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2024 Global Human Capital Trends

Thriving beyond boundaries:
Human performance in a boundaryless world

It's time to trade in the rules, operating constructs, and proxies of the past. We're living in a world where work is not defined by jobs, the workplace is no longer a specific place, many workers are not traditional employees, and human resources is no longer a siloed function. As traditional ways of working fall away, human performance—the mutually reinforcing cycle of business and human outcomes—will be key for organizational success today and in the future.

While organizations are aware of these shifting work realities, many have questions on how to best address these issues. Deloitte's 2024 Global Human Capital Trends report outlines how, by prioritizing human performance, organizations can close the gap between knowing which issues should be addressed and doing enough to address them.

Discover how Deloitte and its strategic alliances can help organizations make meaningful progress on this year's human capital trends to drive better human and business outcomes and thrive in a boundaryless world.

Human sustainability
Personalize digital adoption with WalkMe

For true sustainability, organizations need to create value for all people connected to them. It's not just a nice idea—it's central to better outcomes for organizations and humanity.

- **Tailored experiences:** WalkMe revolutionizes digital adoption by customizing experiences to the user's needs, regardless of their career stage or knowledge level. This ensures everyone receives tailored guidance, boosting user engagement and fostering an inclusive and accessible culture within organizations.

- **Career sustainability:** WalkMe assists employees in developing long-lasting careers by quickly onboarding and enhancing their skills in navigating and adopting new technologies. WalkMe supports employees of all backgrounds and skillsets to embrace the digital world, improving business outcomes and fostering more sustainable, human experiences at work.

Beyond *productivity*
Transform organizational growth with WalkMe

In an era of human-centered work, new sources of data and artificial intelligence can help organizations shift from measuring employee productivity to measuring human performance.

- **Shifting perspectives:** WalkMe enhances organizational growth by shifting from simple outcome-based management to fostering skill development. Instead of focusing solely on productivity metrics, WalkMe can identify technology skill gaps and other measures of untapped potential, promoting individual growth and a culture of constant improvement.

- **Empowering insights:** Through WalkMe's innovative analytics offering, Insights, technology and business analysts can target and monitor human performance and user experience throughout workflows to identify where people need additional system support. This proactive approach enables IT and HR leadership to anticipate adoption challenges and effectively address skill gaps.

- **Personalized transformation:** WalkMe facilitates a personalized user experience journey, integrating guidance, automations, and notifications into workflows, when and where users need it most. By upskilling the workforce directly in the flow of work, WalkMe can ensure a smooth learning curve and optimized human performance.
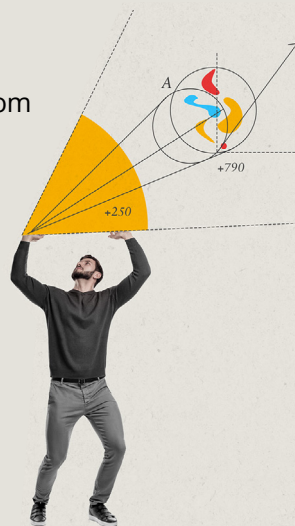
Transparency paradox
Navigate transparency challenges with WalkMe

Greater transparency can help organizations build trust—or erode it. What considerations should leaders keep in mind to ensure transparency is helping and not hindering?

- **Safeguard data transparency:** With WalkMe's Insights, organizations can control the type of user interactions and site elements tracked, ensuring only relevant data is captured. Organizations can analyze user behavior without processing or uploading personally identifiable information, bolstering data security and control over shared information.

- **Powerful transparency tools:** Utilizing WalkMe's analytics tools, businesses can leverage accumulated insights to identify team skill improvement areas and provide precise digital adoption instructions. Additionally, by promoting data privacy best practices, WalkMe enhances privacy consent processes, averts unauthorized access, and converts transparency hurdles into opportunities for development and compliance.
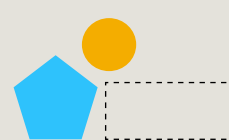
Digital *playgrounds*
Navigate the AI revolution with WalkMe

As technology continues to spark change in the employer-employee relationship, workers need safe spaces to cocreate their common future.

- **Navigate AI:** WalkMe's Digital Adoption Platform aids organizations in adeptly maneuvering the continuously evolving tech landscape, like generative AI, by offering personalized digital adoption guidance that empowers employees to master vital skills. This strategy not only expedites technology assimilation but also cultivates an environment of incessant learning within the organization..

- **Responsible AI, empowered employees:** WalkMe's platform delivers crucial guidance and safeguards in conjunction with AI tools, creating a secure environment for employees to explore these technologies, thereby helping organizations mitigate risks and protect against potential misuse of AI. It equips organizations to confidently traverse the AI revolution, ensuring their safety and the empowerment of their employees.

- **Augmented AI with WalkMe:** Current generative AI platforms are limited both by what they're capable of and where they're made available to end-users. WalkMe, via its unique approach to the user interface, offers AI capabilities directly onscreen within applications, democratizing the use of AI in daily work and enabling workers to cultivate their AI skill set.

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