

# Top 10 TRAINING TRENDS for 2020



## TREND #1: Virtual & Flex Work is the Norm

Workplace flexibility is no longer a reward: it's a mandate. The traditional 9 to 5 schedule won't completely disappear, but that mentality is disappearing. Managers who focus on the clock will continue to lose their best performers. The emerging on-demand model will allow people to figure out how they can do their work at the time and place when they can be most effective.

## TREND #2: Growth Through Upskilling

As the workplace continues to evolve with new technologies and new innovations, the workforce is feeling the pressure to keep up with the rapid changes. Companies must help employees strengthen their core skills and gain in-demand skills related to their roles, and connect them with opportunities to build their leadership skills. Prioritizing learning and development benefits the professional growth of your people and the business growth of your organization.



## TREND #3: More Human-Focus

The more AI in the workplace, the more human qualities will be valued. These include motivation, communication, empathy, listening, vulnerability and understanding. As Gartner predicts, by 2021 25% of workers will use a virtual employee assistant (VEA) daily, an increase from less than 2% in 2019. This includes Amazon Alexa for Business and an array of conversational bots used for all types of HR processes.



## TREND #4: Culture Matters

With stories of workplace harassment and toxic office environments dominating the news cycles in recent years, addressing unhealthy corporate cultures will be a core focus for 2020. Organizations will put their focus on evaluating their values and fostering healthy employee experiences, from enforcing policies on workplace conduct to honoring their people's need for a fair and equitable workplace.



## TREND #5: Authentic CSR

Social responsibility will be high on the corporate agenda in the new decade. Employees will expect their companies to take a stand on issues of importance, from gender and racial equality, to mental health and the environment. For example, climate strikes are driving interest in environmental change and sustainability. In the workplace, employees expect their employers to implement eco-friendly practices into their company culture. Organizations that demonstrate their commitment by using their voice and taking a stand with their people, will find success in 2020 and beyond.



## TREND #6: Soft Skills are Power Skills

As more routine tasks are taken over by AI in the workplace, there will be an increased need for workers to hone their "soft skills," or "power skills." These include skills like communication, collaboration, cultural IQ, creativity, adaptability, critical thinking, emotional intelligence and curiosity.



## TREND #7: Microlearning and Mobile Learning on the Rise

Surveys from a variety of sources show that millennial managers value learning and growth experiences more than previous generations. Yet, they want training and development delivered in a new way. They expect mobile access to learning opportunities, anytime, anywhere. Leadership development professionals need to tailor programs to this group of managers and offer more flexible online programs. According to the Korn Ferry Institute, research shows Millennials learn more through online development than time spent in the classroom.



## TREND #8: Leadership Development for All

Traditionally, senior executives are given executive coaches and development via executive seminars and retreats. New managers are typically put through a leadership development academy or boot camp. Middle managers and potential leaders are largely forgotten. In this new decade, everyone needs to be a leader who actively engages their people. Awareness of this will see leadership development pushed down through the organization, and coaching will become a standard part of every manager's experience.



## TREND #9: Total Rewards Model

Companies are quickly moving towards a Total Rewards Model. This is a holistic approach to compensation, well-being, benefits, development and recognition. If a company is interested in productive, committed, inspired employees, the only way to achieve that is through an integrated Total Rewards program. People need to care about the work they are doing, and they need to know you care about them.



## TREND #10: Focus on Applying and Sustaining Behaviors

For far too long leadership development has been approached as a one-and-done experience. The "knowing-doing gap" and Ebbinghaus's forgetting curve point to the severity of the problem: We quickly forget most of what we learn unless we consistently apply it. If leaders aren't applying it, they're going to lose anywhere from 40 to 80% of what they encountered in learning and development programs.

