

A man in a grey suit and brown shoes is walking from left to right in a modern, brightly lit architectural space. The background features a series of white, curved, vertical structures that resemble a staircase or a wall. A large, white, stylized arrow graphic points from the top right towards the center of the image. The overall tone is professional and forward-looking.

ABAC PH FORUM HARNESSING HUMAN CAPITAL IN THE DIGITAL AGE

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ADJUSTING TO THE DISRUPTION



Prior to COVID-19, **disruptive technologies** required every business to go digital.



With the pandemic, **digital transformation** has accelerated and **creating a resilient workforce** has become an imperative.

This shared workforce resilience can power the best path forward for an organization, for the industry, and for the community.



CREATING SHARED WORKFORCE RESILIENCE

Five key areas to help organizations achieve workforce resilience



Source: *Creating Shared Workforce Resilience: Navigating the human and business impact of COVID-19*, Accenture, 2020

1

PREDICT DEMAND SHIFTS



Start with possible scenarios and rapidly build a workforce strategy



Hone in on skills



Tap into technology and analytics



Changing demands for technology and services in the Philippine IT-BPM

Emergence of new demands such as Cloud, Data, AI, and in industries such as health services, game development, animation



2

ASSESS SKILL PROFILES



**Double down
on skills**



**Don't underestimate
aptitudes and
adjacencies**



**Be transparent
with your
people**



IT Starts Here Career Portal

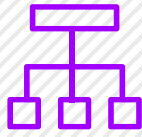
An online platform developed by the IT-BPM industry to attract jobseekers and help them in mapping a career in the industry

3

CONNECT WORKERS AT SCALE



Create partnerships



Reconsider the workforce model



Stay grounded in skills and aptitudes



Returning Overseas Filipino (ROF) Job Opportunities in IT-BPM

A project in collaboration with DOLE, OWWA and IBPAP which aims to connect ROF to IT-BPM employers



OVP Job Listings Platform

Vice President of the Philippines Leni Robredo's office created a job listing platform to connect unemployed workers to employment opportunities



4

ACCELERATE LEARNING



Tap into human potential



Address the most critical skillset gaps within the organization



Close the gap on skill adjacencies



Scaled Upskilling Project

Upskilling initiative of the IT-BPM industry in partnership with the Department of Information and Communication Technology (DICT)



Proposed National Upskilling Program

Proposal to create a nationwide upskilling & reskilling program in the Philippines

5

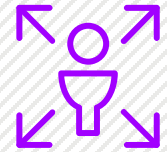
FOSTER SHARED RESILIENCE



Keep innovating and investing



Create resilient WFH infrastructure



Stay connected with your people



Increase resilience by getting support from industry partners
Strengthen business resilience through the support of industry partners such as telcos and other service providers



Strengthened & continued engagement
Utilizing virtual platforms to stay connected with your people





Thank You