

# The psychology of your future employees

Lucy Standing

Vice Chair

The Association for Business Psychology



The Association for Business Psychology  
[www.theabp.org.uk](http://www.theabp.org.uk)

# Context

47% of jobs will be susceptible to computerisation (Oxford Martin)

McKinsey Global Institute:

“The bottom line is that 45% of work activities could be automated using already demonstrated technology”.

Motoring

# Driverless cars set to roll out for trials on UK roads

Vince Cable believes trials in Greenwich, Bristol, Milton Keynes and Coventry, backed by £19m worth of government funding, could lead to £900bn industry

Gwyn Topham

Wednesday 11 February 2015  
00.05 GMT



🕒 This article is 1 year old

🔗 Shares 1,293    💬 Comments 1,047

🔖 Save for later



Prototype driverless cars to be tested in the heart of four British cities are unveiled on Wednesday.

# SELF SERVICE CHECKOUTS



Artificial intelligence and psychology

# The computer will see you now

A virtual shrink may sometimes be better than the real thing

Aug 16th 2014 | From the print edition



Jonathan Gratch

ELLIE is a psychologist, and a damned good one at that. Smile in a certain way, and she

# Compare...

## John Lewis Plc

- Revenue 4 billion
- Number of employees:
- 38,100

## Etsy

- Revenue 1.9 billion
- Number of employees:
- 685

The long and short of it...

We will witness a work revolution greater than the industrial revolution in terms of its size and impact on our world of work.

Human evolution – 20,000 years?





# Fundamental Drivers



# Personality



Context

# Train people to leave: the 50 year careers

- Next jobs – drive to acquire
- Build and manage alumni networks – drive to bond
- Train on skills to help them in a changing world – drive to learn
  - How to build a start up
  - How to change career
  - Accounting basics
- Membership of professional bodies

# Recruitment – focused on values and insight

- Enabling self selection
- Greater creative approaches
  - Returnships
  - 40's recruitment?
  - 50's recruitment?
  - Contractor/associate management

# The dark side – your challenges

- Environment for discrimination to flourish
- Will favour the extroverts and those socially skilled
- People will experience more anxiety
- Less loyalty and engagement at work

Questions?

# References

- **Does Job Insecurity Lead to Impaired Well-Being or Vice Versa? Estimation of Cross-Lagged Effects Using Latent Variable Modelling.**  
Johnny Hellgren and Magnus Sverke *Journal of Organizational Behavior*  
Vol. 24, No. 2 (Mar., 2003), pp. 215-236
- Oxford Martin School paper C.Frey & M. Osborne 2013: “The future of employment: how susceptible are jobs to computerisation”. 2013  
[http://www.oxfordmartin.ox.ac.uk/downloads/academic/The\\_Future\\_of\\_Employment.pdf](http://www.oxfordmartin.ox.ac.uk/downloads/academic/The_Future_of_Employment.pdf)
- “four fundamentals of workplace Automation” – M Chui et al, 2013  
McKinsey Global Institute. <http://www.mckinsey.com/business-functions/business-technology/our-insights/four-fundamentals-of-workplace-automation>