

The Pursuit of Effective Workplace Training

October 11, 2022



AGENDA

- Welcome
- Emergn's learning survey
- Recommendations for workplace learning programs
- Q&A



Where we are today

The business world has undergone significant challenges over the last few years.

These challenges have provided new insights into our current working models and shed a brighter light on organizational vulnerabilities and opportunities to improve the way we work – none more so than with workplace learning.



Why did Emergn conduct a survey?

We are a global digital business services firm that creates lasting, positive change by supporting the people who drive innovation forward.

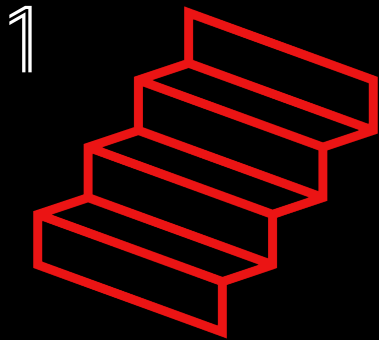
And change happens through learning.

Emergn enables teams to learn new, modern ways of working, and ensure new skills and capabilities are focused on the organization's goals.



3 guiding principles

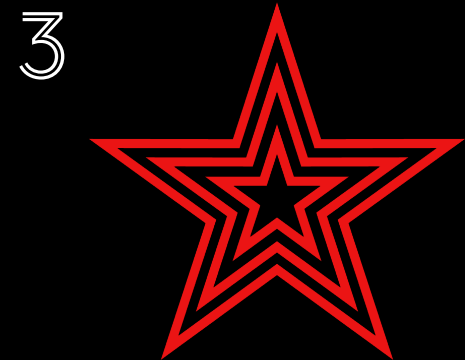
VFQ Value
Flow
Quality



Deliver **VALUE**
early and often



Optimize the **FLOW**
of work end-to-end



Discover **QUALITY**
with fast feedback





THE EMERGN WAY

It's our journey to
who we are today
and **who we want
to be** in the future.



We're looking to gain a better understanding

- Quality of current workplace training offerings
- The degree of alignment between leadership and learners
- Steps being taken to align workforce learning with digital transformation processes



Poll

What percentage of your current workplace training efforts are focused on retaining talent?

Less than 25%

Half

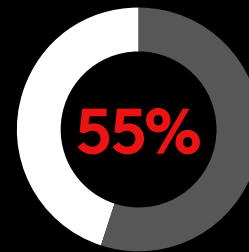
75%

All of our efforts

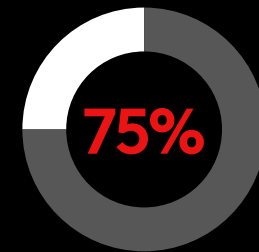


Key takeaways

Workplace training is a strong retention tool



of learners stated
that L&D programs
increased job
satisfaction and
employee morale



of learners said that
strong workplace
training would have a
very high or high impact
on their decision to stay
with an employer



Poll

At what level are you evaluating your training programs today?

*Dr. Donald Kirkpatrick – Validating Talent Investments



Reactionary

Surveying after training

Learning

Pre and post training goals

Behavioral

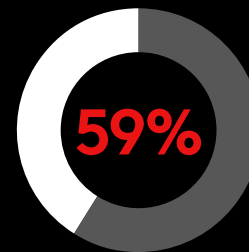
Interviewing months after training occurred

Results-driven

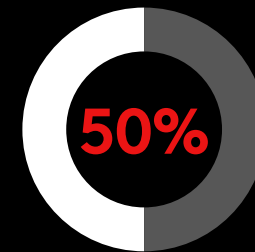
KPIs identified and measured

Key takeaways

The disconnect between learners and leaders



of leaders found
workplace training
programs to be
very effective



of learners felt
current workplace
training models
were very effective



Poll

How connected do you think the training that you offer today is to the business goals of the team?

Very **connected**

Somewhat **connected**

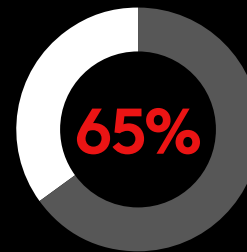
Neutral

Not **connected**

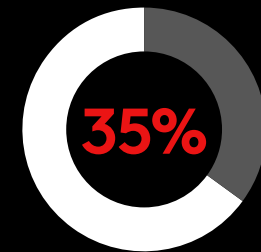


Key takeaways

Connecting employee and employer ROI to L&D



of respondents felt they either didn't have enough time or that current L&D was not relevant to their role



of leaders stated their workplace training was completely connected to the goals of their team



