


Let's Talk About Our Future

Prof. Dr. Shashi Matta







I'm on the outside looking through,
I know I'm **am** the same as you

5 Big Ideas for the Future

1. **The Future Doesn't Care Much for Those Who Try to Predict It**
2. **Truth in Crisis. A Planet in Danger. Back to Being Human?**
3. **Converging Research on the Skills for the Future**
4. **Getting Equipped for the Future as Mediators (Team Activity)**
5. **What You Can Do Now for the Future of Mediation?**

1

The Future Doesn't Care Much
For Those Who Predict It



The Future will be What it will Be

- **The Future Doesn't Care Much for Those Who try to Predict It**
- **As much of the world discovered in March 2020**
- **Our systems and societies were not prepared**
- **However, people showed resilience in the face of uncertainty**
- **What is critical, therefore, is the aptitude and ability to adapt**
- **In my recent research, I explore the concept, "Tolerance of Uncertainty"**

Why “Uncertainty?”

**Studies that tracked
People's Sentiment globally during
COVID-19
(McKinsey, Accenture, PWC, etc.)**

**“Uncertainty”
“Concern / Fear”
Changes in Behavior**

Facing Uncertainty

McKinsey
& Company

Marketing & Sales

[Our Insights](#)

[How We Help Clients](#)

[Our People](#)

[Solutions](#)

[Contact Us](#)

Updated with September data

Consumer sentiment and behavior continue to reflect the uncertainty of the COVID-19 crisis

October 26, 2020 | Article

Uncertainty and Concern



Tolerance of Uncertainty

**Those who have a higher Tolerance for
Uncertainty are more Resilient, less
Fearful, are able to Cope Better, and
Thrive**

(Rettie & Daniels 2021)

**The Future, whatever that is, belongs to
those who can Tolerate Uncertainty
better than others**

How did Mediators Handle this Uncertainty (COVID 19)?

A Recent Study with Mediators

- A survey of Mediators from Dec 2020 – May 2021 with over 500 respondents (James Claxton, Mediate.com)
- Americas (49%), Europe and Central Asia (34%), the Asia Pacific (18%), and Africa (4%)
- They report using more private sessions (41%) or more joint sessions (18%) than they do in person
- About 83% of mediators describe their experiences online as either positive (43%) or highly positive (41%). About 13% describe it as neutral, and 5% describe their experience as negative
- Positives: improvements in access to participants (81%), in time efficiency (80%), in cost efficiency (72%), benefits from the comparative flexibility of online mediation (45%)
- Negatives: technical problems (65%), environmental distractions (43%), difficulty building rapport online (42%)
- Most respondents say that they settle no more or fewer cases online than they do in person (71%). About 10% report that more cases settle online, and about 10% report that fewer settle online.



2

**Truth in Crisis.
A Planet in Danger.
Back to Being Human?**

Our Humanity, Our Condition

- **A Crisis of Truth**
 - Polarized - Politically, Ideologically, Culturally
 - Beliefs are the new proxy for Truth
 - **Kluwer Mediation Blog**
 - Your Truth, My Truth, The Truth
 - The Question is, does it Matter?
 - Mediators are uniquely positioned to solve this crisis
- **Other Key Crises**
 - Climate
 - Affects everyone
 - Will give rise to more conflict
 - Need for mediators will grow (sources: Future of ADR 2020, U.S. Bureau of Labor Statistics)



3

Converging Research on the Skills of the Future



The Future of Work

“Any kind of job is going to have a digital component. It doesn’t mean everyone’s got to be a computer scientist.”

Satya Nadella

CEO of Microsoft

Drivers of Change

1. Technological Disruption and Transformation
2. Climate Change
3. Changing Demographics
4. Geopolitical Forces, Conflicts and Crises
5. New Ways of Life and Society

Careers and Jobs of the Future

- World Economic Forum The Future of Jobs Report
- Cognizant Center for the Future of Work
- Deloitte Future of Work Collection

1. **Artificial Intelligence (AI) Business Manager** (Business Manager für künstliche Intelligenz (KI))
2. **Data and Digital Intelligence Manager** (Manager für Daten und digitale Intelligenz)
3. **Sustainability and Accountability Manager** (Manager für Nachhaltigkeit und Unternehmensverantwortung)
4. **Crisis Management and Preparedness Manager** (Krisenmanagement und Vorsorgemanager)
5. **Man-Machine Team Manager** (Teamleiter Mensch-Maschine)

