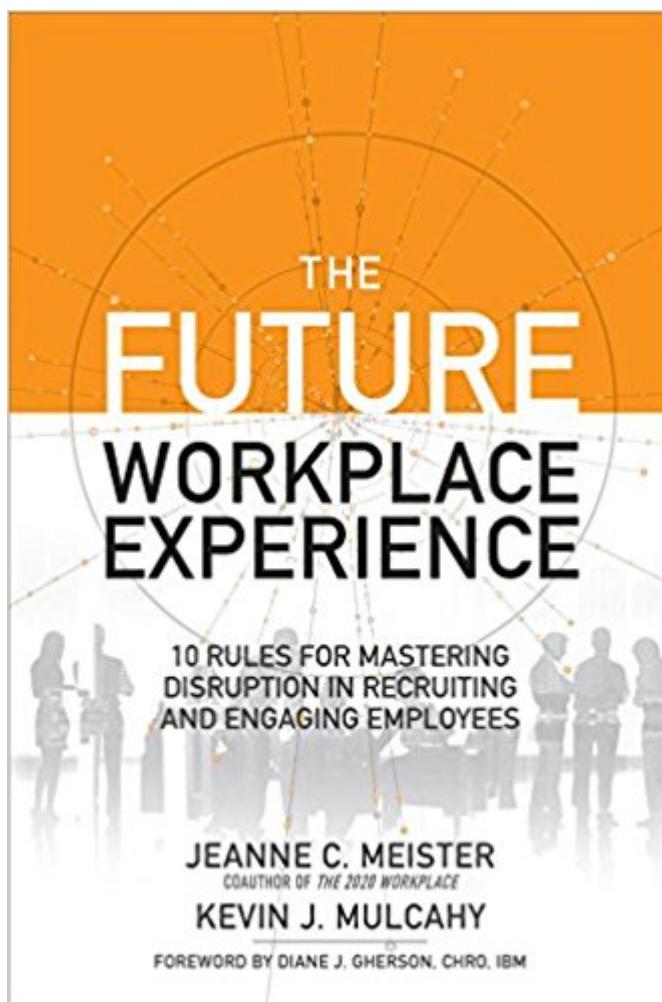


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# The Future Workplace Experience: 10 Rules For Mastering Disruption In Recruiting And Engaging Employees (Business Books)



## Synopsis

DISRUPTIVE TECHNOLOGIES. THE GIG ECONOMY. BREADWINNER MOMS. DATA-DRIVEN RECRUITING. PERSONALIZED LEARNING. In a business landscape rocked by constant change and turmoil, companies like Airbnb, Cisco, GE Digital, Google, IBM, and Microsoft are reinventing the future of work. What is it that makes these companies so different? They're strategic, they're agile, and they're customer-focused. But, most important, they're game changers. And their workplace practices reflect this. *The Future Workplace Experience* presents an actionable framework for meeting today's toughest business disruptions head-on. It guides you step-by-step through the process of recruiting top employees and building an engaged culture—one that will drive your company to long-term success. Two of today's leading voices on the future of work, provide 10 rules for rethinking, reimagining, and reinventing your organization, including:

- MAKE THE WORKPLACE AN EXPERIENCE
- BE AN AGILE LEADER
- CONSIDER TECHNOLOGY AN ENABLER AND DISTURPTOR
- EMBRACE ON-DEMAND LEARNING
- TAP THE POWER OF MULTIPLE GENERATIONS
- PLAN FOR MORE GIG ECONOMY WORKERS

Everything we took for granted in the past—from what we expect from our jobs to whom we work with and how—is changing before our eyes. The strongest organizations today are “learning machines.” New challenges require new solutions—and these organizations are finding them. If you want to compete in the years to come, you have to meet the future now. *The Future Workplace Experience* is your playbook for taking your organization to the top of your industry.

