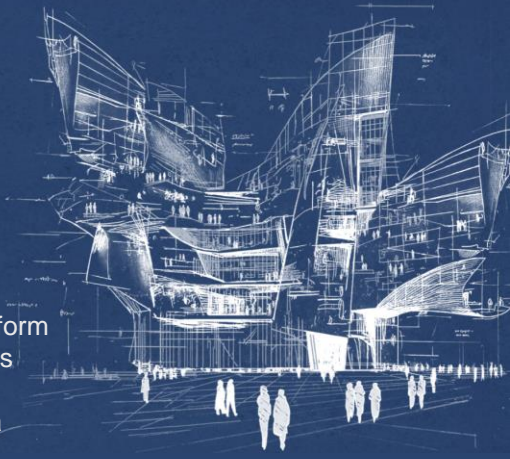


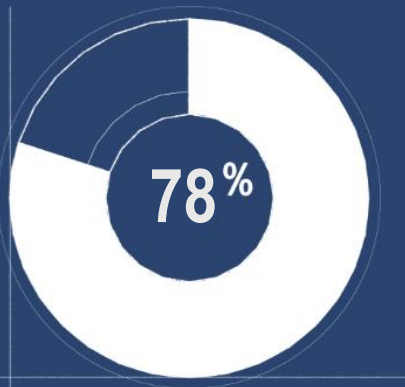
2025

Work Trend Index New York City

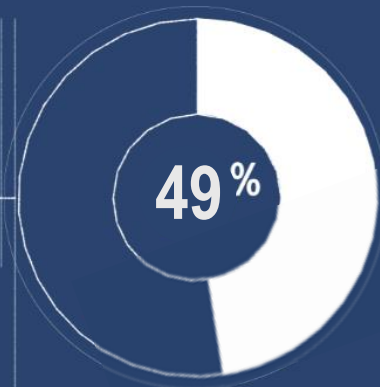
We are entering a new reality—one in which AI can reason and solve problems in remarkable ways. This intelligence on tap will rewrite the rules of business and transform knowledge work as we know it. Like the Industrial Revolution and the internet era, this transformation will take decades to show its full promise—and will bring broad technological, societal, and economic change. **In NYC, 88% of leaders say this is a pivotal year to rethink core strategies and operations.**



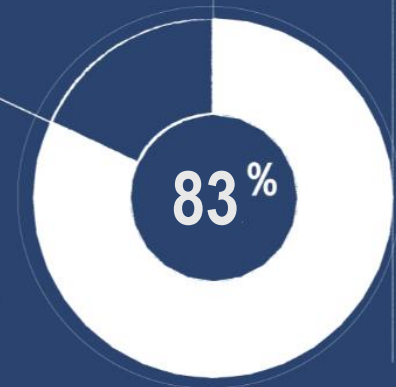
Both leaders and employees are maxed out, but business demands continue to rise. Many see AI agents as the way forward.



of the NYC workforce – employees and leaders – say they lack enough time to do their work



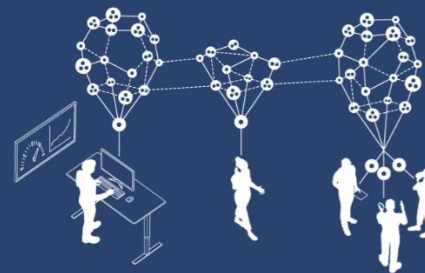
of NYC leaders say productivity needs to increase



of NYC leaders expect to use AI agents to meet the demand for more workforce capacity in the next 12-18 months



Employees are interrupted **275x per day** by a meeting, email, or chat - once every 2 minutes during work hours



74% of leaders in NYC are familiar or extremely familiar with AI agents.

Only **56%** of employees say the same.

50% of managers in NYC expect AI upskilling to become a key responsibility for their teams in the next five years.

Employees say they turn to AI rather than a colleague because

42% It's available 24/7

34% Speed and quality of work

23% Unlimited creative ideas