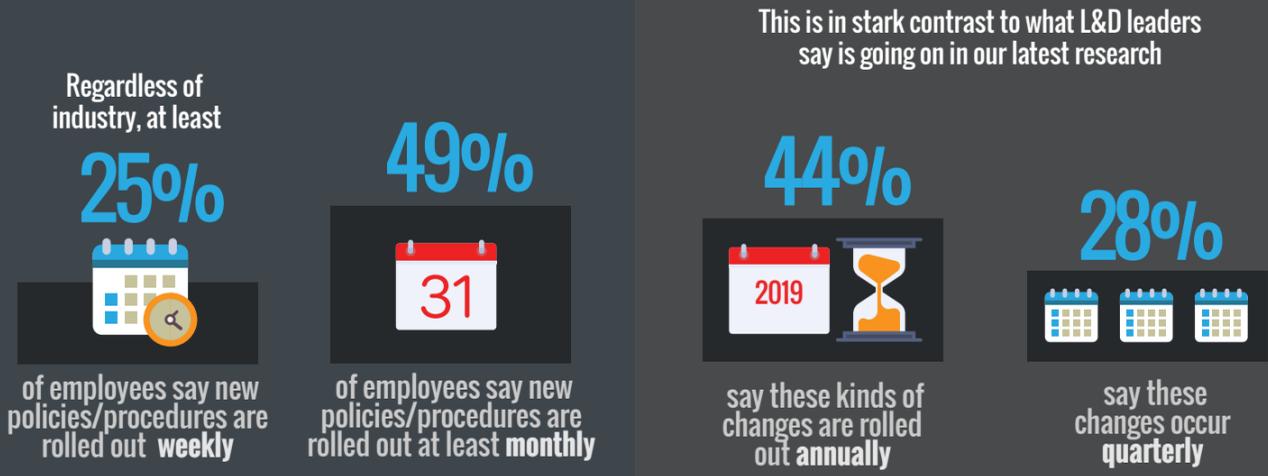


WHAT EMPLOYEES WANT IN 2019

We wanted to know how employees working across several industries view skills gaps, prioritize needs and navigate change. CGS surveyed more than 600 U.S. employees (ages 18-65+), working in the retail, hospitality, banking and telecommunications industries, on how current training and development offerings affect their career and growth trajectory. See what they had to say.

Employee Workplace Trends in Learning & Development

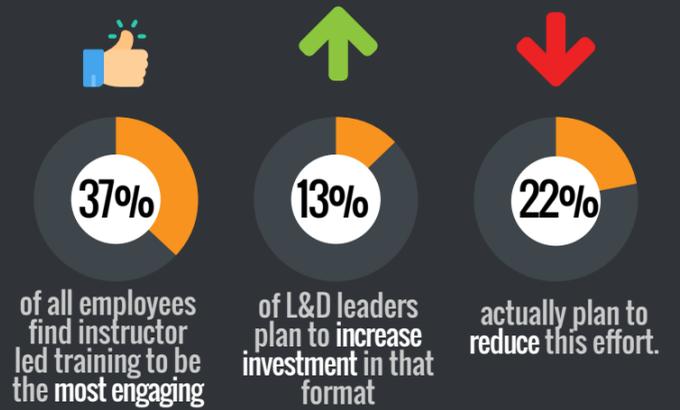
UNIVERSAL TRENDS



Outside of salary, and regardless of age, Training & Development is the most important consideration when taking on a new job.

And in the retail industry, training and development is equal to salary in terms of importance.

At least 50% of employees in retail, telco and hospitality are concerned about their current level of technical skills.



TELECOMMUNICATIONS

Nearly **40%** of Telecommunications employees state that they are on their own when it comes to learning new technical skills



Across all industries, an average of **27%** of employees feel that they are on their own.

The most available sets of training for Telco employees today are:

- Technical skills training
- Technology training
- Soft Skills

The areas where employees would like the most support are:

- 28%** Leadership
- 28%** New Tech
- 23%** Problem Solving
- 22%** Analyze Data

HOSPITALITY

Age really has an impact in L&D in the Hospitality industry:



Employees aged **45-54** are most likely to feel they need to learn technical skills on their own



Employees aged **25-34** are most likely to state that onboarding programs do NOT set clear expectations



Employees aged **25-34** are most likely to prefer AR/VR based training

FINANCIAL SERVICES

Tech Skills are MOST available at **36%** followed by Soft Skills training **35%** and Onboarding **34%** for Financial Services employees



What they'd most like access to is Leadership **32%** followed by learning to use/analyze data **29%**

Financial Services employees put the **least amount of emphasis** on Training and Development during the job search.



38% of Financial Services employees rate instructor led training as the most engaging, they find ILT **27%** more engaging than video, simulations or AR/VR

RETAIL

70% of Retail employees state that they are concerned about their current technical and interpersonal skills



As it relates to obtaining these skills

32%

Feel that their employers give them the training they need

26%

Feel that they are on their own

15%

Feel they aren't learning technical skills

Retail workers have the most access to leadership training but what they'd most like access to is Problem solving **33%** and Emerging tech **32%**

ABOUT CGS

CGS Enterprise Learning designs highly effective custom eLearning content, tech-forward digital engagement programs that include AR, VR and gamification, globally delivered, instructor-led training, blended learning courses and learning staff augmentation solutions. We craft innovative solutions that are essential to scaling your people, processes and performance. To learn more, visit www.cgsinc.com or [contact us at learning@cgsinc.com](mailto:contact.us@learning@cgsinc.com)