BIZ ▶ **LIBRARY**

Trends in
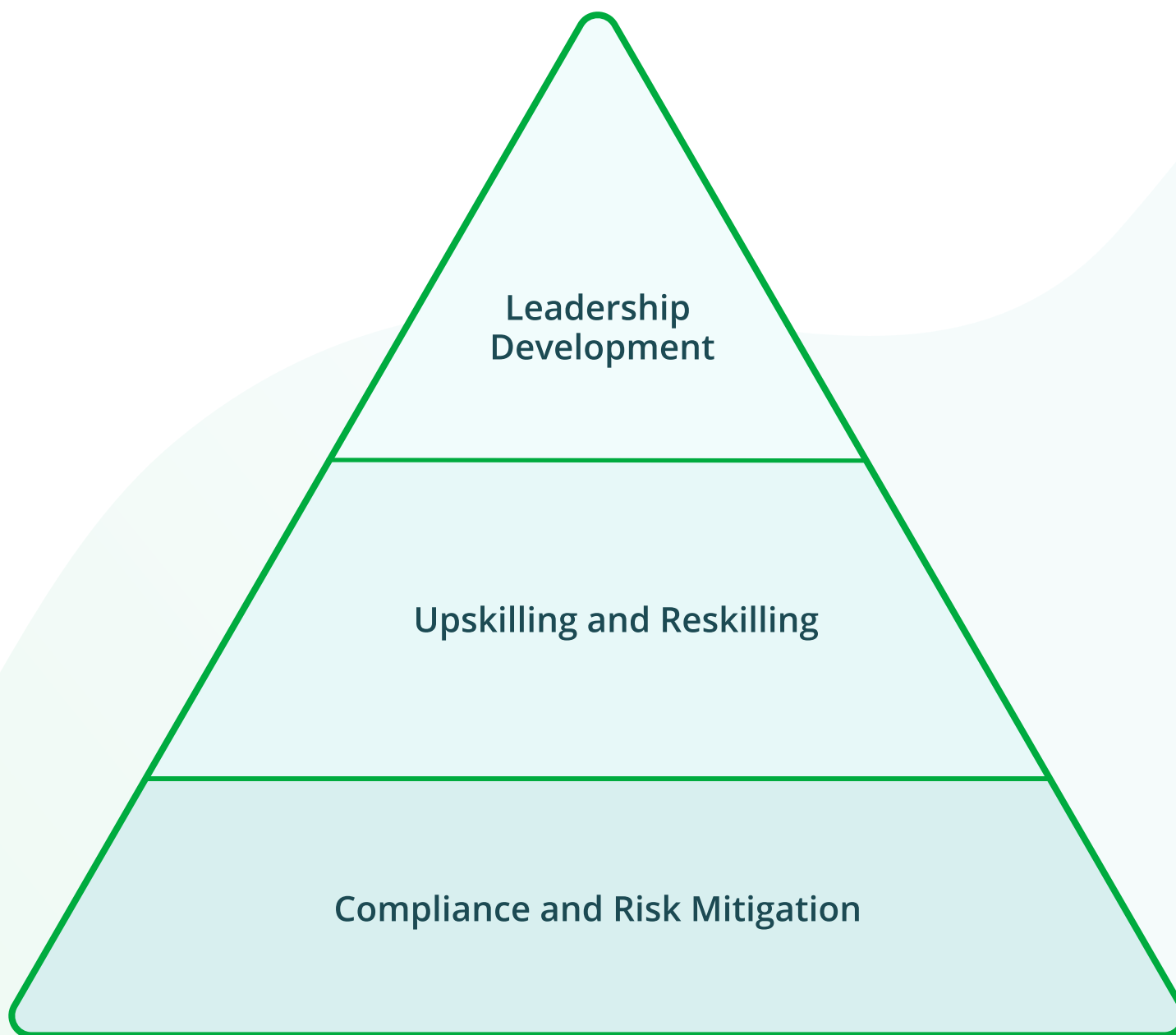# Employee
Training

TABLE OF CONTENTS

Trends in Employee Training

The future can be scary, no matter your age, role, job, etc. Since the world is changing at a faster pace than ever before, and those changes are having an impact on jobs and the skills needed to perform those jobs, HR and L&D may be struggling to keep up.

