

36th Annual Workforce Management Briefing

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Managing Workforce Compliance in an Unpredictable World



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Compliance in an
Unpredictable World

AI in the Workplace:
The Time to Develop a Strategy Is Now

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AGENDA



Defining AI and Identifying Workplace Usage



Legal and Practical Risks of Workplace AI



Best Practices

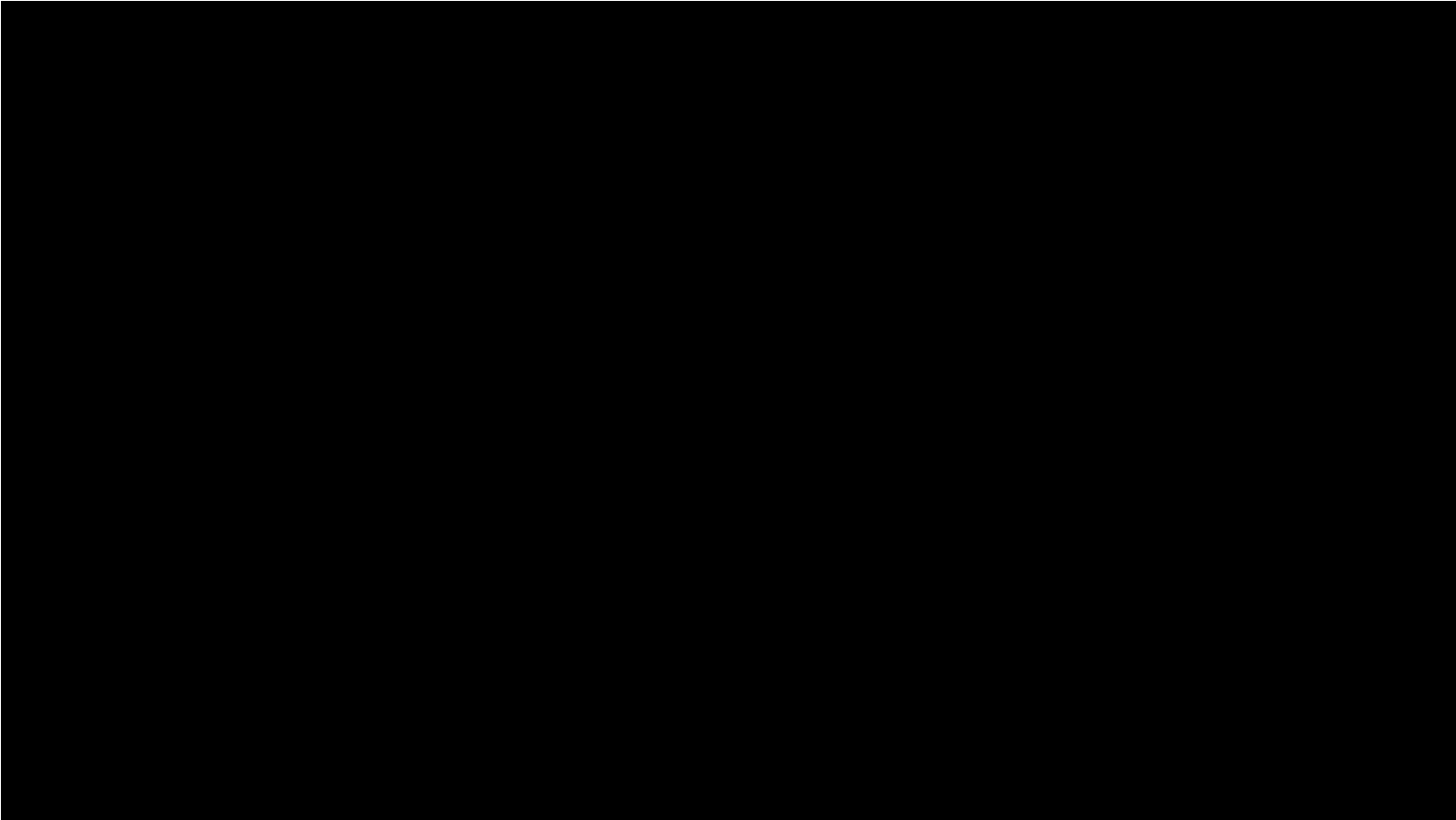
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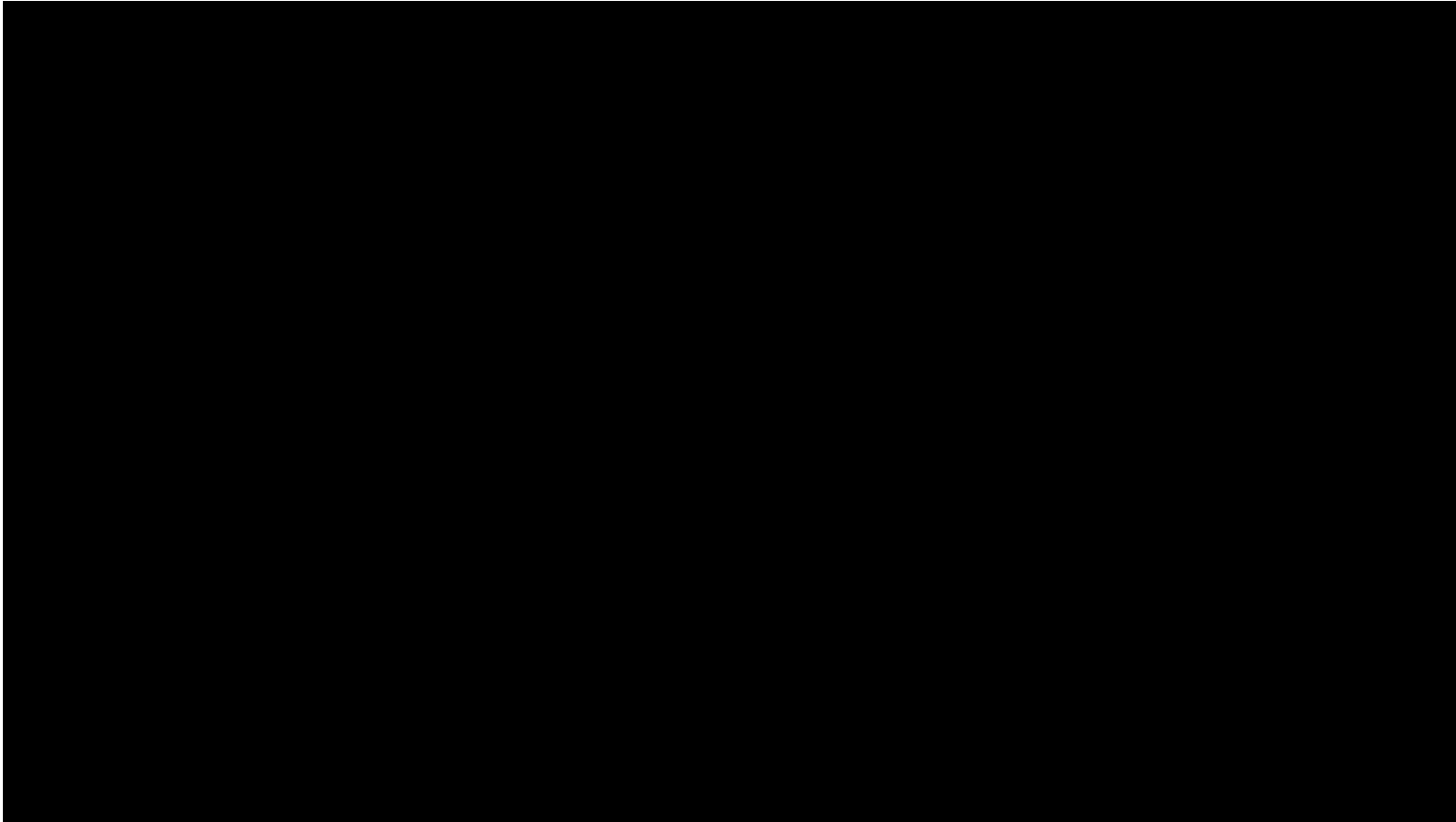
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Meet HARRI



https://www.youtube.com/watch?v=yW78fd_eL4s

HARRI in Action



<https://www.youtube.com/watch?v=avmBfo8ILRI>

DEFINING AI – Key Features



Robotization

Robotization refer to the automation of industrial and business processes using robots, of various guises.

