



Learning and Development Today, Next Year, and Beyond



Reports from a Survey of
Learning and Development Professionals



Learn about the current state of learning and development and view **priorities and predictions for learning and development programs** in 2018 and beyond.

Presented by





Learning and Development Today, Next Year, and Beyond

We surveyed a group of learning and development professionals on their current performance and challenges, priorities and focus areas for 2018, and what they predict will change and influence the way learning and development is created, delivered, and analyzed in the next 5-10 years.



Contents

2	Formal Training
3	Challenges Learning and Development Departments Currently Face
4	Learning and Development Performance Ratings
8	Priorities for 2018
9	Focus Areas for Improvement
10	Learning and Development in 5-10 Years
14	New Technology and Software
15	The Next Generation of Learners
16	A Workforce Going Virtual
17	Notable Quotes

Presented by





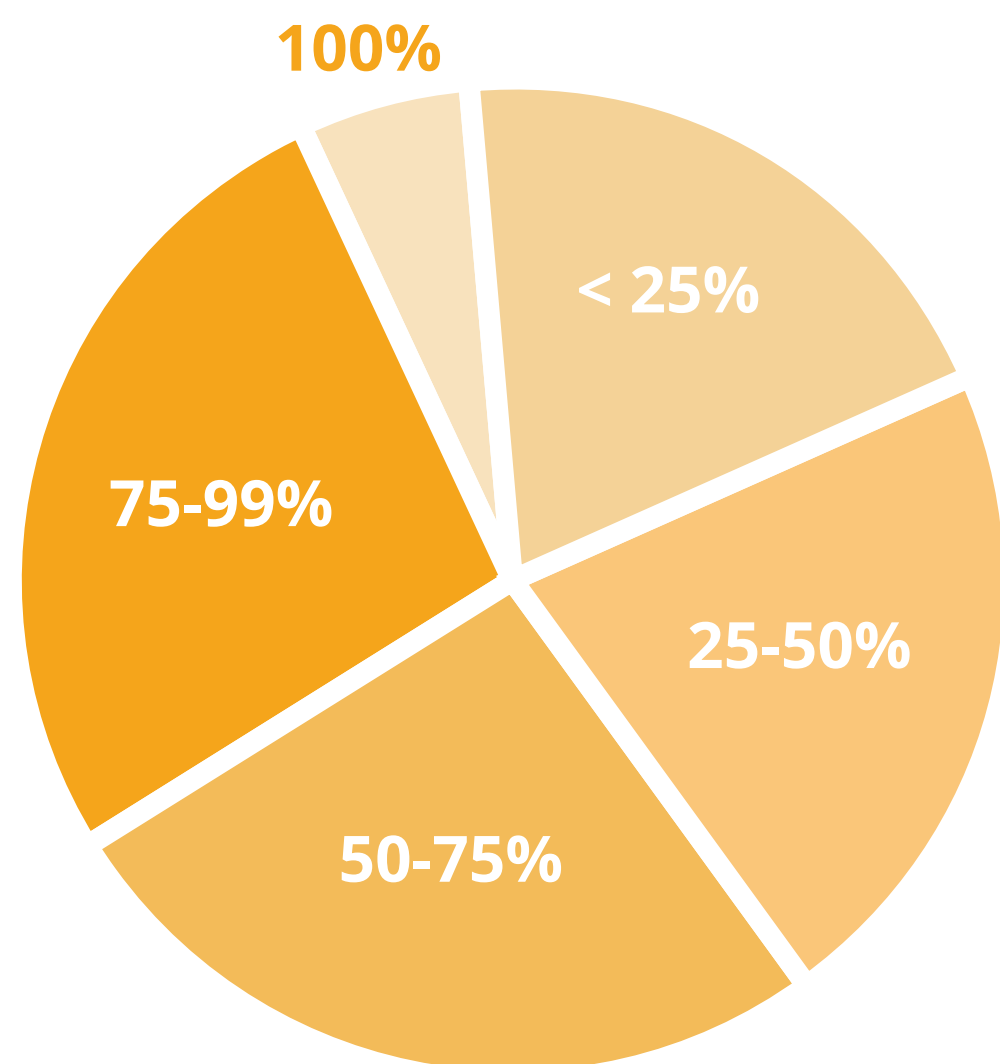
59% of Learning and Development professionals report that formal training accounts for 50% or more of their learning and development program.

What percent of **Learning and Development** is currently delivered through formal training?

While 60% of professionals surveyed reported that formal training accounts for at least 50% of their learning programs, most predicted that instructor led training will decline or become obsolete in the next 5-10 years as budgets decrease and there are greater demands for impact.



What percent of Learning and Development is delivered through formal training?



19.82%	< 25% formal training
21.62%	25-50 % formal training
26.31%	50-75% formal training
27.03%	75-99% formal training
5.41%	100% formal training



40% of Learning and Development professionals cite **Determining Learning's Impact on Business** as a major challenge.

What are the biggest challenges Learning and Development Departments currently face?

Learning and development professionals surveyed cited three main challenges in developing and managing learning today: **Lack of Resources or Time (60%)**, **Lack of Budget (42%)**, and **Determining Learning's Impact on Business (40%)**.



What are the biggest challenges Learning and Development Departments currently face?





How do Learning and Development Professionals rate their current performance?

We surveyed learning and development professionals on their performance in four key areas: content creation, content delivery, content analysis, and the effectiveness of their L&D program. Here's what they had to say.



How do Learning and Development professionals rate the overall effectiveness of their learning and development programs?

The professionals surveyed rated the overall performance of their learning and development programs at 3.28 stars.

Average Performance Rating

3.28 stars



★ ☆ ☆ ☆ ☆	1.83%
★ ★ ☆ ☆ ☆	21.10%
★ ★ ★ ☆ ☆	37.61%
★ ★ ★ ★ ☆	26.61%
★ ★ ★ ★ ★	12.84%

Most learning and development professionals surveyed rated their overall performance at **3 stars**.

Just under 13% of those surveyed rated their overall performance at **5 stars**. Less than 2% rated their overall performance at **1 star**.



How do Learning and Development professionals rate their current learning content creation performance?

According to the survey, learning and development professionals rated content creation as one of their strongest performing areas.

Average Performance Rating

3.46 stars



Most learning and development professionals surveyed rated their content creation performance at **4 stars**.

Just over 15% of those surveyed rated their content creation performance at **5 stars**. Less than 3% rated their performance at **1 star**.

★ ☆ ☆ ☆ ☆	2.75%
★ ★ ☆ ☆ ☆	14.68%
★ ★ ★ ☆ ☆	32.11%
★ ★ ★ ★ ☆	34.86%
★ ★ ★ ★ ★	15.60%



How do Learning and Development professionals rate their current learning content delivery performance?

Content delivery performance was rated the highest of all categories by surveyed learning and development professionals.

Average Performance Rating

3.49 stars



Most learning and development professionals surveyed rated their content delivery performance at **4 stars**.

Just under 15% of those surveyed rated their content performance at **5 stars**. Less than 2% rated their performance at **1 star**.

★ ☆ ☆ ☆ ☆	1.87%
★ ★ ☆ ☆ ☆	14.95%
★ ★ ★ ☆ ☆	30.84%
★ ★ ★ ★ ☆	37.38%
★ ★ ★ ★ ★	14.95%



How do Learning and Development professionals rate their current learning content analysis performance?