That's why we've put together this collection of the trends on the horizon so you can alleviate those fears!

We've broken it down into a triangle, much like the food pyramid or Maslow's Hierarchy of Needs, to showcase three overarching future trends.

Leadership
Development

Upskilling and Reskilling

Compliance and Risk Mitigation

Another way to look at this is "Humans, Employees, Leaders." Compliance and risk mitigation is to keep humans safe physically, mentally, and psychologically. Then upskilling and reskilling looks at employees and what can be done for them and their career growth. And the last one is obvious - it's for the leaders. They need to grow, too.

Compliance and Risk Mitigation

Compliance and risk mitigation training is put forth by HR and L&D professionals and involves all employees at an organization and is meant to provide an overview of organizational products, clients, values, and structure during onboarding. It is also the yearly compliance training many organizations must follow federal and state guidelines.

Although it does include the normal safety, anti-harassment, and other legal obligations and should go beyond those areas and include deeper trend areas that can impact culture and organizational success.

① DEI

Diversity, Equity, and Inclusion (DEI) initiatives are certainly one of the most important topics to consider in 2023. Training on DEI aims to eliminate discrimination and many other inequalities that employees face in the workplace.

Through this training, organizations can develop a more inclusive culture, keep up with fair hiring practices, focus on limiting unconscious bias, and help with employee wellness.

DEI is important for a variety of reasons. Let's look at it from two sides.

Business-wise DEI helps cultivate an inclusive culture, thus giving an organization a competitive edge. It also brings employees to the table that provide unique perspectives and life experiences. **A McKinsey report found that organizations in the top quarter for gender diversity were 21% more likely to outperform their peers and those in the top quarter for racial and ethnic diversity were 33% more likely to outperform their peers.**

Culturally, DEI provides a place where employees can feel safe being their authentic selves. By being able to be authentic, all employees are free to share creative ideas and solutions and move innovation forward.

② Well-being

The importance of **mental wellness** has become increasingly prevalent as employee well-being and satisfaction jump to the forefront of training initiatives.

There are many factors that go into employee well-being: stress, work-life balance, anxiety, workload, change and uncertainty, etc.

A Global Wellness Institute report states that the global wellness market will grow just under 10% annually and hit $7 trillion by 2025. **Gallup found that $322 billion of turnover** and lost productivity cost globally due to employee burnout.

It's clear that having workplace wellness as a benefit is going to be more important than ever. **Here's why:**

Wellbeing affects employee engagement. Engaged employees produce more work more efficiently, but if they are struggling outside of work, they are at risk for falling behind on tasks.

Strong employee health and wellbeing will also lead to higher morale overall – employees that have their needs met feel trusted, valued, and competent.

