

WEAK SIGNALS

SCAN CLUB

THE FUTURE OF THE EMPLOYEE EXPERIENCE

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AI-POWERED HUMAN-LIKE ROBOTS APPOINTED AS CEO

What?

A Chinese company, NetDragon Websoft, a Chinese mobile game publisher, and Dictador, the world's most forward-looking luxury rum producer, have hired humanoid robots powered by artificial intelligence as CEOs.

NetDragon's robot, called Tang Yu, will be organizing departments of the company. The company, in a press release, said, "Tang Yu will streamline process flow, enhance quality of work tasks, and improve speed of execution. Tang Yu will also serve as a real-time data hub and analytical tool to support rational decision-making in daily operations, as well as to enable a more effective risk management system."

Dictador's Robot, named Mika, will be a board member, responsible for Arthouse Spirits DAO project and communication with the DAO community, on Dictador's behalf.

So what?

Employee experience can be defined as the combination of everything that happens in the life cycle of an employee. It begins the day a person applies for a job and continues until their last day of work. It is made up of the employee's **physical** (choices related to work environments), **human** (choices related to interaction with others) and **digital** (choices related to how the employee does their job) **experiences**. The employee experience is therefore the sum of the employee's interactions with everything that surrounds him, everything that makes up the employee's life cycle. The use of a humanoid robot therefore raises the following question:

How do we characterize the employee's interaction with an artificial intelligence powered humanoid robot?

1. Is it an interaction with **the other** because of the humanoid form of the robot?
2. Is it a digital experience because of the artificial intelligence?
3. How would a flesh being feel when having a non-organic being as a boss?
4. Why are these robots of woman gender? Is this a form of response to the expected female leadership exodus?
5. What implications might this have for how future organizations use AI as "decision-makers"?

Sources:

[Meet Ms Tang Yu, the world's first 'Robot CEO' appointed by a Chinese company \(dnaindia.com\)](#)

[Dictador announces the first robot CEO in a global company. \(yahoo.com\)](#)

[Future of Employee Experience: 22 Predictions for 2022 \(qualtrics.com\)](#)

THE RISE OF SERVANT LEADERSHIP

What?

Following the "Great Resignation", the servant leadership has gained momentum. In fact, the Great Resignation has ushered out command-and-control style leadership in favor of empathy and empowerment. The Servant Leadership is a leadership concept in which a leader or manager is at the service of his or her subordinates to help them achieve the common goal. A servant leader shares power, puts the needs of the employees first and helps people develop and perform as highly as possible. The servant leadership aims to foster an inclusive environment that enables everyone in the organization to thrive as their authentic self.

So what?

The implications of the pandemic, such as confinement and, subsequently, remote work, have led employees to take greater ownership of their role while having less and less recourse to their colleagues and managers, allowing them to gain autonomy and, somehow, independence. This changed their perspectives and altered the traditional employee/employer hierarchy, flattening it. Building on this pandemic experience, employees are now claiming their right to feel good about their work/life balance. They also realized their value as business contributors.

Questions:

1. Will the rise of servant leadership lead to the rise of the **employee-king**?
2. Should the employee have the privilege of deciding what type of leadership they want?
3. Could the employee experience benefit from leadership that comes from a combination of "command and control" leadership + servant leadership?

Sources:

[The rise of servant leadership | CIO](#)

[The employee is king: Listening to people to transform organisations \(esade.edu\)](#)

[L'employé ROI - Devenez un employeur inspirant qui attire, mobilise et fidélise plus d'employés. \(carrefourrh.org\)](#)

[The Employee of the Future: Smarter expectations, smarter outcomes \(linkedin.com\)](#)

[7 Principles of The Future Employee by Jacob Morgan \(thefutureorganization.com\)](#)

[Chain of command: How COVID destroyed corporate hierarchy | HRD Australia \(hcamag.com\)](#)

[Great Resignation - Wikipedia](#)

[Servant leadership - Wikipedia](#)

IS THE EMPLOYEE EXPERIENCE GOING TO DISAPPEAR?

What?

In 2020 Bertrand Duperrin, Head of People and Operations Officer @Emakina, said this: Employee experience is "the word we've come up with today for problems we haven't solved in 20 years or more. [...] When a problem is encountered, it is common to change the name of the solution to avoid being associated with a term too closely related to failure". In other words, the employee experience would be a fad and like any fad, it has a temporary vocation. In 2022, he says he "finds that it is talked about less and less." He associates this with the fact that:

- 'The time for talk is over, now it's time for action;
- It has been buried in the notion of Quality of Life at Work (QWL);
- It has been distributed among the people in charge of its various components;
- There is no shared definition, so its proponents each apply it in their own way.

