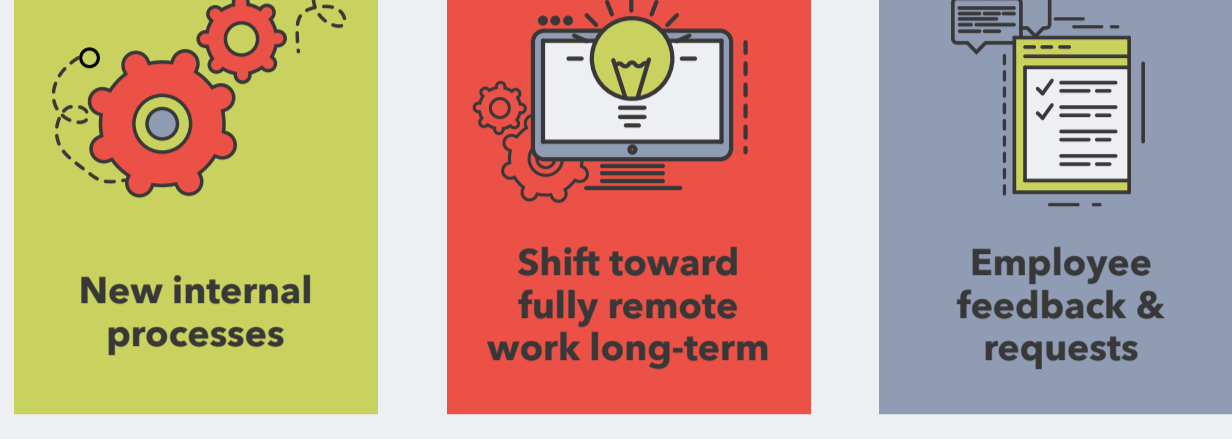




Prior to the pandemic, we asked over 200 Learning & Development (L&D) leaders what their priorities were going into 2020. In this new quick poll taken in July 2020, we get a glimpse into the long-term strategies of businesses as they create paths to the new normal. **The steps that organizations take today to prepare for what lies ahead will determine how quickly their workforce and operations can ramp back up after major disruption.**