And it's not just about the employees. There are many organizations out there that have found that when employees are treated well, that joy trickles down into creating a great customer experience for clients. There are more ways to focus on your employees. Let's looks at how to provide them with the skills they need to be successful!
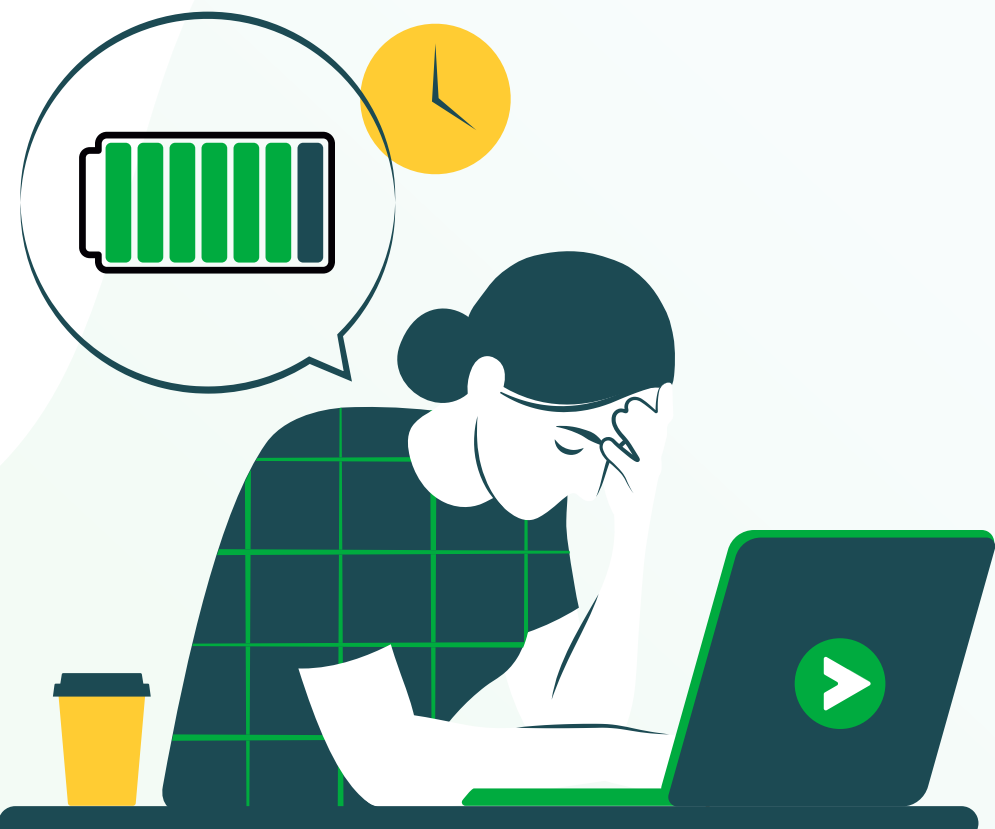
Reskilling and Upskilling

Reskilling and upskilling training moves beyond the HR and L&D professionals assigning it to all employees. This training is put forth more by the functional leaders of each department – managers, directors, VPs, etc. It's used to train all employees but focuses more on new skills they need or skills that would benefit them in a job shift within the organization.

Sure, upskilling has been a trend for a while, but with how rapidly the market shifts, there's always something new to learn and new ways to accomplish it.

③ Personalized Training

You know the adage, "Different strokes for different folks?" It can be applied to upskilling too! Enter **personalized training.**

Everyone gets more from any activity if it's molded to their tastes, preferences, and demands. Personalization is superior for training because it addresses each employee's needs and helps them get what they need, when they need it for their role and skillset. In return, you'll see more engagement, better knowledge retention, and higher productivity.

BizLibrary's solution: BizSkills

> BizSkills is the first and only off-the-shelf upskilling platform that provides your workforce with personalized training and career growth for each unique employee. We've got 500+ pre-built job roles (descriptions, responsibilities, and skills included) mapped to 1500+ skills mapped to 5000+ lessons in our content library.
>
> This helps take the grunt work out of skills mapping and allows for relevant training for each learner as they assess their capabilities and explore on their own. That being said, leaders can also assess their workers and assign courses they believe are relevant.

For maximum engagement, there needs to be a proper, healthy balance of prescriptive and elective learning to also yield better engagement. While some work does need to be on the manager to prescribe training they think is important for their team to know, employees should have access to a large library of content so they have the freedom to search the content to create their own learning opportunities based on skills they're interested in. To aid in accomplishing these things, many companies are building buzz and turning toward novel tech ideas such as artificial intelligence (AI) and nano-learning. Let's look further at those.

④ Artificial Intelligence

Every industry is talking about AI and how it can affect their business.

