

# Future of work- A meet up with parents



Arindam Dutta

*Caerus3 Advisors*

Advisory | Assurance | Think-Tank

Many in the west are still mistaking work automation as globalization.

Thus I started.

I shared first-hand what many companies' senior execs are saying right now. That don't rely on people and automate everything possible. Wherever it's not possible right now, do whatever is needed to get that right person to do that work.

The audience looks told me I had started well! But they were laser-focused. The questions were similar. What are the best higher education options for their children?

I blurted that the best education we could provide is what we didn't get for ourselves, yet they mostly already have. It is to stand in queues, not to honk while driving or cutting lanes, or not to spit, litter, or deface public places.

If anything, they need to take less stress. It's great to doze off under a tree. It's important to play a sport and learn to lose. Paychecks shouldn't define the worth of a person.

I could now see they didn't like my answer at all!

I changed lanes. I pretty much then monologued this under quotes

“I did have an opportunity in one of my roles to stand up an analytics practice which could essentially not only diagnose what went wrong but predict possible future outcomes to enable proactive actions.

But my work then now seems a small play in the bigger scheme of things. I sometimes think if the big tech companies had real-time access to all the data of all the people across the world, they could have predicted this COVID virus coming into being and hence prevent it from becoming a full-blown pandemic.

But like everything, this also has a trade-off. And a big one at that. When intelligent machines start looking at all our information, we will finally create a real God looking over us!”

Oh no, I started well in this lane, but then digressed. I could see that!

I wished to tell them that I was startled hearing the news of a genetically modified pig's heart implant in a human body. There are already use cases of implanting computer chips in humans. So many of us will be a mix of humans, animals and machines in the future and the yet to be born ones might soon come genetically pre-ordered!

I wanted to tell them how much I am gasping in excitement to see the future.

If anything, let's use this time to plant a few billion trees and reverse this climate change. Otherwise, we will need a giant leap in space technology to transport and settle all of us into a different planet when we will need to evacuate our current one pretty soon.

But I knew by then which lane to stick to.

So I narrated when at the start of my career I thought I had really good accounting skills and yet needed to be physically strong to carry around bulky record books and needed strong concentration to audit through the hundreds of transactions for hours.

Then in my next job, I stopped seeing both sides of a journal entry. The computer took care of it.

Then I was replacing the accountants like me with software robots for my next job. Which has now evolved into making the machines learn by themselves and take over parts of our judgmental works.

Okay, now I was on a roll with the audience. They elevated me to a soothsayer. What does the future hold for their children?

I confessed that I have no clue. I then clarified.

That there are just too many unknowns.

We are starting to connect devices. It will help me when my refrigerator asks my car to replenish the beer stock, but this interconnectedness will change business models drastically. Or reverse, if I keep my promise to do away with my car, then how does the refrigerator adopt? All these will impact future job specs.

Yet the big impact will come from automation. This isn't just automating physically demanding work or automating standard desk jobs. This time we are getting computers to take over human cognitive work!

Already some big roles are becoming bigger, many are vanishing and new kinds of roles are getting created.

But with automation- the cost of products and services should get hugely cheaper, the life that much healthier and longer, and the quality of living much better. Your children will not have to figure out who does the cooking, it will be automated long before.

What they then do with that free time will entirely shape them.

I needed to wind up now. I shared that hundreds of jobs across companies stay open for months. Whether that's a cyber security expert in a company or an expert security guard in a housing complex, there will always be a war to get the right talent.

Then I mentioned what I noticed as the only common factor that I saw in all successful people I have personally come across. Their high energy levels! Did I sound oversimplified?

I got one last question- how did I learn on the way?

I replied the harder part was to continue to unlearn the past.

The other thing I shared from a personal point was that it wasn't the process or technology, but the opportunity to interact with different people and stay in different cultures and different countries that shaped my personality. It helps me to connect the dots and imagine a big picture.

As I said bye to my audience and they all came forward to say thanks, I didn't know if I was mistaking their courtesy as genuine appreciation. I hoped it was the latter!

# About The Author



Arindam Dutta is ex Global head, Finance Operations, CFO Poland lead, Credit Suisse. He is ex Global head, BPS Analytics, Asia Pac BPS Hewlett Packard. He has 20+ years in GBS/BPS/ Banking- driving change and transformation. Worked in multiple locations/countries, led senior level and large scale teams across multiple countries and worked with internal and external CXO level stakeholders.

"Award for Excellence & Leadership in Outsourcing" from World HRD Congress (2013), Selected as Asia G6 Visionary by client community votes & panel speaker in SSON week in Singapore (2013 2012)& India I6 in 2013, Selected by buyer community as a sourcing superstar in SSON (2013)

Interviewed & quoted in multiple publications like Information week, Computer World, Dataquest, Global Services (2013, 2012), ,Invited in the speaking panel in NASSCOM, New Delhi (2013), keynote speaker in Dataquest summit, Gurgaon (2013), speaker and presenter in Deloitte Annual Shared Service conference, France (2012), Joint interview with one of my client by the CFO Magazine on the Analytics success story (2012) Published multiple papers - "Making sense of big data in Finance & Accounting", "Wealth of data and shortage of resources", "From reporting the past to predicting the future: Analytics in Finance & Accounting", "Business Insights to F&A", "Compliance & Risk Analytics", "3As of Business Growth" (2014, 2013, 2012), "The lost pride - A tale of our cities" in the special edition of Consultant review magazine (2018) Multiple blogs in Times Of India (2018 onwards)



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[info@caerus3advisors.com](mailto:info@caerus3advisors.com)

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