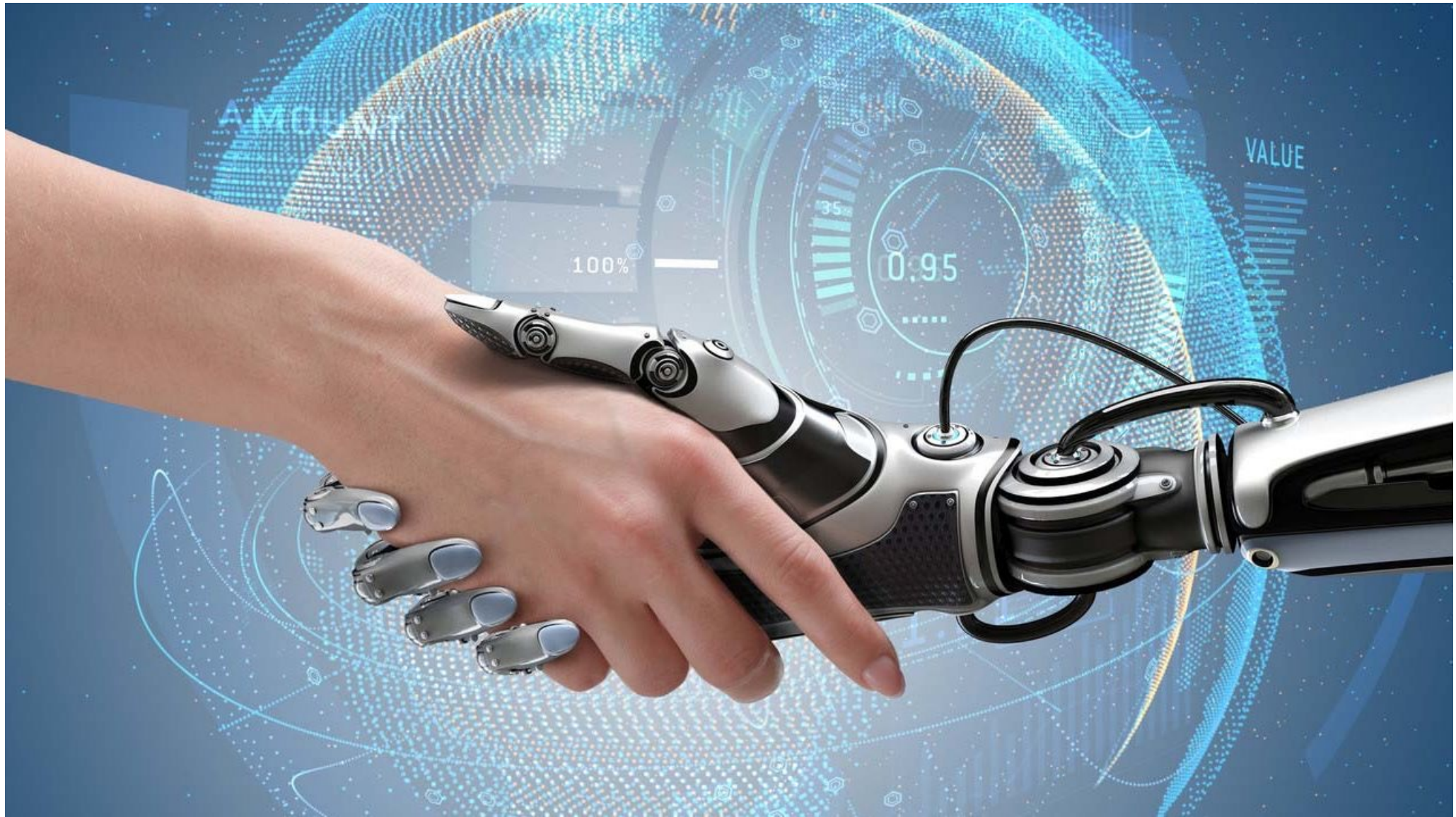
Careers and Jobs of the Future

- World Economic Forum The Future of Jobs Report
- Cognizant Center for the Future of Work
- Deloitte Future of Work Collection

