



PROJECT NOTIFICATION

Ref. No.: 22-CP-14-GE-WSP-A-PN2100100-001

Date of Issue	24 December 2021
Project Code	22-CP-14-GE-WSP-A
Title	Workshop on Enhancing Employee Productivity in the Digital Workplace
Timing and Duration	23–25 February 2022 (three days)
Hosting Country(ies)	Thailand
Modality	Digital Multicountry
Implementing Organization(s)	Thailand Productivity Institute and APO Secretariat
Participating Country(ies)	All Member Countries
Overseas Participants	38
Local Participants	12
Qualifications of Participants	Policymakers and government officials, consultants or trainers from National Productivity Organizations, and representatives of industrial associations or enterprises working on government policy for human resources development, productivity enhancement initiatives, and human resources management
Nomination of Participants	All nominations must be submitted through National Productivity Organizations of member countries
Closing Date for Nominations	28 January 2022

1. Objectives

- a. Understand how digital workplaces function.
- b. Learn appropriate skills for enhancing productivity in digital workplaces.
- c. Examine how digital workplaces impact worker efficiency and productivity.

2. Background

According to an October 2021 World Economic Forum report, the COVID-19 pandemic accelerated the shift to a digital-first world, making businesses rethink their operations. One key to business success post-COVID-19 is embracing the digital culture. Despite the adoption of new work styles and accelerated digital transformation, some organizations are struggling to adjust, which can be damaging to productivity. A key task for organizations in a post-COVID-19 world is to maintain new work styles without decreasing worker productivity.

Fujitsu, a Japanese multinational ICT equipment and service corporation, conducted the Global Digital Transformation Survey 2021. The results emphasized the importance of resilience; automation of business processes; data-driven management; providing seamless customer experiences; human-centric, purpose-driven management; ensuring customer and community trust; and ecosystem-based business models. All these aim at increased productivity from adopting digital transformation and making it sustainable.

CIO, a US technology and IT magazine, quoted Gartner analyst Carol Rozwell in the January 2019 article "Digital workplace strategy: 10 steps to great agility, productivity." The digital workplace is a business strategy aimed at boosting employee engagement and agility through consumerization of the work environment. This is meant to help individuals and teams work more productively while maintaining optimal operations. Computers, mobile devices, and productivity and collaboration applications are widely used, and virtual assistant technology, chatbots, and personal analytics have also become more common recently.

New communication and collaboration technologies are transforming the way employees interact in enterprises, opening doors to smarter, more productive work. Technology acts as a great enabler in improving workplace culture and engagement. This workshop will examine in detail how to enhance employee productivity in digital workplaces.

3. Scope, Methodology, and Certificate of Attendance

The duration of each day's sessions will be around three hours comprising presentations by experts, group discussions, and other relevant learning methods. The indicative topics of the presentations are:

Day 1:

- Major changes in the workplace in the digital era
- Defining the digital workplace and the digital workplace framework
- Technology: The digital workplace toolbox

Day 2:

- Governance, risk, and compliance
- Business drivers: Measurable business value
- Data-driven management

Day 3:

- Digital workplace best practices from Japan
- Human-centric management in the digital era
- Nurturing and maintaining a digital culture

The detailed program and list of speakers will be provided two weeks prior to the sessions with announcement of the names of the selected participants.

The participants are required to attend all sessions. This full participation is a prerequisite for receiving the APO certificate of attendance.

4. Financial Arrangements

- a. The APO will meet the assignment costs of overseas resource persons and honorarium for up to two local resource persons.
- b. The host country will meet the costs for a virtual site visit(s), either broadcast live or recorded as applicable.

5. Implementation Procedures

Please refer to the implementation procedures for APO digital multicountry projects circulated with this document.

A handwritten signature in black ink, appearing to read 'Dr. AKP Mochtan', with a long, sweeping flourish extending upwards and to the right.

Dr. AKP Mochtan
Secretary-General