

# The Workplace in 2020

An International Perspective

## **“The Instant Workplace”**

**Where employees expect immediate access to ideas, people, and resources.**

**What do these trends mean for you as an executive, manager, and employee?**



*Todd Horton*

<http://www.linkedin.com/in/toddhorton/>

## 15+ Years in Global HR Roles

- Founder/CEO – KangoGift
- Marketing Director - JobKorea (Seoul, Korea)
- Manager - Emerging Markets at Monster  
(Turkey, Russia, Mexico, Brazil)
- Consultant – HCD Global (Shanghai)
- Product Manager at Salary.com
- Yale (MBA), Boston College (BA)

# Bringing Offline Processes Online

## Old Way

## New Way

### Compensation

Paper based salary surveys .



Instantly access real-time market data.

### Recruitment

Newspaper and wait.



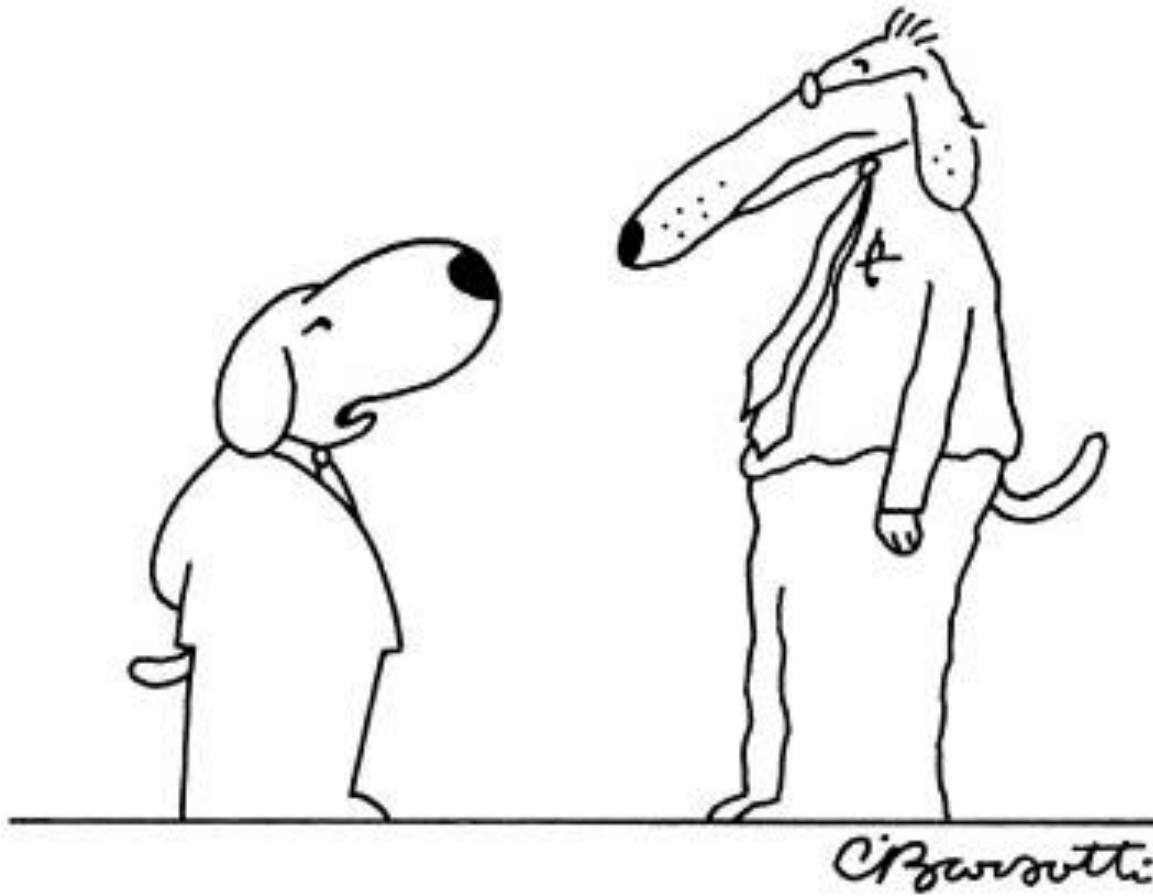
Instantly access millions of resumes.