Mainly AI is currently used for machine learning, or what is often referred to as a recommendation engine. Think about YouTube and Netflix. Each of those serve up content specific to the user based on past experience on the platform. It uses data and makes inferences on that data. AI can help deliver a seamless experience by showcasing training content learners want to see, encouraging elective learning, and increasing utilization with little to no lift from an administrator or manager

⑤ Nano-learning

With the switch to remote work, employees are more connected to devices than ever. This will impact attention levels, focus time, productivity – just to name a few. According to David Perring, Director of Research at Fosway Group,"We'll see an increase in digital learning fatigue."

Between that and the commonly held belief that that average attention span of humans has fallen from 12 seconds to around eight seconds, learning efforts are going to have to be even more bite-size than they currently are. With 1 billion users, virtual platform TikTok has this concept nailed with videos allowed to be 15 seconds, 30 seconds, and 3 minutes.

With a 35% of users being between 19 and 29, and 28% being under 18, this is how younger Millennials and Gen Z (and the soon arriving to the workplace Generation Alpha) are consuming content. That means learning content will soon need to become even shorter.

Now we need to zoom in and focus on trends in the top tier of our triangle.

Leadership Development

According to a recent report by Deloitte, developing the next generation of leaders is the top challenge for 55% of CEOs. BizLibrary sent out a survey to clients and prospects and came to a similar conclusion - **55% of organizations agree that underdeveloped leaders is the largest business challenge they are currently facing.**

That's why this key training area is vital in any organization. You've got to focus on leadership development – and that includes everyone from your high-potentials to your new managers to c-suite leaders.

Leaders of the past have micromanaged managed time and activity, valued being present physically, and focused mostly on hard skills and some soft skills.

Today's leaders should be managing results and outcomes, be trusting of their teams to get work done, understand the tasks of their employees, and focus mostly on human skills.

Having competent leaders can affect the business.

First, it helps with increased productivity. Managers and leaders that are trained in leadership skills can increase the overall productivity because they are able to better instruct staff, assess problems and make decisions, produce creativity and innovation in their teams, and better manage challenges and conflict.

Next, it reduces staff turnover. We all know the adage that employees quit bosses, not companies. Employees need to believe in, respect, and trust their bosses. Having strong leadership will retain employees thus limiting turnover as well as spending on recruitment and hiring.

More so, leadership training can help with risk management, better company culture, change management, and collaboration because it teaches leaders to be empathetic, have strong emotional intelligence, communicate more effectively, and more.

⑥ Cohort-based Learning

A new trend in online learning is cohort-based learning.

Cohort-based learning is a way to train employees that has learners move through a course or sequence of courses together. It can also refer to online or hybrid courses with collaborative elements.
Here are some benefits to this new training model in the workplace:

1. **Increased Accountability** – Learners that work together and have others learning with them tend to complete their work and assignments than in traditional training or learning courses.

2. **Specificity** –This type of learning allows for a more narrow scope of content and subject matter than normal training courses.

3. **Community and Support** – Through the use of discussion boards, group projects, and other collaborative learning methods, cohort-based learning offers participants better peer support and motivation.

4. **Feedback** – Learning as a group can help each individual as they hear feedback from all participants and the leader. This allows them to adapt and take multiple perspectives away from the lesson to put into practice at their organizations.

BizLibrary's solution: BizAcademy

> BizAcademy is bringing industry leader expertise directly to learners in the virtual classroom and will give learners the expertise they need to inspire their teams, excel as a leader, and drive a culture of growth and development in their organizations.
>
> With both 4- and 16-week course options, BizAcademy provides a blended learning environment, featuring live sessions, on-demand content, and live coaching.

(7) Robust Learning Platform

L&D and HR leaders have a lot to accomplish, and they're looking for more from their learning technology. They're looking for a platform that is a one-stop-shop for all things employee development.

Housed under this umbrella operation is a way to develop your leaders, complete compliance training, upskill your workforce, host virtual or hybrid training, easily create reports, and steer elective learning.

