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Learning & development in the workplace

92% agree that L&D has a positive impact on business performance

This research was conducted through an online survey of AITD members. In field from 17 May to 7 June, collecting 121 responses.

THE PLACE OF L&D IN AN ORGANISATION

98%

of learning and development (L&D) professionals agree reskilling and upskilling is a **crucial part of an organisation.**

Training and development contribute significantly to the health of an organisation through the way it shapes the work environment and engages employees

% strongly/somewhat agree that training and development contributes to:

82%	79%	78%	77%	64%
Positive company culture	Employee retention	Organisational growth	Productivity	Attracting new employees

L&D professionals believe training and development is delivered best in-person

% who believe L&D is extremely/very effective

81%	81%	60%	58%	50%	39%
Instructor-led classroom training	Blended learning	Social learning	Virtual instructor-led training	E-learning	Mobile learning

THE EXPERIENCE OF L&D PROFESSIONALS

L&D roles are most aligned to their organisation in the following areas:

% extremely/very aligned:

64%	62%	61%	56%	50%
Developing the technical skills of workers	Motivating and engaging employees	Creating a values-based culture	Developing the soft skills of workers	Developing the reputation of a company

L&D professionals commonly experience challenges regarding:

61%	Budget constraints
56%	Developing the soft skills of workers
50%	Developing the reputation of a company

L&D IN THE FUTURE

L&D professionals believe the following trends will have the most impact on the workforce in the next 12 months:

59%	58%	57%	47%	47%
Reskilling / upskilling	Artificial intelligence	Coaching / mentoring	Microlearning	Personalised / individualised learning

L&D professionals are excited about the introduction of artificial intelligence in their organisation.

68%	32%
overall excited	overall nervous

L&D professionals expect the workforce to utilise artificial intelligence in the following ways:

52%	38%	37%
Automating processes	Improving the speed or constancy of service	Improving customer service

Key considerations: Exploring the use of AI in learning and development

- **How can artificial intelligence be used beyond improving processes? If you could restructure your L&D around the use of artificial intelligence, what would your day-to-day look like?**
- **With the potential to automate processes, how will you meaningfully use the time saved? How will your priorities and workflow begin to shift?**
- **In what ways can you use artificial intelligence to enhance learning? Is there a way to leverage AI to facilitate more hands-on, self-taught learning?**

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