6. **Ethical Practices and Ethical Sourcing Manager** (Manager für ethische Praktiken und ethische Beschaffung)
7. **Cyber City Manager** (Cyber-City Manager)
8. **Re-skilling and Learning Manager** (Manager für Umschulung und Lernen)
9. **Health and Wellness Manager** (Gesundheits- und Wellnessmanager)
10. **Organizational Innovation and Creativity Manager** (Manager für organisationale Innovation und Kreativität)

Workers of the future will spend more time on activities that machines are less capable of, such as **managing people, applying expertise, and communicating with others.** They will spend less time on predictable physical activities and on collecting and processing data, where machines already exceed human performance. The skills and capabilities required will also shift, requiring more **social and emotional skills and more advanced cognitive capabilities, such as logical reasoning and creativity.**

McKinsey Global Institute 2020



The Skills and Competencies of the Future

-The World Economic Forum & PWC

1. Creativity
2. Emotional Intelligence
3. Complex Problem Solving
4. Judgement and Decision Making
5. Cognitive Flexibility
6. Critical Thinking
7. People Management
8. Coordinating with Others
9. Service Orientation
10. Negotiation

The Skills and Competencies of the Future


-Forbes 2019

1. Creativity
2. Emotional Intelligence
3. Analytical (Critical) Thinking
4. Active Learning / Growth Mindset
5. Judgment and Decision Making
6. Interpersonal Communication
7. Leadership
8. Diversity and Cultural Intelligence
9. Ease with Technology
10. Ability to Embrace Change

**5 Key Skills from these
“Future Skills” lists that are
Most Relevant to Mediators**



IMPROVE
STAFF ABILITY PLAN
DECREASED OCCUPATIONAL STRESS
BUSINESS STAFF
INCREASED PERSONAL WELL-BEING
**EMOTIONAL
INTELLIGENCE**
DECREASED OCCUPATIONAL STRESS
INCREASED LEADERSHIP ABILITY
IMPROVE DECISION MAKING
WELL-BEING
INCREASED TEAM PERFORMANCE
LEADERSHIP
Increased leadership ability
TEAM





CRITICAL THINKING



Problem



Thinking



Reasoning



Analyzing



Evaluating



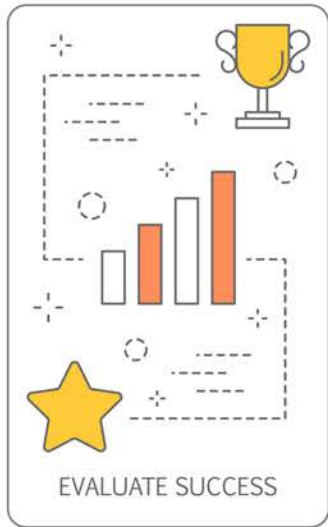
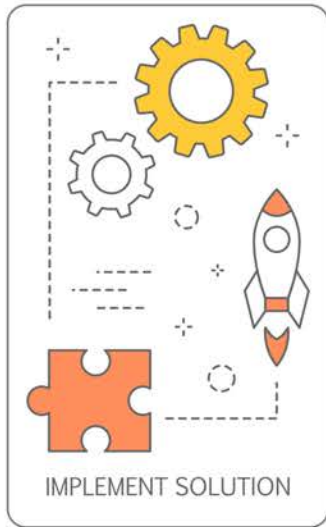
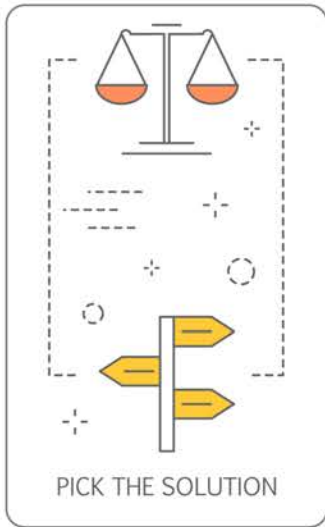
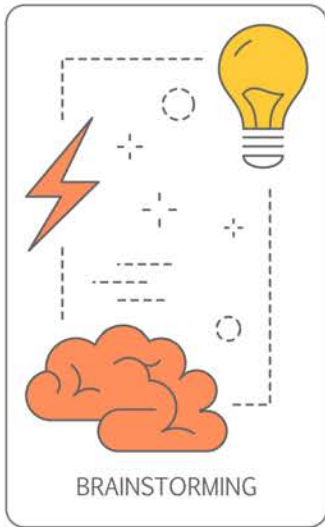
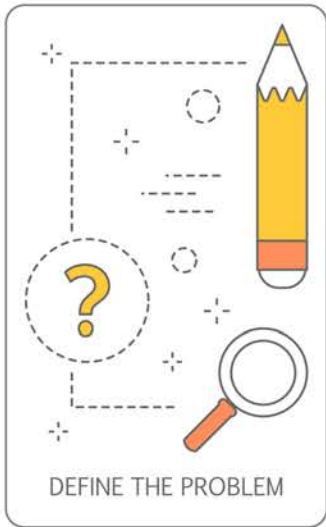
Problem Solving



