

Presents the next in the Global Event Series...

## Addressing the Global Talent Crisis

29<sup>th</sup> 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

### 14:34 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.

### 14:49 Closing remarks