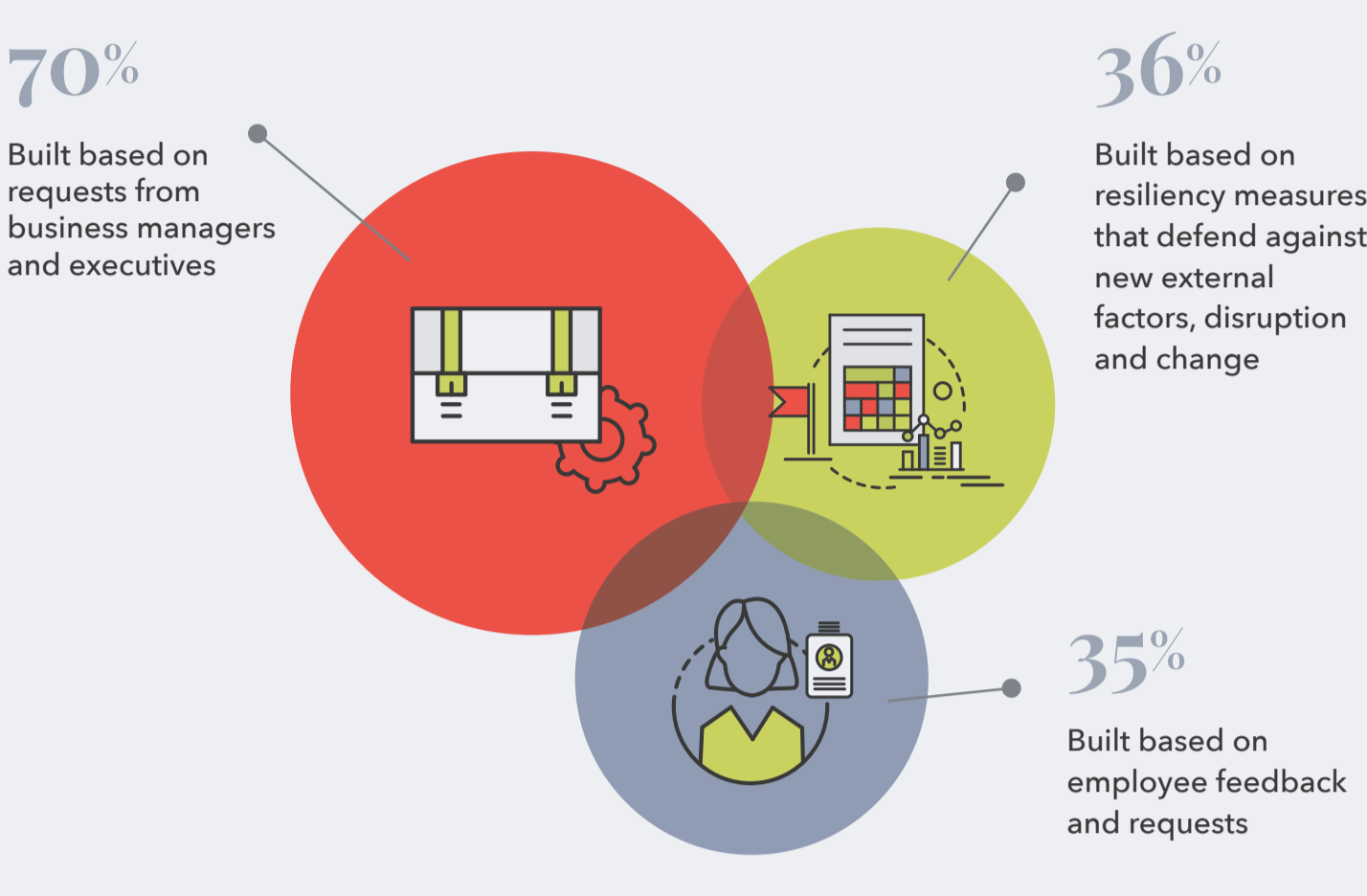
FOCUS ON CONTINUITY, REMOTE WORK & EMPLOYEES

The three biggest drivers of learning and training for L&D leaders at this stage of the pandemic are:



Open-ended feedback entered by respondents also points to automation and mental health as key initiatives being addressed in parallel. Although these shifts are taking place in fast-paced and often stressful situations, there are some positive trends.

L&D Program Priorities Pre-Pandemic:



IN HIGH DEMAND

L&D Professionals Most Pressing Needs:



A NEW NORMAL CALLS FOR NEW DELIVERY FORMATS

Social distancing, safety measures and a need for regular communication from SMEs have put technology, which had been further back on the nice-to-have or emergent lists, on the fast track.