Survey results



The importance of workplace training

75%

OF LEARNERS STATED THAT STRONG
WORKPLACE TRAINING WOULD HAVE A VERY
HIGH OR HIGH IMPACT ON THEIR DECISION
TO STAY WITH AN EMPLOYER RATHER THAN
SEEK OTHER OPPORTUNITIES

The benefits of workplace training
respondents observed the most:

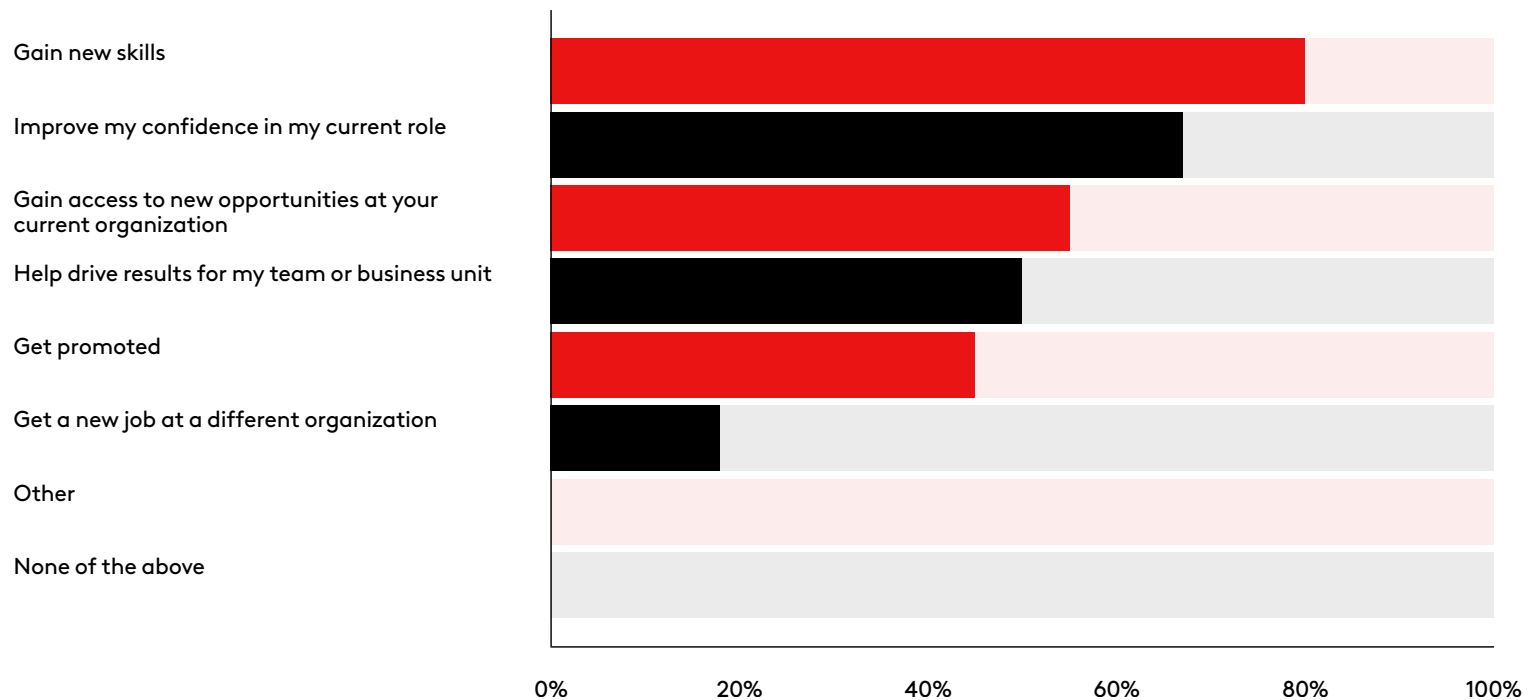
- Increased productivity (65%)
- Increased capacity to adopt new ways of working (56%)
- Increased job satisfaction and employee morale (55%)



What do learners want to achieve?

