

Thriving beyond boundaries:

Optimizing human performance in a boundaryless world

The world of work is becoming boundaryless—work can no longer be defined by jobs or a specific place, and many workers are not considered traditional employees. Deloitte’s 2024 Human Capital Trends report showed that the more boundaryless work becomes, the more critical human performance is in unlocking the opportunities presented by this new world—helping organizations and workers thrive amidst continuous uncertainty and change.

Traditional mindsets might suggest that organizations choose to prioritize human outcomes or business outcomes—not both. This may put a premium on business outcomes and underestimate the importance of human ones. Human outcomes, however, can multiply business outcomes to drive human performance. With the appropriate technology and guidance, employees can be empowered to explore the boundaryless world in ways that pay off personally and for the business. This mutually reinforcing cycle of human and business outcomes is what we call human performance—because it’s humans that truly drive organizations forward today.

With Deloitte’s experience in high-impact workforce transformations and the power of the ServiceNow platform, it’s possible to power solutions that improve employee experiences and drive meaningful change that redefines the boundaries of work while unlocking the potential of human performance.

Human capital trends for 2024



Human sustainability

When people thrive, business thrives. Human sustainability is the degree to which an organization creates value for people as human beings—helping nourish their well-being, build stronger skills, and secure opportunities for advancement, progress toward equity, increased belonging, and a heightened sense of purpose.



Beyond productivity

Traditional productivity metrics are activity-centric—focused on inputs and outputs rather than outcomes. In an era of human-centered work, new sources of data and artificial intelligence (AI) can help organizations shift from measuring employee productivity to measuring human performance.



Transparency paradox

Trust and transparency between an organization and its workers is increasingly important. But, as we think about building trust, the relationship between trust and transparency is much more nuanced. New developments in technology can make almost anything in an organization transparent to anyone, and some organizations are discovering that mishandling transparency can severely undermine trust.



Imagination deficit

As technological disruption continues to outpace the capacity of many organizations to get the best out of humans and technology, many are realizing they may soon face an imagination deficit. To prevent this, organizations will need to scale and operationalize the cultivation of distinctly human capabilities—like curiosity, empathy, and creativity to realize new opportunities.



Digital playground

Advancements in technology and AI are creating the potential for new ways of working that can help elevate human performance. To deliver on human performance outcomes, employees need safe and accessible spaces to experiment and play with new technologies to unlock possibilities and innovation.



Workplace microcultures

A traditional mindset about the workplace suggests that there is a single corporate culture that the "right" employee needs to fit into, which is flawed. Culture rarely plays out this way. Given the diverse and dynamic nature of the workforce today, a monolithic view of culture is no longer fit-for-purpose and can limit organizational agility.



Boundaryless HR

To meet the new demands of a boundaryless world, there's been a shift as human performance is now a shared accountability for all. HR teams should consider a move from a specialized function to an unrestricted discipline that is co-created and integrated with the people, business, and community it serves.



Leadership

To effectively lead in the new boundaryless world, leaders should embrace new ways of working. The goal is to foster an organization that takes into consideration a world that is both high-tech and human-driven.



A human-centric approach enabled by ServiceNow



Unleash the power of a boundaryless workplace with Deloitte and ServiceNow

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Explore more in the 2024
Human Capital Trends Report

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