With an average rating of less than three stars, learning content analysis was the lowest rated category by surveyed professionals.

Average Performance Rating

2.85 stars



Most learning and development professionals surveyed rated their analysis performance at **3 stars**.

Less than 10% of those surveyed rated their content performance at **5 stars**, while just over 10% rated their performance at **1 star**.

★ ☆ ☆ ☆ ☆	10.38%
★ ★ ☆ ☆ ☆	27.36%
★ ★ ★ ☆ ☆	38.68%
★ ★ ★ ★ ☆	14.15%
★ ★ ★ ★ ★	9.43%

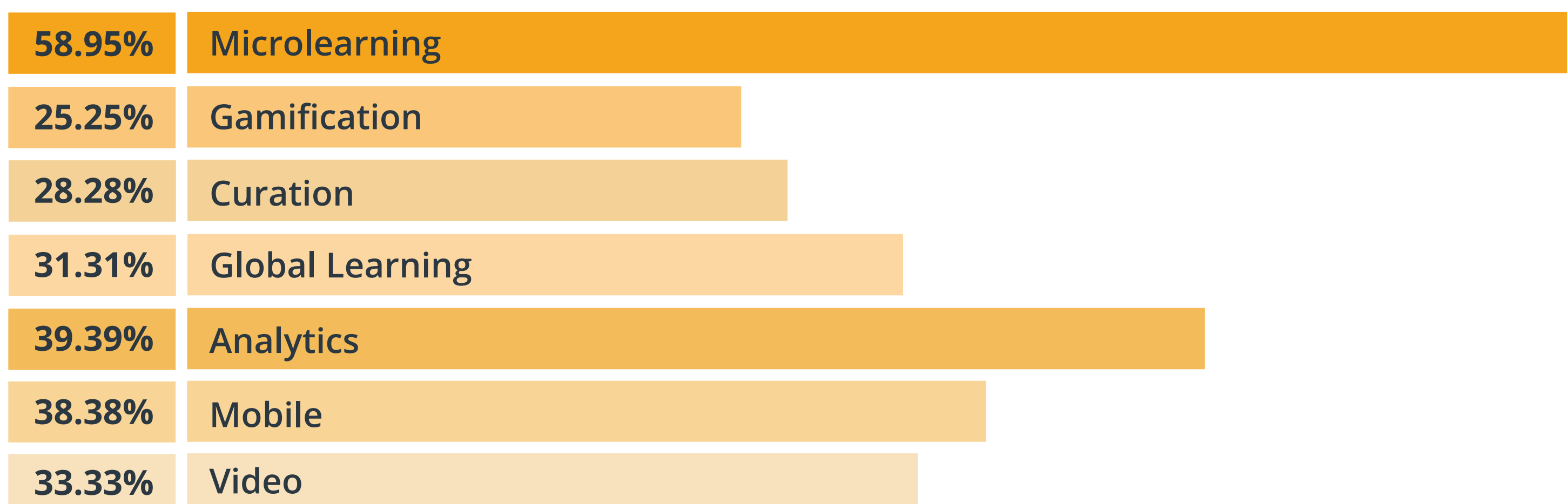


Comparing my role as an instructional designer at a start up vs. the many years entrenched in legacy corporate world, **training moves FAST.**

We have so many training needs and **our goal is to get accurate information out as quickly as possible** while keeping an eye on longevity and content retention.

What will be priority for Learning and Development Departments in 2018?

Nearly **60%** of the professionals surveyed reported that **Microlearning** will be a priority in 2018 (just over one-third will focus on **Mobile and Video**). Almost **40%** of those surveyed **will focus on analytics next year**, making it the secondmost reported priority for the coming year.





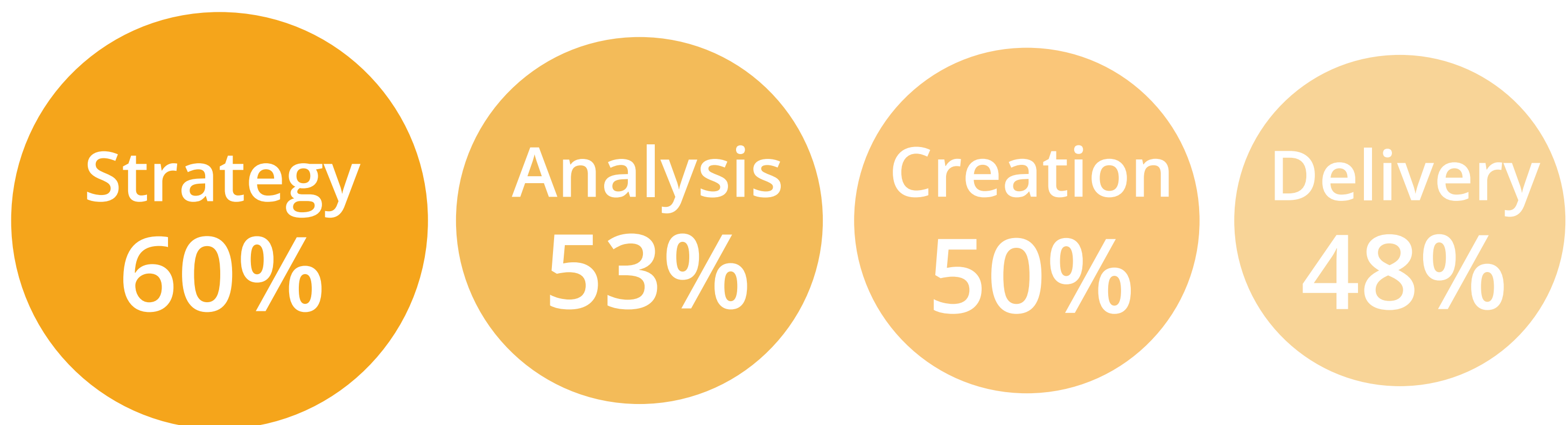
24.21% of Learning and Development professionals do not use a tool to distribute, track, and manage their learning



In the not-so-distant future, Learning and Development will need to be **more strategic** and **tied directly to business needs and impact.**

Which areas do **Learning and Development** professionals hope to improve in 2018?

Most learning and development professionals hope to improve in a handful of key areas in 2018:





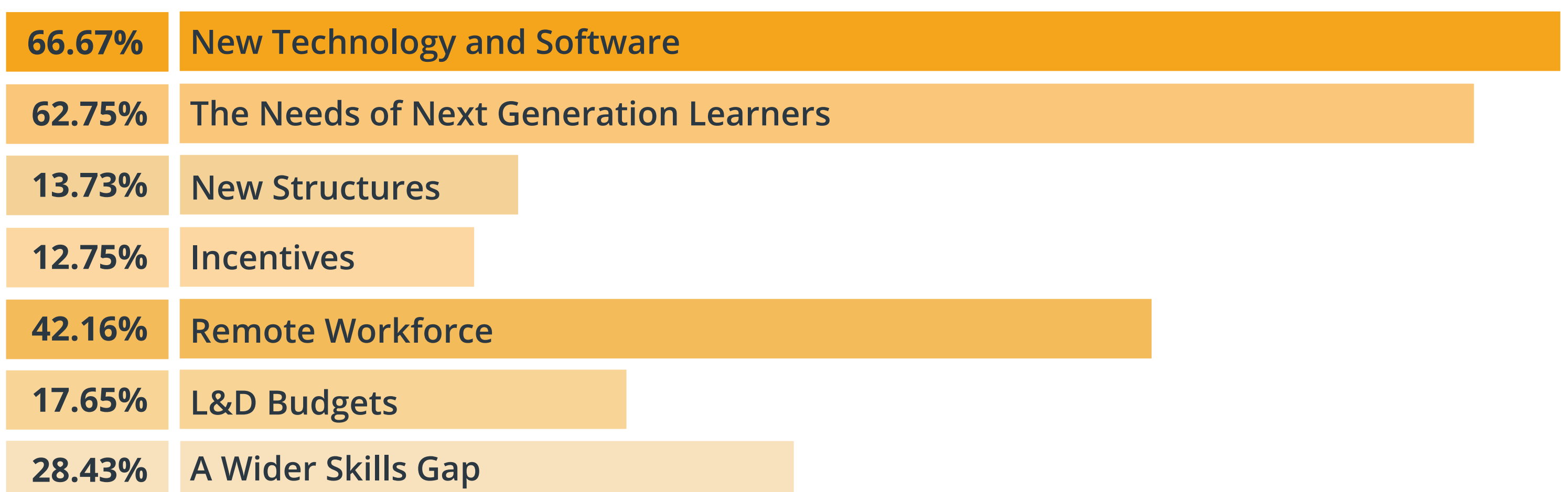
42% of professionals surveyed believe that **the remote workforce** will have a major impact on learning and development in 2018

What will have the greatest impact on Learning and Development in the next 5-10 years?

Learning and development professionals believe that new technology and software, the needs of the next generation of learners, a wider skills gap, learning department budgets, remote workforce, new corporate structures, and incentivized learning will have a key impact on learning and development in the next 5-10 years.

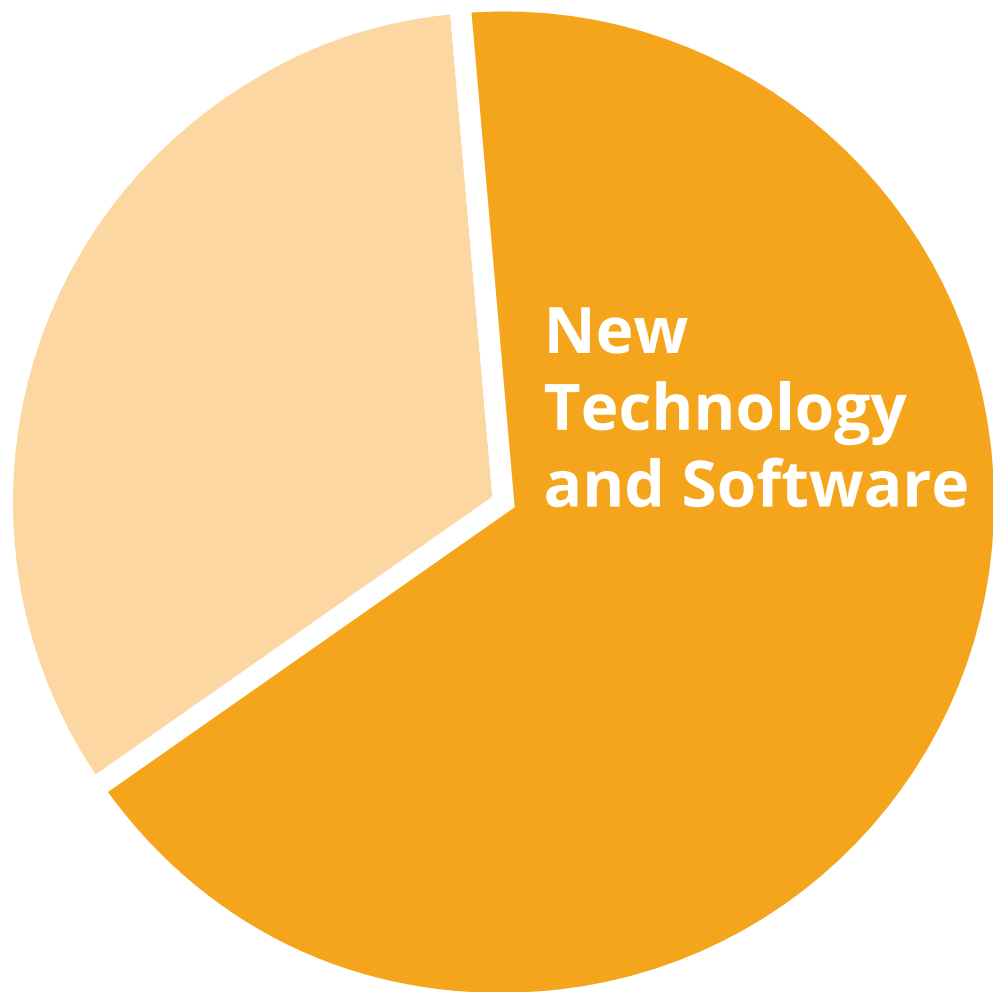


What will have the greatest impact on Learning and Development in the next 5-10 years?

