

Hey! What's New? 2025-60

2025: A Critical Year for Bold Business Moves

A recent article by Steph Brown in *FM Financial Management* says that 95% of companies powered by AI are already considering hiring for AI-specific roles to stay ahead of the curve. But, according to a new Microsoft work trends report, many leaders risk falling through the capacity gap as growth ambitions fall further adrift in a sea of busywork and interruptions.

The report notes that 82% of leaders at those AI-powered companies say it's "a pivotal year to rethink key aspects of strategy and operations," and 81% expect AI agents, or software systems, to be moderately or extensively integrated into their company's AI strategy in the next 12 to 18 months. Also, nearly one-fourth (24%) of those companies have deployed AI organization-wide.

The report also says, though, that the gap between the demands of business and workforce capacity is a significant transformation hurdle for some companies. "Globally, 80% of leaders and employees said they don't have enough time or energy to do their work, and 53% of leaders reported insufficient workforce productivity."

"The space for employees to commit to high-value work is narrow," Brown added, "and workforce productivity is challenged by daily interruptions."

Employees working traditional schedules are interrupted by digital communications every two minutes, and 60% of meetings are called at the last minute, the report said. Insufficient automation across processes also makes managing interruptions difficult: PowerPoint edits increased by 122% in the final ten minutes before the start of a meeting compared with three hours before.

Brown suggests that, "for companies leading in AI, closing the capacity gap starts with breaking down silos by deploying human-led, AI-operated teams. That model uses AI to enhance productivity and innovation while humans provide robust guidance and oversight."

"Until now, companies have been built around domain expertise siloed in functions like finance, marketing, and engineering," the report said. "But with expertise on demand, the traditional org chart may be replaced by ... a dynamic, outcome-driven model where teams form around goals, not functions."

Brown writes that leading companies are preparing to take bold leaps to stay competitive, with more workers using AI systems across marketing (73% vs. 55% globally), data science (72% vs. 54%), internal communications (68% vs. 46%) and customer success (66% vs. 44%) functions. At lower-performing competitors, leaders (52%) and employees (48%) in human-led companies feel burdened by the chaotic and fragmented nature of their work.

The importance of digital transformation is top of mind for leaders across the globe, and 82% are confident they'll have the means to expand workforce capacity in the next 12 to 18 months.

Based on the report, Brown says, "this optimism in leaders is rooted in their familiarity with AI; two-thirds are familiar or extremely familiar with AI. They expect their teams to be able to redesign business processes with AI (38%), build systems to automate complex tasks (42%), and train (41%) and manage (36%) AI agents within five years."

But, despite optimism amongst leadership, only 40% of employees are currently familiar with AI, the report noted. While 47% of leaders plan to prioritize AI upskilling to achieve growth aspirations, day-to-day busywork continues to keep employees from high-value work.

“The time for pilots alone has passed. Real change requires broad adoption and activation at every level of the organization — from senior leaders in every function to the front line,” the report said. “This shift isn’t just about efficiency — it’s about building a workforce that blends human creativity with AI’s unique strengths.”

For more, get the report at [2025 Work Trend Index Annual Report](#).