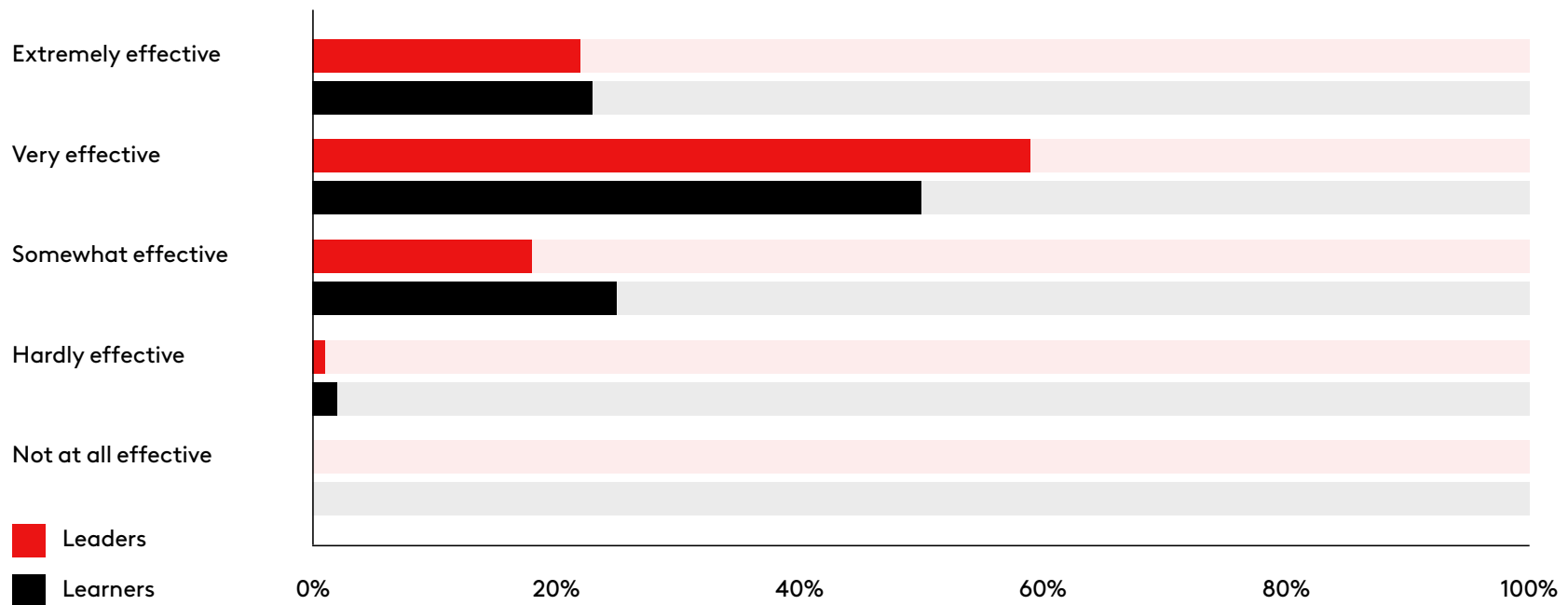
When participating in workplace training, which of the following do you want to achieve?

(Learner responses only – select all that apply)



A difference of opinion

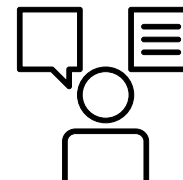
How effective is your workplace training at your organization when it comes to providing the skills you need to meet the goals and objectives of your team?



A difference of opinion

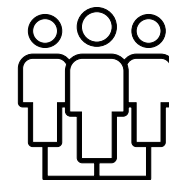
49%

OF LEARNERS FEEL TRAINING
AROUND EFFECTIVE COMMUNICATION
AND PRESENTATION SKILLS IS JUST
AS IMPORTANT AS INDUSTRY-SPECIFIC
AND TECHNOLOGY-SPECIFIC SKILLS



