



CONFERENCE
2025 – EDITION

by LumApps

The Future of Work Index

What's clear, intriguing and emerging



A look at the intersection of

Technology

Leadership

Culture

AI

A unique mix of participants

A panel of **250** professionals, based in the US and Europe — offering high-quality insights and an objective view of today's professional landscape.

- Business leaders and managers
- IT leaders and managers
- Communication leaders

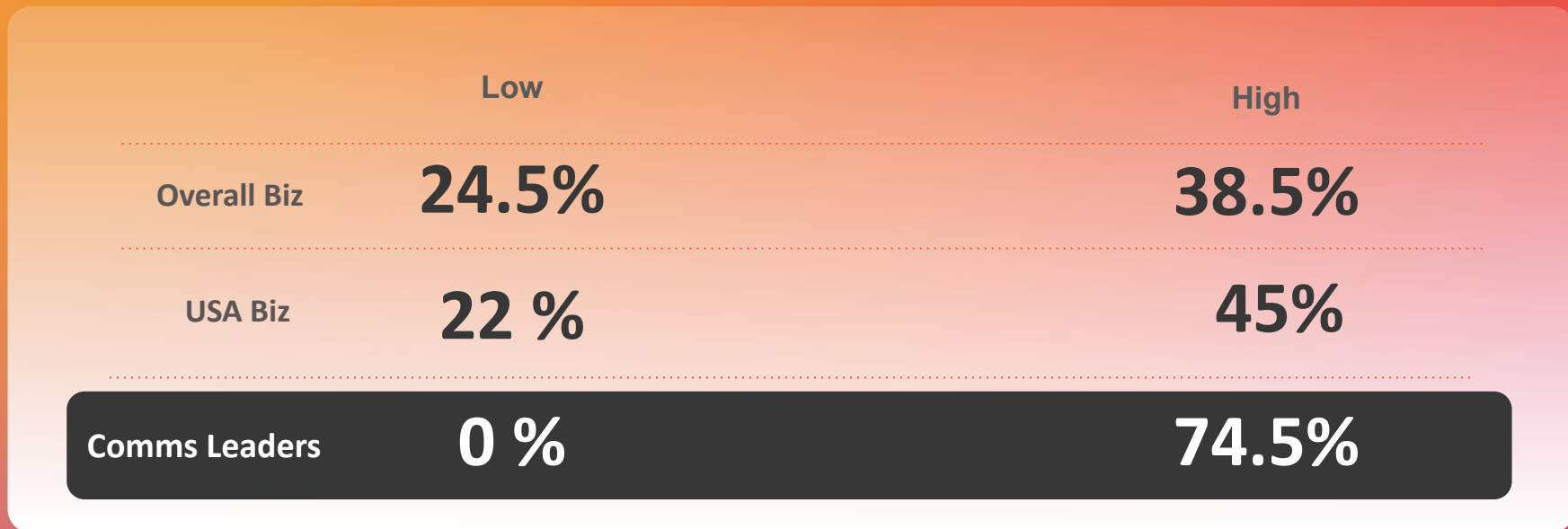


01

What's Clear

Adversity and Disruption

Q1. Looking back over the past two years, how would you rate the overall level of adversity or disruption your organization has faced?



Pace of change

Q2. How would you describe the pace of change within your organization over the past five years?

	Slowed down	Significant acceleration
Overall Biz	2.5%	27%
USA Biz	3 %	35%
Comms Leaders	2 %	66.7%

Digital friction

Q17. Where, if anywhere, do you experience frustration with the technology tools you use at work?

