# Understanding what matters for a future-ready workforce

Key themes from the American Worker Survey | December 2023

## Middle managers to navigate workforce changes

Empower middle managers as key players in workforce transformation, bridging executive vision with frontline reality and providing growth opportunities.

49%



51%

believe that advances in technology will impact their role

Of middle managers have been offered a wide range of career opportunities in their organization

Of executives/senior

managers and 57%

of middle managers

Of executives/ senior managers see 79% virtual work as a way to improve team productivity

> Of middle managers believe remote work flexibility creates more job opportunities

### Work-life balance continues to be important

Enhance work-life balance with inclusive hybrid models, advanced connectivity, flexible schedules, and equal career opportunities for all.



US CEOs will reward employees who make an effort to come into the office

#### Workers feel confident about adapting to change

Boost a future-ready workforce with a culture of collaboration, information transparency, and mental health support, aligned with organizational goals.



## **Upskilling will matter**

Reinforce employee assurance through defined upskilling objectives, strategic reskilling programs, and consistent investments in skill development.



Of executives/senior managers and 65% of middle mangers are confident that their organization will use the latest technology



Of workers remain confident that their current skills will fit future jobs



Of executives/senior managers sav their organizations will proactively invest in reskilling in the next three years

#### Technology as a friend and a foe

Optimize technology for productivity, maintain work-life balance, and foster a supportive transition in a multigenerational workforce.

Of executives/senior managers and 31% of 59% middle managers believe their job will be obsolete due to technology

Believe that AI will automate some 75% portion of their job

Of CEOs say AI is a top investment priority

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