## Book Information

Series: Business Books

Hardcover: 304 pages

Publisher: McGraw-Hill Education; 1 edition (November 2, 2016)

Language: English

ISBN-10: 1259589382

ISBN-13: 978-1259589386

Product Dimensions: 7.2 x 1.1 x 9.2 inches

Shipping Weight: 1.2 pounds (View shipping rates and policies)

Average Customer Review: 4.9 out of 5 stars 25 customer reviews

Best Sellers Rank: #199,265 in Books (See Top 100 in Books) #63 in Books > Business & Money > Human Resources > Knowledge Capital #316 in Books > Business & Money >

## Customer Reviews

Ã¢ "The Future Workplace Experience offers a fascinating look at the changing nature of work and workers. ItÃ¢ s an all-in-one guideÃ¢ from primer to practical solutions. This book is a must-read for leaders who want their organizations to thrive in the future." -Henry G. Jackson, CPA, President & CEO, Society for Human Resource ManagementÃ¢ "Meister and Mulcahy provide a roadmap for why and how organizations that embrace life long learning are creating a differentiated workplace experience. Forward looking CEOs should demand the same of their corporate learning departments." -Anant Agarwal, CEO edX and MIT

ProfessorÃ¢ "Everything we know about work is being turned upside down. Meister and Mulcahy created 10 rules to guide businesses into the digital era. One takeaway: Recognize your job is not your job and HR is no longer HR. This book is a must read for HR leaders." -Francine Katsoudas, SVP and Chief People Officer, CiscoÃ¢ "Business leaders need to disrupt themselves and their functions or risk being disrupted. The Future Workplace Experience provides a framework for shaking up the status quo. If you want to prepare for the future today, this book is a must read!" -Donna Morris, EVP, Customer and Employee Experience,

AdobeÃ¢ "You will find no shortage of actionable practices in The Future Workplace Experience; Meister and MulcahyÃ¢ s 10 rules for navigating the future workplace arrives just in time. This book is a great read and will help you transform your learning department." -Derek Hann, Chief Learning Officer, PayPalÃ¢ "Meister and Mulcahy have done a fantastic job laying out a detailed roadmap for how organizations can construct andÃ¢ more importantlyÃ¢ execute an optimal future workplace experience that drives employee engagement and, materially improves organizational outcomes. This book is required reading for your entire HR team as well as senior business leaders as you explore how to expand the scope and impact of HR and in the process create a compelling experience for both employees and customers." -David Almeda SVP, Chief People Officer, Kronos, Inc.Ã¢ "Engaging, practical and insightful - Meister and Mulcahy have produced the definitive how-to guide for successfully navigating the future world of work. For any leader, the message is clearÃ¢ "agility will be the essential determinant of their future success. To produce results and engage others, future leaders must be transparent, accountable, inclusive and future-focused." -Dr. Simon Boucher Chief Executive, Irish Management

Institute"“The pace of change in the business world is incredible and having a road map” is needed. Meister and Mulcahy not only give organizations a tangible direction to follow, they capture the reality that the evolution of work affects all companies “not just the giant ones. Noting the importance of agility and activism was refreshing, on point and necessary for the leaders of today and tomorrow.” Steve Browne Executive Director of HR, LaRosa’s, Inc. "In The Future Workplace Experience, Meister and Mulcahy paint a compelling picture into navigating the trends that are reshaping the future work environment and redefining learning. This book challenges leaders to disrupt their current learning models and create learning on-demand solutions that are dynamic, innovative and personalized. In today’s highly competitive global environment, creating a continuous learning environment is critical for attracting, retaining and engaging your workforce.” Shireen Donaldson Vice President Human Resources Keysight Technologies"“In an era of unprecedented change in how we live, learn and work, Meister and Mulcahy have documented the growing importance of investing in learning to increase productivity and competitiveness in the global marketplace. You will want to share this book with your entire learning and development team!”-Don Duquette Executive Vice President, GP

Strategies”“Be an Agile Leader” is a lesson all of us can and should understand. Increasingly, diverse experiences, skills and points of view are simply the price of admission to the executive table. Learning agility is a critical differentiator that separates the ”“Ho hum” contributor from the ”“Wow” conversation leader.”“Chris Edmonds-Waters-Head of Human Resources, SVB, Silicon Valley Bank"“The Future Workplace Experience is a must read and a must act for innovative HR leaders and CEOs alike who are focused on developing people strategies that will attract and retain the talent required to lead their organizations into the future.” Agile leaders who can both produce results and engage the next generation of employees will be the key to our future workplaces - the battle for talent will be one for the record books and agile leaders will be the champions.” Meister and Mulcahy share invaluable insights from leading organizations that provide a roadmap for continually evolving the workplace experience through their 10 Rules to Navigate the Future Workplace.”-Stephanie Franklin, Vice President, Global Human Resource Business Partners, Nuance Communications”“Mobility and choice are the new change masters and employees are in charge of where and how they work. Meister and Mulcahy make the case the time is now to re-think workspace to match the fluid demands of a global workforce. It’s not enough to read this book, you will want to act now to reimagine your company’s approach to work, place and policy.”“Mark Gilbreath CEO and Founder, LiquidSpace ”“Now that speed