Decision Making



Solution



----- PROBLEM SOLVING -----



COGNITIVE FLEXIBILITY

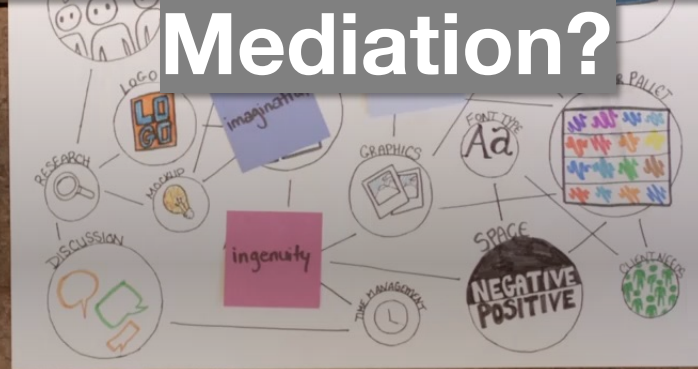
A low-angle, upward-looking photograph of several modern skyscrapers with glass facades. The buildings are arranged in a circular pattern, creating a sense of height and scale. The sky is a vibrant blue with scattered white clouds. A bright sun is visible near the top center, creating a lens flare effect. The overall color palette is dominated by blues and whites.

4

**Getting Equipped with these
5 Key Skills
(Team Activity)**

5

What Can You Do for the Future of Mediation?



Building a Strong Pipeline

- As Mediators today, how can you contribute to the future of this profession?
- Building a Pipeline, starting with enhancing awareness of the profession, its strengths, and potential career opportunities, starting with high school pupils
- Being “in the profession,” you may not be actively thinking about the idea of contributing to this pipeline
- Knowing that there will be a growing need for mediators, and the fact that mediators are uniquely positioned to resolve conflicts in the future (much more than other legal paths), engaging with the next generation, in high schools, via workshops, talks and seminars/webinars, and competitions, will slowly but steadily build a solid pipeline **(for example: see the YES! Economic Summit competition in high schools in Germany)**



Erlebe Zukunft Jetzt

In Sum, our 5 Big Ideas for the Future

- 1. The Future Doesn't Care Much for Those Who Try to Predict It. It will be what it will be. Regardless of the exact nature of the Future, those who have (or develop) a High Tolerance for Uncertainty will thrive in the Future.**
- 2. Two major crises that we are currently facing – the Crisis of Truth, and the Climate Crisis – will cause more conflicts in the Future. Mediators, more than anyone else, are uniquely positioned to solve these conflicts.**
- 3. Converging Research on the Skills for the Future points to 5 Key Skills – Creativity, Emotional Intelligence, Critical Thinking, Problem Solving, and Cognitive Flexibility.**
- 4. Let's consciously think of ways to develop, strengthen and hone these 5 Key Skills, which will position us for success in the Future.**
- 5. We can, each one of us, contribute to Building a Strong Pipeline for the next generation of Mediators with individual and collective outreach to high school pupils**

Prof. Dr. Shashi Matta

shashi.matta@ku.de

www.linkedin.com/in/shashimatta

<https://shashimatta.blog/>