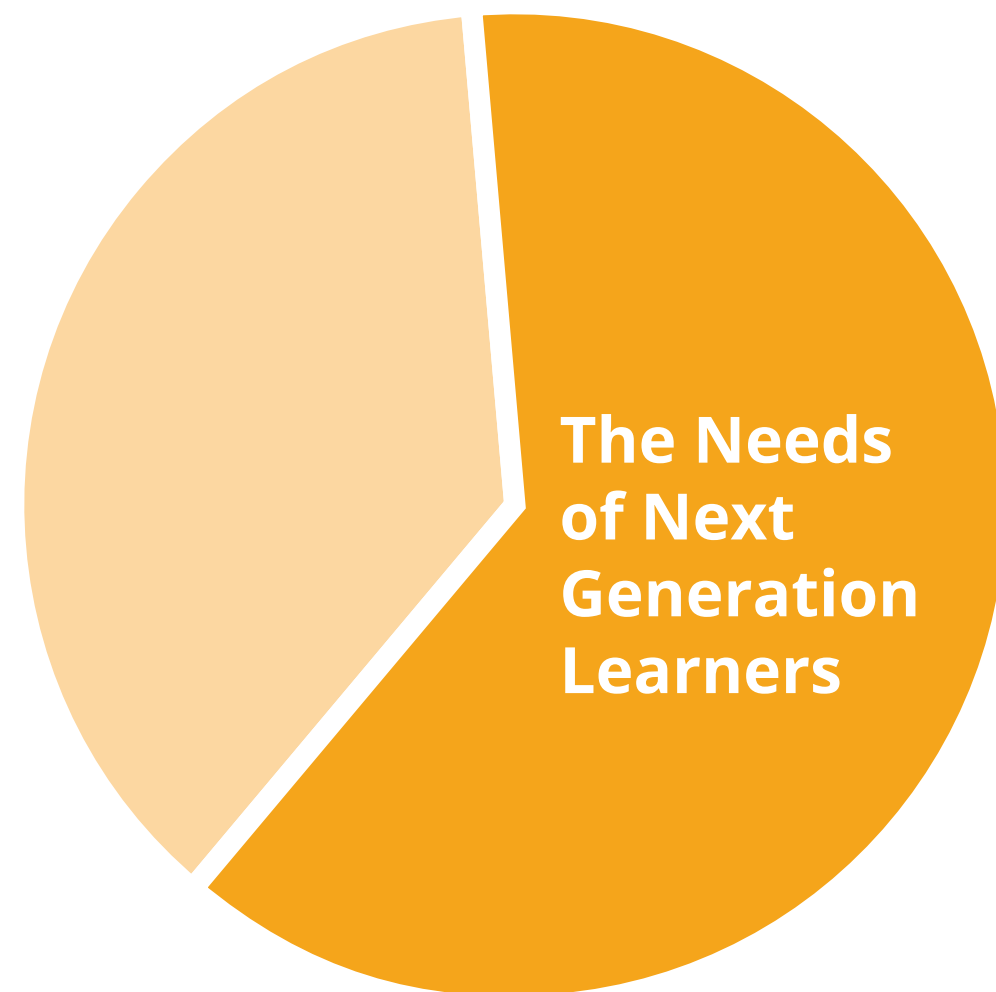




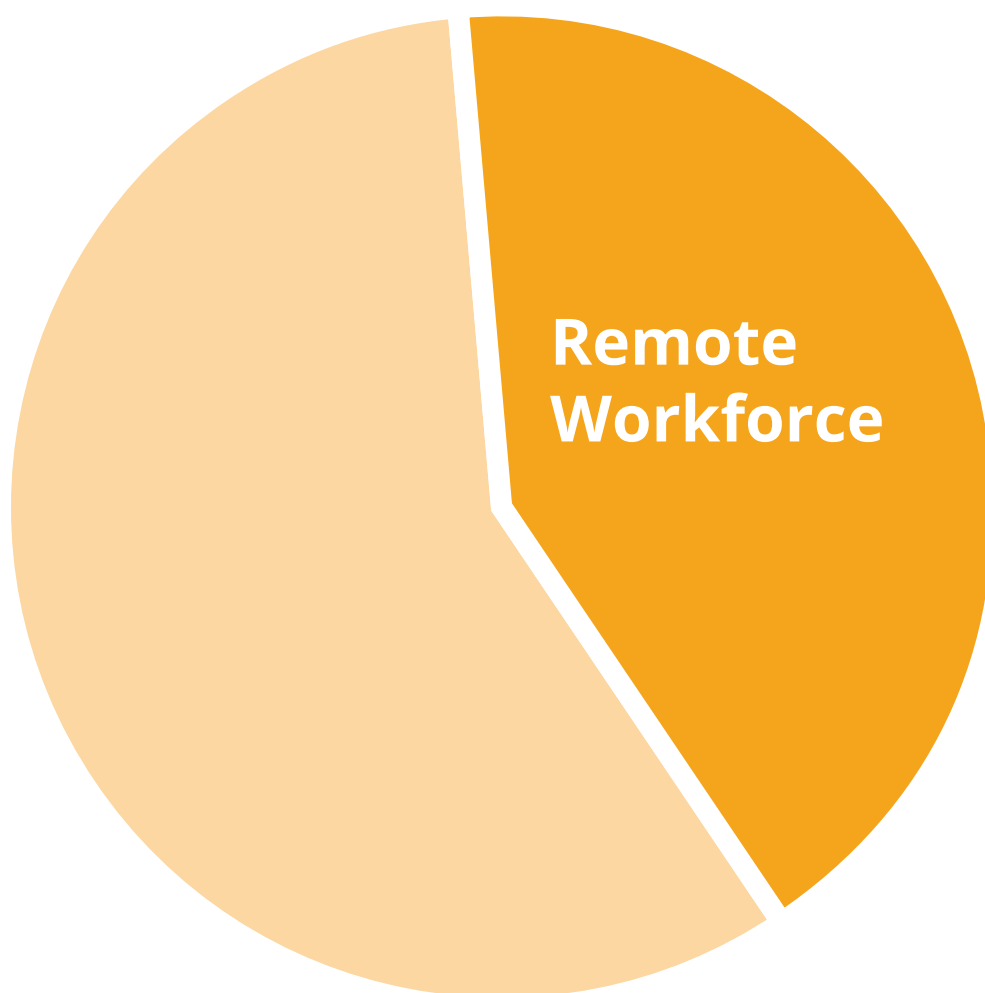
New Technology and Software
66.67%



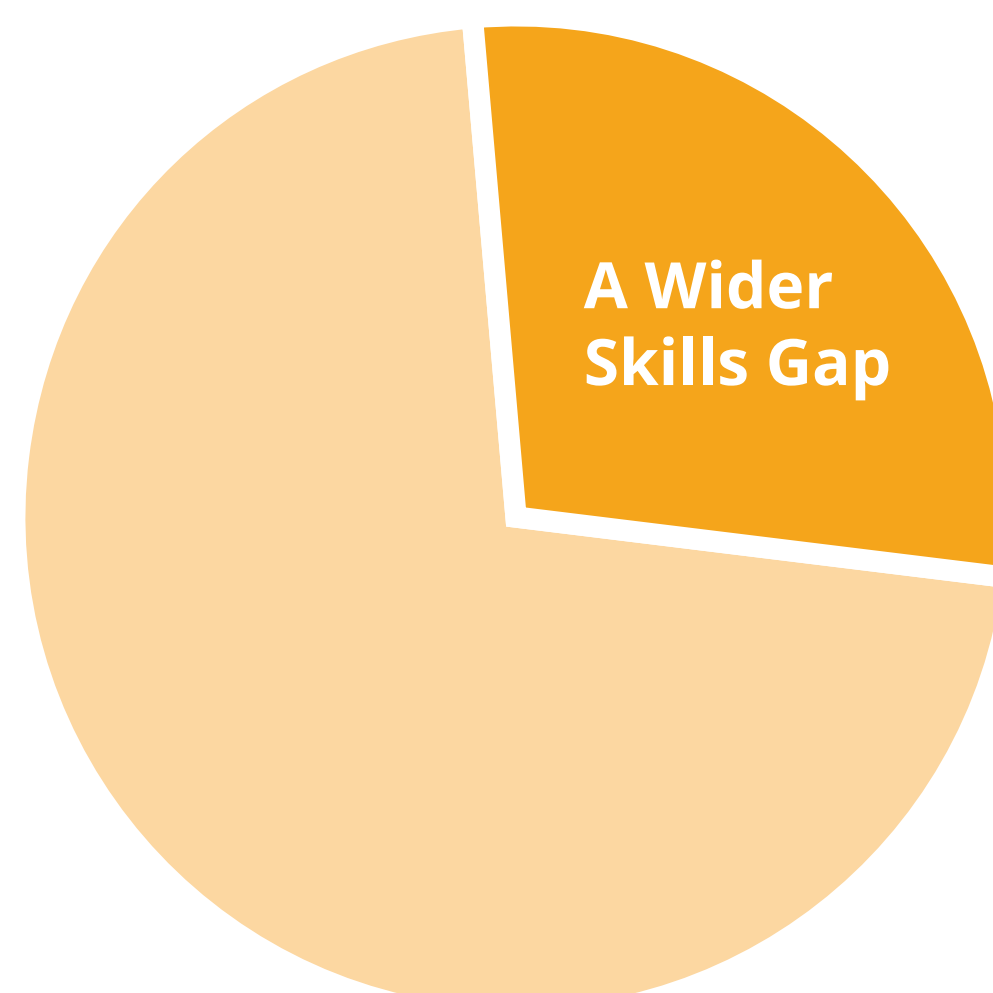
Next Generation Learner Needs
62.75%



Remote Workforce
42.16%

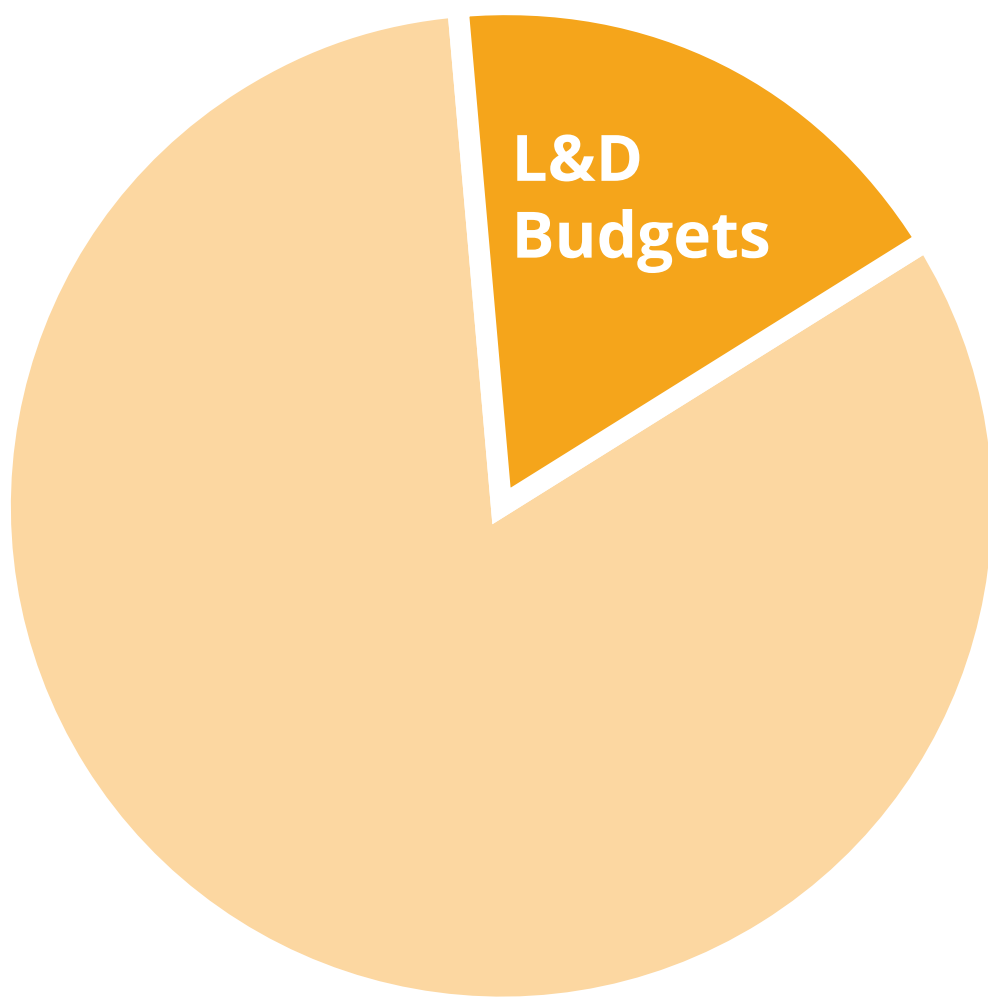


Wider Skills Gap
28.43%

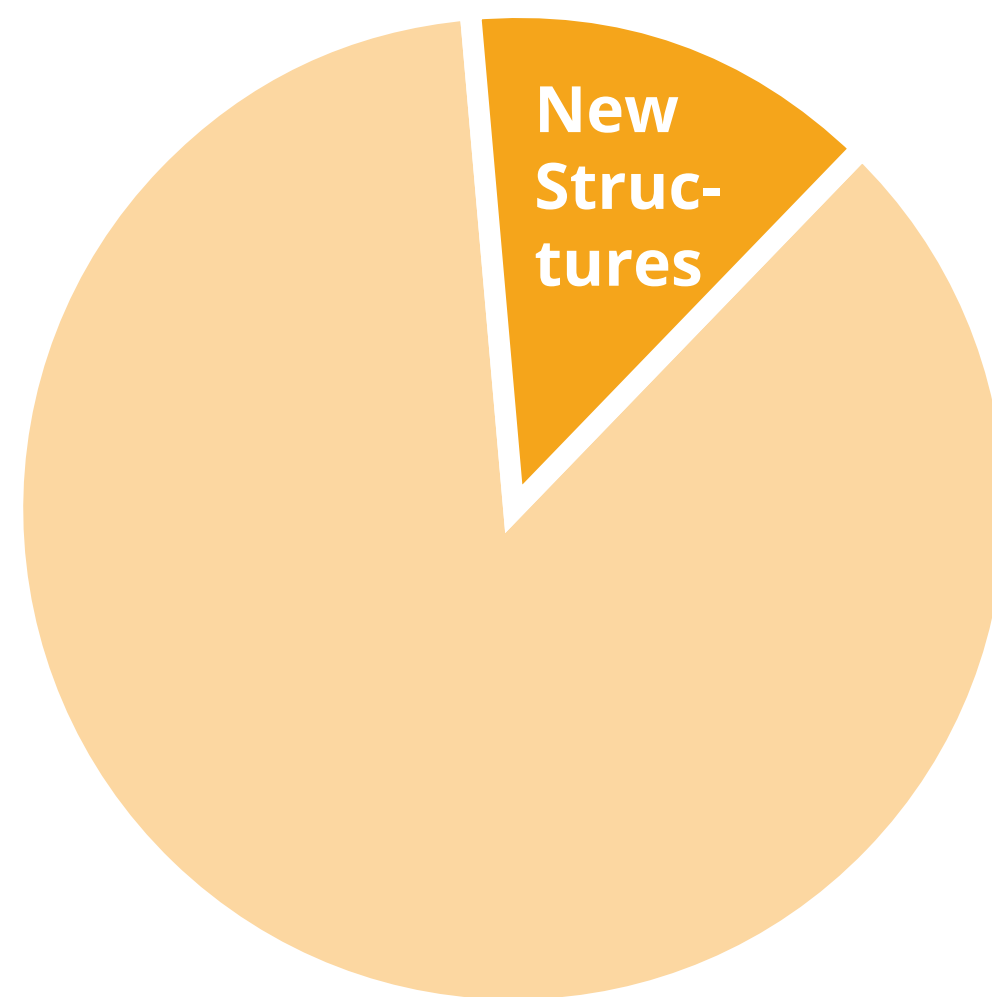




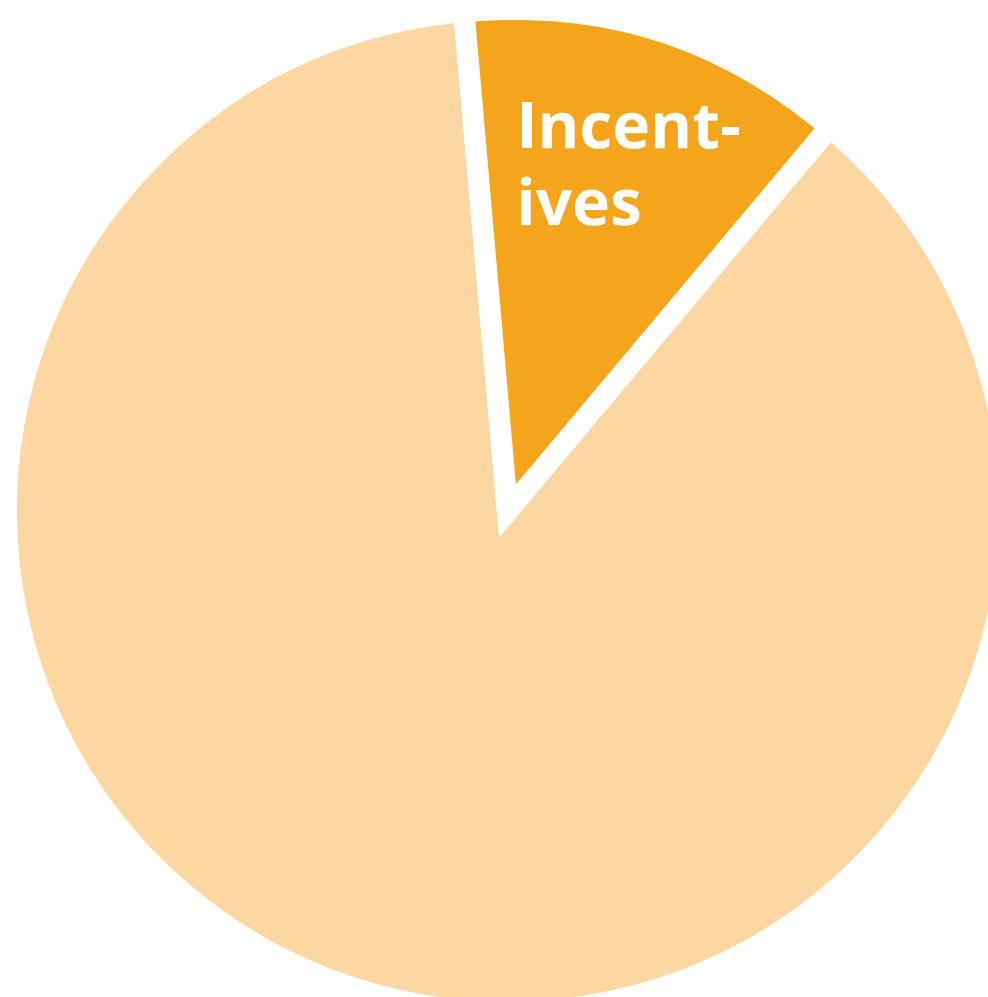
Learning and Development Budgets
