

4 Statistics for Leading L&D in 2022

L&D Gets Proactive to Help Businesses Focus on the Customer

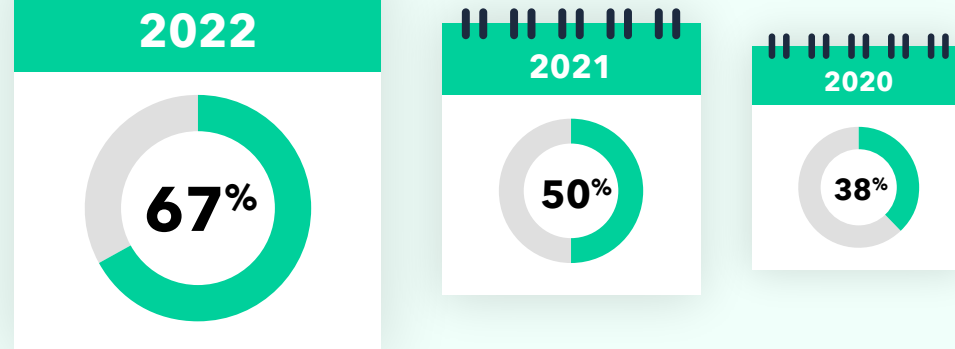
From our survey of 264 learning and development (L&D) professionals, representing a mix of company sizes and industries, we've gathered insights on where workplace L&D stands and how it is working to engage and educate tomorrow's workforce, today. Altogether, a picture is emerging of L&D professionals leading the way in many resiliency strategies, positioning their organizations to succeed amid difficult challenges and new approaches of working.

Here are 4 of the top trends:

1 Preparing People for Change

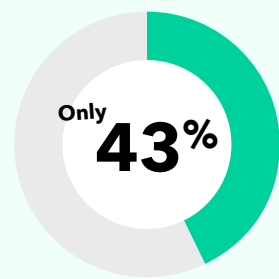
Labor shortages and shifts to remote or hybrid working environments, leaders are increasingly taking a proactive approach to L&D.

Leaders Who Have Proactive L&D Plans in Place and Feel They Are Ready for a Changing World and Disruption:



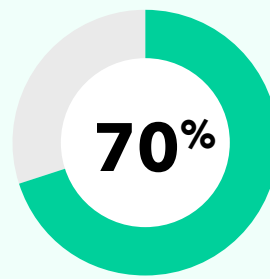
Part of being proactive is reflected in L&D professionals **requesting more frequent employee feedback on training**

In 2021...



L&D leaders were tapping employees for insights and feedback on their learning needs on at least a quarterly basis

In 2022...