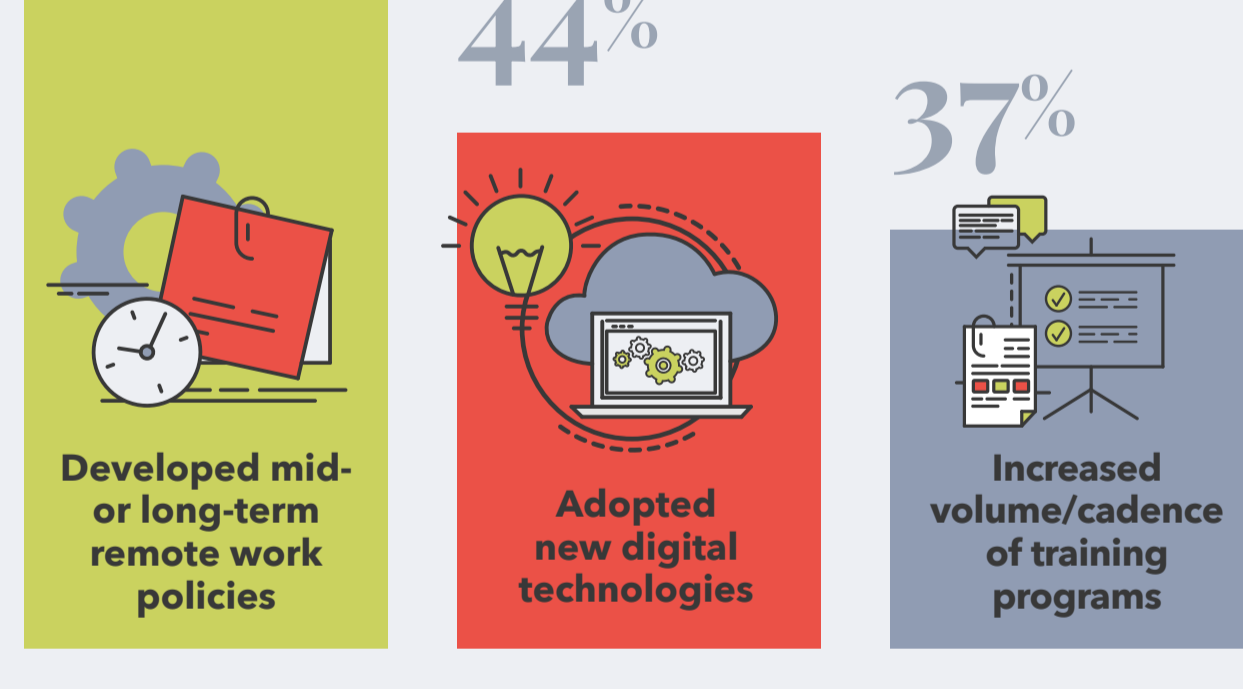
L&D Professionals Ranked the Formats Best Suited to Deliver These Pressing Learning and Training Requests:



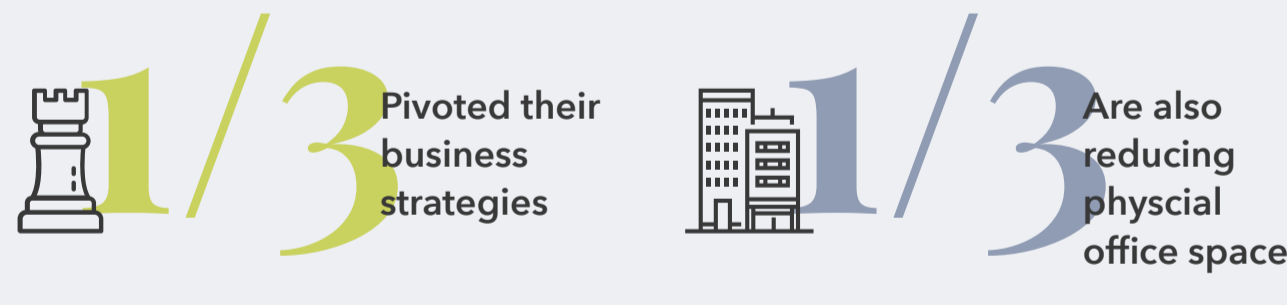
1 in 4 Learning teams were considering gamification and augmented reality investments at the end of 2019.

TOP THREE RAPID RESPONSE ACTIONS

Which of the following actions did your company take in response to the pandemic?

