

University of Maryland

Project Management Symposium

NEXT SESSION

Advancing People Management: Navigating Future Trends in Project Management

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PROJECT MANAGEMENT
CENTER FOR EXCELLENCE

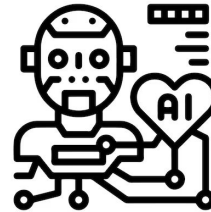
A.J. CLARK SCHOOL OF ENGINEERING
Civil & Environmental Engineering Department

This session will be recorded.

Project Management Symposium

Navigating Future Trends in Project Management

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Introduction

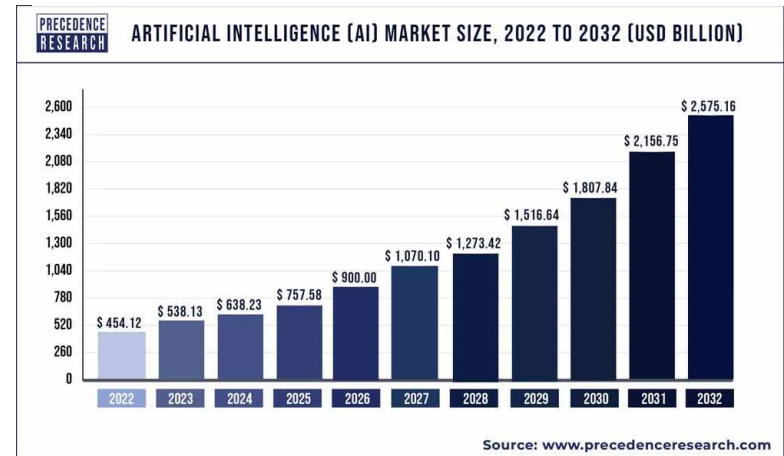
- AI revolution, Industry 4.0, and the evolving workplace landscape.
- The pivotal role of project managers in navigating these changes.

AI And Machine Learning

For Success with AI, Bring Everyone On Board

When you include rank-and-file employees, you'll improve your overall performance. by David De Cremer

From the Magazine (May-June 2024)





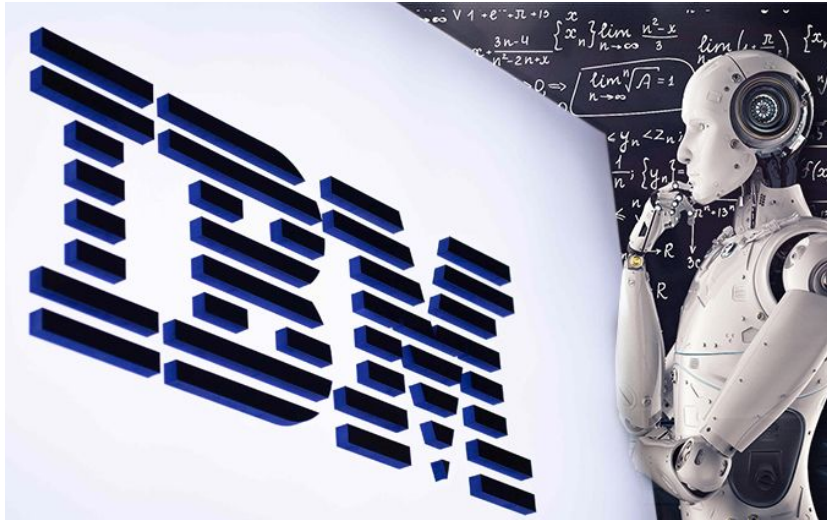
Introduction

“Artificial intelligence has had much the same effect as Darwin's theory. Both aroused in some people anxieties about their own uniqueness, value and worth.”

— Herbert A. Simon



IBM's Use of Social Listening Tools



<https://www.ibm.com/downloads/cas/A5YLEPBR>

- IBM used social listening tools to track employee sentiment in real-time.
- A decision to ban ride-sharing services was swiftly reversed due to negative feedback.
- Senior management acted promptly, reversing the decision the same day.
- This demonstrated AI's rapid impact on boosting employee morale and shaping organizational decisions.

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The Impact of AI in the Industry



Fraud Detection System



Fulfillment Centers

NETFLIX

Personalised Recommendations

The Dark Side of AI

- Finding the Right Data Amidst the Data Flood
- Retaining the Human Touch
- Depersonalization of Work
- Ethical Dilemmas





What should PMs be aware of?

Humans Make AI Work
Humans Make AI Work
Humans Make AI Work

Study: AI models fail to reproduce human judgements about rule violations

Models trained using common data-collection techniques judge rule violations more harshly than humans would, researchers report.

Adam Zewe | MIT News Office
May 10, 2023

AI Isn't Ready to Make Unsupervised Decisions

by Joe McKendrick and Andy Thurai

As AI's footprint grows, why HR should retain the human element

By *Jonathan Tully* October 12, 2023





Here's a scenario..

Imagine a scenario where you feel disappointed by a coworker's actions and are unsure about how to address it with your manager. What would you do?

- A) You report the issue directly to your manager.
- B) You use the online tool to file an anonymous complaint.

OR



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Here's a scenario..

C) You integrate AI technology with direct communication methods!