Artificial Intelligence:

Self-learning processes. Software and robots can "understand" by means of the right software/programming and are able to optimize their own behavior on the basis of their and other machines' (swarm intelligence) former behavior and their experience.



Deep Learning

Deep learning is a branch of machine learning based on a set of algorithms that attempt to model high level abstractions in data, simulation of the human brain

DEFINING AI – Key Features



Gig Economy:

refers to an employment situation where the working arrangement is limited to a certain period (work on demand)



Dematerialization:

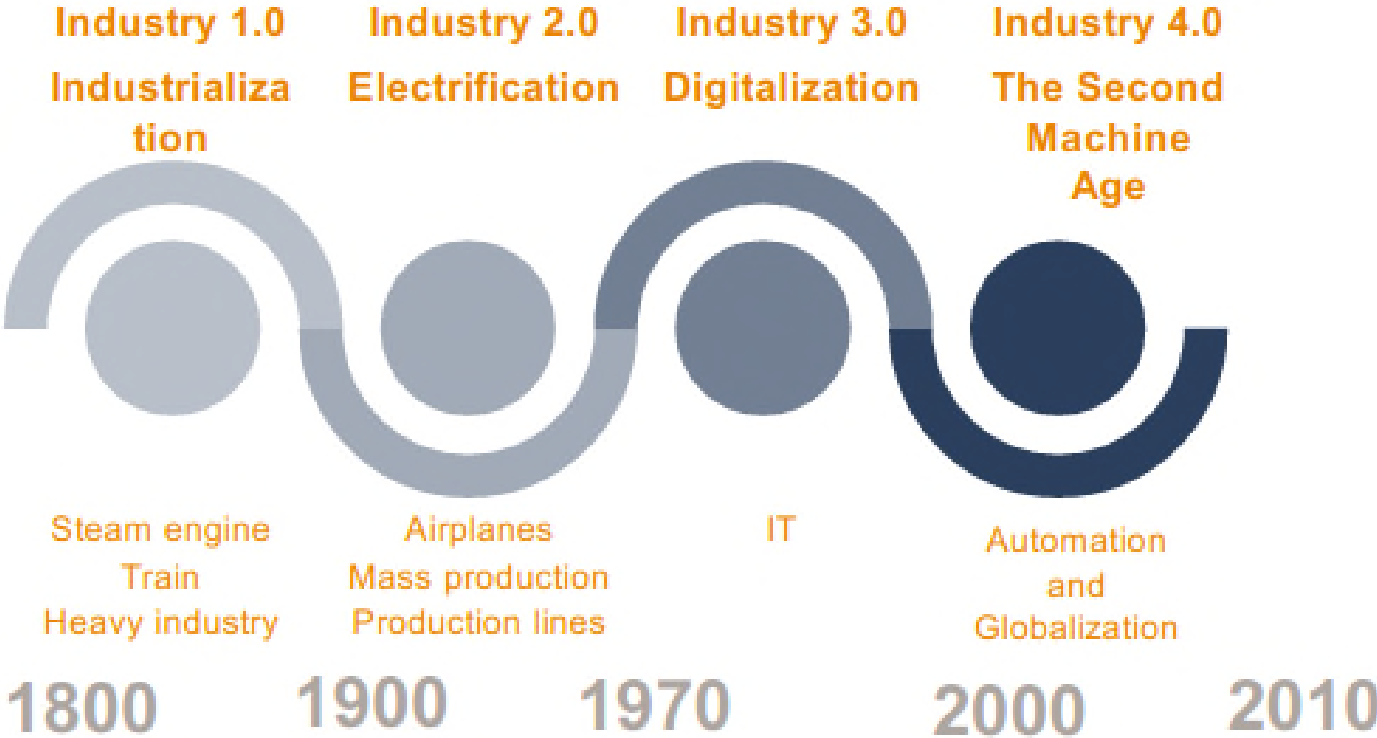
the reduction in the quantity of materials/employees required to serve economic functions (doing more with less)



Autonomous Driving

Autonomous driving means that a vehicle is capable of sensing its environment and navigating without human input.

