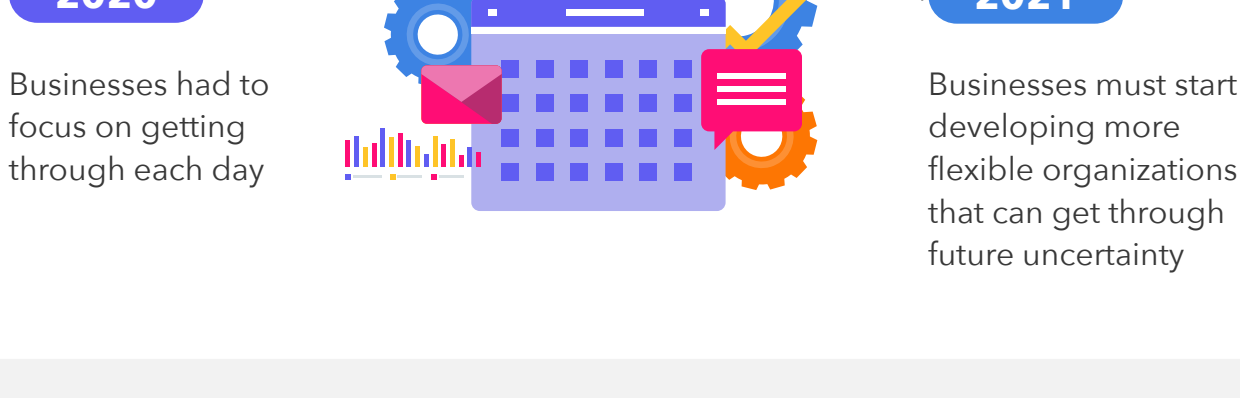




Top L&D/Workplace Trends Setting the Stage for a New Normal in 2021

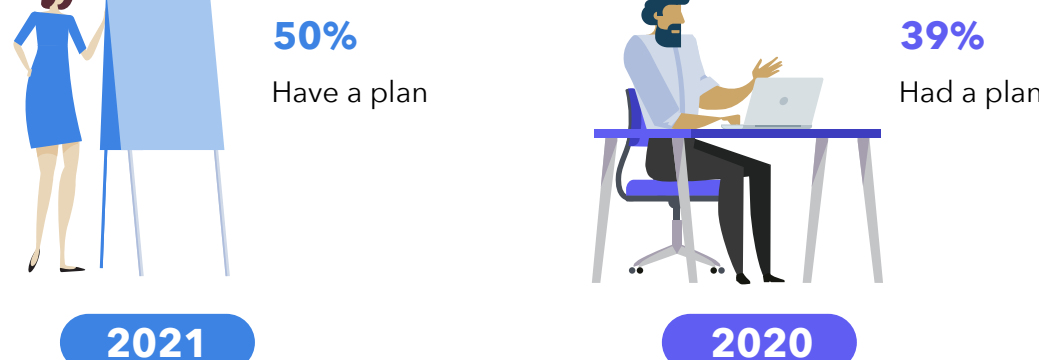
176 learning and development (L&D) leaders participated in our 2021 Enterprise Learning Trends survey, sharing how they plan to adapt and pivot in a changing world.



Preparing for the Unknown

More companies now have a proactive plan in place to handle major events that could affect employees or internal knowledge sets.*

**Based on 2020 vs 2019 CGS survey responses*



6 out of 10



L&D leaders expect that current or anticipated market conditions will alter their company's products or services in 2021.

