

Workplace learning and development

An evolution

The #1 challenge for a Learning and Development (L&D) manager is unawareness by employees of their personal skills or performance gaps.

The Fourth Industrial Revolution (4IR) has accelerated the impact of new technologies on the world, disrupted traditional methods of work, and created a growing skills gap that businesses will need to address to retain staff and keep up with the rapid rate of change. Employees are worried that machines will replace humans, but while technology is driving change, humans are still very much in control of the destination. To support this, GetSmarter conducted research that reached over 8,000 respondents globally, allowing for significant insight into the current and future impact of these convergent forces.

The workplace of the past


Look back to move forward

The 4th Industrial Revolution is now. Humanity continues to embark on a period of unparalleled technological advancement. The next five, 10 and 20 years will present both significant challenges and opportunities. In order to stay competitive and thrive in business, organizations need to keep up with a changing workplace.

“We cannot wait until there are massive dislocations in our society to prepare for the Fourth Industrial Revolution.”

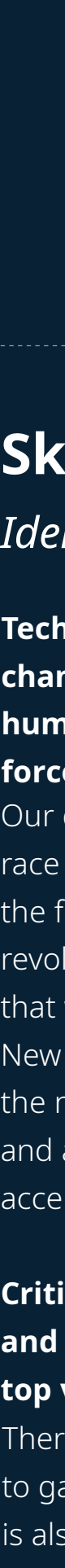
Robert J. Shiller, Professor of Economics, Yale University

Industry 1.0
1700s




Mechanization, steam power, weaving loom

Industry 2.0
1800s




Mass production, assembly line, electrical energy

Industry 3.0
1900s



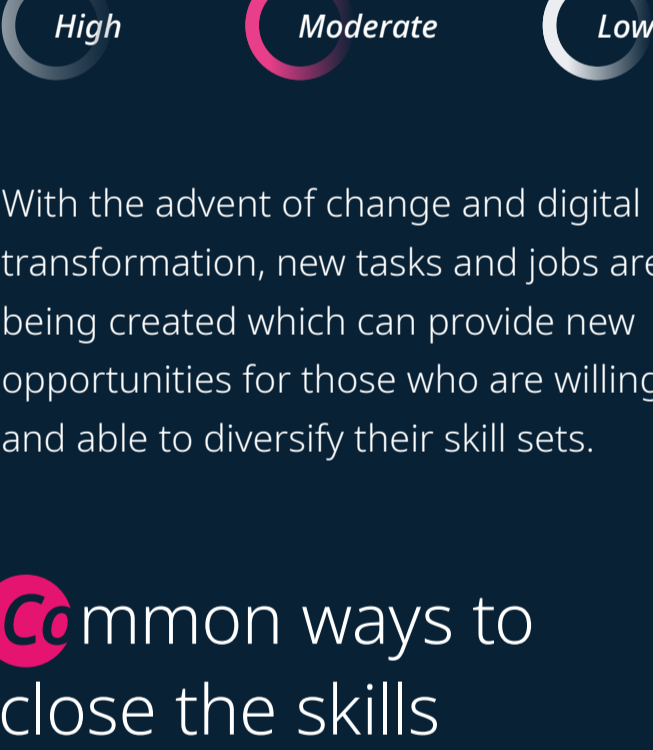
Automation, computers, and electronics

Industry 4.0
Today



Cyber-physical systems, internet of things, networks

Why is it important to develop employees through learning?



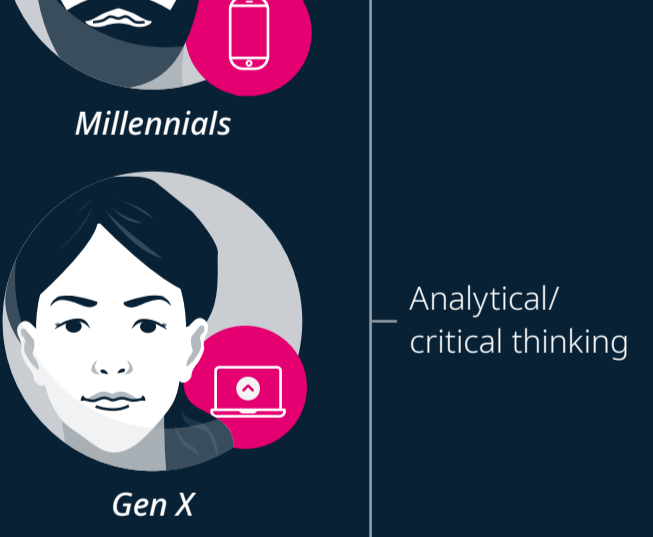
40% of HR, L&D and talent managers, as well as **47%** of people managers, are **coping with the significant changes of the 4IR by upskilling their teams** to close skills gaps rather than hiring outside talent.