INTRODUCTION – Historical Background



INTRODUCTION – AI, Automatization, and Globalization

Robotization of manufacturing jobs, digitalization of desk jobs

Almost every company to remain competitive

Slightly, in some sectors radical disruption



All over the world, especially Western Europe and the US

Between now and 2050

Because modern technology makes it possible

TODAY'S WORKPLACE – AI Usage

- Examples:
 - IBM Watson – Medical Field
 - Ross – Legal Field
 - Robo Advisers – Financial Services
 - Pepper – Retail Industry
 - Chatbots
 - Algorithms



TODAY'S WORKPLACE – Disrupting Industries

A Global Phenomenon



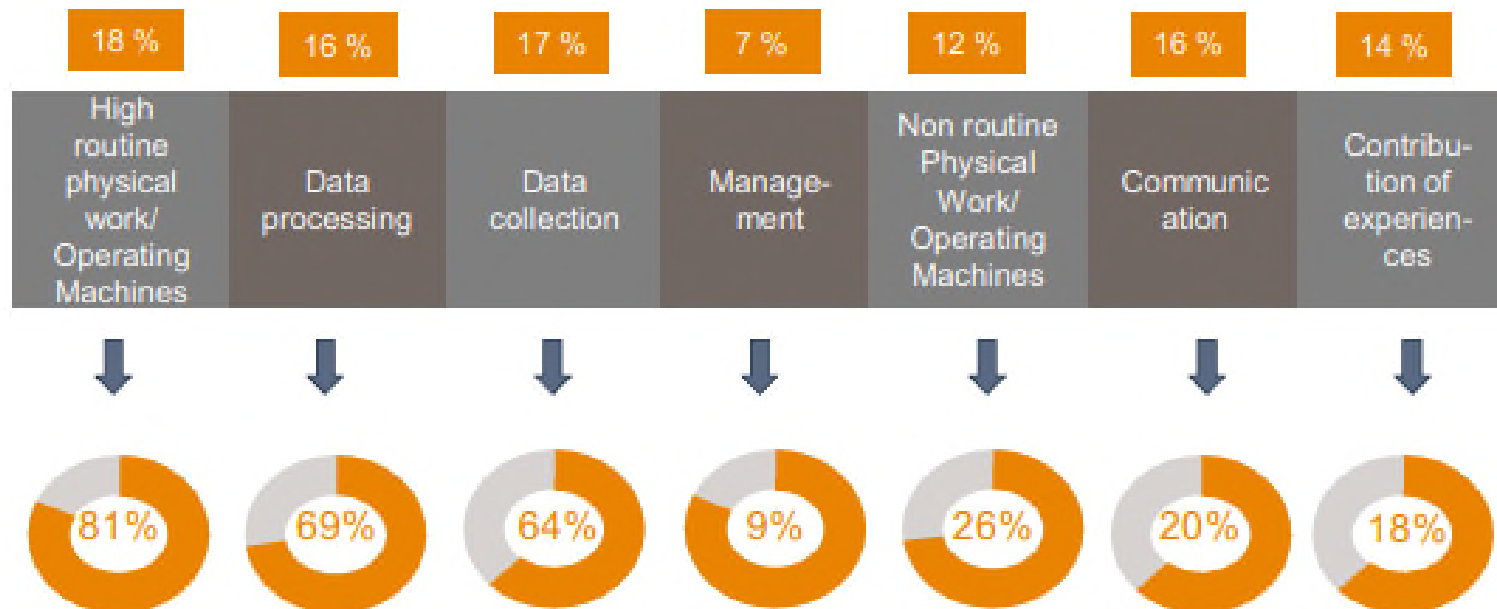
North America
Starting point of
new service
models