17.65%



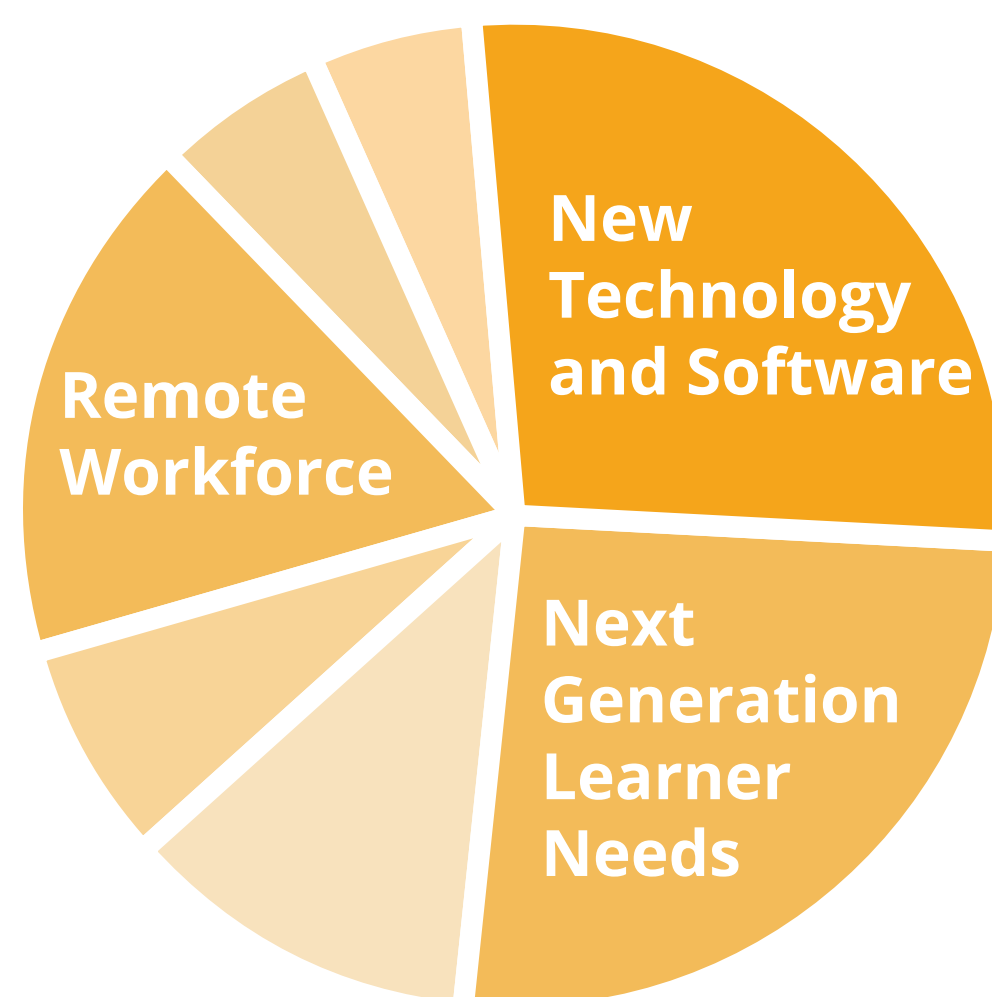
New Corporate Structures
13.73%



Incentivized Learning
12.75%



Overall Breakdown
% of Total Answers





I think this **smaller, bite size, microlearning** (as much as I dislike that buzzword) **is the future of training.**

How will **Learning and Development** change in the next 5-10 years?

The learning and development professionals surveyed had a lot to report when it came to predictions for how their departments and strategies will change in the next 5-10 years. The common themes, overall summary, and memorable quotes can be found below.



How will **Learning and Development** change in the next 5-10 years?

Below are some of the common themes in predictions for how learning and development programs will change in the next 5-10 years.

