

Five actions for organisations to keep up with fast change in the workplace

*Rapid technological advancements, changing demographics, and a shift in employee expectations have transformed the work landscape. **Nikita** and **Jasmine Virhia** analysed the literature and came up with five recommendations for employers to deal with this fast-paced environment.*

LSE's The Inclusion Initiative invites you to an [event](#) with Isabel Berwick (FT), Grace Lordan (LSE) and Connson Locke (LSE)

As the workplace undergoes a transformation driven by rapid technological advancements, changing demographics, and a shift in employee expectations, it's important for workers to take control of their careers and for organisations to help them in the process. Drawing on insights from Isabel Berwick's ["The Future-Proof Career"](#) and research by [The Inclusion Initiative](#), I have put together five crucial considerations for organisations navigating this new landscape.

Embracing technological integration

Grace Lordan [notes](#) that technology is set to alleviate the burdens of routine and physically demanding tasks. However, this shift is not without challenges. Governments and organisations must invest in skill development to ensure workers are equipped for new roles created by AI and automation. Isabel Berwick reinforces this in [her book](#), highlighting the need for continuous upskilling to keep pace with technological change. Both Lordan and Berwick stress the importance of [soft skills](#) such as inclusive leadership, communication and creativity, especially as AI integrates into the workplace.

Fostering flexible work environments

The rise of remote and hybrid work models during the pandemic has reshaped our conception of the

workplace. This flexibility has proven beneficial in [balancing work-life dynamics](#) as well as [workplace productivity](#). A [recent study](#) reveals that nearly 40 per cent of global candidates rank workplace flexibility as one of their top three priorities when evaluating job opportunities. Supporting this trend, [Gartner](#) advocates that to improve productivity significantly, flexibility should extend beyond just choosing when and where to work, allowing employees to decide with whom they work, the tasks they undertake, and their workload.

Prioritising emotional and pastoral care

Grace Lordan notes that in the context of [The Great Resignation](#), “many are pursuing options that offer greater flexibility, but for many others, it has been down to how their manager treats them.” In a podcast on “[The Future-Proof Career](#)”, Isabel points out the evolving role of managers who now need to balance business objectives with providing significant emotional support to their teams, especially in light of challenges posed by the pandemic and the expectations of newer generations like Gen Z. This dual role demands that managers be skilled not only in project oversight but also in emotional intelligence and mental health awareness.

Cultivating diversity, equity, and inclusion

A diverse and inclusive workplace is no longer optional but a critical driver of [innovation](#) and [performance](#). Isabel emphasises the importance of practices that elevate and recognise the contributions of all employees, particularly those from [diverse](#) and underrepresented groups. Organisations must commit to creating environments where every individual can thrive, thereby enhancing creativity and broadening perspectives.

Promoting lifelong learning

The future of work hinges on fostering cultures of lifelong learning where employees are encouraged to continually acquire new knowledge. This approach ensures individuals and organisations stay adaptable. Isabel shares that embracing lifelong learning ensures that the workforce remains agile in a rapidly evolving job market, being able to pivot in response to emerging industry trends and technological advancements. Isabel also emphasises the importance of understanding one's own ambitions for career success, encouraging a personal, long-term view, over and above pleasing employers or accepting convenient promotions.

Conclusion

The future of work is complex and multifaceted, requiring a nuanced approach from both policymakers and business leaders. By focusing on these five imperatives—technological integration, flexible work environments, managerial care, diversity and inclusion, and lifelong learning—organisations can build a resilient and innovative workforce prepared to face the challenges of the 21st century.

Isabel Berwick will be signing her new book [The Future-Proof Career: Strategies for Thriving at Every Stage](#) Tuesday 23 April 2024 6.30pm to 7.30pm at [LSE](#).

Watch Grace Lordan discuss her book "Think Big":

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