### Employee Recognition

Pat on the back, a card.



Instantly celebrate great work.



*We do all those old tricks electronically now.*

# The Workplace in 2020

**46%**

Millennials (born 1977 to 1994) will make up almost half of the US workforce.

**5B**

Number of global internet users.

**\$41T**

Global trade will increase 2.5x from today.

# Four Trends That Will Affect the 2020 Workplace

## Old

## New

### Global Mindset

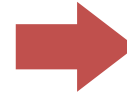
Country specific workers.



Cross border connectedness.

### “Instant-ness”

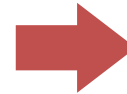
Wait for feedback and information.



Access to information and people.

### Location Free

Work in an office at specific times.



Work anywhere, results driven.

### Why am I here?

Pay and stability.



Personal and social impact.

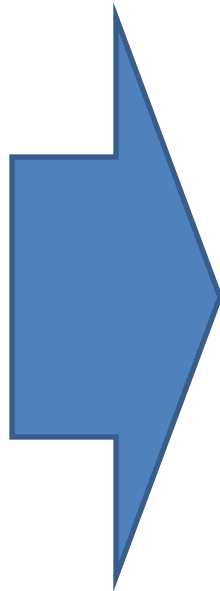


# New Motivational Theories for a Global Worker

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## “Classic” Motivational Theory

