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Jersey Shore Association for Human Resources

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SOCIETY FOR HUMAN RESOURCE MANAGEMENT

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PLATINUM CHAPTER
2017

Managing a Human-Robotic Workforce – *It's Closer Than You Think!*

Technological advances have resulted in the loss of many administrative jobs – with the result being more efficient and effective processes, and more jobs created than destroyed. Now, machines can rival and quickly surpass the skills of knowledgeable workers, inevitably resulting in the automation of jobs once the sole province of humans. Our challenge will be to effectively manage what will be essentially teams of humans, enhanced by and alongside intelligent agents.

Since the dawn of the computer age, technology has been advancing at an exponential rate. We are at a point where Artificial Intelligence is becoming commonplace. Within a few years, self-driving cars will be in use and intelligent agents will replace many knowledge-based worker jobs. This trend places new demands on management. We currently manage technology along with our staff, but how will that be impacted when the software approaches and eventually exceeds human capabilities? Advancing technology will soon redefine the nature of work and organizations, and the types of roles played by both humans and machines. Software that "learns" and learns from experience in different ways than humans do, requires training, . AI's aren't infallible – they make decisions based on what they learn. We will need mangers who understand the organization well enough to identify problems, know the data well enough to evaluate its quality, and knows how to fix the errant AI.

This session will prepare us for the management adaptations needed in the not too distant future.

Participants will learn:

1. To be able to anticipate technological advances over the short and long term
2. How to effectively manage a workforce, consisting of a mix of humans and intelligent agents
3. To explore the adaptions needed socially and organizationally, and with the way we interact with intelligent machines

About the Speaker: Roy Altman is founder and CEO of Peopleserv, a software/services company. Previously, he was manager of HRIS Analytics and Architecture at Memorial Sloan Kettering Cancer Center. Over a multifaceted career, Roy has a history of delivering ROI to well-known companies in several industry sectors. Altman has published extensively. He has co-authored five books on Business Process Management (BPM); and has published many articles in HR, business and technology publications. He frequently presents at industry and academic conferences relating to HR and BPM, including GSC SHRM. He is now on the faculty of NYU's new MS in Human Capital Analytics and Technology program, having taught at Columbia University and Baruch College. He serves on the editorial committee of IHRIM Workforce Solutions Review.

**Date: July 25, 2018
Noon to 1:00 p.m. – Webex**

Cost: Free

**Register by
4:00 p.m. on 7/21/18**
online at
http://jsahr.shrm.org/events
or email at admin@jsahr.org
or call JSAHR at
732-701-7155

Special Notice

This session has been preapproved for **1 Business Credit from HRCI**.

This session is pending approval for **SHRM recertification credits (PDCs)**.

JSAHR is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP or SHRM-SCP.