South America
Digitalization and
automatization
with a strong delay

South East Asia
Starting point of
technical
innovations and
production
facilities without
human workers

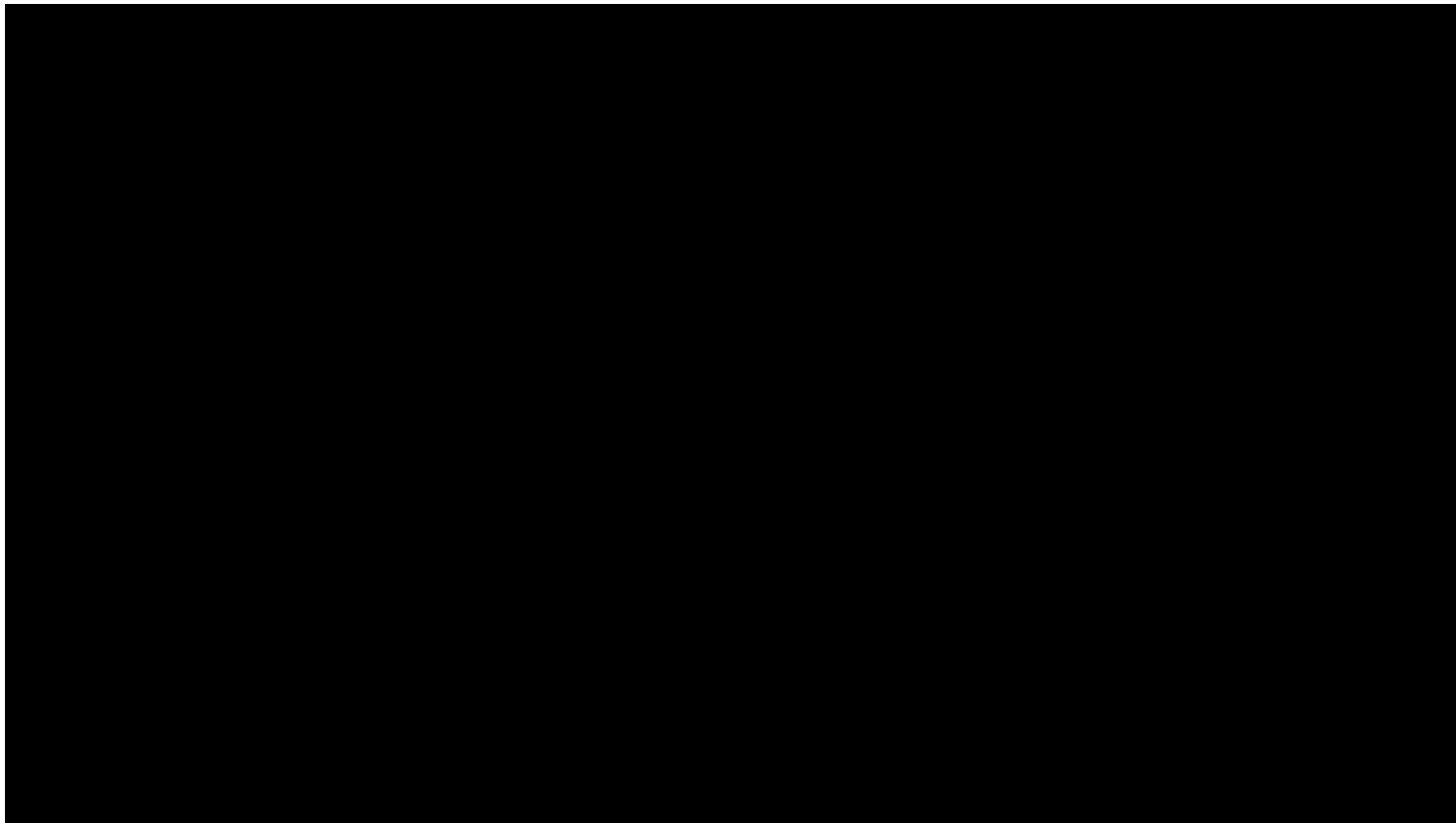
TODAY'S WORKPLACE – Disrupting Industries

