

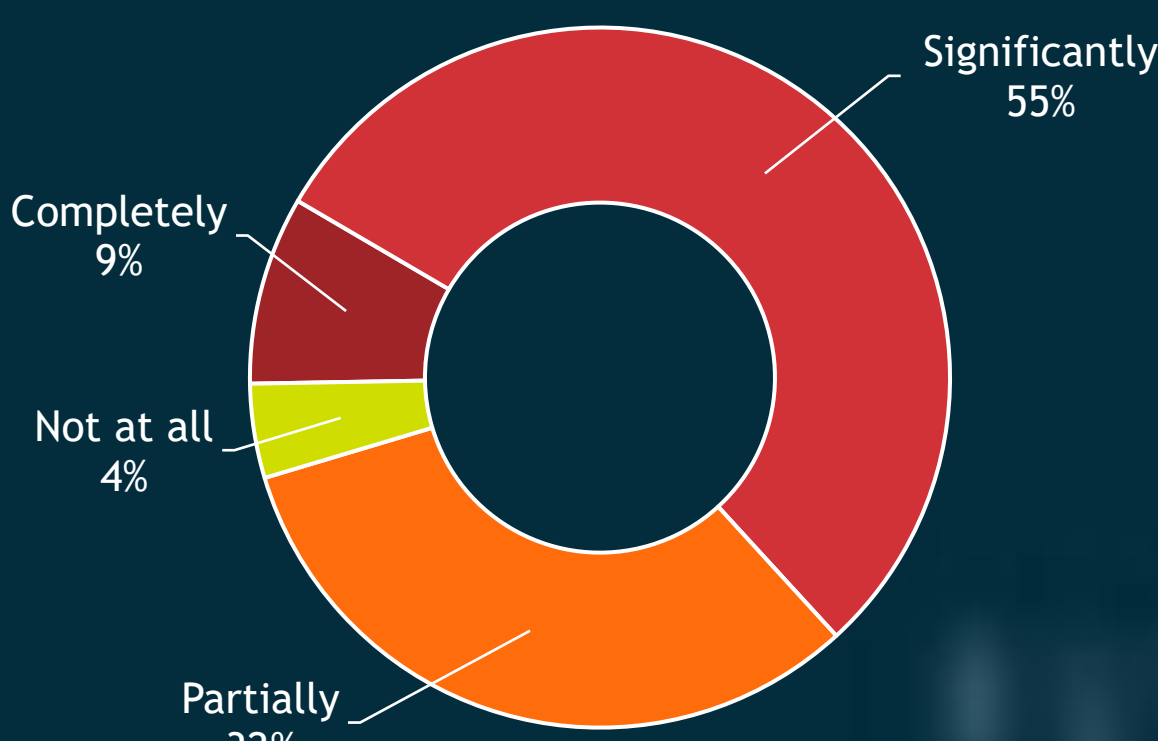
Digital Learning Realities 2021

Corporate Learning in a post-pandemic world

How much has your organisation's learning strategy had to change in response to the COVID-19 pandemic?

96%

Of L&D professionals report making changes to their L&D strategy in response to the pandemic: with 2 in 3 making significant changes