So what?

In October 2019, a few weeks before the pandemic, researchers designed a statue named Emma to represent what the office worker will look like in 20 years. Her appearance (hunched back, red eyes, swollen ankles and varicose veins, pale complexion, and eczema) is an illustration of a woman suffering from the most recurrent health problems among employees. Indeed, "The doll has a permanently bent back from sitting for hours with poor posture, varicose veins from poor circulation, and dry, red eyes from countless hours in front of a computer screen."

Insight, meanwhile, published an image of an employee in an ever-changing technological world. It shows an employee who works on a treadmill to maintain his physical condition, wears smart glasses

to stay connected to the Internet and take part in video conferences, wears a connected bracelet to monitor his physical condition, has a smart watch, USB cufflinks and a motion sensor so that his manager can make sure he is at work and working.

Questions:

1. Could the employee experience lose its appeal? If so, could it lose it to the point that Emma becomes our future as an employee again, at least in part? What might the future of the employee be without employee experience?
2. If the employee experience, and thus the employee's well-being, is always the focus, will it be ethical for the employee to wear a motion sensor? will the employee accept it? Will the employee not feel like a prisoner on parole?

Emma



THE EMPLOYEE OF THE FUTURE

WEARABLE TECH IN THE WORKPLACE

SMARTGLASSES

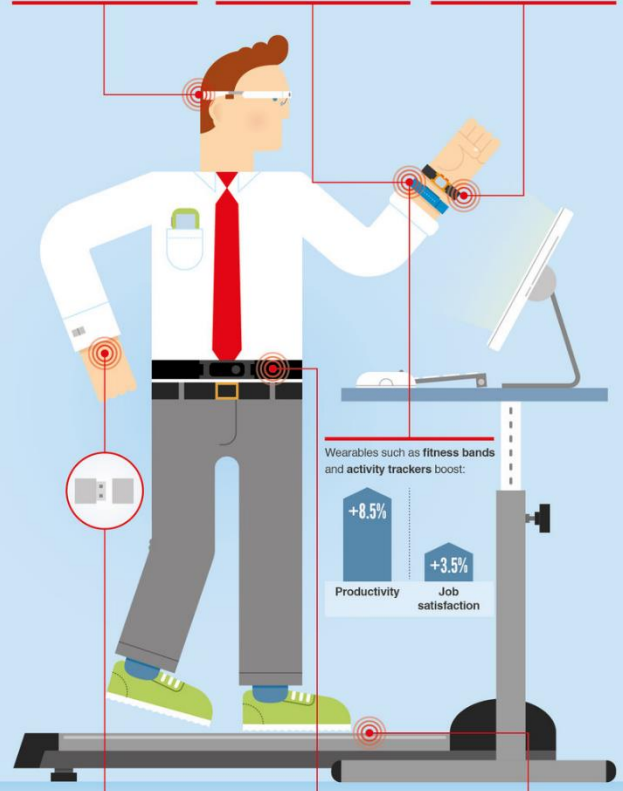
Web-connected and voice-activated glasses are the go-to unified comms device. Employees can take part in video conference, and make hands-free calls from anywhere with devices like Google Glass. Smartglasses are set to simplify and boost workplace collaboration

FITNESS BAND

Make corporate wellness a priority by providing your employees with fitness bands. They record steps taken, calories burned and distance travelled to monitor everyday health. **By 2018 over 13m such devices will be in employee wellness programs,** according to ABI research

SMARTWATCH

More than half (59%) of companies offer remote working, according to the CBI. Boost your employees' productivity levels with a smartwatch - a tiny smartphone worn on the wrist for checking emails, messages and calls while out of the office or in a meeting



USB CUFFLINKS

Human error and system glitches are behind two-thirds of data breaches, according to research. Don't risk travelling with corporate data on a loose memory stick. Instead keep your data attached to you at all times with a set of cufflinks that double as a USB flash drive

MOTION MONITOR

UK firms lose an estimated 4.9m days from employee absenteeism through work-related back pain, according to the TUC. Keep tabs on your employees' posture and help recognise any problems with a motion monitor, a device that monitors how they're sitting and standing

TREADMILL DESK

Boost employee wellness with a treadmill desk - a regular treadmill modified with a waist-height desk. They can boost productivity by integrating exercise into the working day. A CNET reviewer said he could 'email, read and write a breaking news story' on the treadmill



Sources :

[Future of work and employee experience: a daily local concern, plus a generic program](#)

[Why you shouldn't care about your employee experience \(let alone measure it\)](#)

[Connected objects: what will the employee of the future look like?](#)

["The office worker of the future" has his back permanently bent](#)