


Helping employees do whatever comes next



 Udemy for Business

6 Trends Shaping the Future of Work

Speaker highlight

Meet your hosts



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Royston**

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Demand Generation



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McDonald**

Udemy Director of
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Today's Agenda

1

**Intro to The 2021
Workplace Learning
Trends report**

2

**The six trends that
defined 2020 and will
shape the future of work**

3

**Recap
and key takeaways**

4

Q & A

Learning Leads the Future of work

The fast-changing and unpredictable challenges of work may seem unsurmountable. But the learning behaviors of thousands of international businesses on the Udemy for Business platform and a survey of **over 500 global professionals** offer a glimpse of the bright future that lies ahead.



POLL: What is the primary goal of your L&D program?

- A. Close the skills gap
- B. Drive organizational growth
- C. Improve employee engagement
- D. Increase job satisfaction

POLL: What is the primary goal of your L&D program?

Udemy survey results:

62% Close the skills gap

46% Drive organizational growth

44% Improve employee engagement

34% Increase job satisfaction

Trend 1

**Amidst uncertainty,
self-mastery is a valued skill**

\$1 Trillion

lost in productivity due to depression and anxiety disorders globally according to World Health Organization

Trend 1: Amidst uncertainty, self-mastery is a valued skill

Mental health and wellness skills

Anxiety Management	↑ 3,967%
Resilience	↑ 1,296%
Stress Management	↑ 1,015%
Meditation	↑ 886%
Mindfulness	↑ 784%

Productivity skills and habits

Time Management	↑ 990%
Motivation	↑ 855%
Focus Mastery	↑ 810%
Self-Discipline	↑ 791%
Memory	↑ 679%
Goal Achievement	↑ 581%

Trend 2

**Remote work makes
collaboration a priority**

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“One problem is that **leaders think about collaboration too narrowly: as a value to cultivate but not a skill to teach.”**



Francesca Gino,
November–December 2019
Harvard Business Review

Trend 2: Remote work makes collaboration a priority

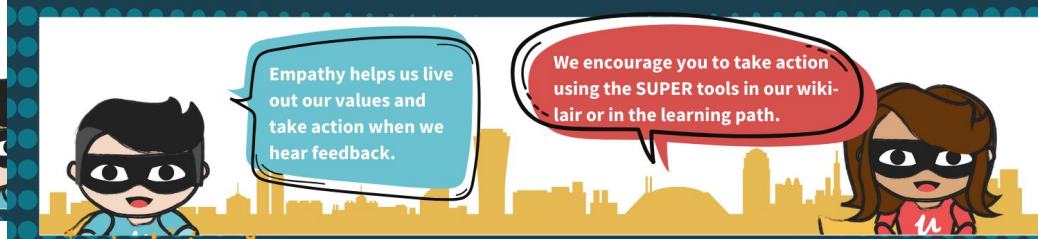
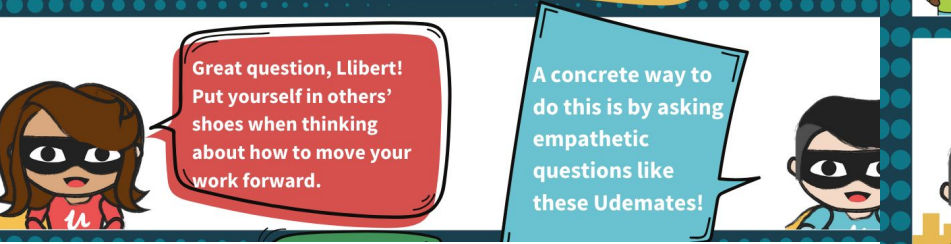
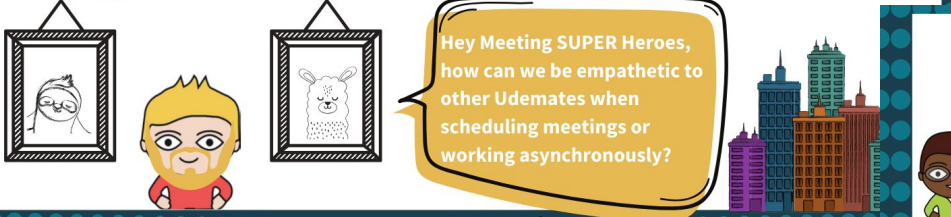
Communication skills

Listening Skills	↑ 1,650%
Business Communication	↑ 1,585%
Business Writing	↑ 1,371%
Business Etiquette	↑ 1,286%
Conflict Management	↑ 890%
Interpersonal Feedback	↑ 686%

Leadership skills

Diversity & Inclusion	↑ 1,259%
Decision Making	↑ 1,240%
Strategic Thinking	↑ 848%
Facilitation	↑ 816%
Teamwork	↑ 812%
Cultural Awareness	↑ 708%

Turning insights into action



POLL: What are the biggest obstacles standing in the way of your L&D program success?