Yes

Overall Biz

39%

USA Biz

54%

Comms Leaders

79%

Digital friction

Q18A: The technology I use at work is less effective or user-friendly than the one I use in my personal life

Agree

Overall Biz

55%

USA Biz

68%

Comms Leaders

53%

Q18 B: Many of the tools I use at work feel outdated, clunky, or unreliable

Agree

Overall Biz

47%

USA Biz

60%

Comms Leaders

47%

02

What's Intriguing

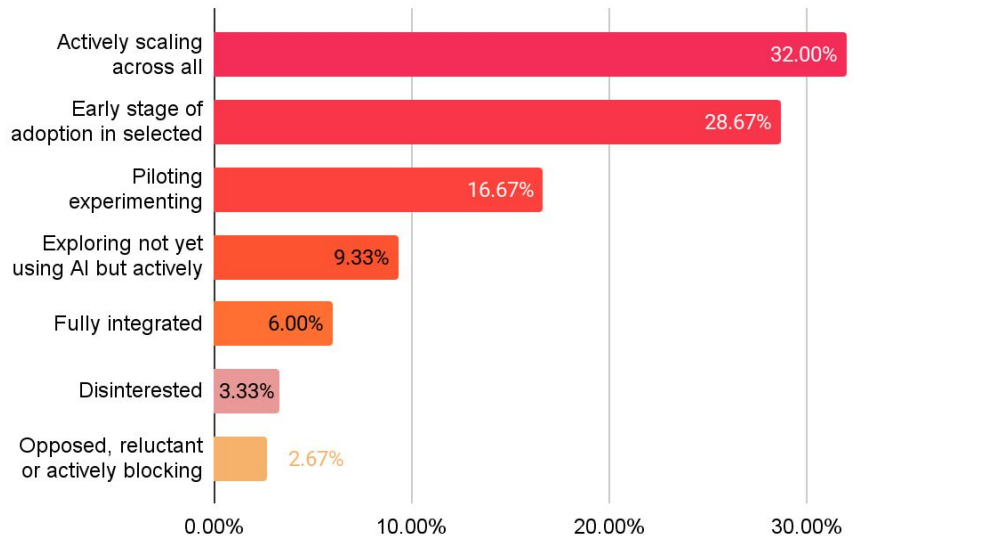
Embracing AI

Q19. How would you describe your organization's current approach to AI adoption and usage in the workplace?

37.5%

#1 for Comms leaders

Organizations' adoption of AI

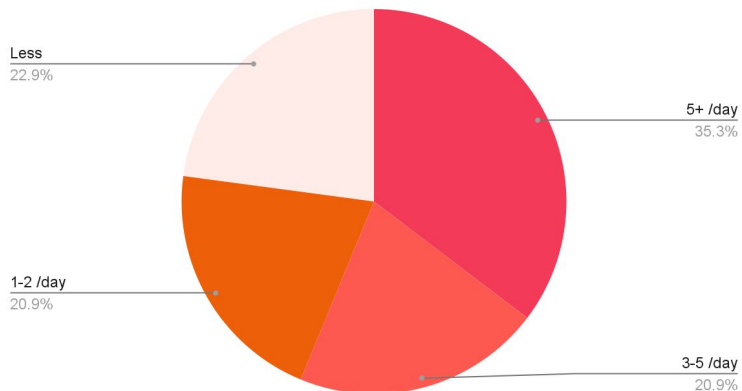


Embracing AI

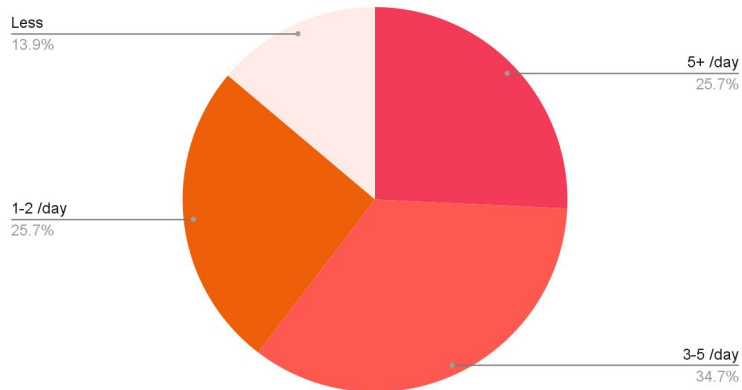
Q21. How often do you personally use AI tools at work?