AI-Powered Feedback Analysis



Analyze Feedback

**Insights into the tone, clarity,
and impact**

Improve Communication



Embracing Multigenerational Workforce

- Embracing Diversity
- Shifting Demographics
- Knowledge Transfer Opportunities



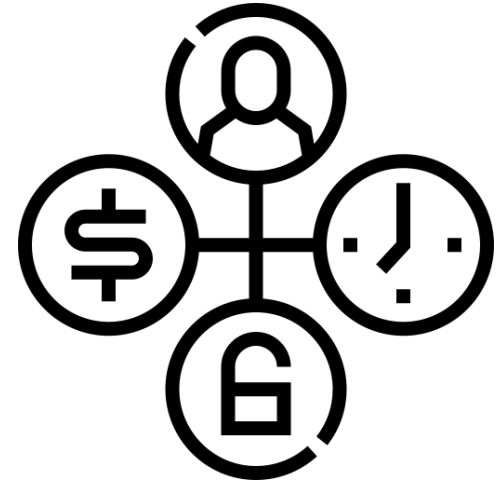
Dynamic Shift in Trends

- Facilitating Lifelong Learning
- Accessible Education Alternatives
- Cost-Efficient Learning
- Skill Recognition and Validation
- Bridging the Skills Gap



Adapting to the Gig Economy and Hybrid Work

- Individuals as small organizations
- Shift in loyalty
- Retaining Talent Challenges
- Need for Employee-Centric Approach



The Evolution of Hybrid Work Post-COVID

	Agree	Disagree
The typical eight to nine hours working day is too long, and I can achieve my workload in less time	85%	15%
The five to six days work week is too much	74%	26%
In-office working hours should be minimized	83%	17%
Most of our meetings could easily be turned into emails	76%	24%

	Agree	Disagree
I feel that I am more productive working from home than working at my workplace	56%	44%
I feel that I am able to concentrate more while working at home than while working at my workplace	57%	43%
I feel that I get my work done in less time while working from home than I would at my workplace	51%	49%
I have been able to find a comfortable place in my home to conduct my work	69%	31%
I feel that I am more resourceful working from home than I am working onsite	45%	55%

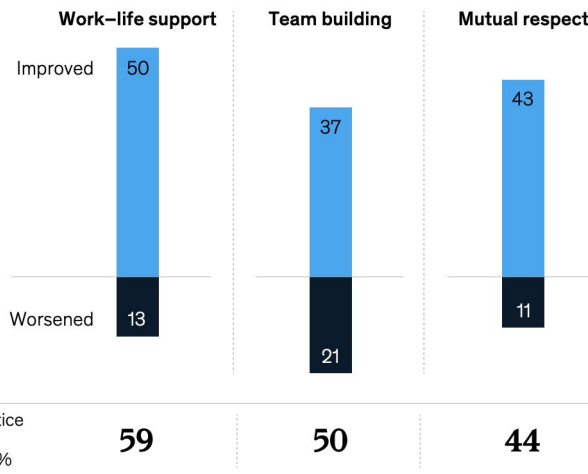
Diab-Bahman, Randa; Al-Enzi, Abrar (2020)

- Conventional work norms may not always boost productivity.
- Post-pandemic, most want changes to these norms.



The Evolution of Hybrid Work Post-COVID

Share of respondents that said an inclusion practice had improved or worsened since the pandemic started, %



Employees show clear consensus for the top inclusion practices organizations should prioritize—all of which have started to improve during the pandemic.

Note: n = 885.
Source: McKinsey analysis



Adapting to the Gig Economy and Hybrid Work

- Enhanced Employee Experience
- Continuous Engagement
- Adapting Organizational Culture



Where we started...

Traditional Fixed
Hours in Office



Work-Life
Imbalance

Limited Flexibility

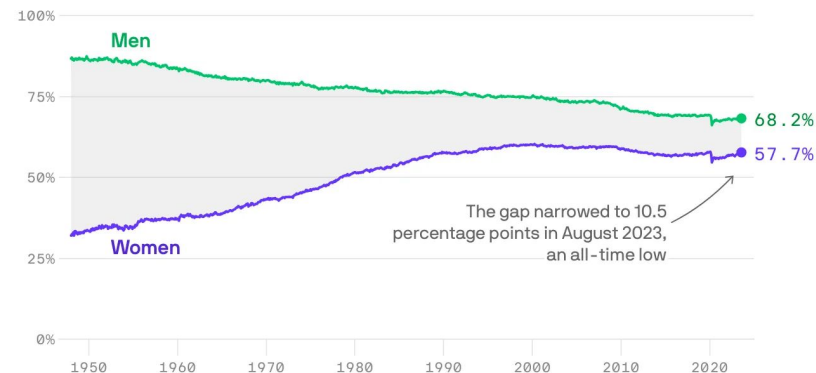
Output-Centric
Focus

Trends that followed

- Work-Life Balance Focus
- Value of Work
- Rise in Female Workforce
- Retention Priority

U.S. labor force participation rate, by gender

Seasonally adjusted; Monthly, January 1948 to August 2023





AI Tools for Employee Experience



Conclusion

- The evolving skill set of project managers in the era of AI and digital transformation.
- Adaptability
- Emotional intelligence
- Technological literacy
- Continuous Learning and Adaptation



SCARCITY AND
URGENCY





Questions?

WHAT'S YOUR
STORY?

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Evaluate Session



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