- Microlearning
- On-Demand & Just in Time e-Learning
- Social and On-the-Job Training
- Customized Learning Journey
- Simulations/Virtual Reality
- Need for Advanced Technology Support
- Remote Workforce



The advancement of AI and machine learning will lead to **more virtual training options.**

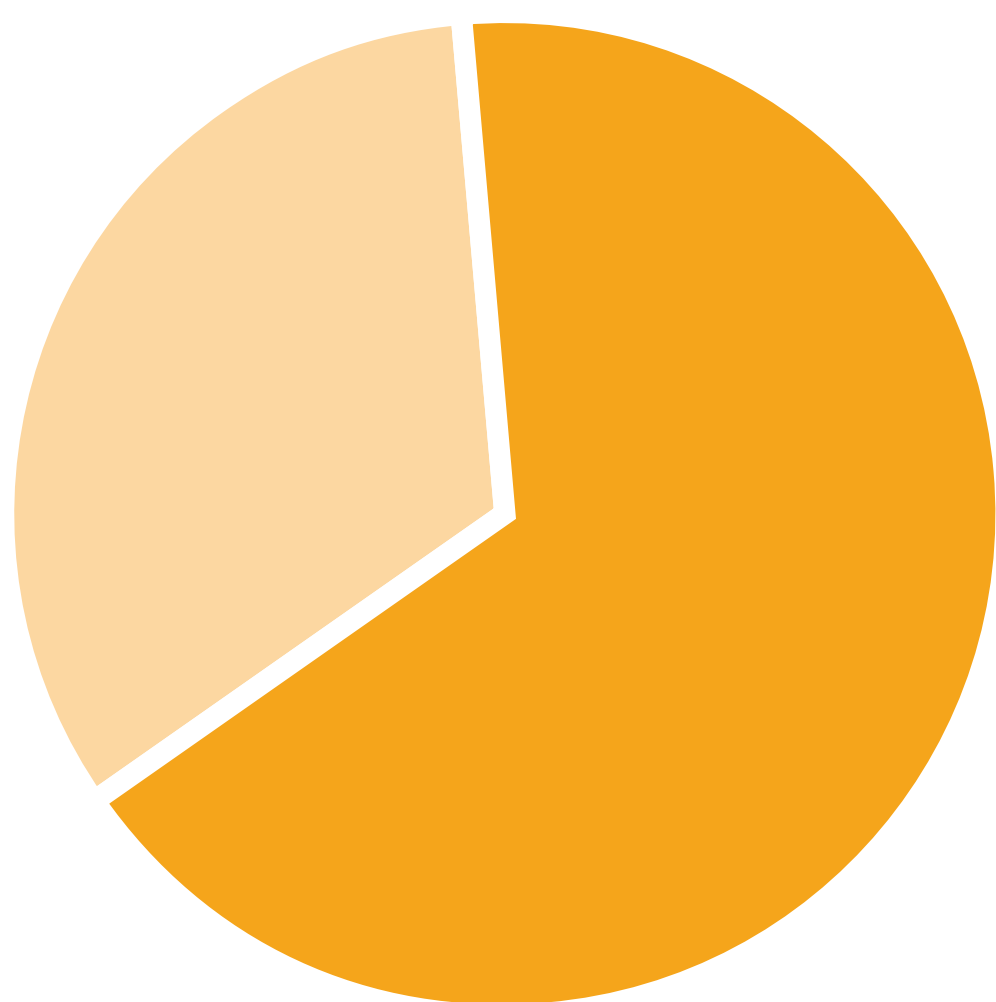


New Technology and Software

Two-thirds of respondents cited new technology and software as a key influence in the future of learning and development. **Some believe that LMS's will no longer drive learning and development** as learning programs will continue to develop bite-sized learning and learning libraries while moving away from instructor-led training.

Can Technology Keep Up With Learner Needs?

New Technology and Software
66.67%



One of the key themes of respondents was that if learning technology does not evolve to accommodate new methods of training and keep up with trends, it will become outdated quickly.

Learning and development teams of the future will become more focused on curating content instead of developing it.

It is anticipated that AI and virtual reality will make it possible to provide learners with the appropriate training at the right time.

66.67% New Technology and Software



People don't feel that they have time for anything anymore. Instead, **they'll just research exactly what they need when they need it.**

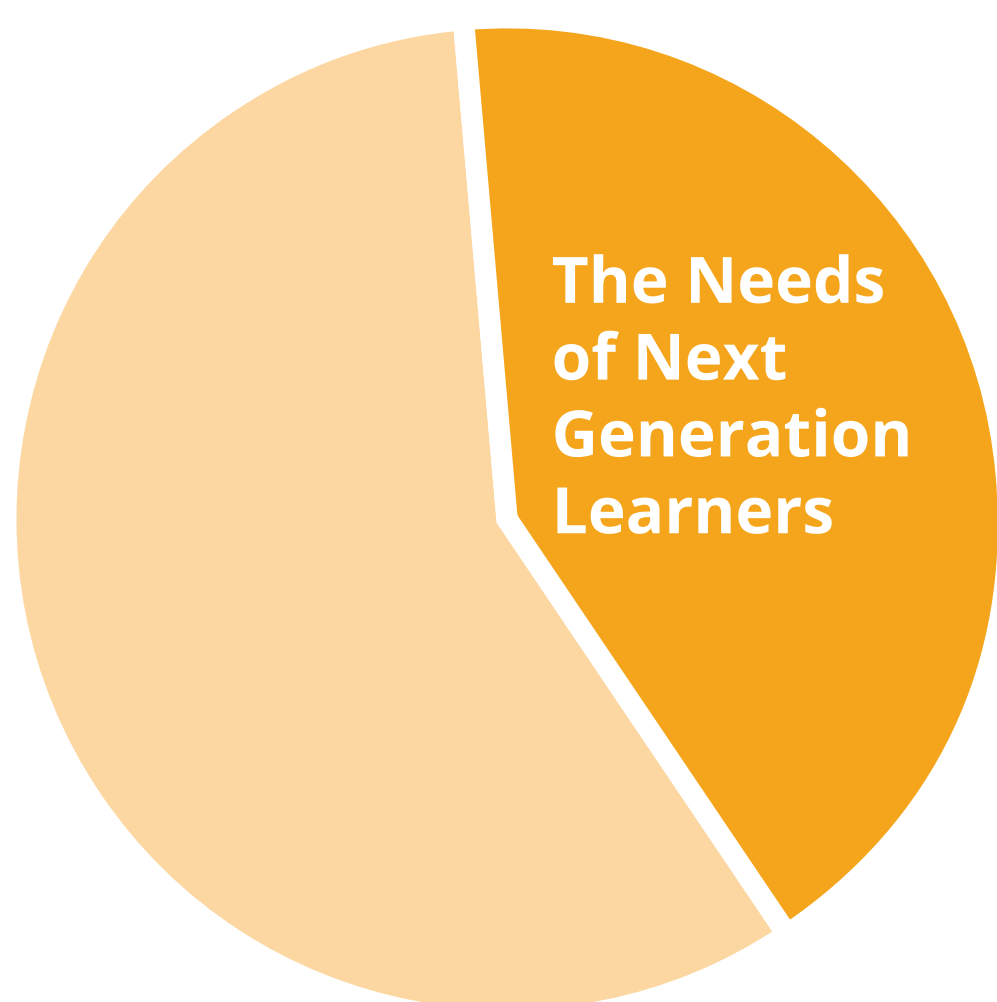


The Next Generation of Learners

With over 60% of respondents reporting Next Generation Learners as a key influencer, it's clear **modern learning and development departments are cognizant of the evolving needs of learners.** For some, this means ditching instructure-led training and trying to keep up with options like gamification, AI, and virtual reality.

What Will Really Matter to the Next Generation of Learners?

Next Generation Learner Needs
62.75%



Organizations are starting to encourage more organic forms of learning be created, asking employees to record their own videos of on-the-job scenarios vs. learning and development teams developing polished training. These types of organic trainings are also being consumed on non-traditional platforms such as social media and LCMSs, instead of through the LMS.

According to the survey, learning and development teams of the future will become more focused on curating content instead of developing it. And it is anticipated that AI will optimize providing learners with the appropriate training at the right time.

62.75%

Next Generation Learner Needs



The **CLO role of the future** will be a **tech-related role who will manage remotely** due to the nature of training evolving more into remote learning.

