



FUTURE WORK OF 4 GENERATIONS IN GBS?

GROUP 2: ANDREA, KLAUDIA, PAVLA, VERONIKA, EVGENY, MILOŠ



VALUES IN LIFE & AT WORK

OUR TEAM



Miloš
Poprocký

Senior Operations Manager
Infosys



Andrea
Krautwurst

Senior Team Lead R2R CS
Siemens



Pavla
Klečková

Controlling Manager BSC
Europe
Brose Group



Klaudia
Viktorinová

Business Advisory Associate
Manager
Accenture



Evgeny
Cherevichenko

Global Team Lead
I/IT Identity & Access
Management
Knorr-Bremse



Veronika
Kozárová

Accounting Supervisor CoE
Landis+Gyr



Norbert
Riethof

Team Coach
Coaching Systems



Jenny

AI Consultant
ABSL Group



DID YOU KNOW?

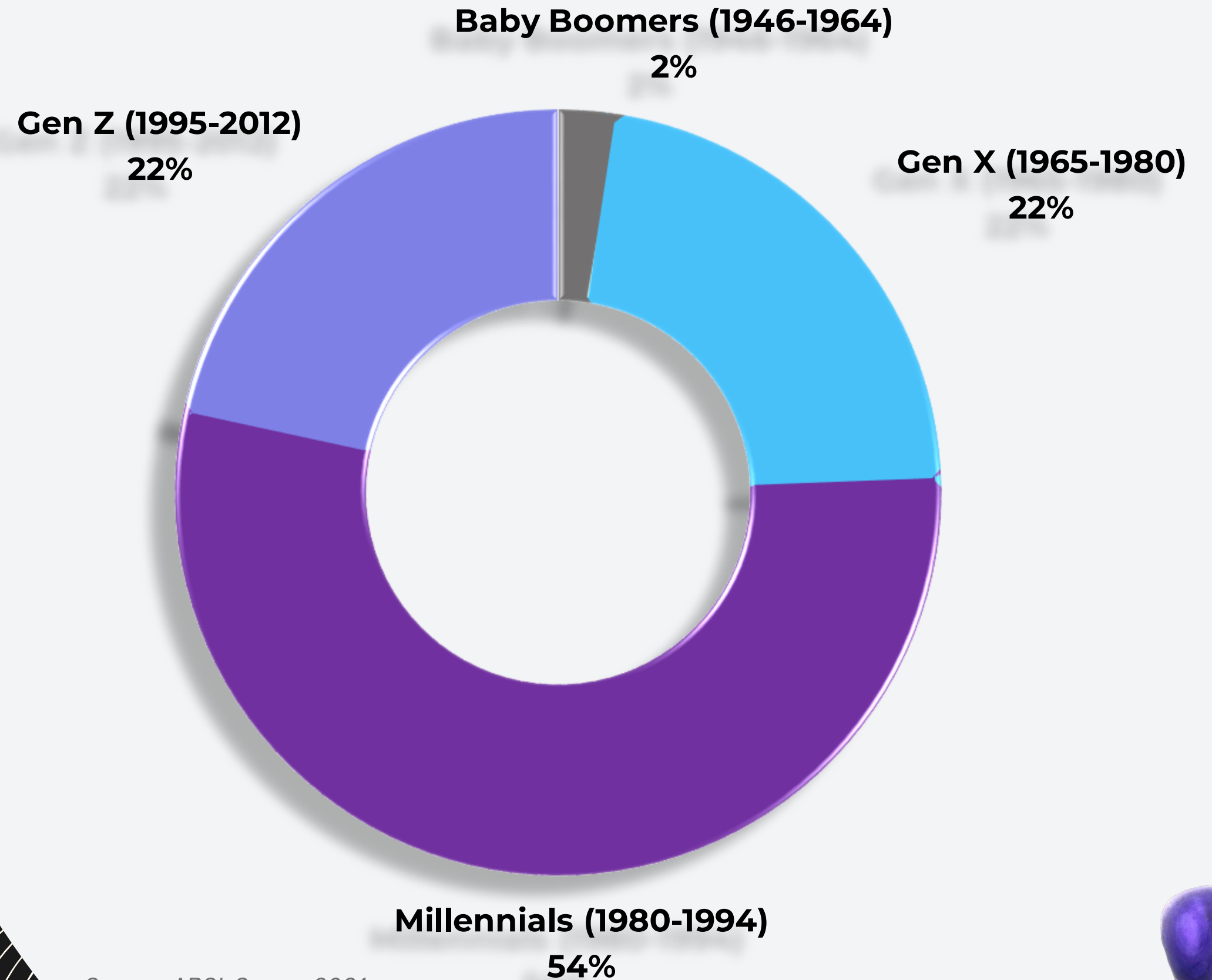
54%

Millennials work in business services



- Old School (1980-1989)
- New School (1990-1994)

Demographic distribution within business services in the CZ



Source: ABSL Survey 2021



WHY

Leadership

Bridging the generation gaps in the workplace - **understand** generation's habits, preferences (feedback, promotions, benefits, solving of the conflicts) and **appreciate** each generation for who they are = tool for an **adaptation** of company culture and management style to meet **the needs** and play to **the strengths** of each group

“ Effective generational leadership is not about age, it is about understanding, empowering, and inspiring people of all generations to work collaboratively towards a common vision. “

