



FINDING THE NEW NORMAL: L&D/WORKPLACE TRENDS SETTING THE STAGE FOR THE FUTURE OF WORK

The world is quickly changing, and L&D leaders need to prepare their workforces to adapt accordingly. Some of the more prominent trends affecting L&D teams and workplaces as a whole include the following:

DIGITAL TRANSFORMATION CONTINUES TO LEAD PRIORITIES



84% OF EMPLOYERS are on track to quickly **DIGITIZE WORKING PROCESSES**¹

L&D TEAMS' TOP TWO AREAS OF PRIORITY:²



#1 INCREASING EMPLOYEE ENGAGEMENT/EMPLOYEE EXPERIENCE



#2 DIGITAL ACUMEN/ TECHNOLOGY TRAINING

Nearly **TWO-THIRDS OF ORGANIZATIONS** are driving overall **PERFORMANCE IMPROVEMENT THROUGH DATA AND ANALYTICS**³



RESKILLING AND UPSKILLING GET EXEC BUY-IN

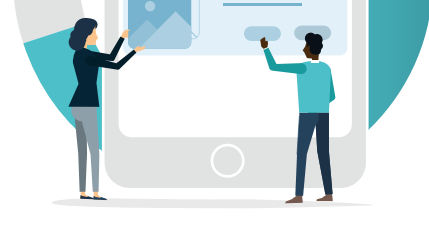


87% OF EXECUTIVES are noticing **SKILL GAPS IN THEIR COMPANIES** or expect them in the next few years



But **LESS THAN HALF** of executives know precisely **HOW TO ADDRESS THIS ISSUE**⁴

In response, **69% OF ORGANIZATIONS** are doing **MORE SKILL BUILDING NOW** than pre-COVID⁵



Employers expect to **OFFER RESKILLING AND TRAINING TO MORE THAN 70% OF EMPLOYEES** by 2025



But only **42% OF EMPLOYEES TAKE ADVANTAGE** of these opportunities¹

THE SHAPE OF EMPLOYEE RETENTION IS CHANGING

“About one-third of organizations plan **“TO CREATE A SENSE OF COMMUNITY, CONNECTION AND BELONGING AMONG EMPLOYEES THROUGH DIGITAL TOOLS,”** and address remote workers' wellbeing¹



HIGHEST RATE RECORDED

2.7% QUIT RATE

4 MILLION QUILTS were recorded in April 2021. This rate is the highest recorded since BLS started collecting data in 2000

LOWEST RATE RECORDED

1% LAYOFFS AND DISCHARGES RATE

The layoffs and discharges rate decreased to a series low of 1%⁶

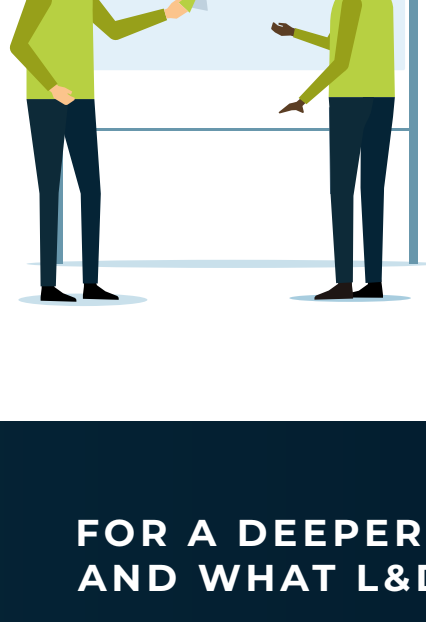


86% OF EMPLOYEES prefer to work for a company that **PRIORITIZES OUTCOMES OVER OUTPUT**



BUT JUST 69% OF HR DIRECTORS say their company currently operates in this way

Today's employees want to be **MEASURED ON THE VALUE THEY DELIVER**, not the volume. And they expect to be given the **SPACE AND TRUST THEY NEED TO DO THEIR VERY BEST WORK**, wherever they happen to be⁷



These trends underscore how **WORKFORCES ARE QUICKLY EVOLVING**. Learning and development teams need to **PREPARE EMPLOYEES FOR THE FUTURE OF WORK**, and doing so often means **ADAPTING THEIR OWN METHODS TO MEET ORGANIZATIONAL AND EMPLOYEE NEEDS**.

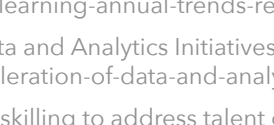
FOR A DEEPER DIVE INTO THE FUTURE OF WORK AND WHAT L&D CAN DO TO ADAPT, DOWNLOAD:

FINDING THE NEW NORMAL: A PRACTICAL GUIDE TO THE FUTURE OF WORK FOR L&D LEADERS



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¹World Economic Forum, The Future of Jobs Report 2020, Oct. 20, 2020, <https://www.weforum.org/reports/the-future-of-jobs-report-2020/digest>

²CGS, "Adapt. Pivot. Respond. Scale. L&D's New Role in Driving Businesses Forward in an Uncertain World," 2021, <https://www.cgsinc.com/en/resources/enterprise-learning-annual-trends-report>

³Tibco (ibi), "ibi Survey Reveals Acceleration of Data and Analytics Initiatives and Spend in 2021," Feb. 3, 2021, <https://www.ibi.com/press/ibi-survey-reveals-acceleration-of-data-and-analytics-initiatives-and-spend-in-2021/>

⁴McKinsey, "Beyond hiring: How companies are reskilling to address talent gaps," Feb. 12, 2020, <https://www.mckinsey.com/business-functions/organization/our-insights/beyond-hiring-how-companies-are-reskilling-to-address-talent-gaps>

⁵McKinsey, "Building workforce skills at scale to thrive during—and after—the COVID-19 crisis," Apr. 30, 2021, <https://www.mckinsey.com/business-functions/organization/our-insights/building-workforce-skills-at-scale-to-thrive-during-and-after-the-covid-19-crisis>

⁶Bureau of Labor Statistics, "Job Openings and Labor Turnover – April 2021," June 8, 2021, <https://www.bls.gov/news.release/pdf/jolts.pdf>

⁷Citrix, "Talent Accelerator. The forces that are shaping the new working world," Dec. 9, 2020, https://www.citrix.com/content/dam/citrix/en_us/documents/analyst-report/talent-accelerator.pdf