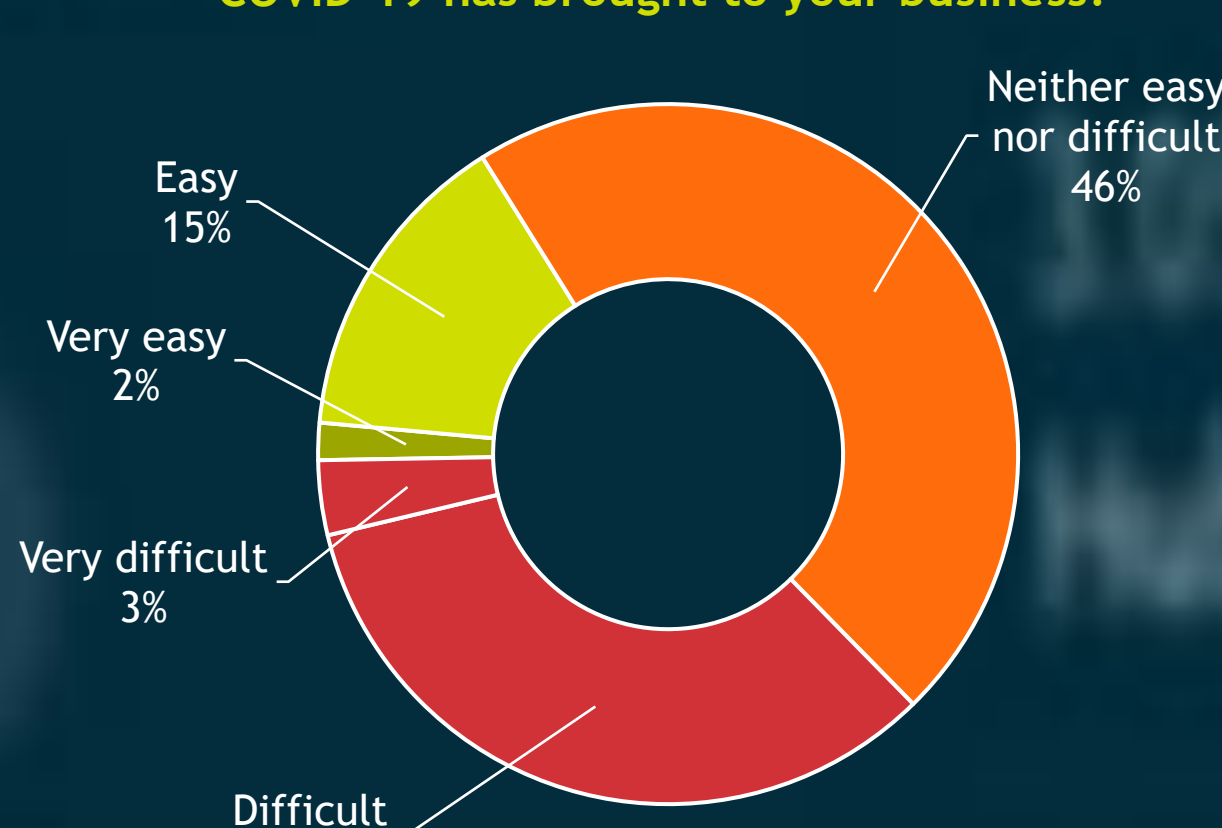


How difficult has it been for your L&D operation to cope with the changes COVID-19 has brought to your business?

Only 17%

Found it easy for their learning operations to cope with the changes COVID-19 brought to their organisation

Around 4 in 10 struggled with the impact on their learning operations and found it difficult transitioning their learning team to the new realities of a 'COVID world'.



Only 2%

Say they will revert to what they used to do as an L&D function once the pandemic has passed



1 in 2
L&D leaders are under more pressure than ever to show value-add to stakeholders

69% have gone through a major shift in how and what they do as a learning function that means corporate learning will never be the same again.

Only 6% reported being under less pressure to demonstrate the impact of their learning initiatives on their organisation since the pandemic.

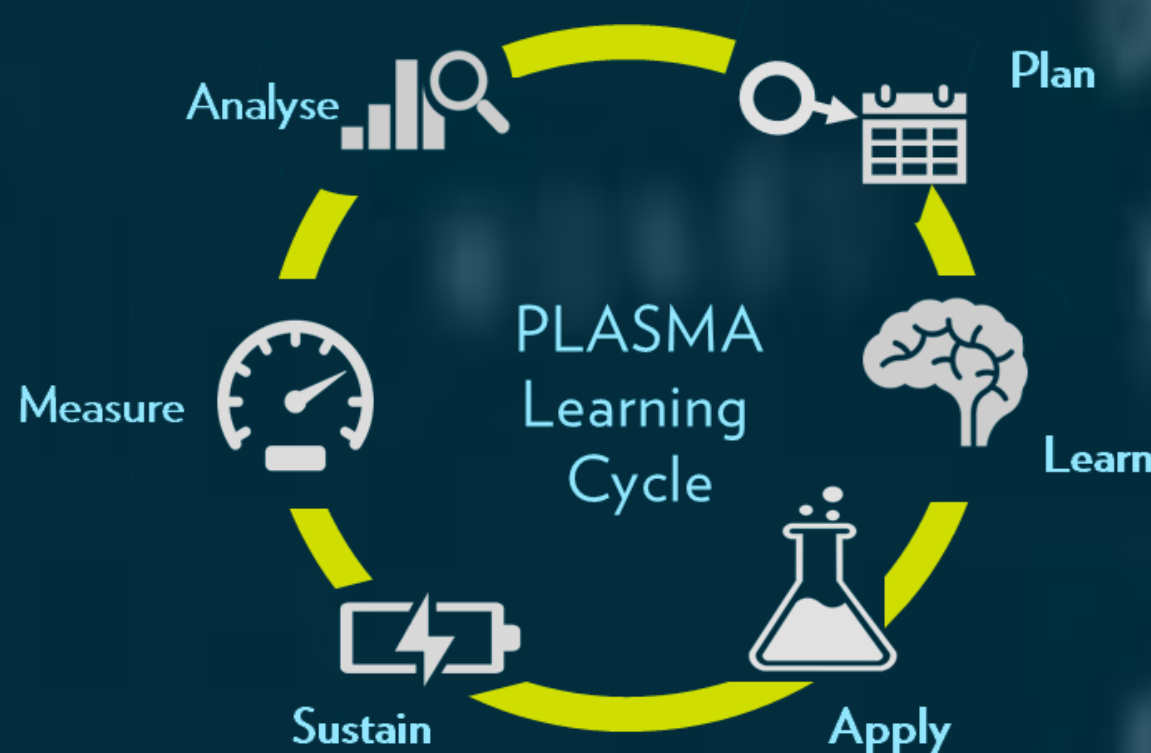


52% report an increase in using redeployed internal resources to support learning projects
35% are upskilling internal teams to make projects more self sufficient

Has learning changed: 2018 to 2021?