45%

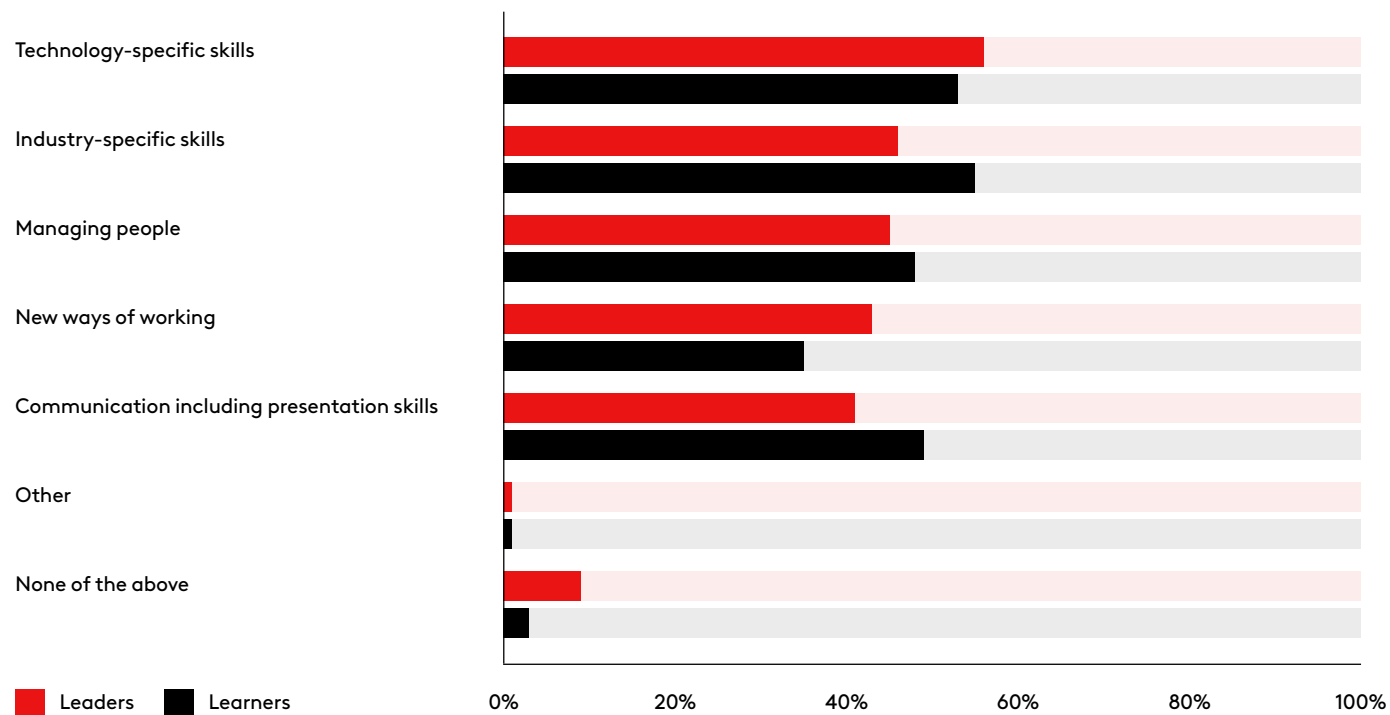
OF LEADERS FELT TRAINING
FOCUSED ON MANAGING
PEOPLE WAS PARAMOUNT



What training do learners need?

What kind of workplace training would improve the outcomes of your work?

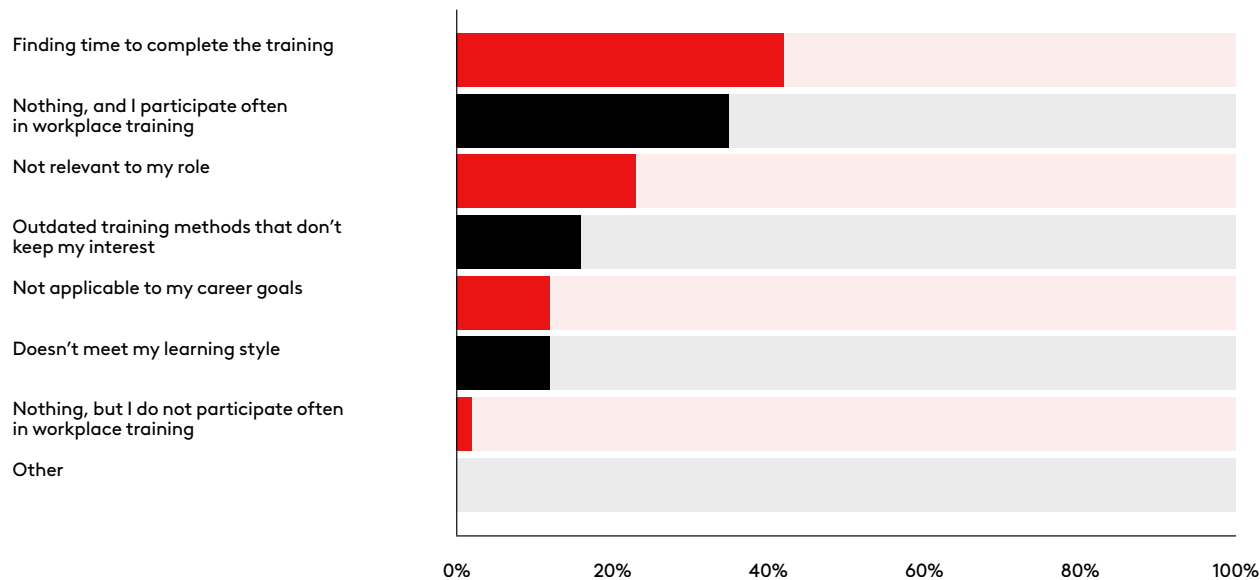
(All respondents – select all that apply)



Making workplace training more accessible and relevant

What hinders you from participating in workplace training offered by your organization?