HR, L&D & talent managers



40%

People managers



47%

Skills needed today

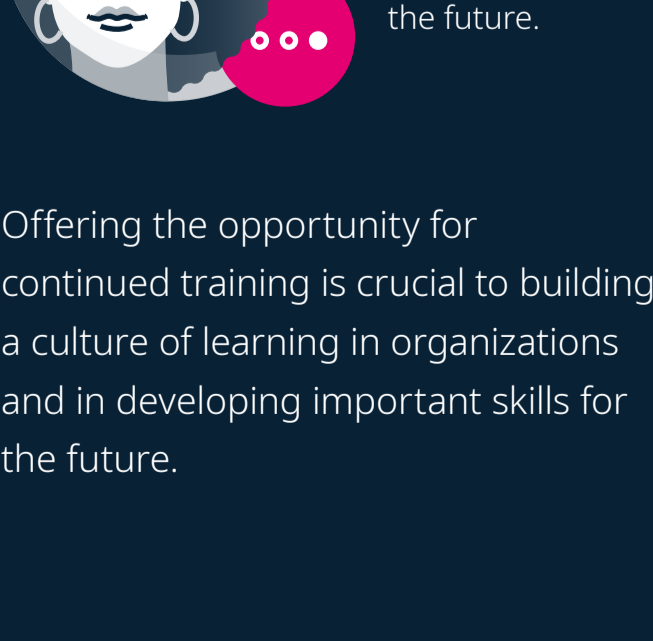
Identify current skills gaps

Technology is the catalyst to change in the workplace but humans are the sustaining force behind the machines. Our defining quality as the human race is our adaptability. It has driven the first three of the industrial revolutions, and drives this shift that we are currently experiencing. New technologies have introduced the need for new skills, with automation and artificial intelligence (AI) accelerating this.

Critical thinking skills, leadership and interpersonal skills are the top valued skills currently.

There is a need to empower employees to gain knowledge and skills, but there is also a misalignment into what skills are perceived to be the most valued ones.

Skills gaps in organizations

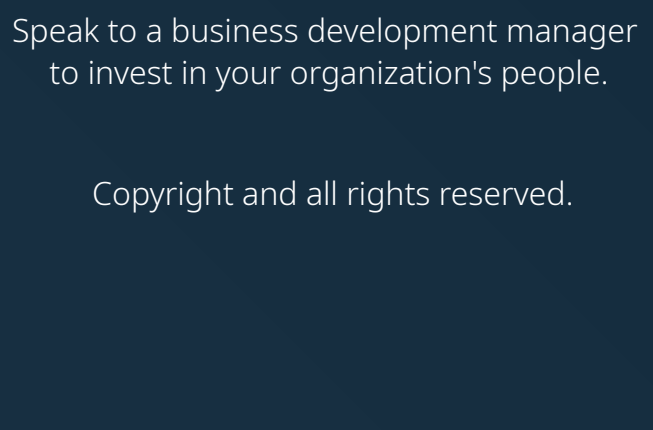


HR team members and people managers list leadership skills as requiring the most attention



Employees consider the biggest gap to be interpersonal skills

- A) Analytical/critical thinking
- B) Leadership skills
- C) Technical skills
- D) Interpersonal skills
- E) Digitally capable



With the advent of change and digital transformation, new tasks and jobs are being created which can provide new opportunities for those who are willing and able to diversify their skill sets.

Common ways to close the skills gap include:

Valued skills by generation

Millennials

Gen X

Baby Boomers

Gen Z

Analytical/critical thinking

Analytical/critical thinking and technical skills

Adapt to the future

Prepare to progress and thrive

92% of professionals feel more engaged when they are offered learning opportunities.

As the business landscape continues to shift around us, companies need to think strategically about employee development and the role they play in it.

66% of HR-adjacent professionals believe that continuous learning is a joint responsibility between company and employee

Only **50%** of non-HR professionals believe that continuous learning is a joint responsibility between company and employee

Those who want to remain competitive should meet the rapid rate of change with a sense of urgency.

Future-valued skills

69%

69% of respondents believe that a person can effectively gain/learn about interpersonal skills online.

70%

70% of professionals believe **skills-based certificates** are a valuable **signal of capability** on a CV.

Gen Zs expect leadership skills to become more valuable in the future.

Offering the opportunity for continued training is crucial to building a culture of learning in organizations and in developing important skills for the future.

GetSmarter, a **2U** brand

Develop the skills within your organization to thrive in an ever-changing business world.

Download the Future of Work report

GetSmarter's latest report, which surveyed over 8,000 professionals globally, explores a rapidly changing workplace and the driving forces behind it, as well as how professionals and businesses can adapt.

Contact GetSmarter for business: corporatetraining@getsmarter.com
<https://www.getsmarter.com/corporate>

Speak to a business development manager to invest in your organization's people.

Copyright and all rights reserved.