- Simon Sinek

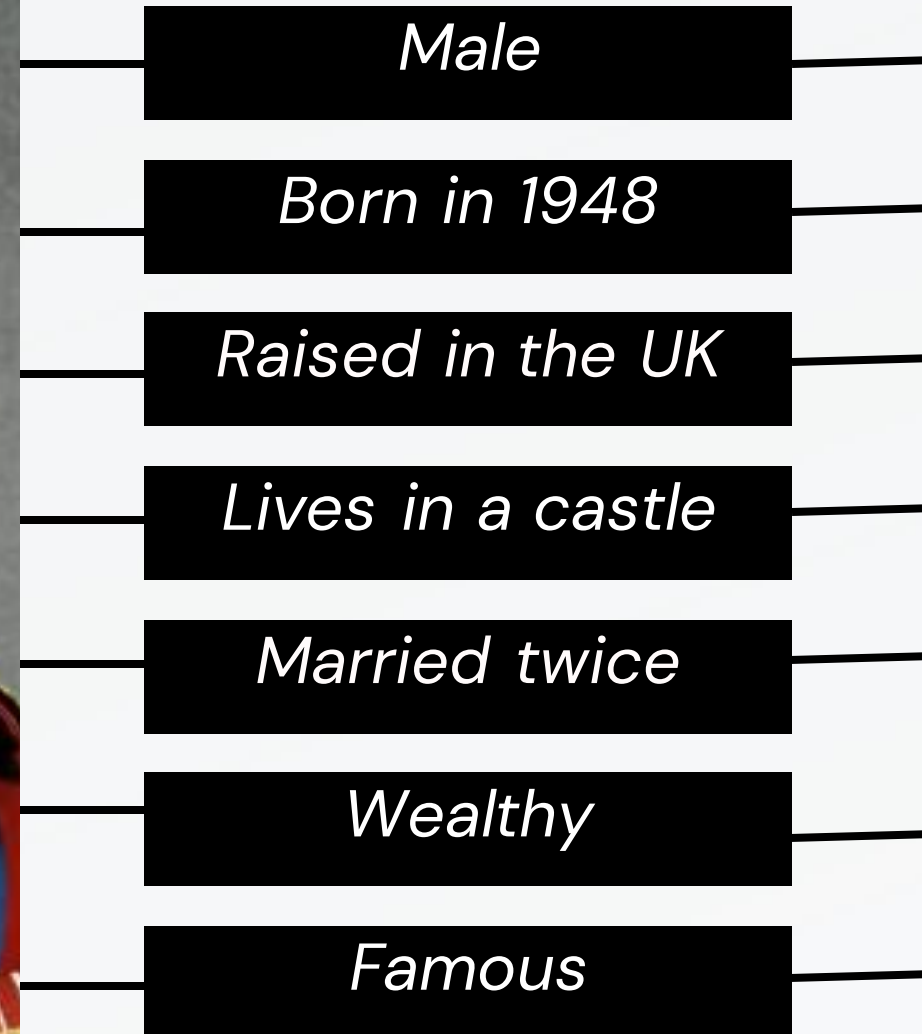


INDIVIDUALISM AND DIVERSITY

- **Same** generation
- **Different** people
- **Different** needs and attitude



King of the UK

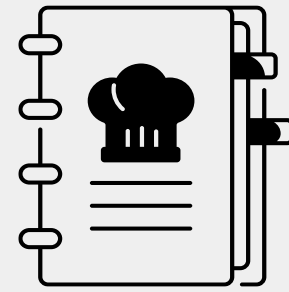


King of Heavy Metal

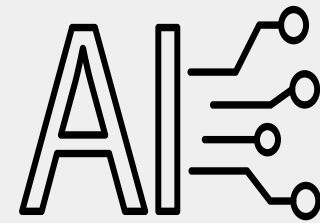
LET'S DO IT DIFFERENTLY!!!



COOKBOOK vs. AI



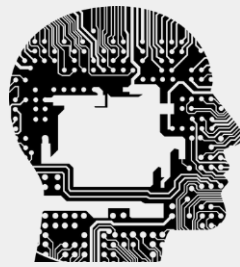
- **Not flexible** - provides only pre-defined information
- **Doesn't reflect quick** changes in trends
- Update takes time
- **Doesn't consider historical** information



- Storing and applying **up-to-date information**
- Can **quickly react** on any **changes** (e.g., new employees)
- **Real-time** data processing
- **Keeping** and using **historical** data



JENNY



- Personal **AI** consultant
- Ready to make talent management within GBS center **more efficient**



- **GBS tool for all Managers and HR department**
- Suggestion/Recommendation: Questionnaires distribution after employee trial period & re-collect information yearly or every 2 years



- It helps to make the right **decisions** at a **right time**, working with **real time data** and providing realistic overview of employee preferences across **different generation groups**



JENNY & HER BACKGROUND



Field work done by
deploying a **30
questions survey** within
our companies' GBSs



Variety of open and closed
questions **distributed to
population of 250+ GBS
employees** across 4
generations



Outcome ? Large database
containing **valuable
demographic data** boosted
by AI solution

Recruit right people
for right positions

01 ATTRACTION

Motivate employees
to stay at the right
roles

02 RETENTION

Ensure employees'
well-being and overall
happiness with their

03 SATISFACTION

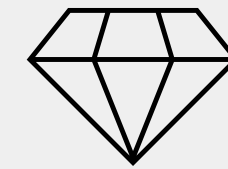
Achieve goals
together with the
people

04 PERSONAL GROWTH





WHY JENNY?



- **Fit for purpose survey analysis** supporting open answers
- **AI** handled "**data clean-up**"
- Accounting for generational share
- "**Know how**" on conducting within your own company (GDPR Compliant)
- Low effort & **high detail satisfaction** and retention strategy



OUR JOURNEY



**THANK YOU
FOR YOUR
ATTENTION!**

