

## Staying Ahead of Emerging Trends in Employee Training

After two years of turbulence and disruption, the adage “change is the only constant” has never been more apt. One key to being agile is to stay on top of emerging trends. This is especially true when it comes to employee training and development. If your goals include building and supporting a resilient workforce, here are four trends you can't ignore.

### Trend #1

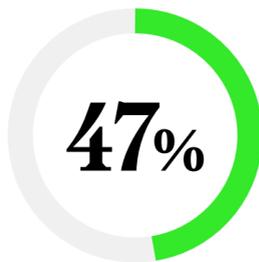
#### THE SHIFT TO HYBRID WORK



#### GOING FORWARD:



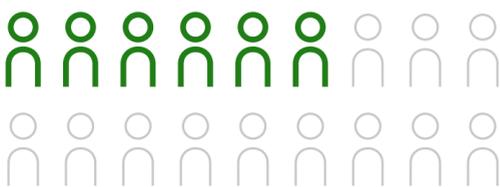
of employees want a hybrid work arrangement.<sup>ii</sup>



of employees would consider leaving their jobs if they couldn't work from home for part of the time.<sup>iii</sup>

#### BENEFITS OF HYBRID TO EMPLOYEES AND ORGANIZATIONS:

- Cost savings<sup>iv</sup>
- Increased productivity<sup>v</sup>
- Improved engagement<sup>vi</sup>
- Job satisfaction<sup>vii</sup>



33% of employers are proactively approaching concerns about productivity and well-being by using technology to create a sense of community, connection and belonging.<sup>viii</sup>

### Trend #2

#### WORKER SHORTAGES AND THE GREAT RESIGNATION

#### EMPLOYEE ENGAGEMENT

**36%**

The good news: In 2020, employee engagement in the U.S. rose to **36%**<sup>ix</sup>

**33%**

The bad news: Engagement among managers dropped to **33%**<sup>x</sup>

**70%**

of variation in team engagement is determined by managers<sup>xi</sup>

#### EMPLOYEE TURNOVER

The annual average employee turnover rate is **20%**.

**65%** of U.S. employees were looking for a new job in 2021<sup>xii</sup>

**30-45** is the age group with the highest rates of resignation in 2021<sup>xiii</sup>

#### EMPLOYEE RETENTION

**89%** of U.S. workers valued benefits, including professional development, as much as pay<sup>xiv</sup>

Key drivers of employee engagement:

- purpose
- development
- a caring manager
- ongoing conversations
- focus on strengths<sup>xv</sup>

**94%** of employees would stay at a company longer if it invested in their learning<sup>xvi</sup>

### Trend #3

#### THE SKILLS GAP



“Surveys show that most employers are struggling to find and hire qualified people. But the solution is in their hands: provide the training needed to get the workers they want.”

Peter Cappelli, Society for Human Resources Management

### Trend #4

#### THE DIGITAL REVOLUTION

#### A DIGITAL TRANSFORMATION IS MORE THAN TECHNOLOGY

It's the reinvention of the entire organization, which enables:

- integrated processes
- better decision-making
- transformative efficiencies
- a personalized customer experience<sup>xxii</sup>

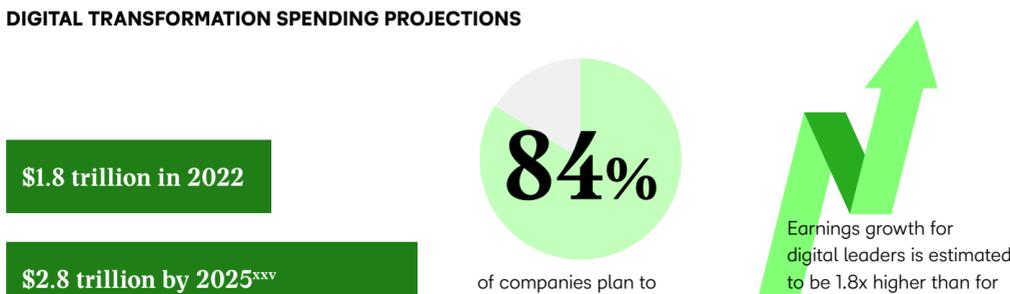


Why? Too much focus on technology and not enough on people.

