

Presents the next in the Global Event Series...

Addressing the Global Talent Crisis

29th March 2022
12:00 – 15:00 BST

Despite the talent crisis in much of the Western world and across most of Europe, there is a surplus of supply in other geographies, for example, South Africa is suffering its highest adult unemployment at 35%. Egypt and Malaysia as well as LatAm also have available talent. This event will take a look at the current talent situation across different geographies and propose solutions to the crisis not just by better balancing global supply and demand, but by accessing flexible resourcing, gig workers, open talent, impact sourcing, automation and other technologies and skills convergence programmes.

12:00 Welcome & Opening Remarks



Kerry Hallard
CEO at GSA and Chair of the GT&BSC

12:05 Addressing the current talent crisis in the UK & US



Debi Hamill
CEO at IAOP



Kerry Hallard
CEO at GSA and Chair of the
GT&BSC

12:15 Research and statistics on current talent situation across the world – the talent heatmap



Jimit Arora
Partner, Enterprise Transformation at Everest Group

12:25 Balancing Global Supply & Demand - Country Perspectives

12:25 Fireside chat - Digital Egypt Offshoring Strategy 2022-2026



Amani Rabei
Vice President of Markets
Development at ITIDA



Shyan Mukerjee
Partner at EY-Parthenon

12:40 Spotlight on Guatemala



Ninoshka Linde
Member of Latin American Association of Service Exporters
(ALES) and former chief of the board.

In the midst of the global talent pool challenge, multiple proven effective strategies and solutions have been identified.

The lessons learned in Guatemala can be the platform for the implementation of similar projects in other countries in the region. Each country needs to have a tailored made approach and take the learning experience of this project as a springboard to generate economic growth.

The immediacy of action and implementation defines the juncture from where substantial benefits may be realized by the numerous entities in need. The entirety of this union of stakeholders, have a joint responsibility to act now; in defined and dedicated alignment.

12:45 Spotlight on Malaysia



Anthony Raja Devadoss
Chair of Outsourcing Malaysia and Managing Director &
Senior Client Partner, Executive Search at Korn Ferry
Malaysia

12:50 Spotlight on South Africa



Traci Freeman
Investor Engagement, Marketing & Growth at
BPESA

12:55 Spotlight on Ukraine



Alexandra Alkhimovich
Vice President, People & Environment, Miratech
Academic Leader of the Lviv Business School, Ukrainian
Catholic University

13:00 Spotlight on Bulgaria & SEE Alliance



Ilia Krustev
CEO at A Data Pro

13:05 Country Perspectives Panel Discussion



Chaired by:

Elias van Herwaarden
Head of Location Strategy at Colliers

Automation / AI as a Solution

13:35 Keynote: AI's Impact on the Workplace, Employment and the Job Market



Jacques Ludik
Smart Technology
Entrepreneur & AI Expert

Given the current state-of-the-art in AI, the introduction of AI in the workplace will initially focus on augmenting and helping employees to do their jobs better and not necessarily replace them. AI-based technology is creating new ways for employees to maximize their interactions with customers and increase their productivity. Clearly tasks within jobs will change as more repetitive and mundane tasks will be automated. While few jobs are fully automatable, one study shows that 60% of all jobs have at least 30% technically automatable activities. So which jobs or tasks within jobs will be harder to replace with AI technologies? This would not only be jobs or tasks that have minimal routine or repetition, but likely also ones that require creativity, are difficult to learn through simple observation, require hands-on manipulation, do not involve the use of large data sources, are dependent on human interaction and interpersonal communication, and require social perception.

13:50 Automation & AI as a Solution Panel



Chaired by:

Paul Taylor
Senior Vice President – Corporate Marketing at Blue Prism



John Rogers
Global VP, Partner Network
at Faethm AI



Agnieszka Belowska
RPA, Advanced Automation,
Strategy & Methodology,
Development and Execution
at Nordea



Atul Vashistha
Founder at Supply Wisdom &
Neo Group

14:05 Skills Convergence Programmes as a solution

Keynote: Turning the Knowledge Economy on it's Head and Creating Skills Gaps in the Areas of Business and Strategy



Ash Noah
VP & Managing Director, Learning, Education &
Development, AICPA & CIMA

As CFOs and the finance function in organizations continue to drive transformation, adopt digitization, standardize and simplify the level of automation will continue to increase. The skills that are therefore now required are cognitive skills those that are beyond AI and Machine Learning. Join Ash Noah from AICPA & CIMA who will discuss the skill sets and mindsets that are required to solve for skills convergence.

14:20 Open Talent as a Solution

Introduction to Open Talent



Kerry Hallard
CEO at GSA

14:22 Keynote: Open Talent as a Solution



Barry Matthews
CEO at The Open Assembly

Barry will discuss how organisations are using open talent models to help solve the talent challenge, how open talent models are evolving, how traditional outsourcing models are being disrupted and predictions for how open talent will continue to disrupt the way we work.

14:37 Impact Sourcing as a Solution

Introduction to Impact Sourcing



Traci Freeman
Investor Engagement,
Marketing & Growth at
BPESA

14:39 Keynote: Impact Sourcing Case Study



Hanae Chino
Group ESG Strategy Director at
Webhelp

On a journey to building a global impact sourcing model

Since 2016, Webhelp has been on a journey to build an impact sourcing model that it can scale globally, having set an ambitious 10% to 15% Impact Hiring target across its now +200 delivery locations and 100,000 employees by 2025. Underpinning this is a huge ecosystem of world-leading impact partners and NGOs with whom the business is working with to drive the strategy.

Join Hanae Chino, Group ESG Strategy Director at Webhelp to find out more about the steps being taken by the business to build this truly global impact sourcing model and how this approach is being constructed in close collaboration with its clients whilst also remaining adaptive to differences in individual regions.

14:54 Closing remarks

