

Digital organisation and workforce

Organisations must be powered by people... with today's skills. Clients must align their organisation structure and their workforce to succeed in the digital age. PwC can support clients with navigating the impact on their people and culture.





How we can help clients build a workforce for the future...


Using proven people & organisation methodologies and digital enabled tools, we help clients to...


Assess current environment & identify skills gaps and mismatches	Build a future-proof skills strategy	Lay the cultural foundation	Develop and implement upskilling	Evaluate return on investment
Define future workforce and understand impact of automation	Rapidly review and refresh upskilling strategy	Create a cultural shift and the right behaviours	Create buy-in and align rewards and incentives	Measure return on learning (ROL) investment
Assess current workforce capabilities	Make inclusion a priority	Inspire citizen-led innovation	Free-up time for learning	Track employee engagement
Understand the organisation culture	Improve effectiveness of the learning organisation & technology	Nurture physical vitality and mental wellbeing	Design for an engaging learning experience	Benchmark the L&D function
Identify skills gaps, mismatches and role adjacencies	Test strategic alternatives and scale best-performing programmes		Build digital understanding	
Validate the case for change			Focus on targeted personal transformation journeys	
			Deliver training	

PwC has a suite of tools that we actively use with our clients to build their workforce of the future

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Change Navigator - Digital workbench that enables change teams to collaboratively analyse an organisation's change environment, create a best-fit change plan, and track impact on rollout metrics.
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Communicator - A custom mobile app allows teams to deliver change communications direct to employees' phones in order to more effectively push out messaging and track the results to see who is getting the message and who is not.
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Digital Fitness Application - Rapid assessment tool to baseline proficiency in digital intelligence of a workforce and drive a recommended learning path for upskilling in target areas.
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Organisation DNA - Assists organisations in understanding their business traits which determine their identity and performance among competition by analysing eight elements of these traits.

New World. New Skills.

Upskilling people is one of the biggest challenges of this digital age. We are doing our part to address this challenge, and sharing our own story can make a difference. This journey is not theoretical for us, we are experiencing it first-hand as a firm.

Our clients have their own pain points but our story creates interest and is a source of credibility.

CEOs and functional leaders (IT, Finance, and HR) are most interested in how we are upskilling our 276,000 people across our global network to take ownership for our own digital knowledge and upskilling journeys. We are making great progress with this across the region.

Together we can grow tomorrow's workers today. In the process, we'll make the world a more resilient, more capable and more inclusive place.

<https://www.pwc.com/gx/en/issues/upskilling.html>

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Our people & organisation team across the region

There are over 35 people & organisation professionals in the Caribbean that are part of our global network of experts who support clients with their digital transformation. We operate across Bermuda, The Bahamas, British Virgin Islands, Barbados and Eastern Caribbean, Cayman Islands, Guyana, Jamaica, Trinidad and Tobago and Turks and Caicos.



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Starting the conversation with you...



Let's have a conversation on upskilling. We've pulled together a few questions to get started.

Business & strategy (CEO, CSO, COO, Business Unit Leader)

- Given your transformation plans, how ready are your workforce capabilities today to help you deliver?
- How are you balancing pressure to create productivity with societal pressures to support your workforce and communities?
- What (digital) investments are you making in the next year? What impact will they have on your workforce?
- How do you know your current investment in training is working?

Finance (CFO)

- Are you identifying the costs of retraining staff versus layoff programmes and hiring for priority skills?
- How are you measuring the effectiveness of your learning and development spend at delivering business value?

Information Technology (CIO)

- How much is a lack of skills hampering your ability to implement and deliver value from technology investments?
- How do you address change management and training when implementing new technologies?

Human Resources (CHRO, Head Talent, Chief Learning Officer)

- How is your organisation creating an effective combination of technology and human skills to deliver more business value?
- Does the organisation have a clearly articulated view of the future skills needed and valued? (Is this openly shared with the workforce to help people make good career decisions?)
- How have you changed your learning and development strategy to account for a faster pace of business change and requirements for new skills?

