

Results from the Comprehensive Survey by #WeLeadComms & LumApps

Presentation by Mike Klein & Marie Sargueil



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 **267** 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

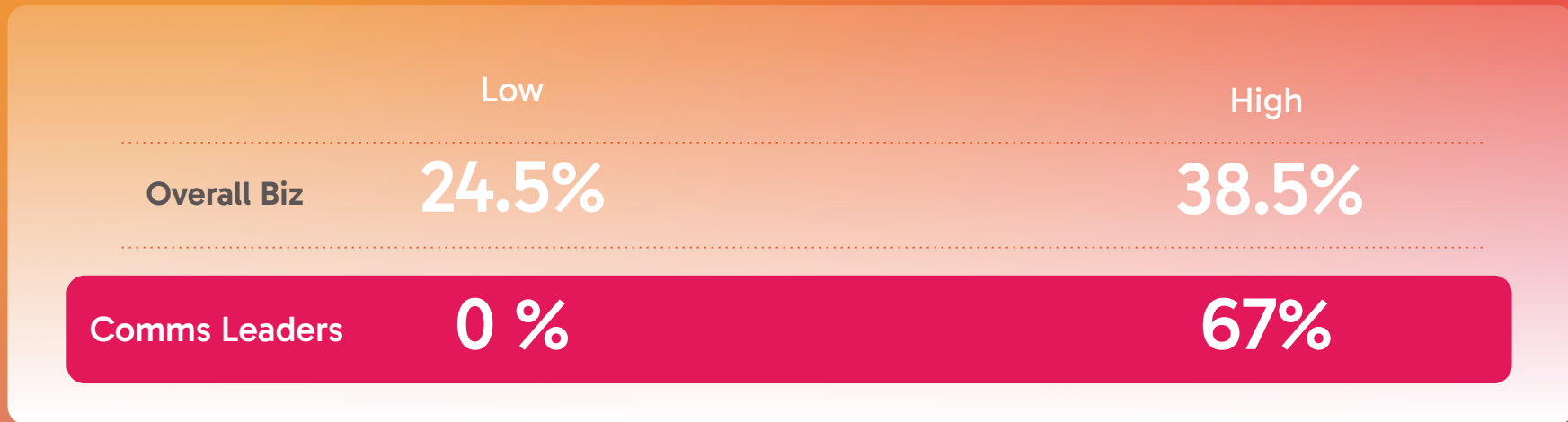


01

What's Clear

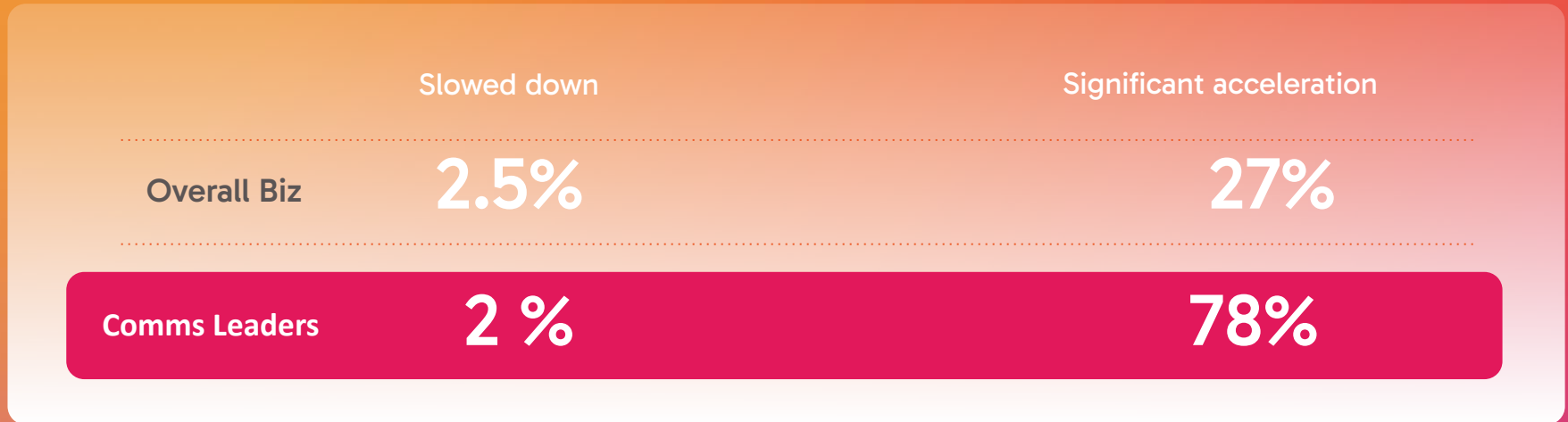
Adversity and Disruption

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?



