

## HARD TRENDS AND OPPORTUNITIES LEARNING RESOURCE

Demographic Hard Trends	Opportunities
Increasing demand for comprehensive information and education (financial/health care, etc.) as baby boomers age.	Create a mobile app that will provide the information they need including real time updates.
Increasing shift in workforce demographics and diversity that will impact recruiting, educating and retaining new employees.	Create strategies and a sense of urgency to get ahead of this trend and gain an advantage from it.
Aging population will require increasing access to healthcare.	Design and sell prefab micro facilities that can be placed in convenient locations that are equipped with video conferencing to allow doctors to perform remote diagnostics and treatment using in-house nurses and surgery using advanced robotics controlled by surgeons from anywhere.
Valuable skill and industry insight will exit many businesses in a wave of looming retirement.	Increase our mentoring program and create a virtual knowledge sharing network for our employees.
Younger employees will increasingly expect instant answers to questions and the use of new technology.	Create value added solutions for all ages that provide real-time answers and change how we communicate to employees by using what's best for each generation.
Regulatory Hard Trends	Opportunities
Use of renewable energies will increase.	Use renewable energy when ever possible for energy saving. Track new technology for this. Focus on training people around this subject.
Regulations will increasingly address cybercrimes and the loss of organizational and personal information.	Develop strategies to be pre-active surrounding cyber-security and stay apprised of new developments.
Government regulations will continue to increase around oil and gas operations.	Monitor pending government regulations and look for new opportunities with each new regulation.
Tax files will increasingly transition to a digital format.	Develop a plan to assist clients to make the transition.
Increased use of high speed data analytics for auditing and compliance.	Develop audit systems to take advantage from high speed data analytics.

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Technology Hard Trends	Opportunities
Increasing use of Cloud and Virtualization services.	Explore ways to virtualize some of our services to reduce costs and increase response times.
Increasing use of mobile diagnostic devices.	Consider ways to use mobile diagnostics to anticipate problems and improve services.
Increased use of gamification for education and training.	Implement gamification into our training to get employees to engage with our training and learn faster.
Increasing use of Machine-to-Machine (M2M) communications and networked sensors.	Consider application in our business that could benefit from the use of M2M and networked sensors.
Mobile applications will increasingly be used by our business and customers.	Develop mobile apps for business processes to improve communication and efficiency.