- Largely based on financial incentives
  - Pay
  - Stock
  - Cash Bonus



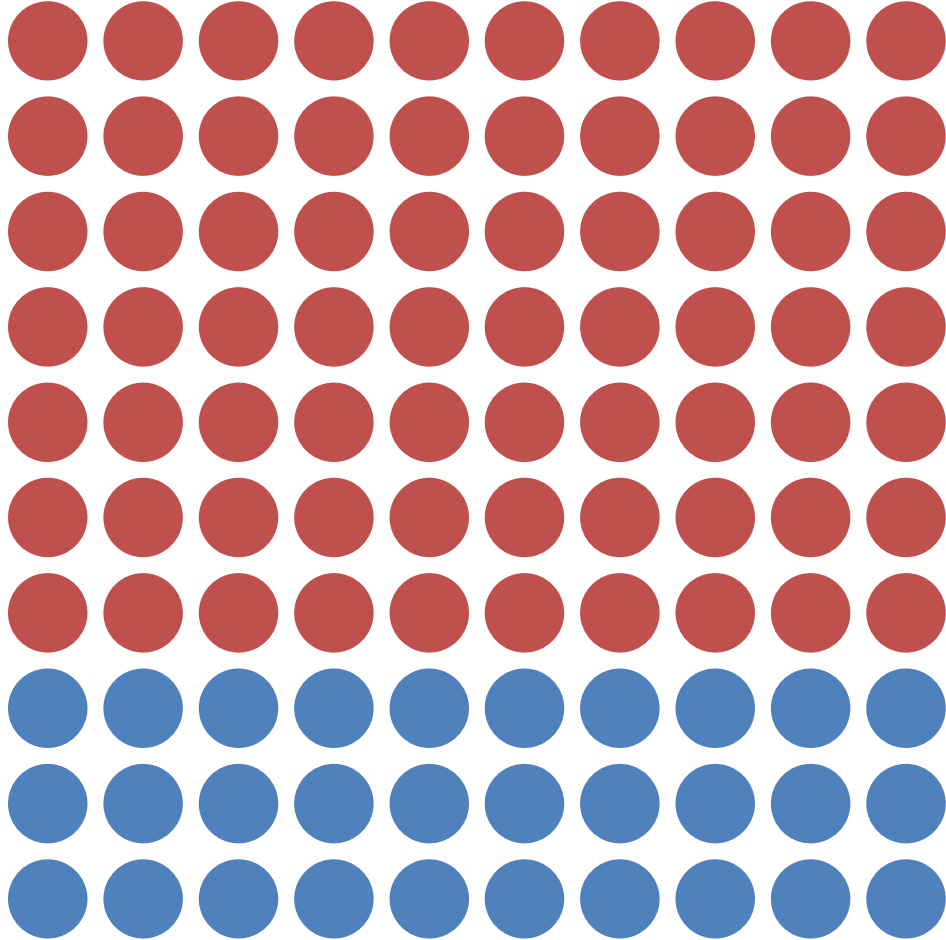
## New Motivational Theory

- Focused on understanding employee motivations and desires.
- Many companies now design jobs to provide employees with opportunities to make choices, develop skills, do work that matters, and strengthen interpersonal relationships.
- Social tools target the opportunity to strengthen relationships at work and gain insight into employee desire.

*Money is no longer the only driver in retention and employee engagement.*

# Who's Ready for 2020?



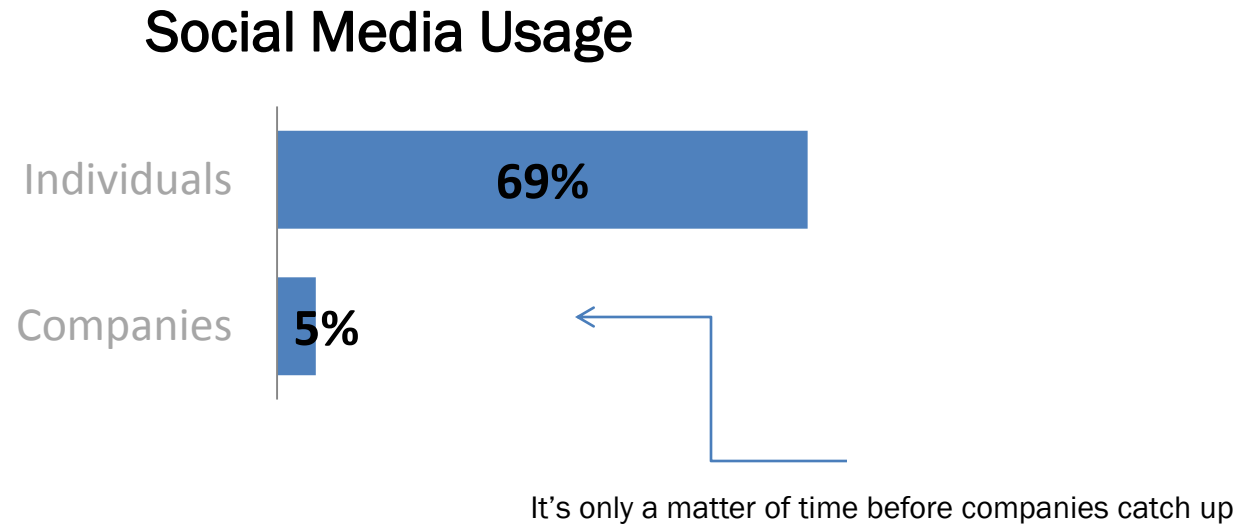


# 70%

Employees don't feel like they are fully engaged in their work according to Gallup.

Companies need to address this cultural misalignment.

# Companies Will Start to Embrace Social Tools to Facilitate Information



# Common Questions Companies Want to Answer



**Engagement**

How do we create environments that attract the best employees and ensure their success?

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**Enablement**

How do we provide our workforce tools to advance our goals?