Digital friction

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

Yes

Overall Biz

39%

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%

Comms Leaders

53%

Q18 B: Many of the tools I use at work feel outdated, clunky, or unreliable

Agree

Overall Biz

47%

Comms Leaders

47%

Fix the Friction

Employees want consumer-grade experience — anywhere

Tech & tools everywhere

Yet, UX is not keeping up

49% work tools less intuitive than personal ones

47% clunky, outdated tools

So, employees adapt

Leaders juggle **10 platforms a day**

75% say their company invests in productive tech

49% company lags behind in adoption

47% clunky, outdated tools

54% use smartphones (51% personal laptops)

69% are fine mixing work & personal use

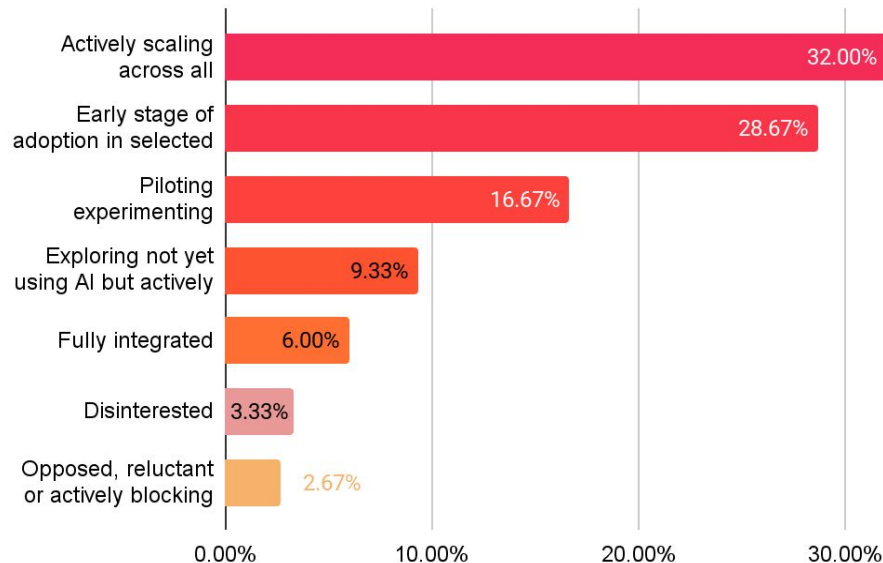
02

What's Intriguing

Embracing AI

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

Organizations' adoption of AI

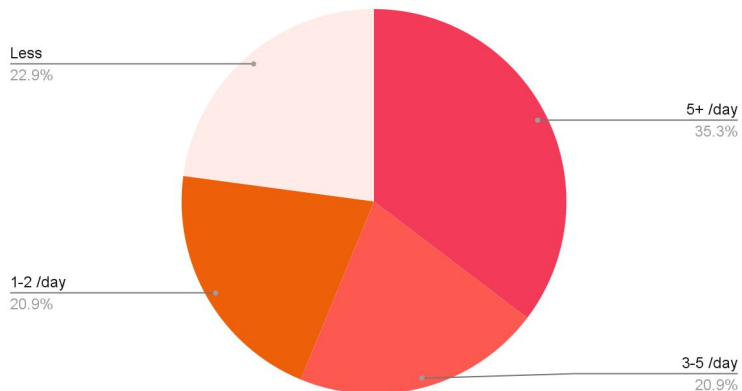


Embracing AI

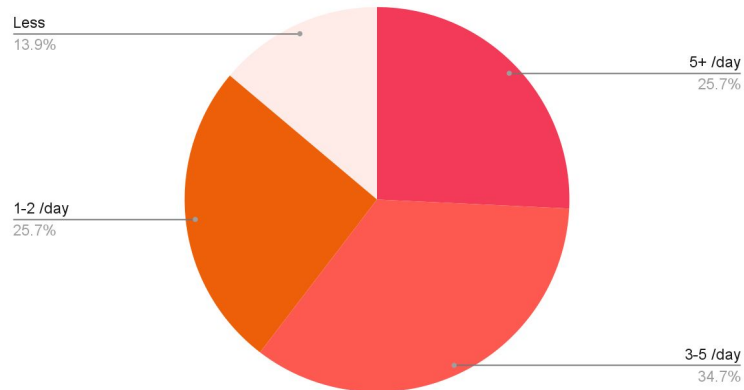
Q21. How often do you personally use AI tools at work?