This can make your training program the success it can be because it delivers more than just training – tracking, good user experience, etc. Gone are the days of pen and paper tracking. Administrators are looking to be able to track users and quickly decipher who has and has not completed training and be able to then present a report to leadership explaining ROI, user count, etc.

Learning needs to be accessible to learn in the **flow of work,** meaning it should be at the fingertips of learners as well! Aside from accessibility, learners also want the ability to learn at their own pace, and in their own style. They want to be able to search for content on topics that interest them and learn their way. A robust learning platform should have elective learning capabilities so that learners can take their training into their own hands.

How Different Generations View Training

We're coming back to the adage "different strokes for different folks" and that not everyone learns the same. Different generations want different things from their employers to keep them happy. This is something to consider for any training program. What's important to remember is that if people can't learn, they'll leave, and that applies to all generations.

Baby Boomers

Baby Boomers are still the largest portion of the U.S. population and are mostly happy to have a job and don't believe that it needs to be "fun." Many believe work comes first and show company loyalty. They are often self-reliant and motivated by position, perks, and prestige. While many Boomers may have left roles during the beginning of the pandemic, whether to move careers, retire, one noticeable trend is that they are boomeranging back into the workforce. Some are coming back to their old roles while others are looking for new avenues to explore. Almost 42% of Boomers would leave their current company in search of one that could help expand their skill set.

Generation X

Gen Xers knew they wouldn't be as financially well off as their parents and began to feel cynical about institutions. Unlike their predecessors, they don't live to work, they work to live and see themselves as more of a free agent than an older employee because in their experience, employers usually don't reciprocate loyalty in tough situations. For Gen X, 60% of employees will leave if not given the opportunity to learn new skills.

Millennials

Millennials are particularly uncertain of their futures, leaving them pessimistic towards institutions, but highly inclined to find better solutions. They want coaching and feedback at work and realize that the skills needed to succeed change rapidly and are consistently looking for career development. This group is looking for work/life balance, inspiration to be motivated, but know that their job is still a job. Learning new skills is even more important to this generation as 64% of workers will seek out other opportunities for learning if their current role won't provide it.

Generation Z

Gen Z workers are purpose and meaning driven and want to know the why behind everything. As they grow in numbers, this generation has many applicable skills, rather than a specific skillset. They want independence, security, feedback, transparency, economic stability, and a strong professional network. What they all do have in common though are wanting to find meaning at work and to develop strong relationships. And a strong training plan covering the topics mentioned thus far can do that.

By 2025, Gen Z will make up 27% of the workforce. That 27% values professional development more than stability, compensation, work-life balance, and more. And guess what? The same percentage as Millennials - 64% - will leave to find what they're looking for developmentally.

Multi-generational learning helps employees of varying ages collaborate better while learning from one another. Training your workers can help dismantle pre-conceived notions and give all workers the tools they need to work well with different generations.

Retaining your employees is crucial to success. That's why the middle of the triangle is so important. All organizations need to focus on upskilling and reskilling their workers.

The future is an unknown, but these trends can certainly help guide you to producing the best training programs for your employees. Taking into consideration the learning styles of all employees across all generations and focusing on the topics that are important to them can really point you to the future that'll benefit your organization and employees.

Resources:

BIZ LIBRARY

The Ultimate Buyer's Guide to Online Learning Solutions

Explore our guide

BIZ LIBRARY

06.24.21 at 1pm CT

The Benefits of Upskilling Your Future Leaders

Register Now

Will Otto (he/him)
Director, Talent Optimization
The Predictive Index

Libby Mullen-Eaves
(she/her)
Sr. Director of People
Ops & Culture
BizLibrary

BIZ LIBRARY presents:

Crawl, Walk, Run: How to Scale Your Program to Drive Retention

Available On-Demand

Register Now

Tawn Gutermuth
(he/him)
Senior Solutions Consultant
at BizLibrary