

Riding the wave of change in the new age of VUCA

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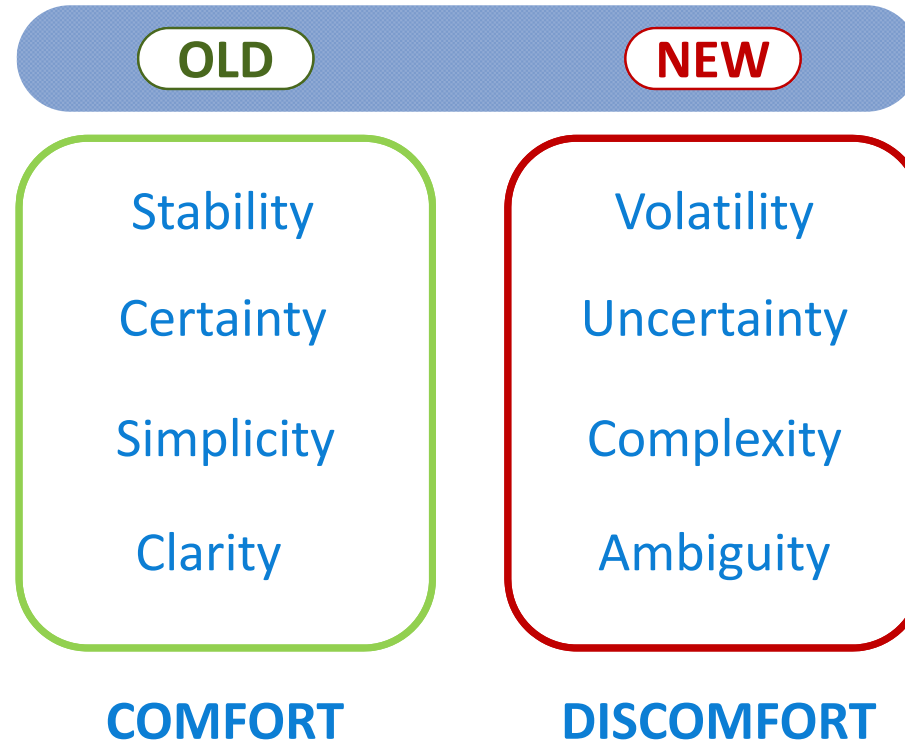
We may witness multiple technological revolutions in our lifetimes ...

10,000 years ago	Agrarian Revolution	<ul style="list-style-type: none">• Animal domestication• Large-scale (settled) farming
1760	1st Industrial Revolution	<ul style="list-style-type: none">• Steam power, mechanized cotton spinning• Railways
1890	2nd Industrial Revolution	<ul style="list-style-type: none">• Electricity• Assembly line & mass production
1960	3rd Industrial Revolution	<ul style="list-style-type: none">• Digital technologies• Computer and internet connectivity
2010	4th Industrial Revolution	<ul style="list-style-type: none">• Connectivity revolution: Web 2.0, Internet of Things• Artificial Intelligence (AI), 3D printing
???	5th Industrial Revolution	<ul style="list-style-type: none">• Quantum computing, 4D printing• Nanotechnology, human enhancement

Adopted from: *World Economic Forum, 2017*

- Every revolution creates new VUCA (**Volatility, Uncertainty, Complexity, and Ambiguity**)
- Every revolution produces winners that dominates their respective sector (e.g. General Electric, Standard Oil, Ford, IBM, Microsoft, Apple, Google)

Organizations will need to get used to the constant discomfort of the “new economic order”



The leader's initiative is needed to create a supportive environment

A new leadership paradigm is needed

OLD PARADIGM

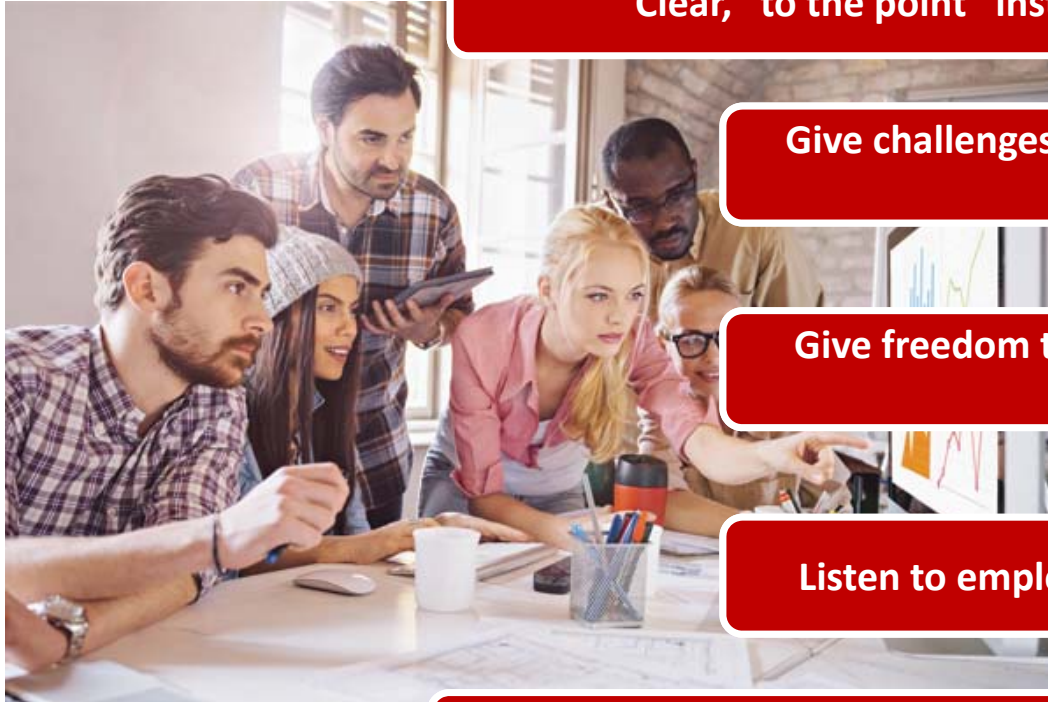
- “Authoritarian” → SOP is #1
- Power = right of leader
- Anti-sharing, rarely listen to teammates
- Reactive only
- Evaluate employees once a year according to rules
- Afraid to create “new leader”



NEW PARADIGM

- Ready to adapt
- Power = Teamwork
- Tend to share knowledge and brainstorming
- Look for root of problems
- Ready to give training and feedback anytime anywhere
- Encourage employees’ career development

How to lead in the era of disruption?*



Clear, "to the point" instruction

Give challenges and opportunity to learn new things

Give freedom to choose procedures and give feedback

Listen to employees → understand → adapt

There is no one absolute approach. Use unique and personal approaches

* Forbes survey on executives from CircusTrix, Hilton, Kimberly-Clark, Nixon-Peabody, North 6th Agency, LinkedIn, Basecamp: "How to lead millennials?"

Thank you

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