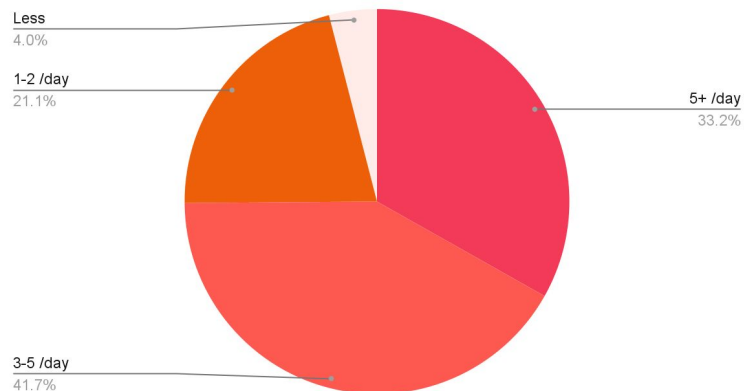
Comms leaders



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%
Comms Leaders	33%	45%	10%

More comms, less impact

Signal is getting lost

59% say comms volume has increased

73% receive messages from more sources

But

35% find it clear and motivating

77% say younger generations expect new formats

61% comms can't keep up with tech change

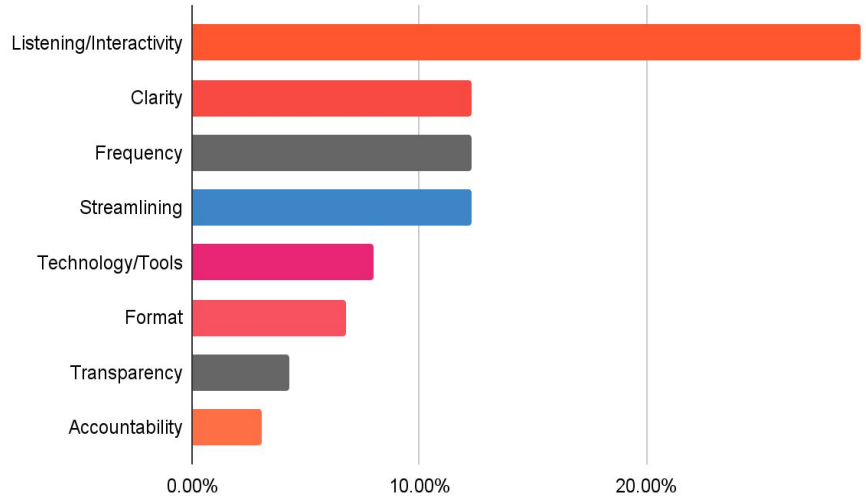
62% cite tech friction as a barrier to alignment