Activities: Percent of the working time (USA 2016) and their degree to be automated



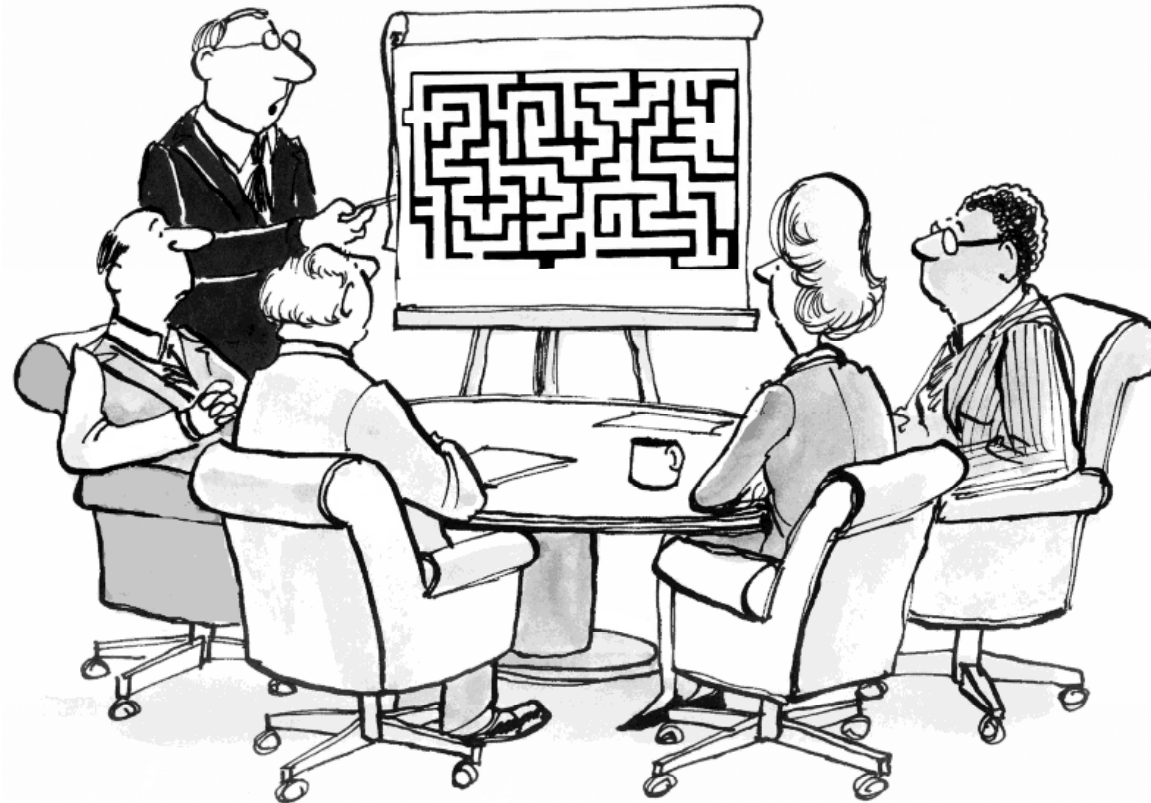
Source: McKinsey 2016

TODAY'S WORKPLACE – Adidas SPEEDFACTORY