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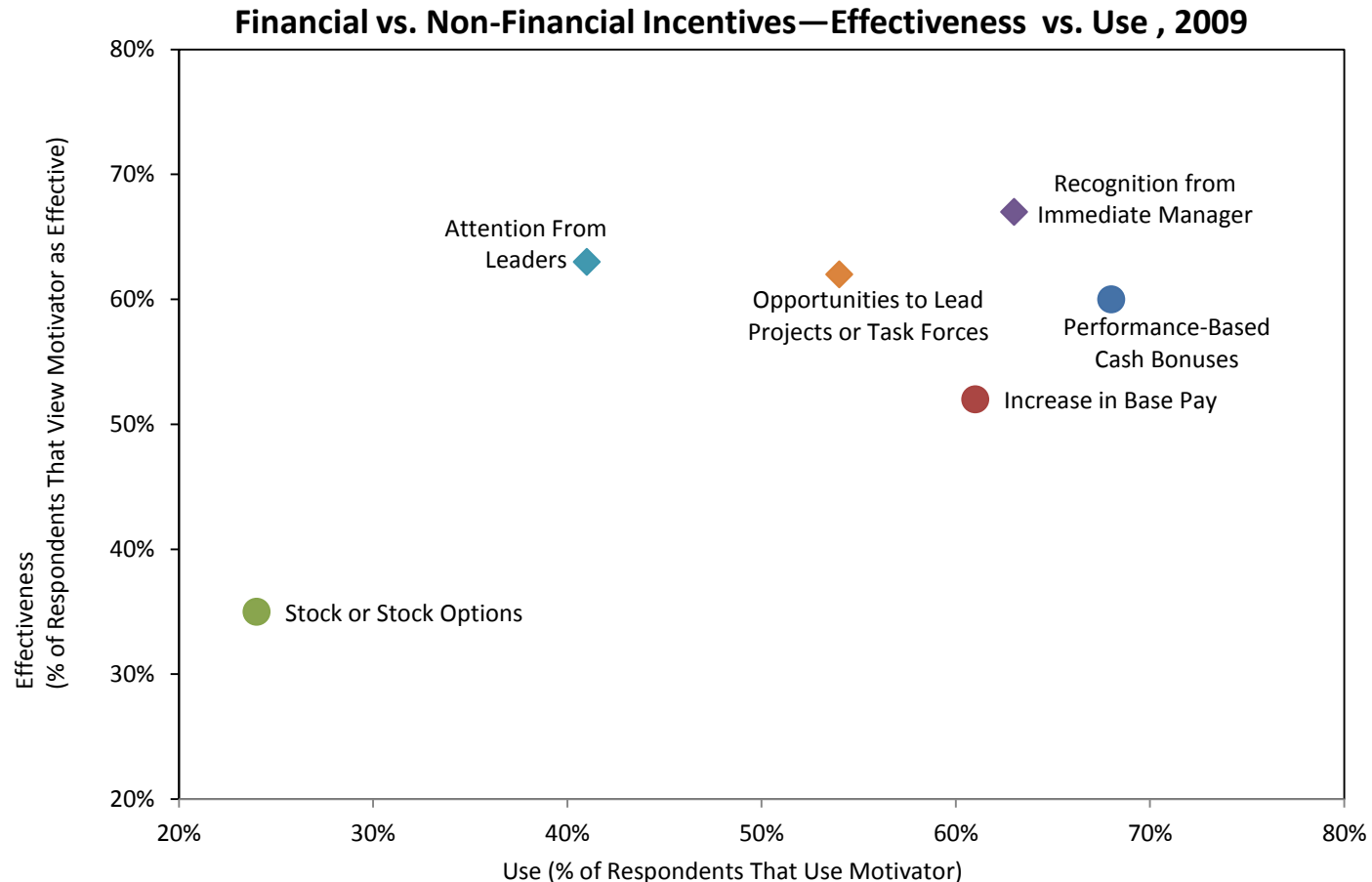
**Performance**

How do we define success? Profit, impact, reach?

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# A McKinsey Study Found That Non-Cash Motivators Are More Effective Than Cash Motivators...