In 2018 we asked L&D professionals how often they supported different stages of the learning cycle, from supporting learners with planning learning, through to applying learning at work and measuring success.

We repeated the question in 2021 to understand how much learning had changed because of the pandemic. The shift to multi-channel learning and supporting learning on the job has been dramatic.



10% ▲

Increase in support for individual learning decisions about what and how to develop

21% ▲

Increase in the adoption of multi-channel delivery to support learning

24% ▲

Increase in supporting more application of learning on the job

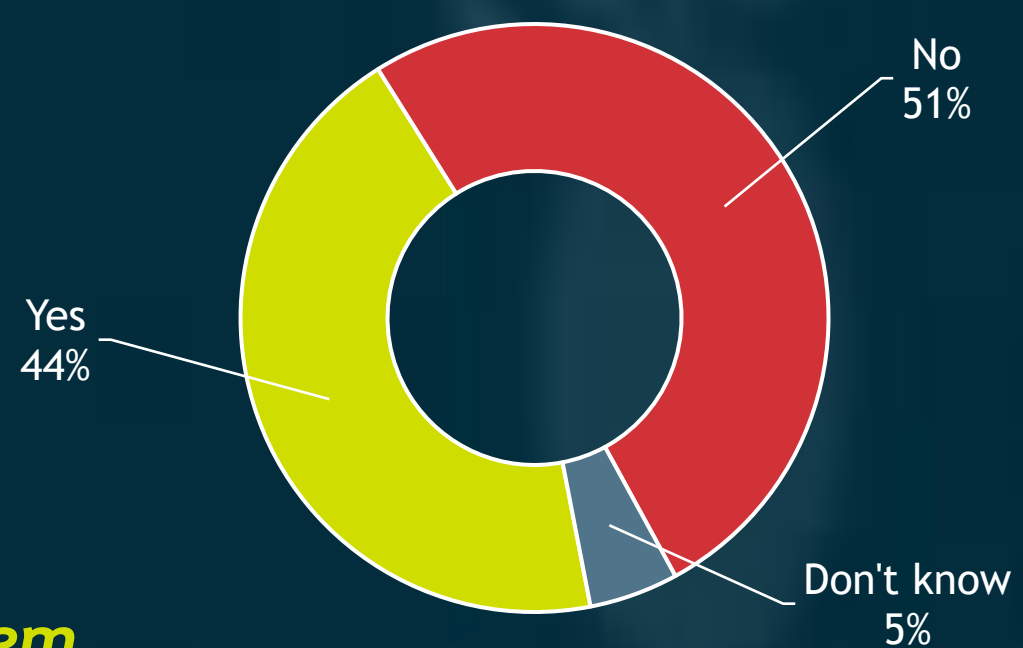
12% ▲

Increase in helping learners to develop further mastery and expertise

BUT, there is still a long way to go ...

Less than 50% believe they have a learning platform fit for the modern workforce

Do you think your current learning platforms are fit for the modern workforce?



Digital Learning Fatigue is becoming more prevalent
53% reported digital learning fatigue is becoming more of a problem

Only 12% said that digital learning fatigue was less of an issue than before the pandemic.

With a greater dependency on an increasing number of relatively recently upskilled people creating and delivering digital learning, content quality and the learning experience could be a growing risk for organisations, especially as more and more workers move to a hybrid working model.

92% believe enhancing the digital learning experience is a priority and critical for the future success of their L&D team

There is clearly a commitment to enhancing the quality of learning experiences organisations provide to their people, but in the ranking of priorities there are some surprising laggards including better personalisation and better integration into other people processes and workspaces. As innovations in AI and skills are growing rapidly, learning teams need to be more strategic and progressive with their thinking beyond enhancing learning delivery, especially as skills are becoming a huge driver of the learning agenda.

91%



Better learning in the flow of work

91%



Better blended learning

86%



Better synchronous learning delivery

90%



Better asynchronous learning delivery

Solving the problem of organisational skills is a major pillar of success for Learning & HR Teams for 2022 and beyond



75%

Report having significant skills gaps in their organisation today

66%

Identify skills building as critical to the future success of their organisation

56%

Have accelerated their skills agenda during the pandemic*

Workplace learning is seen as the most effective approach to building workplace skills. On-the-Job assignments supported by managers and mentoring are seen as having the highest impact on an organisation's skills gaps.

* Reskilling Revolution 2021, Fosway Group