counts and organizations are flatter, Meister and Mulcahy illustrate the framework that is needed to provide great experiences and continuous development for leaders and teams of all sizes. This book is a valuable resource and reference point as learning organizations need to adapt to these rapid changes and partner with other functional areas to solve for these ubiquitous realities.â€”Jay Moore Global Learning Leader, GE Crotonvilleâ€”“The Future Workplace Experience is a necessary, compelling and actionable plan for companies in any industry, of any size, at any point in their journey toward creating a holistic experience for employees. The 10 rules to navigate the future workplace address some topics as; creating seamless experiences beyond the “trophy perks” and adopting greater transparency among leaders. These are critical topics that both HR professionals and business leaders alike must take part in solving.”-Andrea Newman Director, HR Strategy Office, Intel “I LOVE this book! Finally, a holistic perspective that reaches across the table to beckon HR, Real Estate, and IT to come together and co-create an authentic employee experience, aligning the physical and virtual space with the culture of an organization. Our workspace is the biggest billboard our organization has to communicate culture and this book offers a roadmap on “how to” intentionally make it come alive.”-Kate North, Vice President, Workplace Innovation, PlaceValue and Global Chair, Workplace Evolutionaries (WE) “In the competitive battle for talent, Meister and Mulcahy are giving us a set of fact based rules that can guide us in attracting and keeping the best and the brightest. In the landscape of social networking, companies can no longer hide behind their commercial brand, and must offer an experience for their employees that compels them to stay and tells others why they should too. The authors’ 10 rules for creating the future workplace are imperatives and they make a compelling case for rule #1: make the workplace an experience by curating the employee experience to insure innovation, freedom, movement and connection to each other and the company. They’ll stay, and thrive. For those who need to understand what employees want and expect, now and in the future, this book is a must read!”-Sandy Rezendes Chief Learning Officer at Citizens Financial Group,

Inc.â€”“Meister and Mulcahy provide an illuminating vision of whatâ€”â€”s next for the workplace. The Future Workplace Experience highlights the need re-invent the employee value proposition. This book presents a strong case for the adaptability required not only by the HR profession, but the business world.”-Barbara Runyon Vice President & Chief Human Resources Officer, La-Z-Boy Incorporatedâ€”“The valuable insights provided in of The Future Workplace Experience are coupled with practical guidance from practitioners who are already actively engaged around the future of work. This book is a most valuable and insightful

addition to the debate on this critical topic. It is destined to be seen as a valuable resource and reference work for business leaders, Human Resources professionals, academics and students alike. Niall Saul, MSc, FCIPD VP Organisational Capability and People, Asavie Technologies "Meister and Mulcahy's research has clearly identified a roadmap to help organizations to develop an agile workplace that is able to anticipate, adapt and act to leverage marketplace changes. Their 10 rules for navigating the future workplace has tremendous implications for the HR function to be a major force for driving and enabling the execution of organizational strategy."-Kelly Savage Chief Human Resources Officer, Amway "Right from the initial vivid description of a futuristic workday, The Future Workplace Experience, paints a striking picture of changes that organizations face. The authors' call for urgent action is timely and their advice welcome. Their principles of "Agile Leadership" capture the essence of leadership needed in the Digital era. The ten rules and insightful case studies will provide you with a clear framework to succeed in the rapidly transforming world we face." This is a much needed book!-Dr. Vishal Shah Vice President, Leadership & People Sciences, Wipro "Leaders responsible for developing talent in their organizations are grappling with new ways to do learning which is on-demand, engaging, and aligned to the strategic business priorities of the company. The Future Workplace Experience argues the time is now to re-imagine learning and embed on-going development into each employee's experience at work." -Martha Soehren, PhD Chief Talent Development Officer and Senior Vice President, Comcast

Jeanne C. Meister (New York, NY) is a bestselling author, internationally recognized workplace learning consultant, and a Founding Partner of Future Workplace, a consulting firm dedicated to assisting organizations in re-thinking, re-imagining, and re-inventing the workplace. Kevin Mulcahy (Boston, MA) is a frequent speaker, workshop facilitator on workplace trends and entrepreneurship, and a Partner of Future Workplace. He is an Adjunct Lecturer at Babson College and an executive coach at the Harvard Business School.