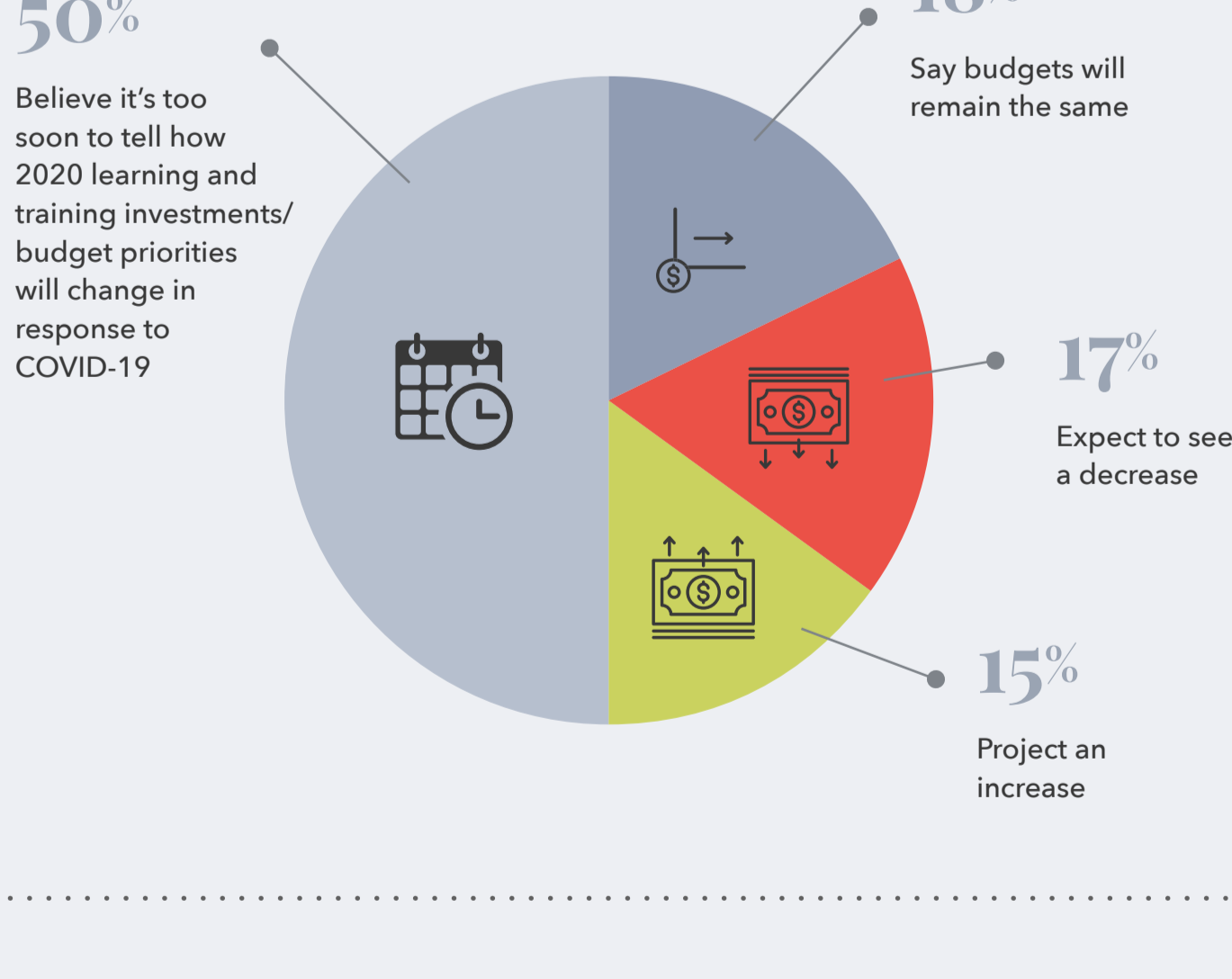


Two interesting actions to watch:



