

A Glimpse of Chapter 14: The World of Work Has Changed

Overview

We have reached a new economic reality. We live in an era of continual pressure to do more with less. Organizations of all types are running leaner than ever. Workers now have more assignments throughout their working lives than ever before and many of those assignments are being performed in a capacity other than, as an employee. The related economic reality is that more employers are increasingly dependent on people that are not employees of the firm. This is true, whether the organization is a for-profit enterprise, nonprofit, or government. **The world of work has changed and it's not coming back as we once knew it.**

Key Ideas

- » There are unintended byproducts that spell trouble for organizations and our collective future
- » There is a great misalignment between talent and those that claim a shortage of it
- » In the path forward there is much human service and technology innovation opportunity
- » Government has a role to build community and civic engagement by shaping supportive policies
- » Putting talent to good work can yield innovation across infrastructure, manufacturing, healthcare, education, energy and government itself
- » Full employment for those that want it should be a national goal and priority
- » Creating happier customers and building healthier organizations is everybody's responsibility
- » It takes courage to have bring about a new order of business and change the conversation



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A book about designing better experiences and then making them come true.

In chapter 14 of my book I offer prescription guidance for large businesses, established small businesses, retirees and volunteers, underemployed, unemployed, Congress and other policy makers, and co-working spaces everywhere. Please read it and spark a conversation in your own community or with me.

About the Author

Gregory Olson is an author, speaker, and consultant. He is the creative and strategic director of Delightability, LLC, a company he founded in 2010 whose core tenet is that if you delight customers, then success will follow.

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