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2025 Global Human Capital Trends

WHEN WORK GETS IN THE WAY OF WORK
RECLAIMING ORGANIZATIONAL CAPACITY

IN BRIEF

New tools meant to increase productivity often add complexity instead: more notifications, more dashboards, more digital busywork. Addressing the issue of unnecessary work is about more than optimizing performance and resources—it's about freeing up worker capacity for net new work, improved well-being, and better responsiveness.

How do I unlock worker capacity, and how should it be used?

USING SLACK TO HEIGHTEN PERFORMANCE

In rock climbing, keeping *slack* in the rope that supports the climber is a critical practice that ensures safety, flexibility, and freedom. The same is true in the workplace: creating slack is about giving workers the space and freedom to manage their responsibilities in ways that work for them and the business.

REWORKING WORK?

68%
of workers

say they don't have enough uninterrupted time to focus on important tasks during the workday

41%
of professionals' time

is spent on work that doesn't contribute to the value their organizations create

22%
of survey respondents

say their organization is highly effective at simplifying work

How can we get unstuck in ways that benefit the worker and the organization?

CLEANING UP

82%
of organizations

say freeing up capacity is very important or critically important

with
35%
of organizations

doing something

and
8%
of organizations

making great progress

LIVING THE TREND

Adopt a new mindset about the value of slack

Use AI and workforce data to identify essential tasks

Partner with workers to implement a continuous work reset process

When organizations free their workers from busy work, they can create capacity to get busy with the right work.

CREATE MORE VALUE FOR YOUR PEOPLE AND ORGANIZATION

Read the 2025 Global Human Capital Trends report