CGS®

LEARNING TRENDS REPORT: 5 TAKEAWAYS

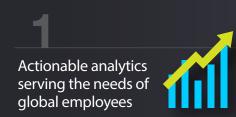
In 2018, record levels of optimism in the global economy. Low unemployment rates. Heightened levels of technological change and more on the way.

So, what's on the minds of the stakeholders who are leading organizational development into the future? This infographic provides a sneak peek into the hottest trends in the latest edition of **CGS's Enterprise Learning Trends Report**

CHALLENGES ARE SHIFTING

Top Three Ranked

issues keeping Learning Development (L&D) execs. and business stakeholders up at night







THE FUTURE IS NOW AND MANY BUSINESSES AREN'T READY



EMPLOYEE PERFORMANCE HAS EXECUTIVE ATTENTION

Respondents state that at least 6 business stakeholders are involved in making organizational development buying decisions. **Here are the rankings:**



EXPERT HANDS MAKE LIGHT WORK

14% of respondents are actively on the hunt for L&D partners and



62% currently work with outside vendors to scale their organizational development programs to meet the needs of the business.

IT REALLY IS ALL ABOUT THE CUSTOMER

This is the first year that respondents ranked Customer Service, Support and Loyalty in the top three business areas for focused L&D resource. Customer initiatives beat out development programs for Operations and Manufacturing, IT, and Sales and Marketing.



About the Annual Trends Report and Survey: Each year, CGS taps the expertise of global L&D stakeholders. In our 4th annual market research survey, 236 decision-makers and influencers across human capital, training and development, customer service, finance, operations, IT, marketing, sales and business intelligence shared the trends that are top of mind for their businesses.



More on CGS: CGS's Enterprise Learning Group serves as a trusted partner to many of the world's most dynamic companies, delivering innovative, custom learningsolutions that are essential to scaling their people, processes and performance. CGS's custom professional development solutions range from interactivegame-based eLearning to transformational technology rollouts. Each solution is designed to keep clients' employee-related business fundamentals strong in today's ever-changing corporate environment.