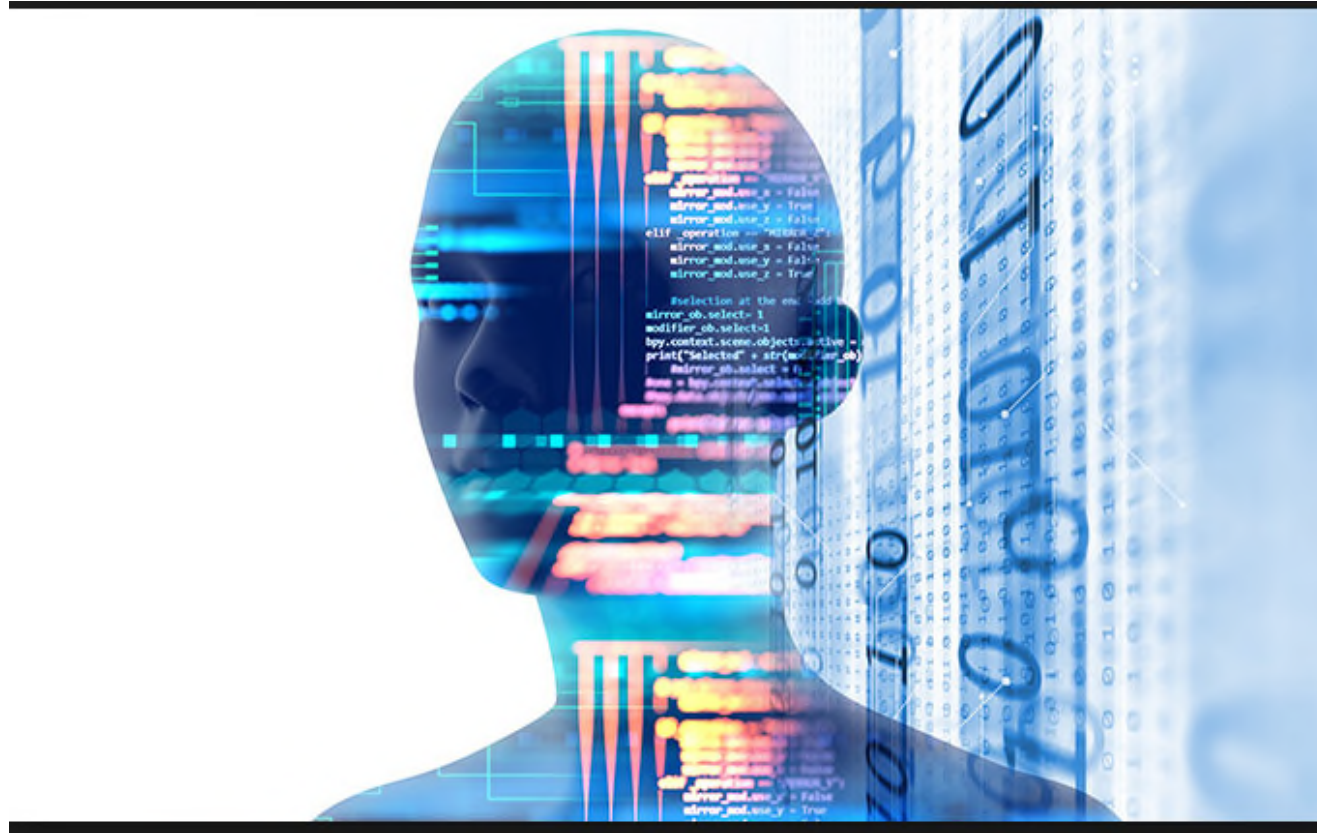
<https://www.youtube.com/watch?v=FVpfVdXxcCA>

TODAY'S WORKPLACE – Organizational Structure



“What we’ve done is make it dramatically easier to navigate the corporate hierarchy.”