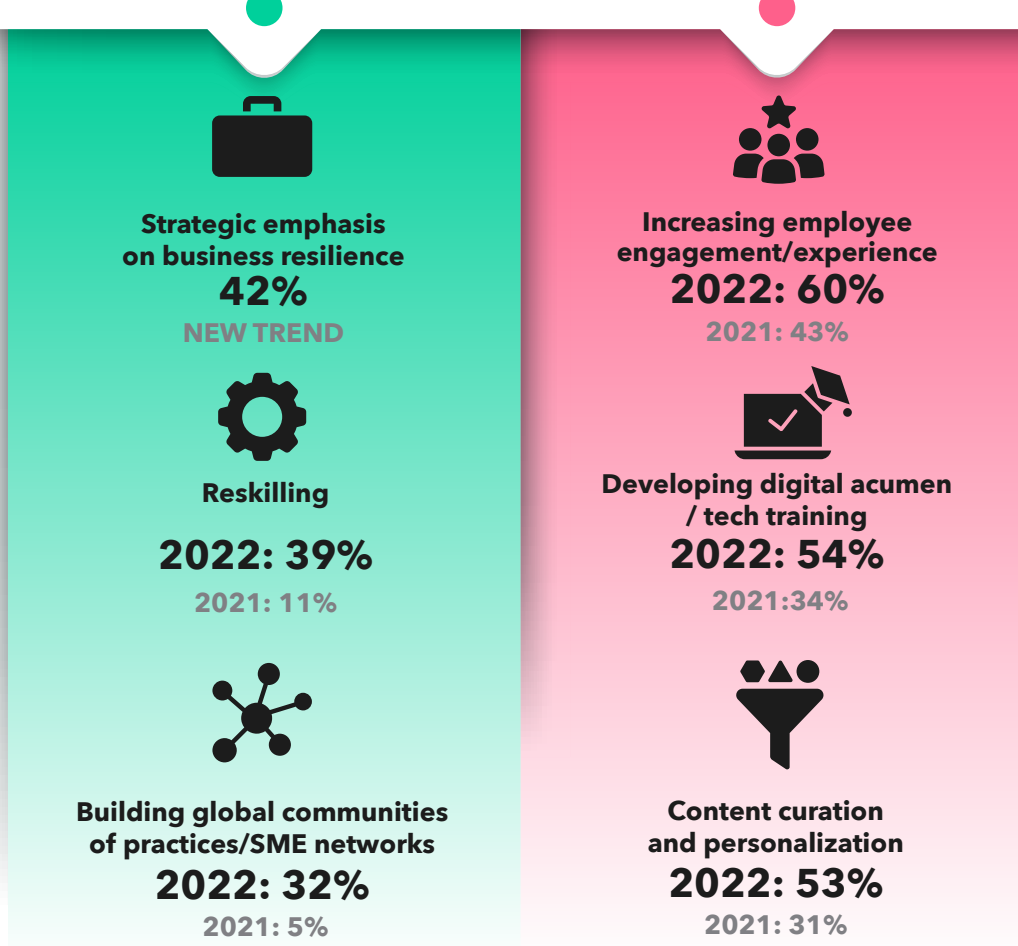
L&D leaders plan to survey and tap into employee insights at least quarterly

2 Engaging Employees for Resiliency and Success

In 2021, 78% of leaders considered employee engagement the highest or a high priority in factors being essential to future success. The landscape has changed, and the difference between highest ranking and high priority are more defined.

Highest Ranking L&D Trend/Need

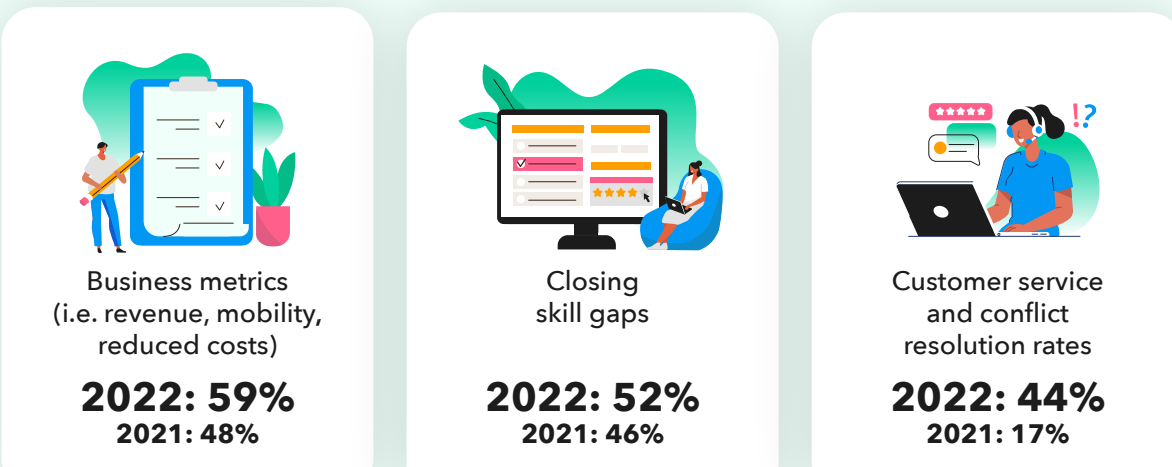
Highest Priority L&D Trend/Need



3 Emphasizing Customer Service

Business metrics (ROI, etc.) and addressing skills gaps are still top priorities. But the customer service challenges experienced in 2021 are showing a deep need for new soft skills (e.g., empathy), new technology (e.g., augmented reality) and better metrics to track and target improvements.

