

# COMPANIES LOSE TOP TALENT WHEN DESKLESS WORKERS LACK L&D ACCESS

According to CGS's "2018 Learning and Development Survey" of 500+ deskless workers — engineers, nurses, laboratory, factory, retail and construction — they do not have regular access to computers nor L&D programs, making it harder for companies to attract and retain talent.

## ORGANIZATIONS ARE FAILING TO GIVE REGULAR PERFORMANCE FEEDBACK

**25%** of workers receive no performance feedback from employers.

**55%** receive feedback four or less times per year.

*With business requirements, technology and work products constantly changing in these deskless professions, organizations must prioritize solutions and programs that deploy continuous feedback.*

"The survey shows that companies today need more modern ways to engage and train their field employees."

**Matt MacInnis**, Founder & CEO, Inkling

inkling

## MOST GENERATIONS STILL PREFER INSTRUCTOR-LED TRAINING

**37%** find instructor-led training most beneficial for learning, ahead of video, games, simulations and group exercises.

**GEN Z** valued simulation training the most, demonstrating a need for organizations to expand training formats for this new technology-savvy generation.

*Video instruction should also be factored into training programs, as Gen-Xers find video learning twice as engaging as Gen Z workers.*

"The deskless workforce is a crucial part of our economy and requires equal opportunities for training and development in their respective fields."

**Doug Stephen**, SVP, CGS Learning Div.

CGS®

## ORGANIZATIONS AREN'T SHAPING DESKLESS WORKERS INTO LEADERS

**25%** say their employers have training programs in place to develop leadership skills.

*Offering interactive and collaborative leadership training is essential to retaining talent, especially in industries such as hospitality and retail where turnover rates can be high.*

**ABOUT CGS:** For nearly 35 years, CGS has enabled global enterprises, regional companies and government agencies to drive breakthrough performance through business applications, enterprise learning and outsourcing services. CGS is wholly focused on creating comprehensive solutions that meet clients' complex, multi-dimensional needs and support clients' most fundamental business activities. Headquartered in New York City, CGS has offices across North America, South America, Europe, the Middle East and Asia. For more information, please visit [www.cgsinc.com](http://www.cgsinc.com) and follow us on Twitter at @LearningCGS and on Facebook.

For more information: [learning@cgsinc.com](mailto:learning@cgsinc.com)

© 2018 Computer Generated Solutions, Inc.