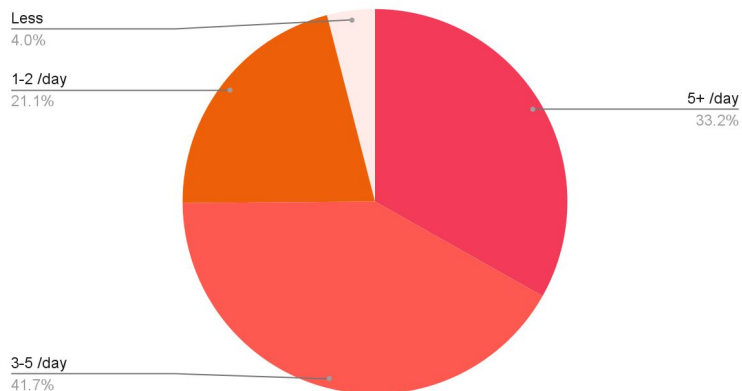
Comms leaders



Overall biz



USA Biz



Overestimating overload?

Q12. On average, how frequently do you receive internal communications from your organization ?

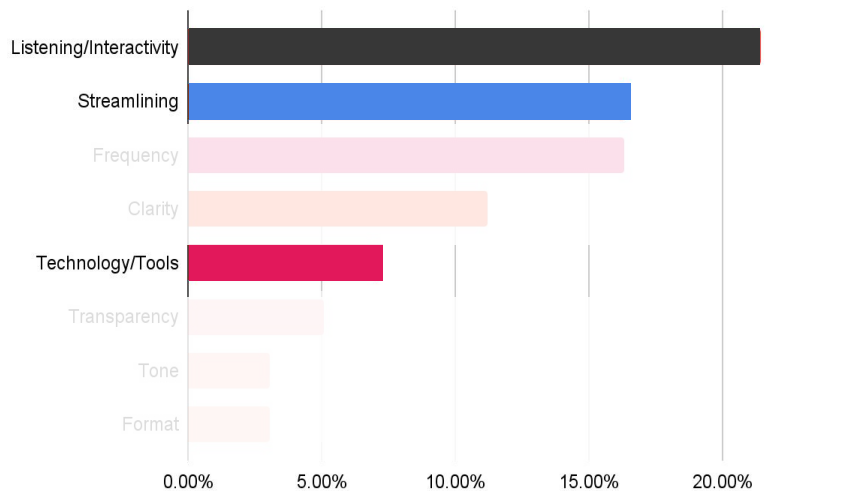
	<i>Everyday</i>	<i>Several times/week</i>	<i>Less</i>
Overall Biz	40%	40%	20%
USA Biz	47%	39%	13%
Comms Leaders	33%	45%	10%

03

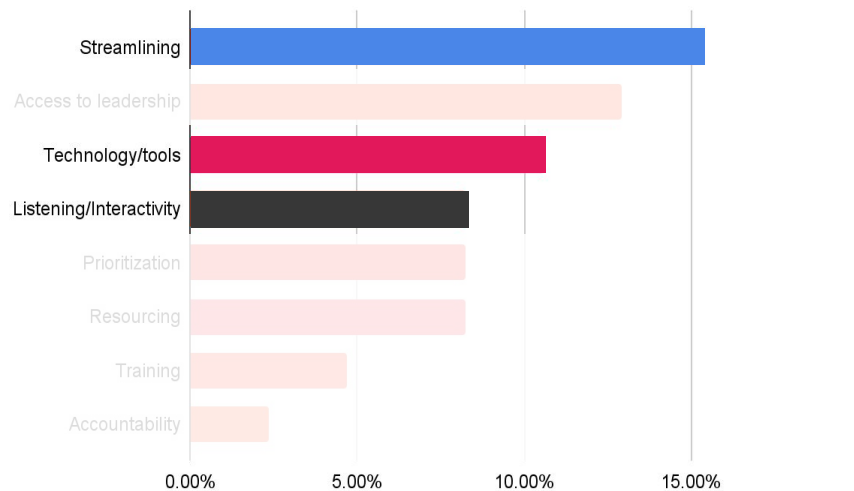
What's Emerging

Improving internal comms

USA Biz



Comms leaders



USA Business

“

Increase the frequency of communication to keep everyone informed and aligned with company goals”.