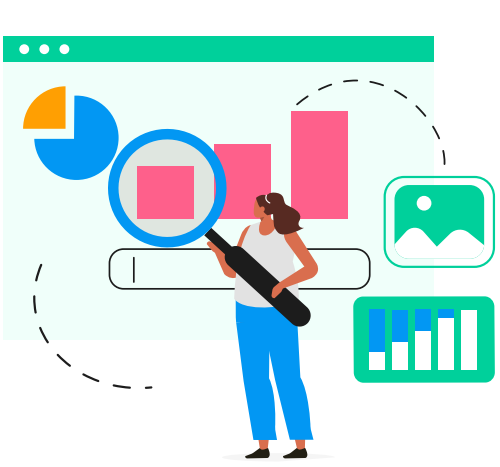
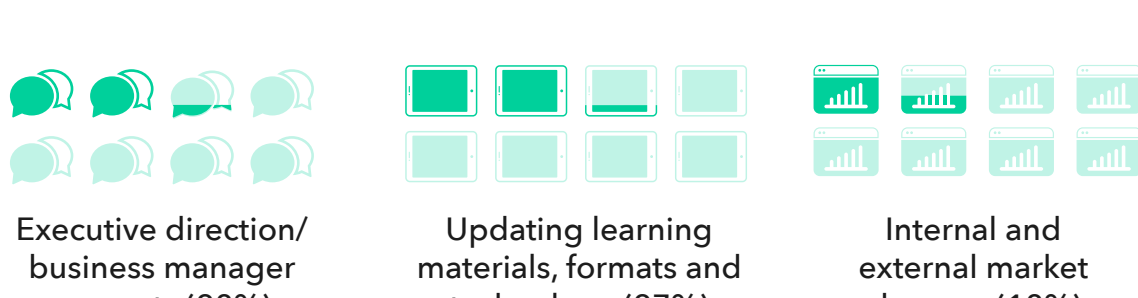
Top 3 Priorities or Metrics That L&D Needs to Address With Lines of Business Executives



4 Modernizing L&D Strategy

For the first time in 7 years Executive Direction as the top driver of learning initiatives has competition. It is nearly tied with the need to update outdated learning materials, formats and technology.

What Drives Your Learning Strategy?

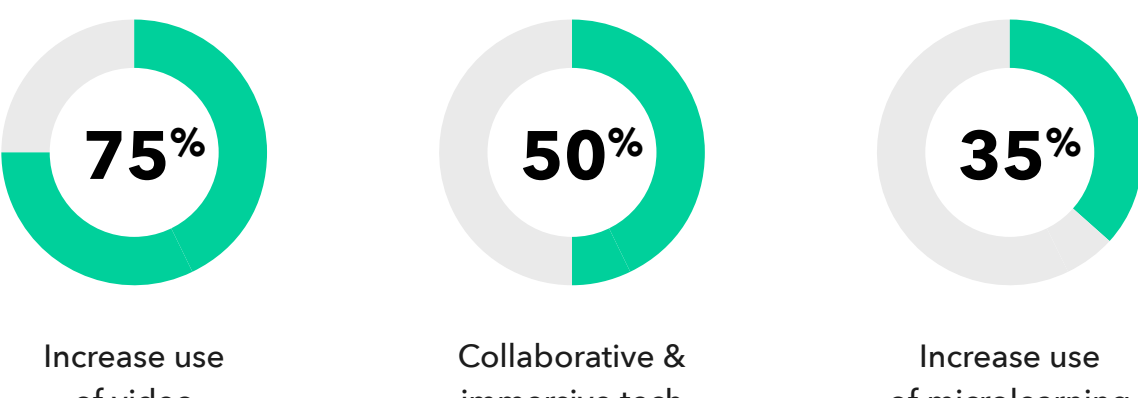


The Only Constant:

83% of respondents stated that current (or future expected) **market conditions will continue to alter their company's products or services in 2022**

Emerging Technologies, such as augmented (AR), virtual reality (VR) or mixed reality (MR), are increasingly part of the present, not the theoretical. Companies plan to modernize their training modalities.

Top 3 L&D Trending Learning Formats in 2022:



For a deeper dive into how L&D teams plan to help their companies succeed in 2022 and beyond, download our *Enterprise Learning 2022 Trends Report*

[Download Now](#)