

7 CORPORATE WORKPLACE TRENDS IMPACTING EMPLOYEES IN 2019

In the Fifth edition of our "Annual Enterprise Learning Trends Report," CGS surveyed over 200 L&D professionals and 1000 employees to learn what the biggest challenges are, where businesses are focusing learning resources, how spending is changing, and what employees really want. For a sneak peek at the results, below are 7 interesting findings:

1 ENGAGEMENT IS KEY

The Top 3 Strategic Priorities have shifted from prior year's trend

- 1 **ENGAGING, MOTIVATING, RETAINING EMPLOYEES**
Was # 2 in 2018
- 2 **SOFT SKILLS**
Was #1 in 2018 (prior, it was #4 for 3 years)
- 3 **CHANGE MANAGEMENT**
Same as 2018

L&D is committing 28% more of its resources to Engagement and Soft Skills in 2019. However, the details and format are important:

37% of all employees find instructor-led training to be the most engaging;



However, only 13% of L&D leaders plan to increase investment in that area and 22% plan to reduce this effort.

2 IS GOOD, GOOD ENOUGH?

There's an opportunity to improve the effectiveness of current learning programs:



3 SILOS PERSIST

Cross-departmental strategy sessions and team meetings centered around training, employee development and skills building are generally rare:



EMPLOYEES ARE UNDERSERVED

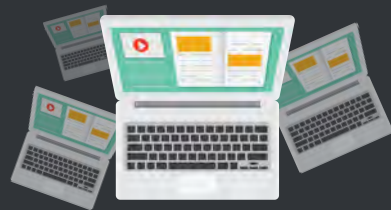


4 CONTINUOUS FEEDBACK IS STILL MORE THEORY THAN PRACTICE

When asked how often employees are being surveyed about the types of training and tools they find most valuable/engaging:



8% have true continuous feedback; insights are collected and shared weekly or monthly



18% have quarterly feedback programs



21% run feedback surveys twice a year



53% of companies survey employees annually

5 THE TECH SKILLS GAP

39% of L&D respondents have a high level of concern about their organization's current technical skills

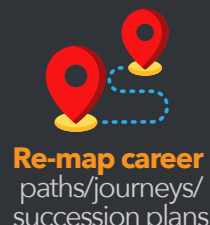


While 52% of employees across retail, teleco and hospitality industries are concerned with their current level of technical skills.



6 FUTURE-PROOFING LEARNING TRENDS

Top four areas companies are emphasizing (by weighted average) most valuable/engaging:



Re-map career paths/journeys/succession plans



Digital upskilling - enabling employees through technology



Content curation & personalization - richer content development and experiences



Increased engagement - storytelling, sentiment, analysis, marketing strategy

7 WHAT EMPLOYEES WANT

Outside of salary, and regardless of age, employees rate Training & Development the most important consideration when taking a new job



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