(All respondents – select all that apply)



42%

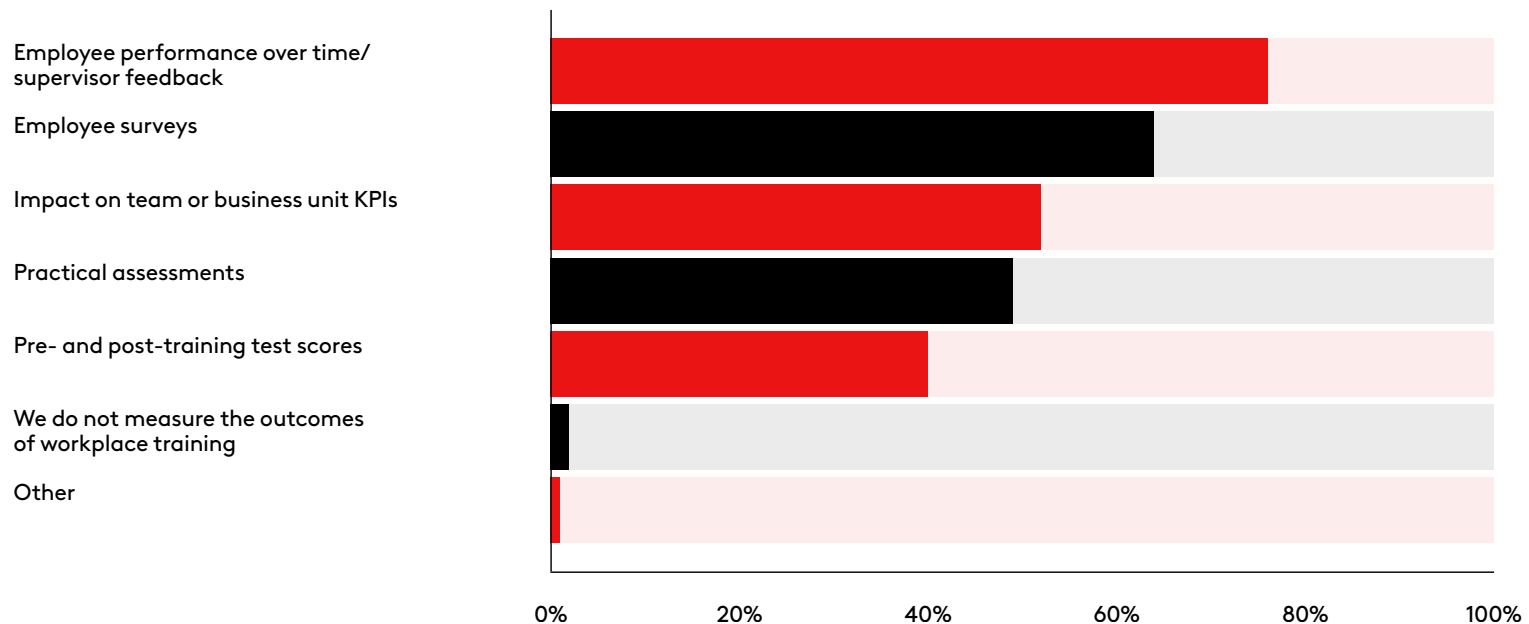
OF RESPONDENTS ARE HINDERED
FROM COMPLETING TRAINING
OFFERED BY THEIR ORGANIZATION
DUE TO A LACK OF TIME



Measuring outcomes

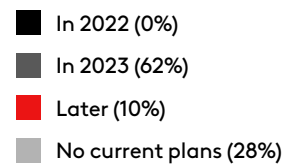
How does your organization measure the outcomes of workplace training?

(Leader responses only – select all that apply)



Leadership measurement and planning

**How soon, if at all, will you introduce
a workforce training plan?**
(Leader responses only)



Target business impact with work-based learning

By offering continuous learning and development programs that are part of employees' work-based learning, employers will empower employees while creating an environment that encourages continued growth.



Recommendations



Recommendations



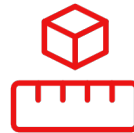
Plan training offerings with retention in mind

- What areas of turnover have the greatest negative impact to the business?
 - What do learners in these areas value most?
-



Know what business problem you are solving before you start designing

- What's not working? How pervasive is it?
 - How is training going to solve it? Is the issue really a lack of skills or knowledge?
-



Design in behavioral change and result level measures into all transformation efforts to track value over time



QA
&A



**We improve the
way people and
companies work.
Forever.**



THANK YOU
THANK YOU
THANK YOU
THANK YOU

<https://www.emergn.com/2022-survey-report/>

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