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9 KEY FINDINGS

FROM THE 2020 ANNUAL ENTERPRISE LEARNING TRENDS SURVEY

#1 TAKEAWAY: **2020 IS THE YEAR OF LEARNING TO LEARN.** 60% of L&D leaders consider this initiative their highest priority.
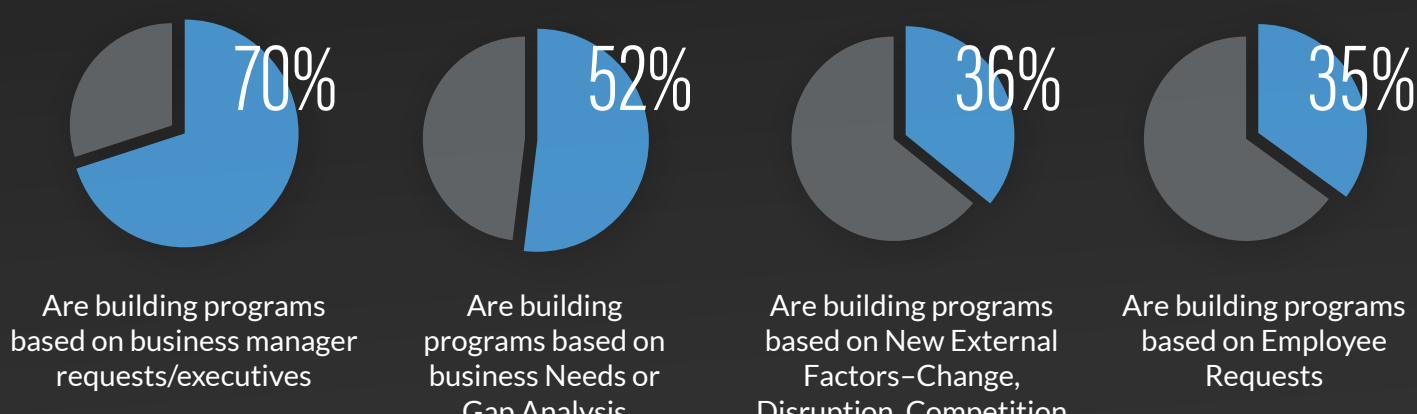
This year, businesses expect to increase their focus on talent management. This is good news because **58% of employees worry about losing their jobs because of a lack of skills and training.**

58%

It is key that organizations leverage their learning function to ensure that talent are equipped with the skills required to power agile and responsive organizations. We led this research with nearly 200 Learning and development decision-makers and line of business managers to help businesses better strategize for an ever-changing future.

WHAT'S DRIVING L&D PROGRAMS IN 2020?

In 2020, **learning programs are twice as likely to be built based on requests from business managers and executives** than defending against new external factors, disruption and change.

70%
Are building programs based on business manager requests/executives

52%
Are building programs based on business Needs or Gap Analysis

36%
Are building programs based on New External Factors–Change, Disruption, Competition

35%
Are building programs based on Employee Requests

Meanwhile, a research report from Accenture shows that of the 10,000 companies they analyzed — 71% are currently either in the throes of, or stand on the brink of, significant disruption.

WHO'S INVOLVED IN MAKING ORGANIZATIONAL DEVELOPMENT DECISIONS?

When establishing the annual plan for key learning programs, only two roles appear to be a regular part of the process. **While the L&D team drives 86% of decisions:**
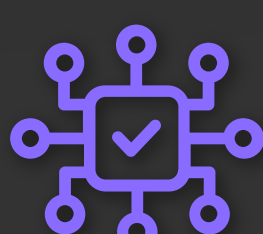
51%
Of learning program decisions involve CEOs

28%
Of learning decisions involve Innovation/ Strategy Leadership

Only one-third of organizations are consulting IT leadership in decision making for learning and development

Here's what we know:
Many L&D proposals fail because they are focused on metrics unimportant to the business. In 2020 and beyond, business strategies will rely on analytics, artificial intelligence (AI), big data, Internet of Things (IoT) and other advanced digital technologies more and more.

TOP THREE CORPORATE LEARNING PRIORITIES

In preparation for future needs and trends in learning, **which initiatives are top of mind?**
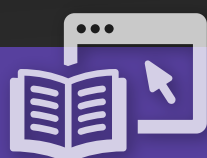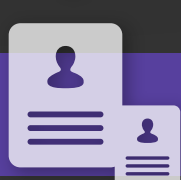
1. Culture Change/Learning to Learn
2. Upskilling & Reskilling
3. Content Curation and Personalization

In our research, we uncovered 23 key data points that answer questions around the kinds of skills organizations need in 2020, what's working/not working as learning strategies become more data-driven and ROI-focused and more.

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CGS ENTERPRISE LEARNING 2020 ANNUAL REPORT

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