Steve Nash FIMI

Chief Executive

IMI

INSTITUTE OF THE MOTOR INDUSTRY

IMI People Conference

Shaping the Future Automotive Workforce

- **Management & Leadership**
  - Nigel Bannister
- **Diversity & Inclusion**
  - Val Risk and Al Clarke
- **Q&A & Panel Discussion**

IMI

INSTITUTE OF THE MOTOR INDUSTRY

IMI People Conference

Nigel Bannister
GMD People

Management & Leadership

Now and in the future

Nigel Banister

8th November 2018

2017 Management Survey
What do you need now and in the future?

www.gmdpeople.com

gmd people

2018/2019 Management Survey

Today we are asking for your responses to three questions on a document on your seats that will feature in our next survey.

If you would like to participate more fully in our next survey please let us know

Change

Are you up some for audience participation?

Change

Show of hands if you DON’T work in the automotive sector

Show of hands if you have worked in the sector for up to:

Five years

Ten Years

Twenty Years

Or more

Change means different things to different people?

Examples of change in your world?

The bigger picture - changes in the last 50 years in the Retail Automotive Sector

What changes have you seen happen since you have worked in the Automotive Sector?

The bigger picture - changes in the last 50 years in the Retail Automotive Sector

1947 - 2003

Technology and reliability in vehicles
Carburettor's seem to have vanished!
Less smaller independent motor dealers and more and bigger dealer groups
Parts supply has had new entrants to market, as well as mergers in that sector
Two-car households now outweigh families with two-children by nearly two million - 5.1 million compared to 3.2 million
We have lost some (iconic) vehicle brands – Austin, Morris, Hillman, Vanden Plas, Simca, Riley, Hummer, Invacar, Saab, (to name but a few)
Vehicle Auctions business has grown significantly

What’s coming our way or even here?

www.gmdpeople.com

gmd people

What’s coming our way or even here?

GEELY

The Group

Our Business

Geely Auto Group

- Geely Auto
- LYNK & CO

Volvo Car Group

- Volvo Cars
- Polestar

Geely Commercial Vehicle

- London EV Company
- Yuan Cheng Auto

Proton Cars

- Proton Cars

Lotus Cars

- Lotus Cars

Mobility

+ 9.69% share of Daimler

Change at a more local level

Examples of change or frustration

Sales

Executives who may not complete all the paperwork effectively in the deal file or who may struggle with prospecting

Service & Parts

Advisors who may not want to upsell

What else?

Change at a more local level

Who has one of these?

Change at a more local level

Who has one of these?

Change at a more local level

Change at a more local level

Change at a more local level - your tool kit

Change at a more local level - your tool kit

Which of these skills in your toolbox are those you use to help bring about change in your own environment?

Master
Listening
Effective
Body
Language
Well
Summarising
Business
Non-verbal
Cross
Good
Message
Active
Communication
Empathic
Cultural
Listen
Questioning
Skills
Paraphrasing

What is change?

Exercise?

What is change?

Who can summarise exactly what I asked you to do at the start of the exercise?

Change at a more local level

Thank you

IMI

INSTITUTE OF THE MOTOR INDUSTRY

IMI People Conference

Val Risk, FUJITSU
&
Al Clarke, Ennis & Co

Diversity & Inclusion

Shifting Gears

Val Risk & Al Clarke

November 2018

Winners and Losers

"There is no reason for any individual to have a computer in his home."

Ken Olsen, CEO DEC, 1977

"There's no chance that the iPhone is going to get any significant market share."

Steve Ballmer, CEO Microsoft, 2007

100 Years of Strong Heritage

1st Wave
Horse to Horse Power

2nd Wave
Age of Automation
Custom - Mass Production

3rd Wave
Age of Digital & Mass Personalisation
Connecting People & Things

4th Wave
Age of Disruption
Connected Customer

1918 **1940** **1990** **2018**

Copyright 2018 Fujitsu

A shift in gears

1st Wave
Hyper-Connected Car
Virtual Showrooms
On-line buying cycle
New entrants – Amazon cars?
Insurance and risk management

2nd Wave
Shared/Subscription Vehicle Ownership
Fully autonomous cars
Smart Cities

3rd Wave
Flying cars?
Artificial Salesperson?

4th Wave
Teleporting?

2018 2030 2050 2100

Diversity: a business imperative

45% likelier
to improve
market share

70% likelier
to capture
a new market

Generate 1.4
times more
revenue

180% better
at adapting
to change

In real life, the unexpected happens…

Diversity and Inclusion: the windfall of change

Key D&I challenges

WAYS OF WORKING

NARROW FOCUS

BRAND ENGAGEMENT

Mobility in the future *may* look like this

https://www.nytimes.com/2017/06/15/automobiles/wheels/driverless-cars-interior.html

But it ***<u>will</u>*** be designed, built, operated and serviced by people like this…

Thanks for your time!

IMI

INSTITUTE OF THE MOTOR INDUSTRY

IMI People Conference

Q&A & Panel Discussion

Val Risk, Al Clarke, Nigel Banister and Steve Nash

Lunchtime Open Session

12 midday to 1.30pm

Please join us to discuss Apprenticeships and the Levy

IMI
INSTITUTE OF THE MOTOR INDUSTRY

IMI People Conference