

## 2020 Deskless Workforce Learning and Development Satisfaction Survey

The CGS 2020 Deskless Workforce Learning and Development Satisfaction Survey conducted in October 2020 generated over 1,000 responses from deskless\* workers across industries with 50 percent representing Healthcare, Manufacturing and Retail. The companies from which these workers are employed were evenly split between larger companies with more than 250 employees and small businesses.

\*Deskless workers are defined as anyone who does not sit behind a desk to perform their job. These types of jobs are spread across a variety of industries, from agriculture to healthcare, retail and education.

### Employers Have Stepped up Safety Training

Deskless workers are often frontline employees. When asked how satisfied they were with investments in health and safety training they responded with:



These findings align with the recent KPMG CEO Survey.



55% of CEOs stated that they changed their strategic response to the pandemic because they were personally affected by it.

...but according to the CGS survey, companies may have lagged in addressing day-to-day job-training needs:



Of those in education are somewhat or very dissatisfied with investments in day-to-day job training



Of technology employees saw no new investments in day-to-day training



Of telecommunications employees were very dissatisfied with day-to-day training investments

### Employers Prioritized Collaboration Tools and Skills Training over Wellness Programs and Crisis Resolution



Of individuals received new eLearning and/or collaboration tools from their employers



Received mentorship/wellness sessions



Had conflict resolution/management training



Of retail employees didn't receive any tools or training programs



Of manufacturing employees didn't receive any tools or training programs



Interestingly, telecommunications employees received a wide variety of tools, such as remote collaboration tools (AR/VR, and training); yet, from their responses to other questions, this group seems unhappy with these training programs.

### Deskless Workers Have Ongoing Concerns about Health and Safety, and Some Are Prepared to Leave Their Place of Employment



Plan to stay at current job



Say it's too soon to tell



30%+

Of telecommunications workers value their company less because of their safety approach

#### Those Planning to Leave (by industry):



Of education employees



Of technology employees

### Employee Retention & Satisfaction Post-COVID



Of deskless workers stated that their job responsibilities and workloads increased during the pandemic resulting from staffing changes, increased demand and new work policies

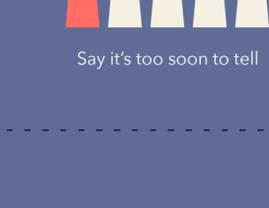


#### Those most likely to leave jobs post-COVID:

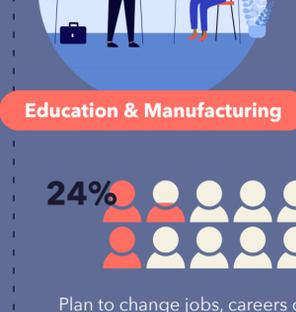
Retail workers are the least confident about committing to their current jobs. Based on the current flux in retail, for some workers, it may not be their choice.



Will stay in their roles



Say it's too soon to tell

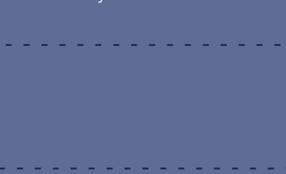


57%

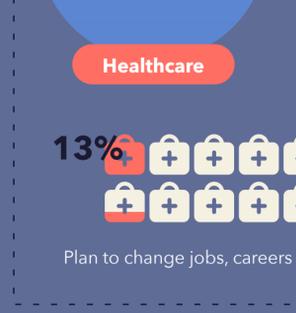
Plan to stay in their current roles



Plan to change jobs, careers or retire



Say it's too soon to tell



~2/3

Plan to remain with current jobs



Plan to change jobs, careers or retire



Say it's too soon to tell