As someone who is new to the HR industry, I am very glad that I picked up this book (based on a colleague's recommendation). The authors break down the intricacies of the past, present, and future of work in a very accessible way. And they include a lot of actionable examples and case studies throughout. A couple of chapters really stood out to me - including the chapters on the power of designing deliberate work spaces, the chapter on data-driven recruiting, and the section on

preparing for more Gig Economy workers in the future. I also particularly like how each chapter ends with a set of 'Action Plan' questions to ask yourself, your team, and your organization. I have already begun working through these questions with my team. Based on their positive feedback thus far, I think these questions, and the conversations they spark, will be an excellent tool to help me grow my HR expertise. I would strongly recommend this book to anybody who wants to advance in their career.

This is a comprehensive overview to the major people management trends by a couple of experienced veterans. It is based on conversations with >100 executives and surveys, so it is authentic / authoritative, and not just grandiose authorial opinion. The 10 trends run the gamut, with about half of them well-known truisms (utilize space, be agile, offer on-demand learning, build gender equality, be an activist), but half are unique or have novel angles (focus on workplace experience, use technology to both enable & disrupt, data-driven recruiting, tap multiple generations, incorporate gig workers). It is valuable to know that these are the top issues on talent leaders' minds, whether new or not.

**Pros:**

- Based on data & research, comprehensive
- A proper focus on technology--it is important, transformative even, but not everything
- The 10 rules are phrased as injunctions ('Plan for more gig economy workers'), and there is an Action Plan at the end of each chapter for myself, my team, and my organization
- Lots of detailed examples of some of the new trends at some leading companies (you can tell they are learned first-hand, not simply taken from elsewhere)
- A clear summary of the rules at the beginning & end of the book, there is also a gem near the end of the book (on p. 212) that lists what the authors found that was expected and what they found that was unexpected

**Cons:**

- Focusing on 10 is a nice round number, but it limited the level of detail the book could go into at 223 pages. I would have preferred '6 Rules' or '7 Rules' (with the rest perhaps mentioned at the end, to allow for going a little deeper into the rules)
- The text has quite a few anecdotes in them (given the research basis), and these are illuminating, but I would've preferred a few more frameworks and guides, etc. to balance out the storytelling
- The overarching three categories for the 10 rules didn't quite seem to fit, and I have a feeling a more helpful framework could have been used to place the 10 rules in context

The Future Workplace Experience provides concrete advice and best practices geared to ensuring that corporations can flourish in a world where workplaces are being disrupted by the Internet of Things (IOT), millennial mentalities and a changing political/economic order, among other impacts. Written in large part for corporate human resource professionals, it does this by condensing the

disruptions into 10 insightful rubrics; and, for each, offering practical actions that can be taken by individuals, their teams and their organizations to adjust to and benefit from today's changed rules of workplace engagement. As a leader of the professional talent development arm of a public research university, I turned to this book, as I have to others authored by Ms. Meister, to extract concise and thoroughly conceived ideas for topics to develop and embed into my own collegiate training programs. This is one of the techniques used by units like mine to ensure that the content of our training programs are replete with materials that can keep lifelong professional learners ahead of the curve in their careers and business pursuits. And, as hoped, the book offered an amazing road map of such steps and topics.

Following on from the success of 'the 2020 Workplace', Meister and Mulcahy's update on the forces that shape today's world of work is a comprehensive guide that will inform the people strategy of any organization. The 'event horizon' of their perspective is far out enough as to be insightful but close enough to today's realities as to be practical. The book does not rely on hypothetical "what if's" as much as many attempts to project the future and builds on a solid base of existing research.

Don't be caught off guard! If you are involved in any aspect of the people part of your company this is a must read. Read it now! As every month of delay puts your company further behind in creating the kind of workplace experience necessary for superior company performance. This is a complicated topic but the authors have captured the essential call to action in their 10 rules for navigating the future workplace!

Jeanne Meister is a genius. This is a very well written book, which does not predict the future, but instead helps you prepare for the many different possibilities. Excellent read for those of us in HR who want to be ahead of the curve.

Excellent research on a key topic for all employers. Well written and clear concepts.

Excellent book for understanding generational impacts on organizations!

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