- A. Lack of time
- B. Budget constraints
- C. Proving ROI
- D. Choosing right L&D opps
- E. Lack of employee interest
- F. Lack of L&D team
- G. Lack of buy-in

POLL: What are the biggest obstacles standing in the way of your L&D program success?

Udemy survey results:

61% Lack of time

42% Budget constraints

38% Proving ROI

31% Choosing the right L&D opps

30% Lack of employee interest

21% Lack of L&D team

20% Lack of buy-in

Trend 3

**Data literacy is the new
computer literacy**

Where's the data?

The New York Times

NEWS ANALYSIS

The Age of Big Data

By [Steve Lohr](#)

Feb. 11, 2012

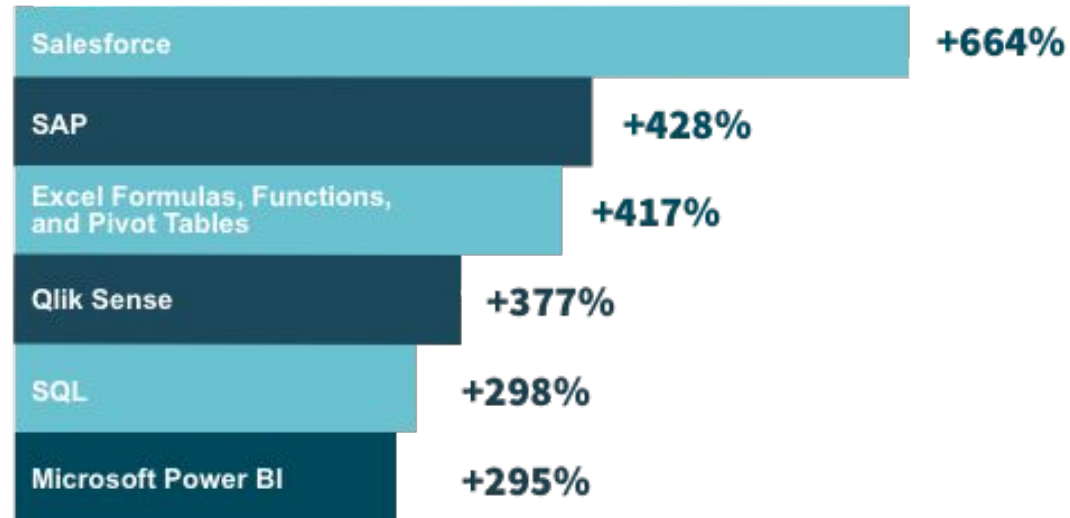


GOOD with numbers? Fascinated by data? The sound you hear is opportunity knocking.

Mo Zhou was snapped up by I.B.M. last summer, as a freshly minted Yale M.B.A., to join the technology company's fast-growing ranks of data consultants. They help businesses make sense of an explosion of data — Web traffic and social network comments, as well as software and sensors that monitor shipments, suppliers and

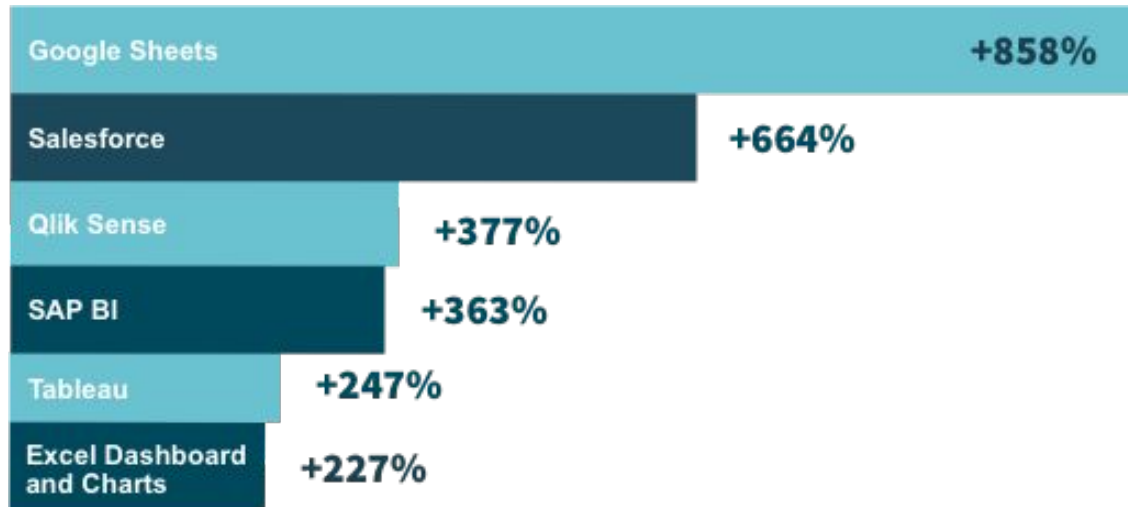
Trend 3: Data literacy is the new computer literacy