03

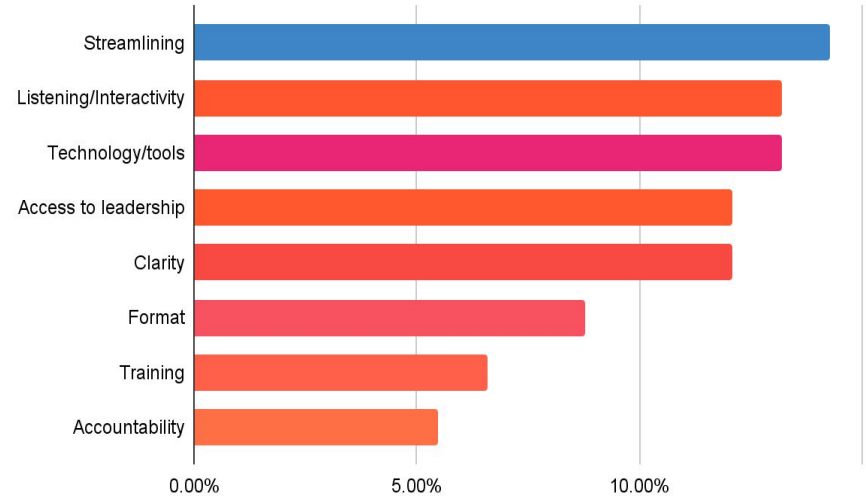
What's Emerging

Improving internal comms

Overall Biz

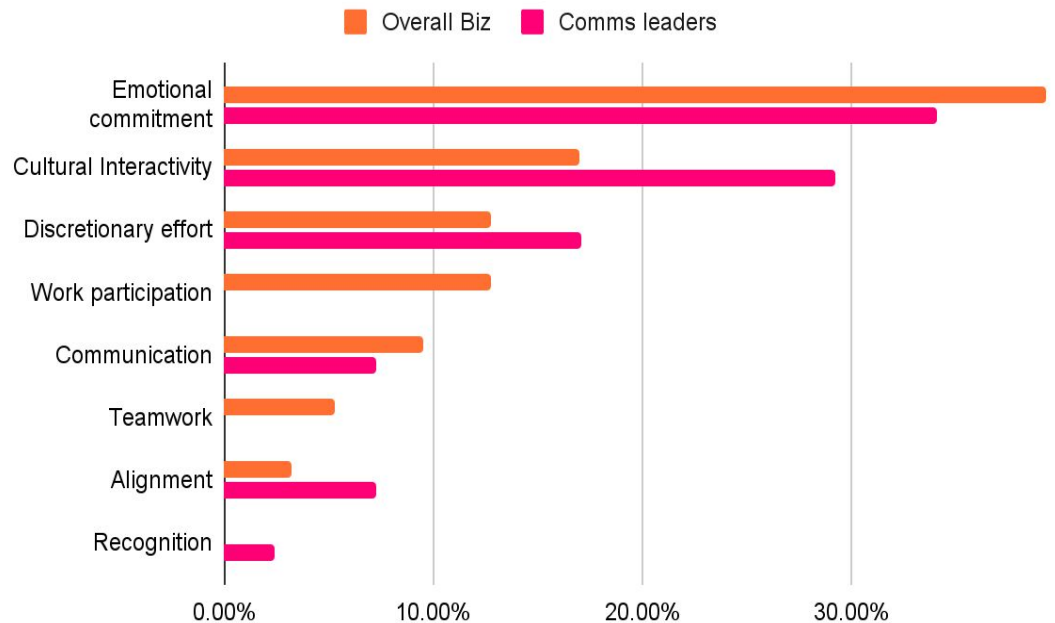


Comms leaders



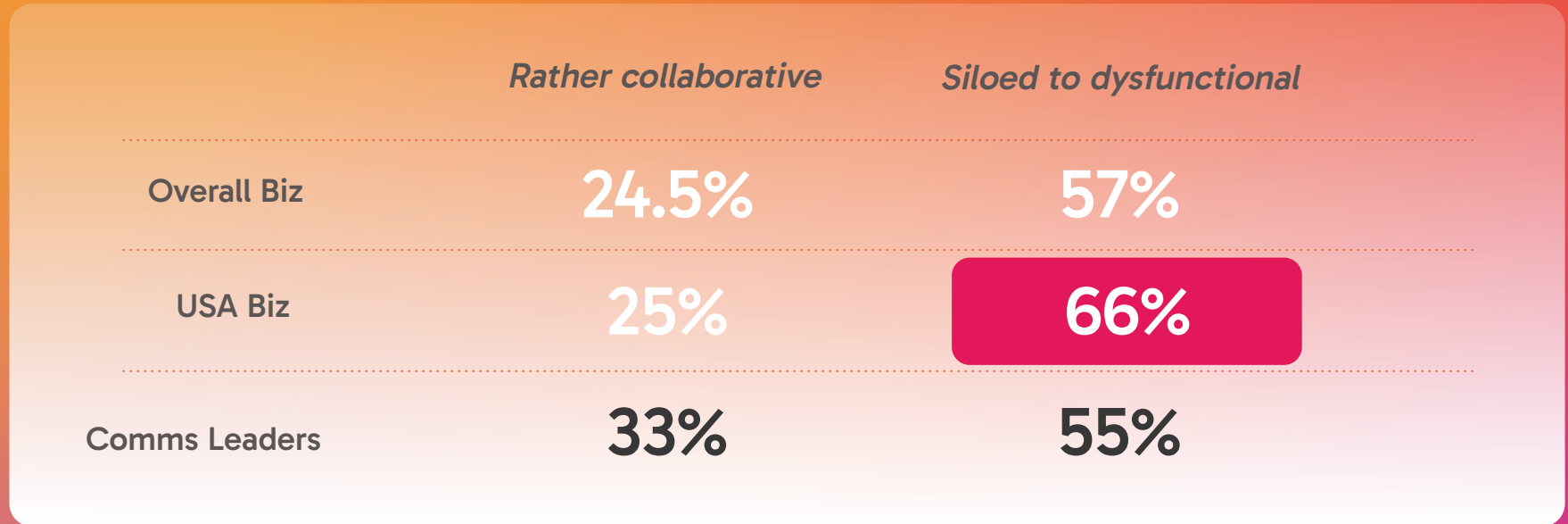
The Employee Engagement Gap

Similarities and gaps



Employee Experience Collaboration

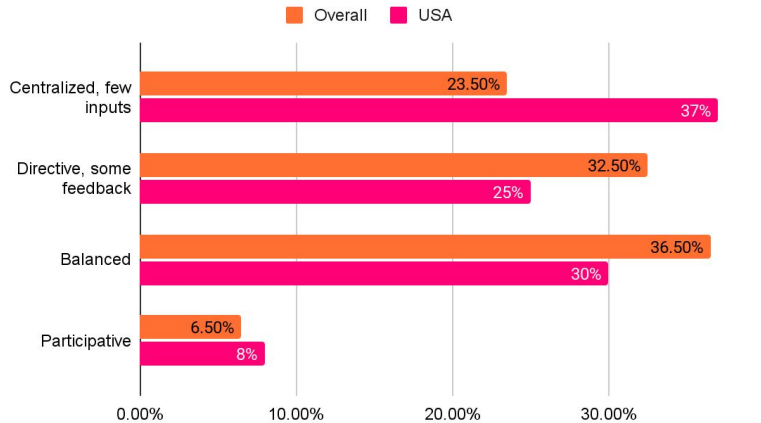
Q27. How would you rate your organization's overall level of collaboration between HR, Internal Communications, and IT teams to create a satisfactory employee experience?



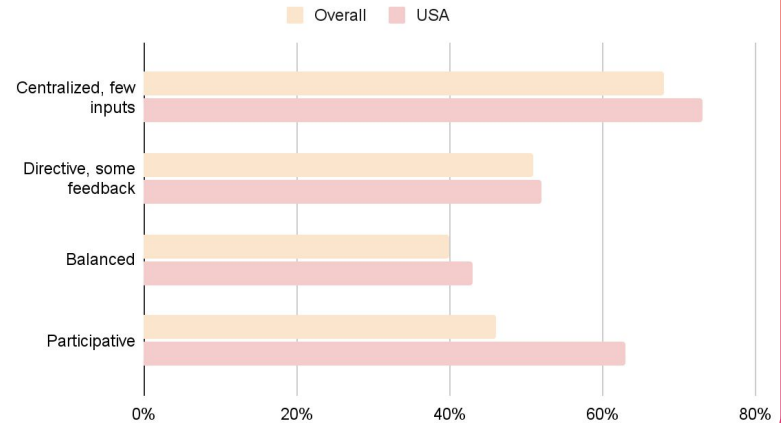
Changes in Leadership Culture

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

Leadership



Change trend



Leadership Is Evolving — But Towards What?

Change is underway,
but direction is unclear

59% say their leadership model
has changed in the last 6 months

7% say it's becoming more participative

37% say it's becoming more balanced

24% say it's becoming more top-down

What Organizations
Really Need

Tools and processes that enable
decisiveness and agility, while fostering
employee participation and active listening.

Consultative, not paralyzed.

Engaged, not diluted.



This brings us back to the intersection

Technology

Leadership

Culture

AI

Be First to Get the Report



Scan the QR code
and leave your
email — we'll
send it to you as
soon as it's live.

Thank you!