Adapting L&D

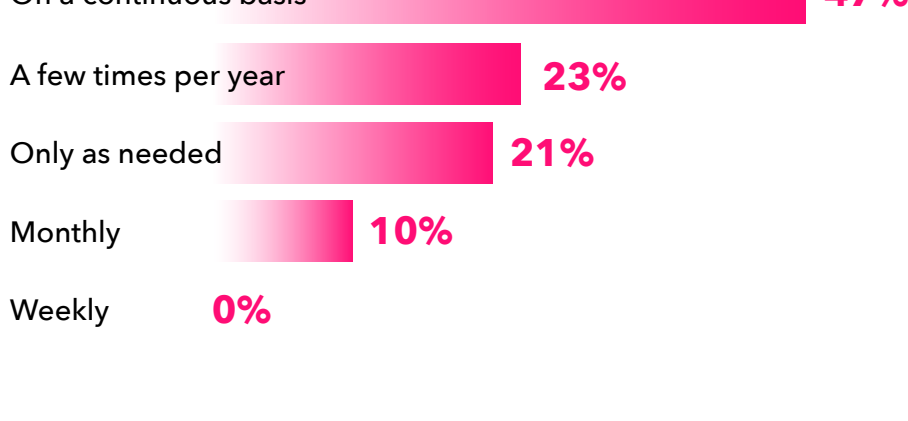
Top drivers of training and learning initiatives in 2021*

**Percentages based on amount of respondents who selected these options as a top-three driver.*



Part of being proactive and adaptable means providing ongoing L&D

How often do you expect your team to roll out learning initiatives to employees in 2021?



L&D initiatives will need to be geared toward getting employees up to speed in a changing world

Top priorities to prepare for future needs and trends in learning*

**Percentages based on number of respondents who selected these options as a high or highest priority.*



Preparing for Change Takes Time

68% of L&D leaders

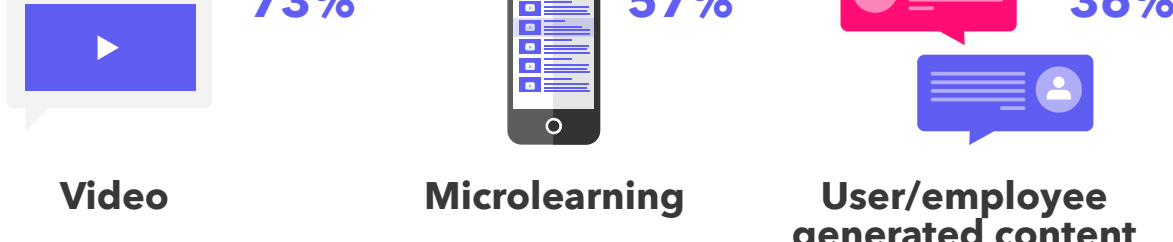


are spending over one-quarter of their time redesigning or rethinking L&D due to COVID-19

That time and resource allocation also includes a shift to new learning formats

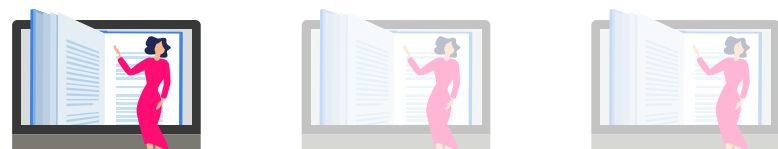
Formats most likely to be used more in 2021*

**Percentages based on number of respondents who plan to increase usage of these options in 2021.*



While 3/4 of respondents plan to increase use of video, only 14% plan to use ILT.

ILT has fallen out of favor due to COVID restrictions and this trend will continue throughout 2021.



1 out of 3 Learning Leaders

plan to reduce the use of this format (ILT)

Going Forward

Organizations will need to stay flexible and leverage L&D to meet new challenges.



“

Managers must doggedly question established assumptions, especially the ideas adopted under conditions of extreme uncertainty ... Organizations should accept that they will be wrong and celebrate learning quickly from experience.

- McKinsey. "When nothing is normal: Managing in extreme uncertainty." Nov. 2, 2020.

”

In addition to the insights shared here, our research explores several other areas regarding how L&D leaders across industries and business sizes are pivoting in 2021, including how they can better integrate L&D across their organizations.

For a deeper dive, download:

[CGS Enterprise Learning 2021 Report](#)

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