Employee training to ensure people understand the company and have needed skills is a major part of a successful digital transformation.<sup>xxiv</sup>



#### DIGITAL TRANSFORMATION SPENDING PROJECTIONS



**Employee training is your key to a resilient, agile and successful organization, especially in times of uncertainty and disruption. Put these trends to work to ensure that you don't get left behind.**

<sup>i</sup> <https://www.pewresearch.org/social-trends/2020/12/09/how-the-coronavirus-outbreak-has-and-hasnt-changed-the-way-americans-work/>  
<sup>ii</sup> <https://slack.com/blog/news/slack-launches-the-future-forum>  
<sup>iii</sup> <https://envoey.com/blog/envoey-survey-finds-employees-want-companies-to-embrace-hybrid-work-and-mandate-covid-vaccines/>  
<sup>iv</sup> <https://www.teclia.io/blog/2019-remote-it-workers-stats-companies-should-know/>  
<sup>v</sup> <https://www.inc.com/scott-moutz/a-2-year-stanford-study-shows-astounding-productivity-boost-of-working-from-home.html>  
<sup>vi</sup> <https://www.gib.stanford.edu/insights/why-working-home-future-looking-technology>  
<sup>vii</sup> <https://www.forbes.com/sites/forbesbusinesscouncil/2021/02/27/productivity-anywhere-how-the-hybrid-model-can-rewrite-the-future-of-work/?h=4d7694394d35>  
<sup>viii</sup> <https://www.weforum.org/reports/the-future-of-jobs-report-2020/digest>  
<sup>ix</sup> <https://www.gallup.com/workplace/352949/employee-engagement-holds-steady-first-half-2021.aspx>  
<sup>x</sup> <https://www.gallup.com/workplace/285674/improve-employee-engagement-workplace.aspx>  
<sup>xi</sup> <https://www.imercer.com/articles/insights/north-american-employee-turnover-trends-and-effects>  
<sup>xii</sup> <https://www.pwc.com/us/en/library/pulse-survey/future-of-work.html>  
<sup>xiii</sup> <https://hbr.org/2021/09/who-is-driving-the-great-resignation>  
<sup>xiv</sup> <https://hbr.org/2017/02/the-most-desirable-employee-benefits>  
<sup>xv</sup> <https://www.gallup.com/workplace/285674/improve-employee-engagement-workplace.aspx#ite-357473>  
<sup>xvi</sup> <https://learning.linkedin.com/resources/workplace-learning-report>  
<sup>xvii</sup> <https://www.weforum.org/reports/the-future-of-jobs-report-2020>  
<sup>xviii</sup> <https://learning.linkedin.com/resources/workplace-learning-report>  
<sup>xix</sup> <https://www.weforum.org/reports/the-future-of-jobs-report-2020>  
<sup>xx</sup> <https://learning.linkedin.com/resources/workplace-learning-report>  
<sup>xxi</sup> <https://www.shrm.org/hr-today/news/hr-magazine/1217/pages/the-skills-gap-is-a-myth.aspx>  
<sup>xxii</sup> <https://www.salesforce.com/products/platform/what-is-digital-transformation/>  
<sup>xxiii</sup> <https://www.mckinsey.com/business-functions/mckinsey-digital/our-insights/the-new-digital-edge-rethinking-strategy-for-the-postpandemic-era>  
<sup>xxiv</sup> <https://www.statista.com/statistics/870924/worldwide-digital-transformation-market-size/>  
<sup>xxv</sup> <https://www.weforum.org/reports/the-future-of-jobs-report-2020>  
<sup>xxvi</sup> <https://www.bcg.com/publications/2020/increasing-odds-of-success-in-digital-transformation#factor2>