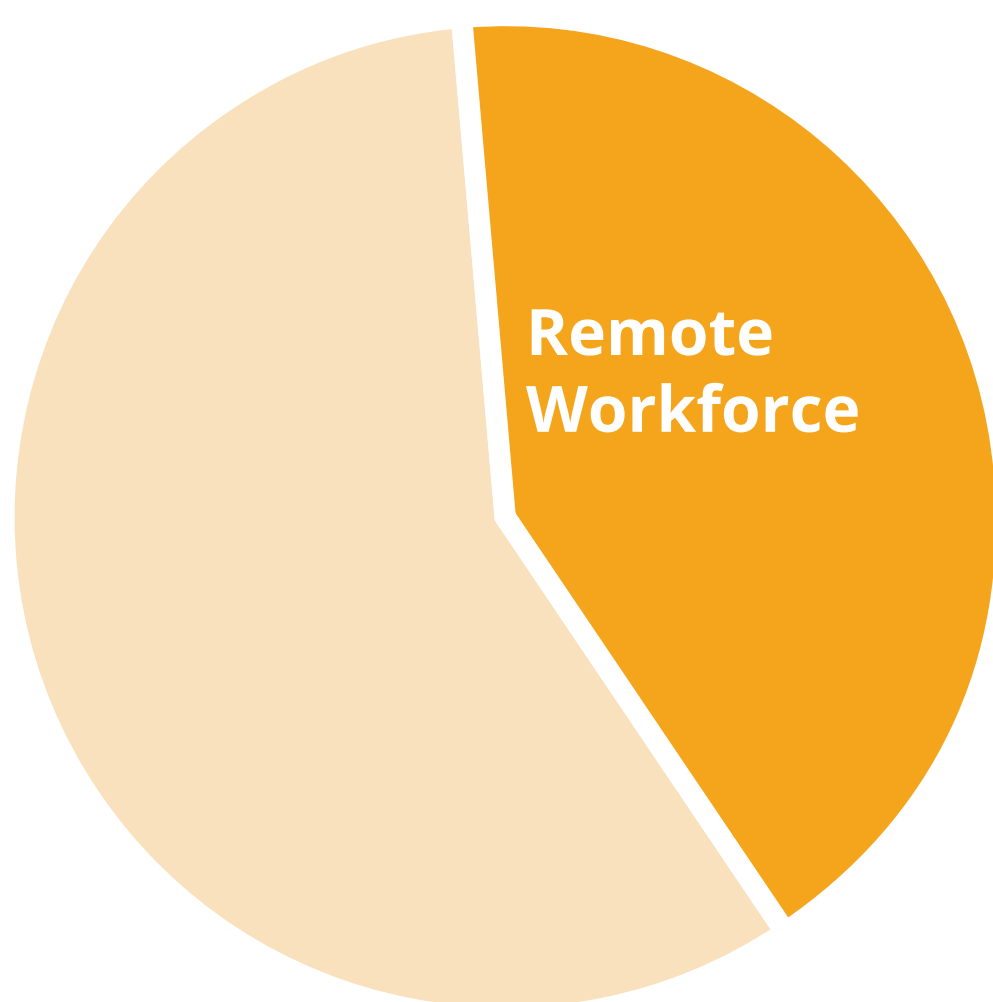


A Workforce Going Virtual

42% of respondents listed an increasingly remote workforce as a key influencer in how learning and development will change in the next 5-10 years. Many respondents expect that **this will require more virtual training and more sophisticated learning content repositories** where learners can access training elements they need as they need them.

With a Remote Workforce Comes New Challenges

Remote Workforce
42.16%



An increasingly remote workforce means more barriers to access and an increasing need to take a self-directed approach to Q&A.

According to survey participants, this means a greater need for:

- eLearning as a Whole
- On Demand Learning
- Simulations
- Customized Learning Journey
- Microlearning

This could lead to more instructor-led training at the onset with on demand microlearning chunks that can be accessed at any time.

42.16%

Remote Workforce



I think **learning will become more integrated with work itself**. As work is more online there is the opportunity to integrate learning with the work process. It will be the AI version of an on-the-job training, correcting and advising in real time.



There will be **more empowerment to the learner**. We need to work agile when creating and designing e-learning, step up curation skills of learning partners to create relevant learning paths, select relevant learning content and share best practices and examples.



There will be a **greater need for just-in-time training**, less formal (classroom) training, and, unfortunately, less instructional design, as **more companies continue to look on L&D as a pure cost-center**.



Talent no longer lives next door and with the incredible resources available I believe that **more and more companies will be moving to all virtual training environments**.



“

The advancement of AI and machine learning will lead to **more virtual training options** such as interactive robotic customers that employees can practice conversations with or virtual situations for managers/analysts to solve.

...

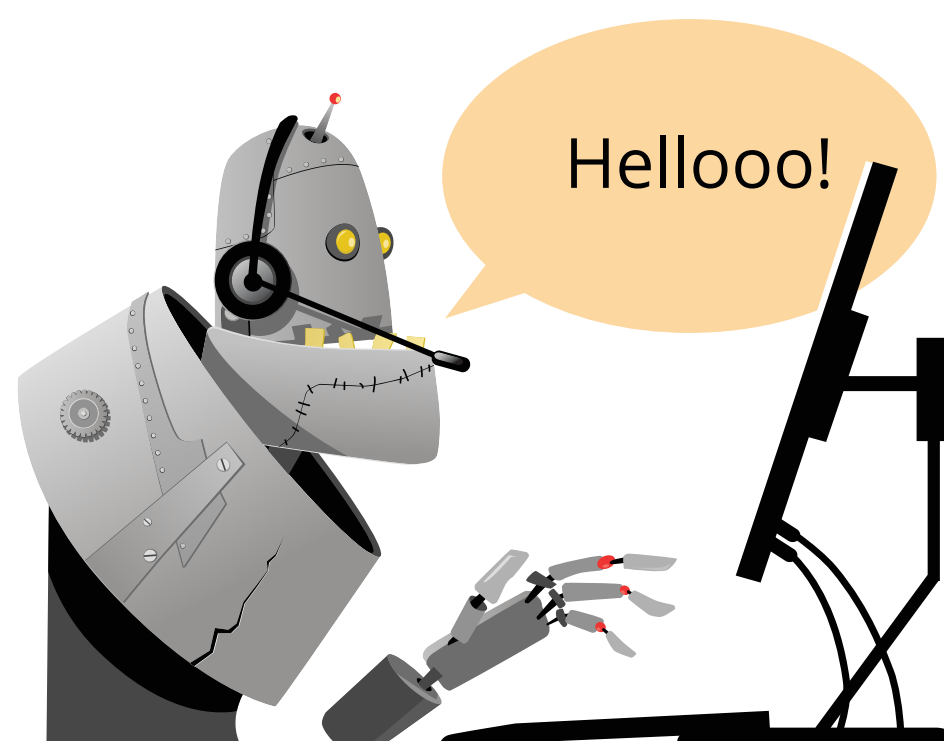
If the Learning and Development department is inward-facing, the **training will become more modular and bite-sized**, and will be customized for the individual learner via an LMS.

...

Requirements will require **better tracking and engagement.**

...

Robots will take over!





About Xyleme

Xyleme is a learning content management tool for **creating, publishing, distributing, and analyzing your learning content** and its performance.



www.xyleme.com



Sign up for a Live Product Demo:

<https://goo.gl/c6v1t3>

