Self-Service Intelligent Work Support

By 2024, Al will serve as an enabling force for workers, significantly increasing efficiency and job satisfaction as Al takes over routine and repetitive tasks, freeing up workers to focus on more strategic and creative responsibilities.

Breakthroughs in Work Transformation

Orgs will use the maturing of new democratized automation tools to enable workers to automate and Al-manage business operations to enhance efficiency, reduce errors, and unleash higher order thinking.

Achieving Broad Success with Distributed Work

In 2024, orgs will continue to refine and adjust hybrid work models and culture, leveraging tech, lessons learned, and feedback to balance and optimize work: from anywhere for productivity and well-being.

Customer and Employee Experience Connect Better

The realms of customer experience and employee. experience will continue to overlap. Orgs will preemptively manage both, recognizing that enhanced employee engagement directly translates into improved customer satisfaction and loyally.



EX+CX

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Future of Work Trends for 2024

A More Effective and Connected Digital Workplace

Orgs will push to close the gap in providing a coherent, integrated, and optimized DEX. Leveraging Al, analytics, and design, they'll create ever-more personalized. seamless, and usable interfaces for work processes.

Helping Workers Get the Most from IT and Themselves.

Onboarding and digital adoption are emerging as critical components of the digital employee experience, fostering swift integration and proficient use of digital tools, thereby driving engagement, productivity, and job satisfaction.

Designer Professions and Crowdstaffed Projects

Both careers and work will evolve to be more gig-centric, marketplace-based, and on-demand. Despite this shift, workers will retain substantial control, selecting tasks that align with their skills, interests, and work-life balance.

Gain Benefit from Differences and Worker Preferences

Workplaces will span broader hurtan and technology dimensions, accommodating both hybrid workers and individuals from diverse backgrounds, fostering more dynamic, innovative, and representative teams.





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Future Of Work Advanced

S Ben Porath



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