“

implement more interactive communication channels.”

“

Utilize various communication channels (emails, team meetings, and collaboration tools) to reach all employees effectively.”

Communications Leaders

“

Make internal comms a strategic partner, not a last-minute messenger. Embed comms early in decision-making, especially during change. When we're looped in late, employees feel the gap—and trust erodes.”

“

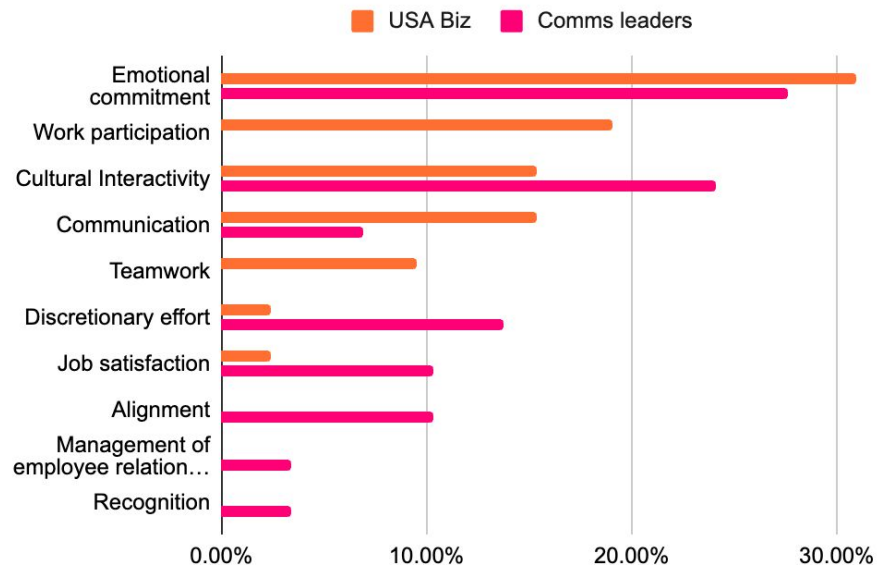
Demonstrate how we are delivering on our mission using specific examples from our book of work. “

“

Cut the noise—right now it's all volume, no clarity. Audit and streamline channels to reduce duplication, clarify message ownership, and help employees focus on what actually matters.”

