanding mobile devices, coding, social media, and internet platforms.
  - Advanced skills could delve into technical areas like cybersecurity, artificial intelligence, and the Internet of Things (IoT).
- Traditional employees, often referred to as I-shaped people, specialize in a specific area of work. However, the digital age demands Pi-shaped employees who possess broad-based skills and deep expertise in two or more domains.
- Organizations should invest in designing digital career roadmaps for employees to prevent skill obsolescence and ensure job matching.

Digital Talent Management:

- Emphasis should be placed on digital competencies when it comes to talent acquisition, management, development, and retention.
- Digital human resource management tools should support these processes.
- There should be strong ownership from operating units and close integration with the human resource function for employee training and development.