Business intelligence and data analysis skills



Trend 3: Data literacy is the new computer literacy

Data visualization software skills



Trend 4

Automation skills let data scientists focus on strategy

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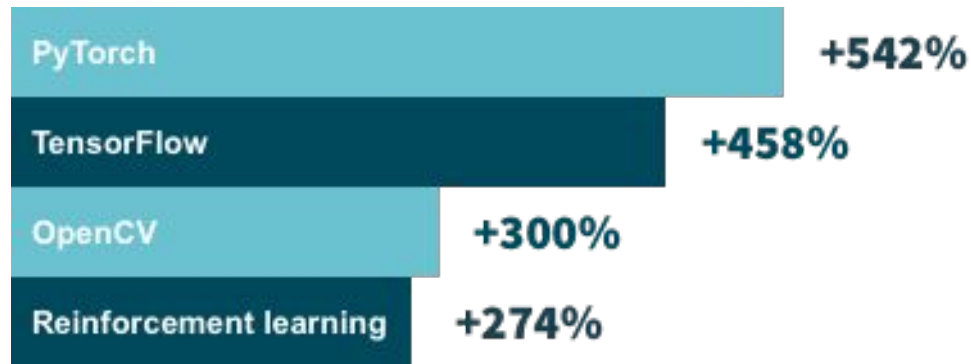
Recently, huge strides in machine learning and artificial intelligence have allowed for the creation of new data science tools that automate a variety of repetitive tasks. Now data scientists have more time to focus on **developing clear business solutions instead of cleaning data.”**



Jose Portilla,
Pierian Data, Head of Data Science
and Udemy instructor

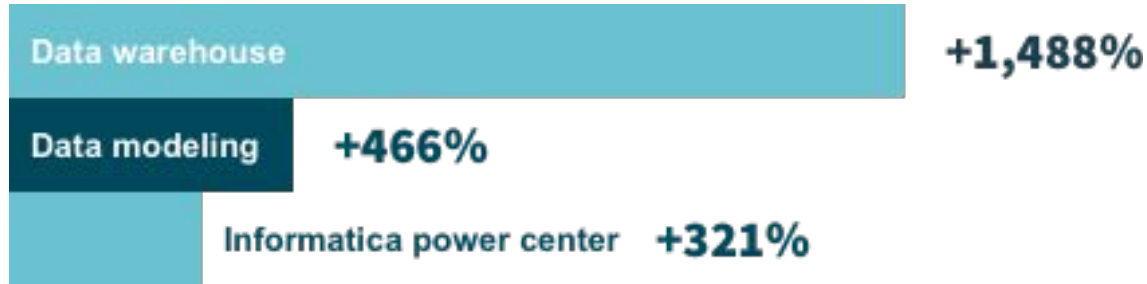
Trend 4: Automation skills let data scientists focus on strategy

