



# Management Futures

- the world of work in 2018 -

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Building better performance in a dynamic world



# Vision

First-class management and leadership  
driving up personal and corporate  
performance, national productivity and  
social well being

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# Who we are

The Chartered Management Institute is the chartered professional body dedicated to management and leadership.

- 79,000 individual members
- 300 corporate members and clients
- 500 educational partnerships

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# What we do

- Encourage and support the lifelong development of managers
- Raise the level of competence and qualification of management
- Initiate, develop, evaluate and disseminate management thinking, tools, techniques and practices
- Influence employers, policy makers and opinion formers on management issues



# Management Futures

“The best way to predict the future is  
to invent it.”

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## Preparing for probable future

- BRIC will exert greater influence - corporations with more sway than governments
- Business models will change – *a virtual reality*
- Business structures – more diverse open and community based
- Managing technology ...capturing and analysis of tacit and implicit knowledge
- Changing needs of the employer and working population



## Preparing for the probable future

- Personal responsibilities will increase  
....work life integration
- Management skills – emotional intelligence, collaboration and innovation will be vital as well as existing technical skills
- Talent markets will become more complex...age, generational issues and culture

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# Surprise events!

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Brains are enhanced and controlled



World Knowledge is a Commodity



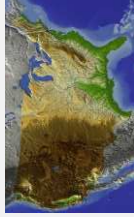
The Market shrinks



The World Re-Defined



A Totalitarian US-Regime



The World in Economic Recess



The World stopped



Terrorists attack the internet



People can think faster



The World digitally united



Robots in Management



The World divided



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## The desired future

- Virtual reality – driven by environmental concerns and private needs
- Fluidity of skills – core needs focusing on innovation & creativity
- Information systems will be servants not masters
- Customer intimacy – customers making business decisions



# What do we need to do to prepare?

- Business markets
  - Gather knowledge
- Business models
  - Flexibility is key
  - Stretch customer expectations
  - Have multiple business models
  - Change business models to meet business needs
- Management needs
  - Select managers based on emotional intelligence
  - Employ “coaching for success”
  - Capture tacit knowledge
  - Use different routines

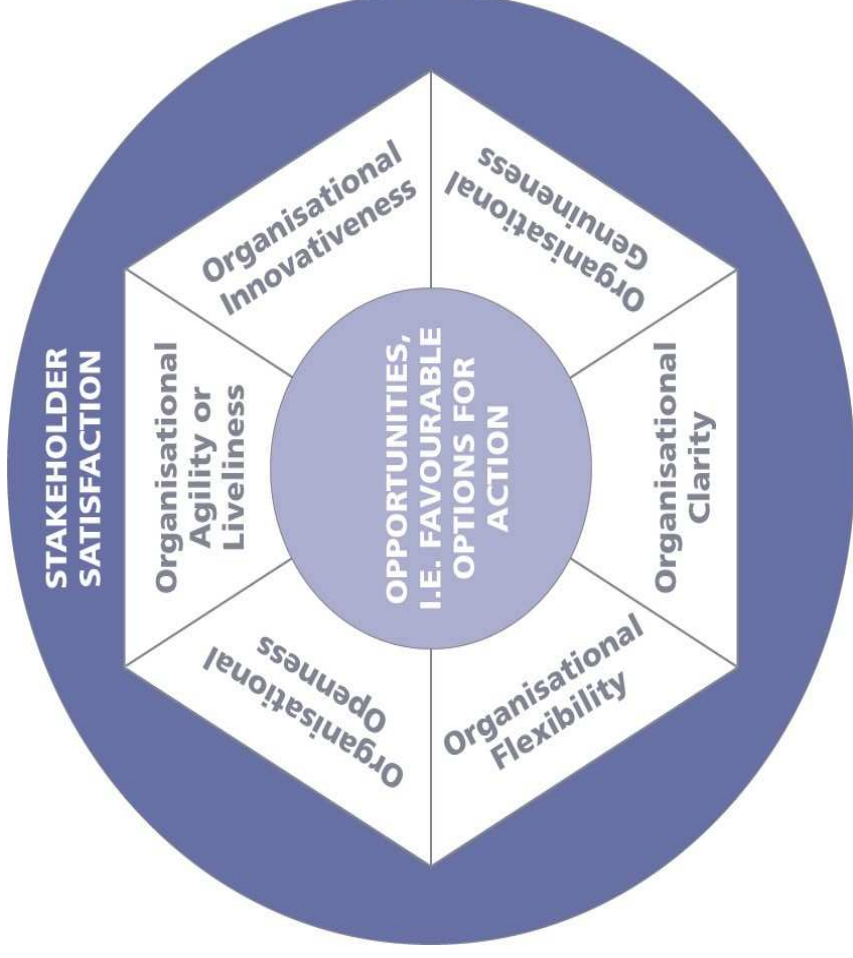
# What do we need to do to prepare?

- Technology
  - Design systems to meet the needs of the individual
  - Use different ways to access knowledge
  - Integrate work knowledge systems with personal systems
- Humanness is key
  - Abolish titles
  - Focus on products and solutions that facilitate “wisdom”
  - Use energy well
- Work needs of people
  - Build environments that encourage creativity
  - Design processes and structures around people’s needs

# What do we need to do to prepare?

- Private needs of people
  - Genuinely engage in all aspects of the life of employees
  - Focus on “grey workforce” and offer specific products
  - Move organisations from work-life balance to work-life integration
- Talent markets
  - Use distributed work programmes to attract and retain talent
  - Understand networks and communities
  - Manage skill sets in line with the task in hand
  - Use products and services to make sure you have the right human resource at the right time

# Clusters of opportunities in 'The World Continued'



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# Questions

- What do you think the world of work be like in 2017?
- As managers what do you need to do now in order to be equipped to deal with tomorrow?



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'Time present and time past are both perhaps  
contained in time future and time future  
contained in time past.'

**T.S. Eliot**

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