

The Future of Work

Presented by
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Western New York Chapter
Human Factors and Ergonomics
Society

Abstract

Rapid socio-technological change is underway in the world of everyday work. The number of remote and mobile workers is increasing over time and mobile technology has evolved enough to allow people to work almost anytime, anywhere. Millions of people now work in coffee shops, restaurants, cars, airports, and parks. Many of these workers have migrated to using their smart phones as their go-to device for checking email, calendars and websites.

Inspired by these trends, the Work Practice and Technologies Team at Xerox conducted a series of ethnographic studies to explore how work is changing. In 2008, we conducted a broad study of the trends, followed by a more focused study of mobile workers in 2009. The main goal of the studies was to learn more about these trends, and use that information to inform the development of new opportunities for products, services and solutions. Jennifer will present a summary of predicted trends for the future of knowledge workers, together with a sample of findings from the Future of Work studies - including the current practices, problems, and needs of remote and mobile workers

About the Speaker

Jennifer Englert, Ph.D., is a Sr. Cognitive Engineer in the Xerox Innovation Group's Work Practice and Technology team. She has worked as a Visiting Scholar and Lecturer, a User Interface Designer, and a User Experience Researcher. She has conducted ethnographic studies at Microsoft Corporation, Apple Computer, NASA, Kodak, and Xerox. She is currently working at Xerox, where she has studied human interaction with production printing systems, packaging, and the future of work.

Details

DATE/TIME: November 15, 2010 @ 5:30pm – 6:30pm. Networking after the meeting.

PLACE: RIT Building 70 (B. Thomas Golisano College of Computing and Information Sciences)
Room 2400 (Information Technology Conference Room – 2nd floor)
Park in Lot J. See campus map at <http://inside.rit.edu/maps/>

COST: Members & Students – no cost;
Non-members - \$5 payable at the door

RSVP: Contact the following by November 10nd.
Michael Gerard, 585 202-3966, mjgconsult@gmail.com