



Home |
Innovation
Projects | Project

Facing the challenge of digital transformation in the insurance sector: women at work

Partners

Laval University

At least 250 female participants
(plus a control group) in the
insurance sector

Locations

[Quebec](#)

Additional Partners

Puissance Onze, Réseau ACTION TI, Regroupement des groupes de femmes de la région de la Capitale-Nationale (Portneuf-Québec-Charlevoix)

Topics

Future Skills
Inclusive Economy
Sectors
Tech and Automation

Related Tags

[artificial intelligence](#),
[automation](#),
[career pathways](#),
[career transition](#),
[digital employability](#),
[disruptive technologies](#),
[employability](#),
[empowerment](#),
[female workers](#),
[forced career change](#),
[Insurance](#), [job transition](#),
[natural language processing](#),
[readiness for change](#),

Technological advances ushered in by digital transformation are likely to outclass humans performing many manual and cognitive tasks. To remain competitive and become more efficient, companies often have no choice but to embrace these technologies. Women workers represent a group that could

reskilling, sector specific,
skills development,
social justice, upskilling,
Women in the workforce

be
one
of
the
most
adversely
affected
by
task
automation
and
job
restructuring.

In
Canada,
women,
despite
academically
outperforming
men
in
high
school
math
and
sciences,
continue
to
be
underrepresented
in
Science,
Technology,
Engineering,
and
Mathematics
(STEM)
programs
in
higher
education.
Male

workers
tend
to
have
better
technology
skills
than
women
in
all
fields
and
at
all
levels.



In Canada, there are 23,000 insurance jobs, 11,000 in Québec's Chaudière-Appalaches region alone, where the study will be focused. In this region, women account for 65% percent of the workforce and make up 58% of management positions in the insurance sector. The low-skill positions held by the women with low levels of education are impacted relatively highly by task automation and job restructuring. Among jobs most likely to be affected by

this
digital
transformation
are:
insurance
technician,
customer
service
representative,
administrative
assistant,
staffing
representative
and
accountant
technician.

A
consortium
of
researchers
at
Université
Laval

—
who
are
tapped
into
international
networks
examining
the
implications
of
artificial
intelligence
and
other
digital
innovations

—
and
their
partners
will
analyze
the
skills
development
needs
for
female
workers,
organizations,
and
the
insurance
sector
to
diagnose
current,
foreseeable
(or
unforeseeable)
changes
for
the
industry,
creating
training
pathways
and
career
support
for
female
workers
who
may
be
displaced
into
more
future-
facing
jobs.

The Future Skills Centre is investing \$1.01 million into the two-year, first-of-its-kind project, which will build on an innovative network of scientific expertise in education, management, human resource management, information systems, and industrial relations. The research will also build a broader picture of the (relatively unexplored) labour market in Quebec.

The study will:

- Assess the nature and extent of digital transformation in positions filled by female

- workers
from
at-
risk
socio-
professional
categories,
as
well
as
the
needs
of
workers
and
employers;
- Develop
innovative
approaches
to
skills
management,
training
and
support,
and
models
for
the
reskilling,
upskilling,
and
outskilling
of
those
female
workers;
 - Evaluate
training
and
support
models
tests,
from
the
view
of
the
workers
and
their
organizations,
with
an
eye
to
ongoing
improvement.

Evaluation Strategy

This project will be evaluated using tools and approaches aligned with its goals, context, and stage of development. The evaluation will focus on generating the right evidence at the right moment to move the intervention forward. [Read more about our evaluation strategy.](#)



The Future Skills Centre acknowledges that the Anishinaabe, Mississaugas and Haudenosaunee share a special relationship to the 'Dish With One Spoon Territory,' where our office is located, bound to share and protect the land. As a pan-Canadian initiative, FSC operates on the traditional territory of many Indigenous nations across Turtle Island, the name given to the North American continent by some Indigenous peoples. We are grateful for the opportunity to work in this territory and commit ourselves to learning about our shared history and doing our part towards reconciliation.

© Copyright 2024 – Future Skills Centre / Centre des Compétences futures