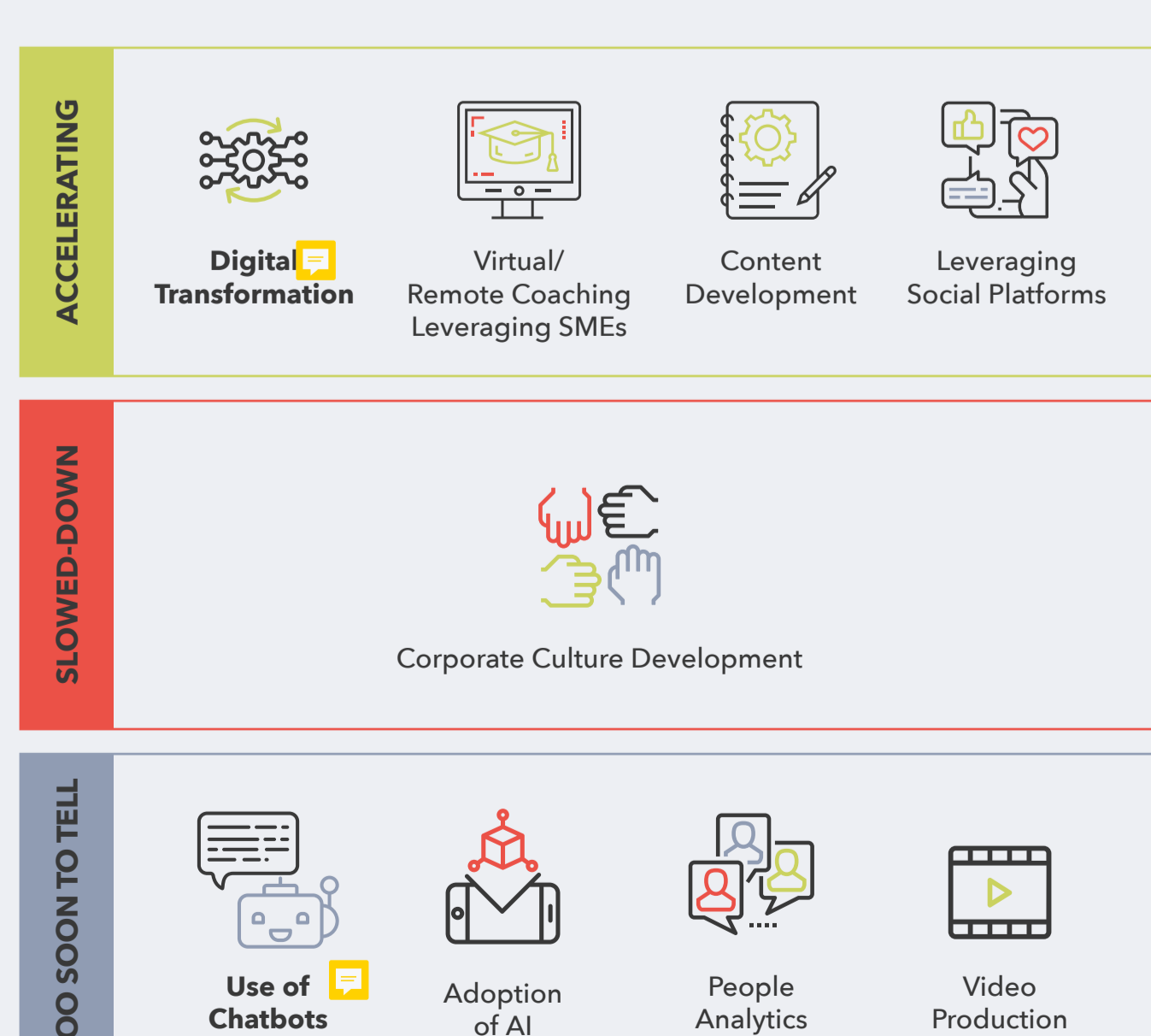
These two trends point to more long-term changes to the makeup of the market, competition and business lines as well as work and workspace as we know it.

IMPACT ON BUDGETS



LOOKING TO THE PATH AHEAD

We wanted to know how the pandemic impacted timelines for key business decisions. Plans that include digital methods of connecting people with content, tools and each other are on a fast track while strategic efforts around culture and research or resource-heavy projects are on hold.



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