...with recognition topping the list



“Nonfinancial motivators play critical roles in making employees feel that their companies value them, take their well-being seriously, and strive to create opportunities for career growth.”

Note: Financial Incentives are marked with a circle; non-financial incentives are marked with a diamond.

Source: McKinsey Quarterly, “Motivating people: Getting Beyond Money,” November 2009; Based on McKinsey survey of 1,047 executives, managers, and employees.

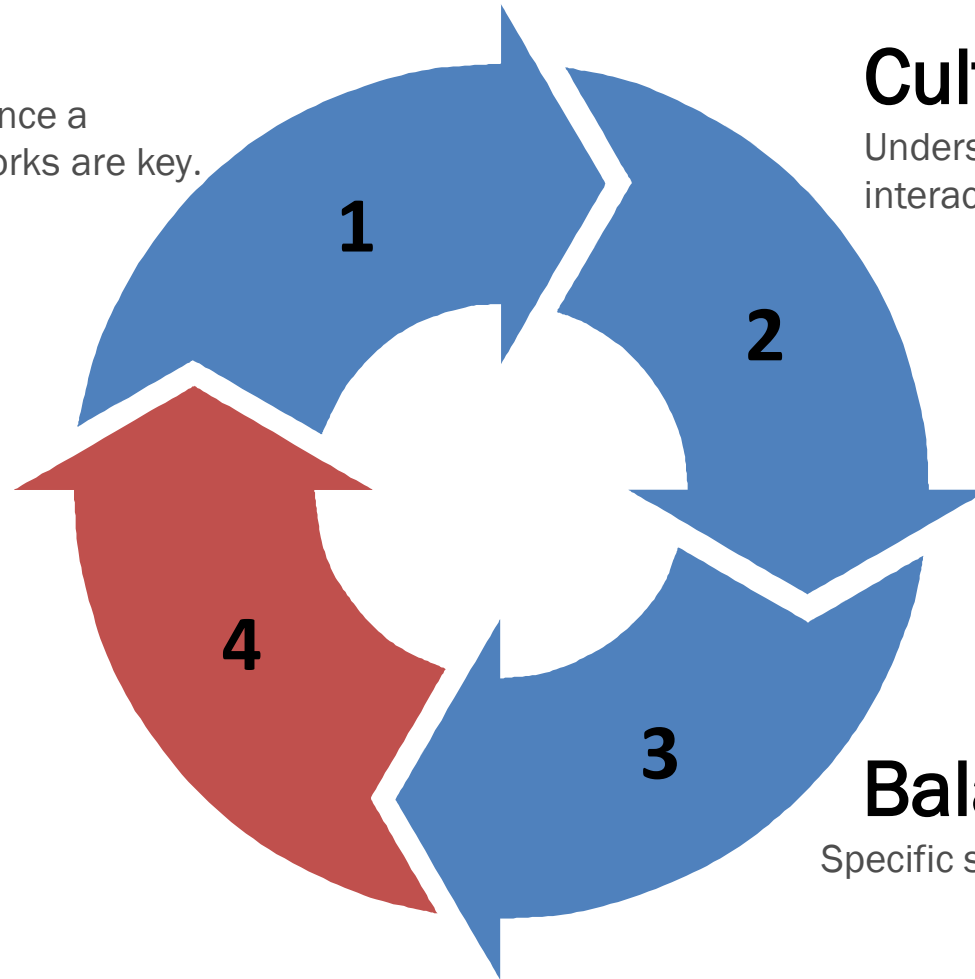
# Practical Tips To Prepare for the 2020 Workplace

## Why You?

Identify how you can advance a company's mission. Networks are key.

## Cultural IQ

Understand how people want to interact .



## Mobility

Intra-company mobility.

## Balance of Skills

Specific skills are great. Companies also want to see flexibility.

*Thank You.*



Todd Horton  
[todd@kangogift.com](mailto:todd@kangogift.com)