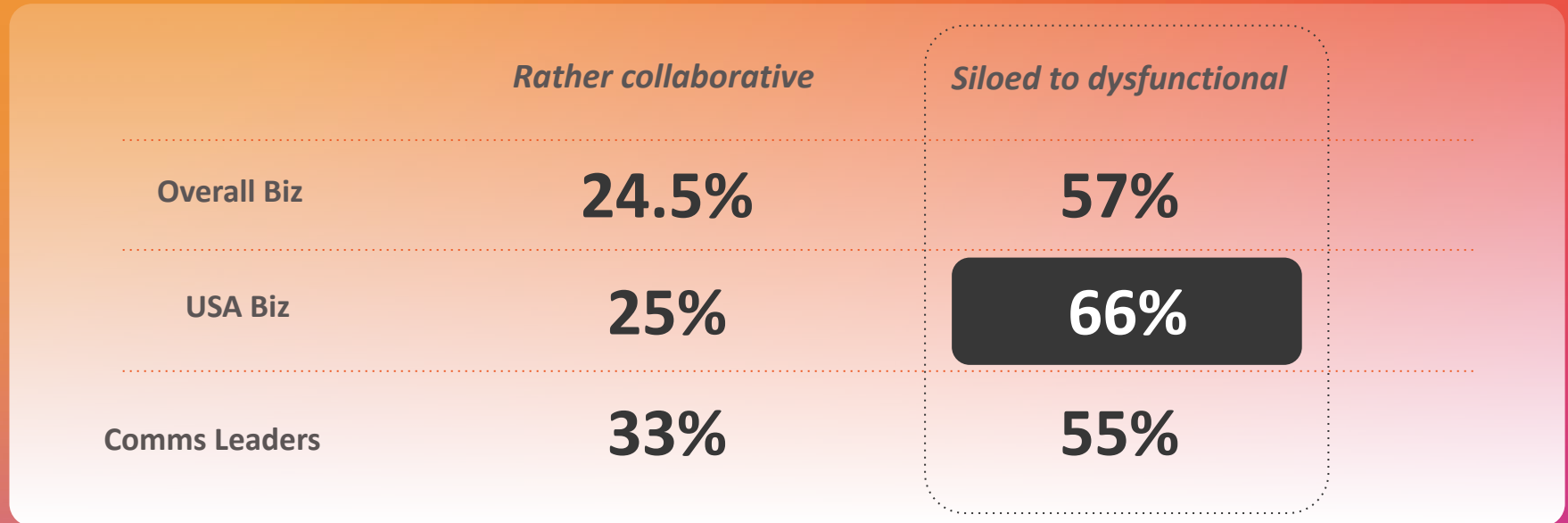
The Employee Engagement Gap

Similarities and gaps



Employee Experience Collaboration

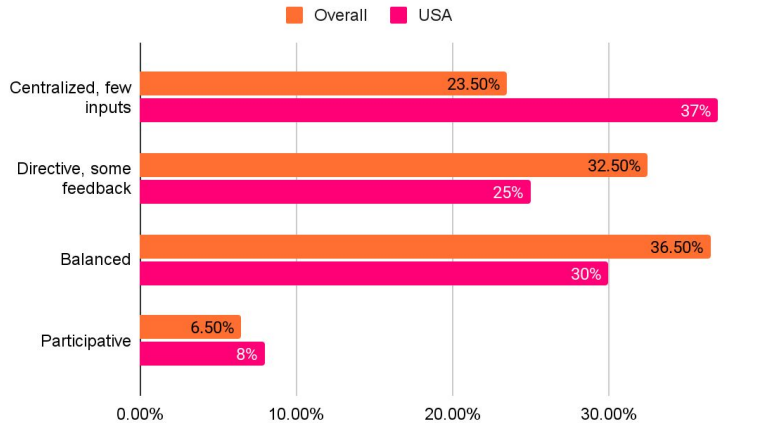
Q27. How would you rate your organization's overall level of collaboration between HR, Internal Communications, and IT teams to create a satisfactory employee experience?



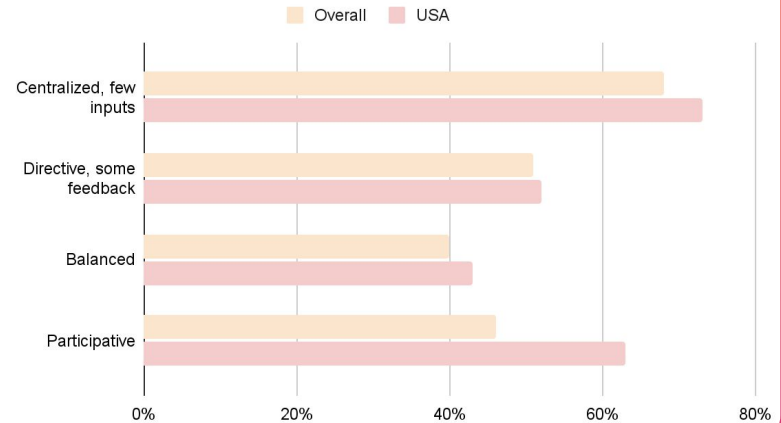
Changes in Leadership Culture

Q5. Which of the following most closely represents your organization's current overall leadership approach?

Leadership



Change trend





This brings us back to the intersection

Technology

Leadership

Culture

AI

Be a Part of The Future of Work Index



Scan the
QR code to
access
the survey!

Thank you!