

**Technology & the Workplace of the future: Change in the Workplace series**

***During the Program***

**Case Study: Technology and its impact on the workplace**

1. a) Over the past 200 years technological change has increased. Describe the impact that this change has had on the workplace.

b) What role have unions played in this change?

1. Automation has increased the rate of technological change. What is automation?
2. Will technology ever create a workerless society? Explain what you think.

4. Outline how technology has impacted upon work in the hotel industry?

5 “The ability of technology to transform work has meant rethinking the jobs we do best". Explain what is meant by this statement and give an example.

6 a) How has technology given workers more decision making power?

b) How has technology improved/encouraged team work?

1. For workers to use technology productively, what skills do managers have to develop?
2. List some of the background information about Australia Post. Include details about its areas of operation, ownership, development and mission.
3. a) How has Australia Post's share of the message market changed since 1960?
4. How have Internet and fax services created pressure on Australia Post?
5. Describe the technological changes that Australia Post has had to make to handle increased mail volumes.

11. What changes in technology have occurred at the retail end of Australia Post's business?

12. Explain how changes in technology have affected the following areas:

Training

Health & Safety

Tools for work

Skills

13. Decisions to introduce new technology are not made lightly. Explain how these decisions are made at Australia Post.

1. For ongoing success the 'Workplace of the Future' program must be continually evaluated. Explain how evaluation occurs at Australia Post