Machine learning automation skills



Trend 4: Automation skills let data scientists focus on strategy

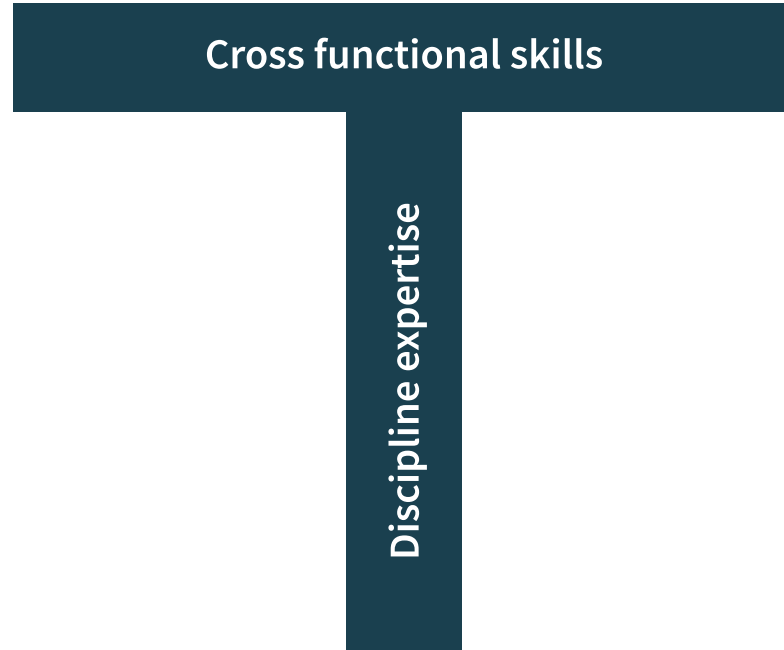
Data automation tools



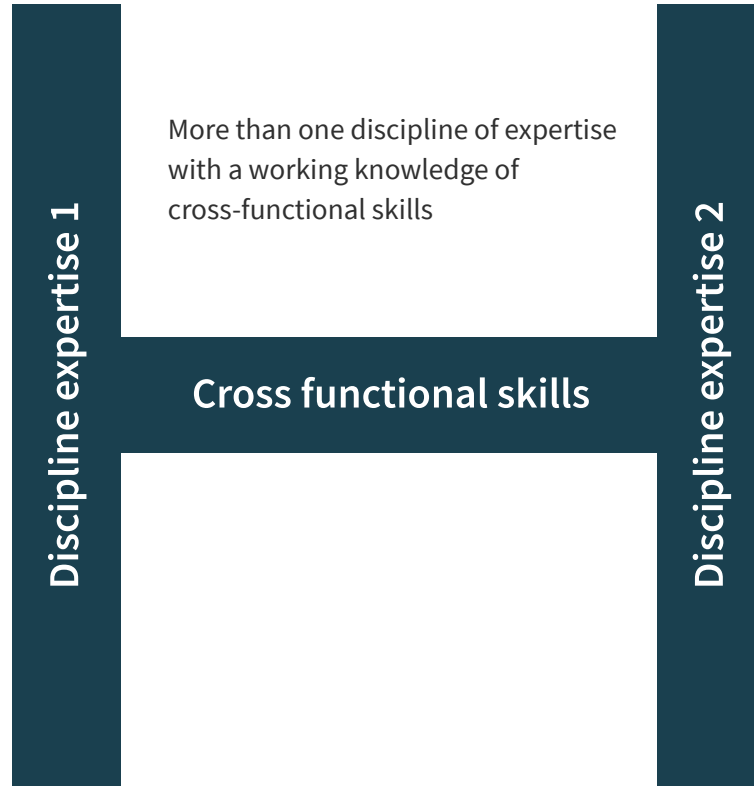
Trend 5

**Farewell silos,
hello hybrid tech roles**

T-shaped skills

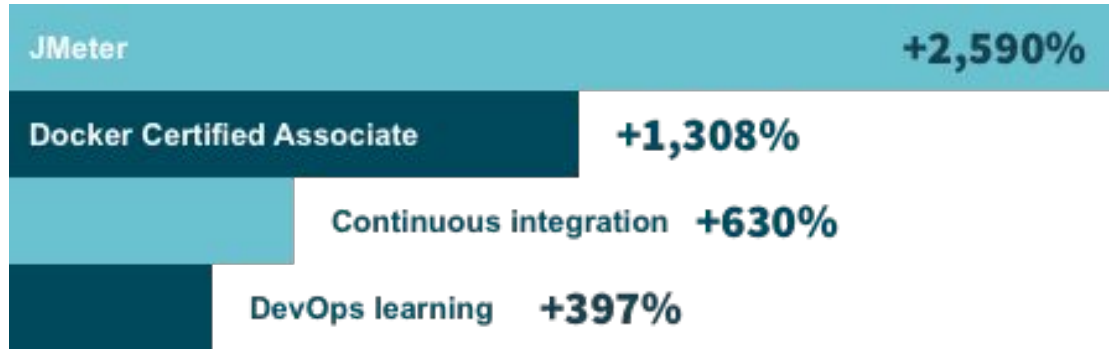


H-shaped skills



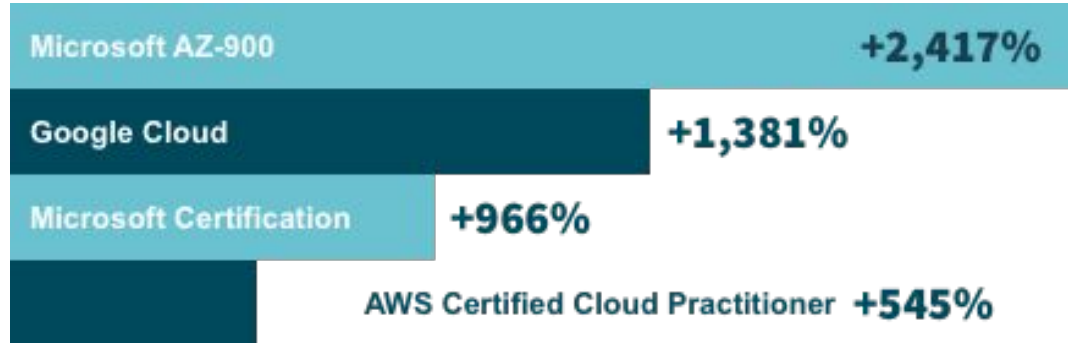
Trend 5: Farewell silos, hello hybrid tech roles

DevOps skills



Trend 5: Farewell silos, hello hybrid tech roles

Cloud computing skills



POLL: Did your company shift to a remote or distributed workforce this year?

- A. Yes, we temporarily shifted most or all of our workforce
- B. Yes, we temporarily shifted a small portion of our workforce
- C. Yes, we permanently shifted most or all of our workforce
- D. Yes, we permanently shifted a small portion of our workforce
- E. No

POLL: Did your company shift to a remote or distributed workforce this year?

Survey results:

62.50% Yes, we temporarily shifted most or all of our workforce

12.50% Yes, we temporarily shifted a small portion of our workforce

11.51% Yes, we permanently shifted most or all of our workforce

10.86% No

