**WHAT EMPLOYEES WANT IN 2019**

Employee Workplace Trends in Learning & Development

**UNIVERSAL TRENDS**

- Regardless of industry, at least 25% of employees say new policies/procedures are rolled out weekly.
- 49% of employees say new policies/procedures are rolled out at least monthly.
- 44% say these kinds of changes are rolled out annually.
- 28% say these changes occur quarterly.

This is in stark contrast to what L&D leaders say is going on in our latest research.

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 21% of employees feel that they are on their own.
- The most available sets of training for Telecommunications employees today are:
  - Technical skills training
  - Technology training
  - Soft Skills
- The areas where employees would like the most support are:
  - Leadership
  - New Tech
  - Problem Solving
  - 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.
- What they’d most like access to is:
  - Leadership
  - Learning to use/analyze data
  - Problem solving
  - Emerging tech
- Retail workers have the most access to leadership training but what they’d most like access to is:
  - Problem solving
  - Emerging tech

**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
  - Learning to use/analyze data
- 32% 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:
  - Feel that their employers give them the training they need
  - 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
  - Emerging tech

**ABOUT CGS**

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