TODAY'S WORKPLACE – AI in Human Resources



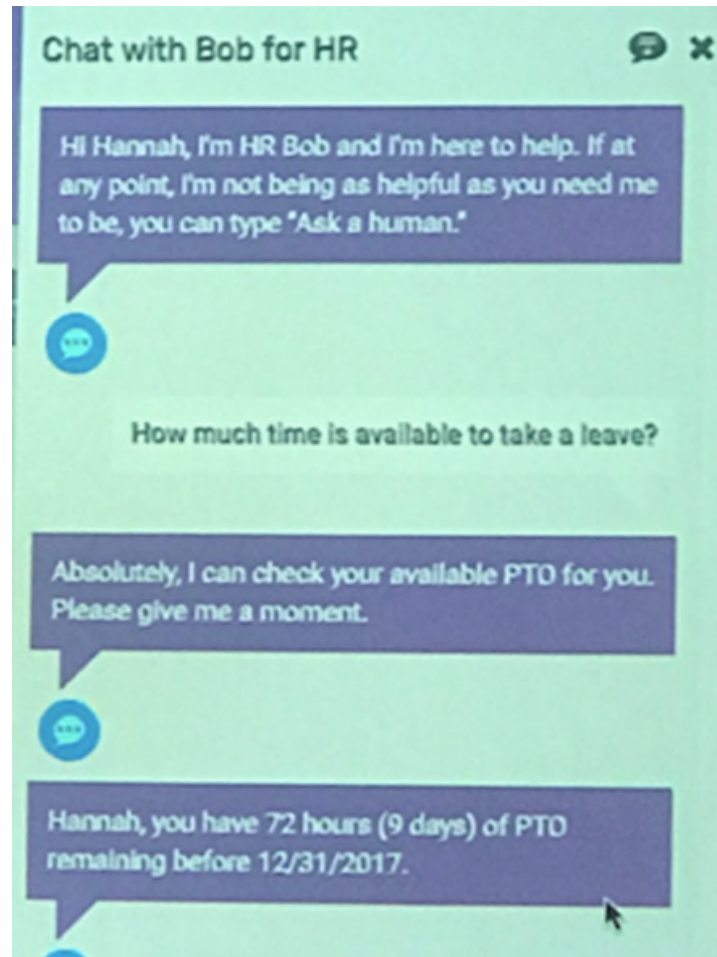
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CHATBOT



LEGAL ISSUES

Working Environment

Labor Relations

Working Place And Security



Company Structures

Working Time

Remuneration

LEGAL ISSUES – Joint Employment



THE FUTURE LABOR MARKET – Winners and Losers



North America
 Technical Leader
 "The winner takes it all"

- 5/5 Technical lead
- 4/5 Education



Asia
 Technical high skilled in South East Asia, but a lot of untrained workers

- 4/5 Technical lead
- 2/5 Education



Africa
 No chance to benefit from The Second Machine Age so far

- 0/5 Technical lead
- 0/5 Education



Europe
 Mostly well prepared

- 3/5 Technical lead
- 4/5 Education

THE FUTURE LABOR MARKET – Modified Job Profiles



Skills Disruption



35% of core skills will change between 2015 and 2020

Disruption across countries and industries

43%	Financial Services & Investors	48%	Italy	average disruption
42%	Basic & Infrastructure	42%	India	
39%	Mobility	41%	China	
35%	Information & Communication Technology	41%	Turkey	
33%	Professional Services	39%	South Africa	
30%	Energy	39%	Germany	
30%	Consumer	38%	France	
29%	Health	37%	Mexico	
29%	Media, Entertainment & Information	31%	Brazil	
27%		29%	United States	
		28%	United Kingdom	
		27%	Australia	
		25%	Japan	
		21%	Gulf Cooperation Council	
		19%	ASEAN	

Source: Future of Jobs Report, World Economic Forum



Faced with a rapidly changing world of work employees must adapt to survive: They need the ability to learn their whole Life



Even high qualified candidates cannot fulfil the required criteria: basic technical knowledge, IT- and English skills, soft skills

THE FUTURE LABOR MARKET – Modified Job Profiles



Special knowledge is not so necessary



Complex problem solving, critical Thinking



Fundamental grasp of analytical and technical matters to work with intelligent computer systems



Creativity and flexibility; working on multi-faceted tasks



People management, teamwork and building networks

THE FUTURE LABOR MARKET – Ways to Avoid Mass Unemployment



THE FUTURE LABOR MARKET – Regulatory Options



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Best Practices

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BEST PRACTICES



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Questions?

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