



An Exploration of Trends,
Tools and Technology
Impacting Public Sector HR



Brief background on Heather Wokusch, M.A.



- US citizen, 14 years in Asia, 20 years in Europe
- Organizational-development consultant, incl. startups in M&A
- Cross-cultural consultant for multinational corporations and government entities
- Communications coach in Austrian Parliament, ministries, media groups, and multinationals
- 35-year career educator
- 30-year multinational HR experience
- Author of two books reaching Amazon's top-ten bestseller list in their category, many published articles
- Speech writing, strategic communications
- Award-winning US public television journalist
- CEO and founder of eLearning company, digital-learning expert
- Activist





WORKFORCE

TECHNOLOGIES



APPROACHES



STRATEGY



HR ISSUES TODAY



Workforce



Digitalization



Cost cutting



Changing structures



New skill sets

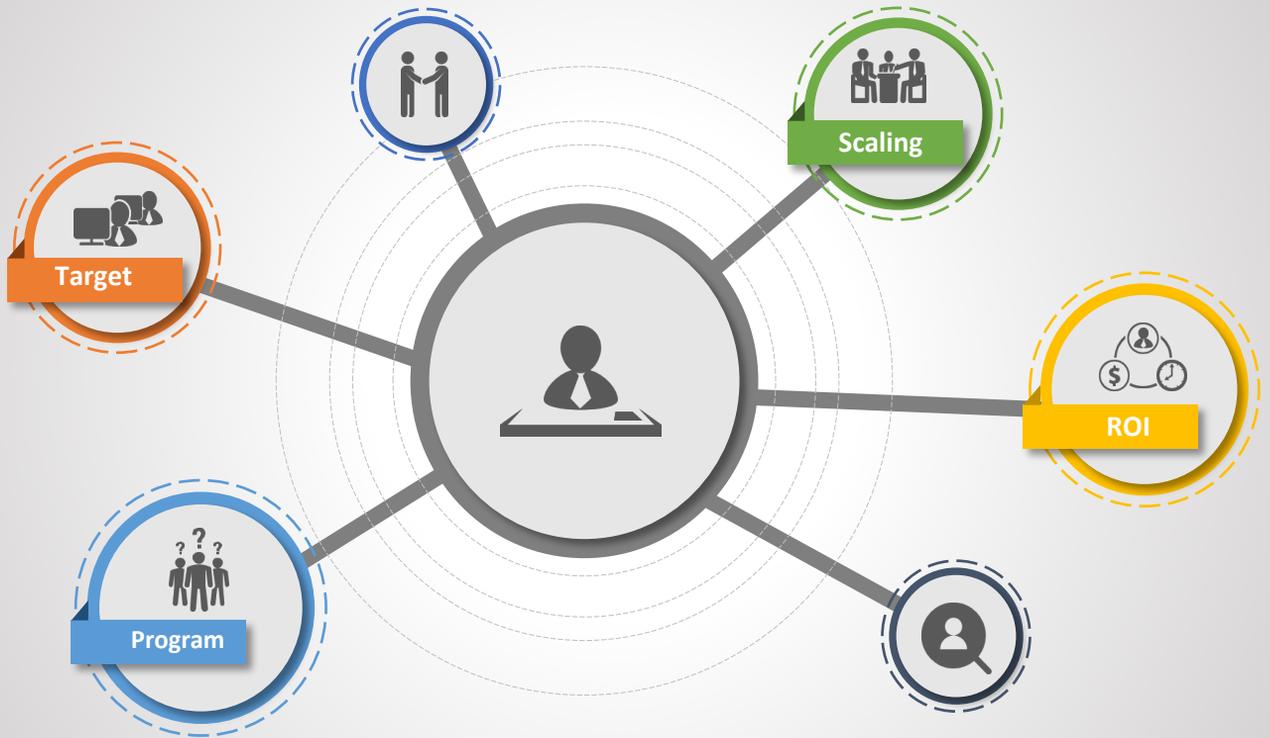


Overwork/
insecurity

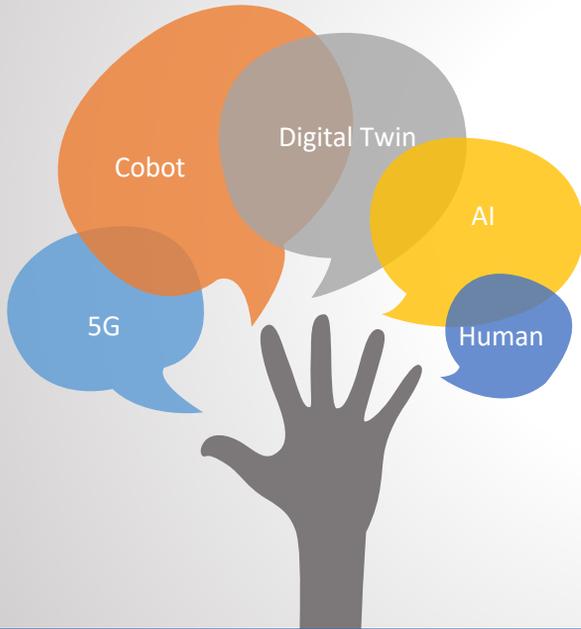


Globalization

DIGITAL LEARNING AND TESTING



Brave New **HR** World



 **5G**
Next-generation mobile networks

 **Cobot**
Shared workspace

 **Digital Twin**
Internet of Things (IoT)

 **AI**
Implications...

 **Human**
Greater social good



WORKFORCE

TECHNOLOGIES



APPROACHES



STRATEGY





Questions?

Comments?

Heather Wokusch, M.A.

heather@heatherwokusch.com

www.heatherwokusch.com

www.ROI4English.com