2.63% Yes, we permanently shifted a small portion of our workforce

Trend 6

**Cybersecurity training
takes on a new urgency**

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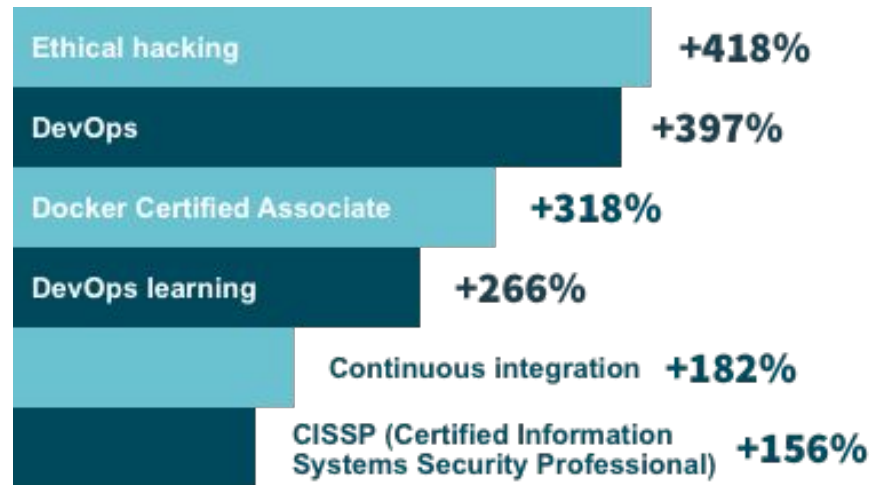
Cybercriminals are now responsible for billions in losses per year and state-sponsored hacking groups posing an ever-greater threat. With remote work here to stay, IT leaders must **examine the security gaps in every part of the organization's network.”**



Nathan House,
Station X Chief Executive Officer
And Udemy instructor

Trend 6: Cybersecurity training takes on a new urgency

Cybersecurity skills



6 Workplace Learning Trends that will define 2021

Trend 1

Pursuit of self-mastery

Trend 2

Remote collaboration

Trend 3

Data literacy imperative

Trend 4

Data science automation

Trend 5

Hybrid tech roles

Trend 6

Cybersecurity urgency

Key takeaways

1. Upskilling has become increasingly important for organizations.
2. Invest in the mental health and wellness of your workforce.
3. Don't be afraid to talk about failure.
4. Put learning into the flow of (remote) work.
5. Leverage existing, best-in-class training material.

Your questions

Thank you!