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**A Monthly Book Summary
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**LIVING
AS A
LEADER™**

Services to
Support Leaders
One at a Time...or More.

A summary of key ideas from:

***The 2020 Workplace: How Innovative Companies Attract, Develop, and Keep Tomorrow's Employees Today*, By Jeanne C. Meister & Karie Willyerd**

In this book, "the 2020 workplace" means one that provides an intensely personalized, social experience to attract, develop, and engage employees across all generations and geographies. The organizations that create a competitive advantage in the 2020 workplace will do so by instituting innovative human resource practices. We encourage you to listen up and be prepared to become distinctive in the workplace! In this recap, we are sharing a number of the 20 predictions for the 2020 workplace.

You will be hired and promoted based upon your reputation capital. This is the total sum of your personal brand, your expertise and the breadth, depth and quality of your social networks.

Your mobile device will become your office, your classroom and your concierge. Mobile phones and tablets will become the primary connection tool to the internet for most people in the world in 2020.

The global talent shortage will be acute. The global competition for highly-qualified workers will take shape in 2020. Despite five generations in the workplace, there will be a shortage of certain skills, not just workers.

Recruiting will start on social networking sites. Recruiting for the vast majority of professional jobs will start in one of the highly trafficked social networking sites, such as Facebook, LinkedIn, YouTube, Bebo, and Second Life.

A 2020 mindset will be required to thrive in a networked world. Employees in the 2020 workplace will communicate, connect and collaborate with one another around the globe using the latest forms of social media.

Human resources' focus will move from outsourcing to crowdsourcing. HR leaders at the forefront of change will create an innovation agenda by leveraging crowdsourcing - gaining from the 'wisdom of crowds.'

Corporate social networks will flourish and grow inside companies. Corporate participation in social networks may be as critical as cash flow, as companies use social networks to extend the reach of conversations.

You will elect your leader. Companies that encourage employees to elect their leader will be seen as employers of choice, especially for team-oriented Millennials.

Lifelong learning will be a business requirement. In 2020 and beyond, we will see branded lifelong learning centers to ensure ease in continually updating one's skills for both one's current job and one's next job.

Work-life flexibility will replace work-life balance. In today's 24/7 global economy, 67% of people check their e-mail while in bed in their pajamas. Work/life flexibility reinforces that view that there is no such thing as work time and home time. Hyper-connected workers will aspire to have flexibility to manage work and home lives.

Companies will disclose their corporate social responsibility programs to attract and retain employees. The focus on people, planet and profits, also known as the triple bottom line, will become the main way organizations attract and retain new hires.

Corporate APP stores will offer ways to manage work and personal life better. On the business side, these could include an expense report app, goal-tracking app, or a micro-feedback app.

Social media literacy will be required for all employees. Companies must ensure employees know how to use this media to collaborate, connect and innovate in the global marketplace.

Building a portfolio of contract jobs will be the path to obtaining permanent full-time employment. Companies will farm out more work to be done on a contingency basis and, in so doing, test potential future employees to ensure that there is not only a fit of skills but also a cultural fit.