

# How Employees Learn - 2021

Nurture a learning culture that engages employees and advances the business



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Learning faces **SERIOUS CHALLENGES** in today's workplace

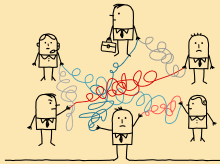


So, what's important and where are they going wrong?



Many organizations are failing to cultivate great learning experiences

L&D, business leaders and employees often **fail to work together** to achieve desirable learning experiences



Further, just **20%** **strongly agree** their organization has a successful learning culture. However, **40%** **agree**

Even worse,



Many employees don't have freedom over their learning experience

Only a **minority of organizations** give employees a high or maximum amount of freedom to choose:



**why** they learn **41%**

**what** they learn **39%**

**when** they learn **39%**

**how** they learn **35%**

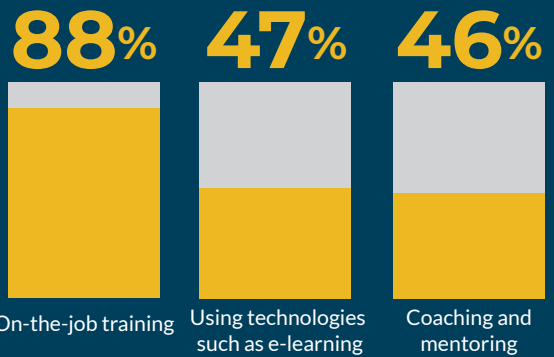
**who** they learn from **29%**

Learning experts say relevance and interactivity are key

The most effective form of learning is **"interacting with other knowledgeable employees."**

**67%**

The top ways employees learn their jobs:



But today's learning tools and technologies often fail to align with the factors most important for learning success

More than **3/4** of organizations have some form of learning tool, but these often fall short in **supporting collaborative successful learning cultures**

**56%** say their organization's learning system helps employees **discover learning content**



# Things need to change if organizations want to cultivate a better learning culture

## The future of L&D looks promising

L&D **will improve** the learner experience over the next several years



**65%**

say they will improve the learner experience

**49%**

say they will have better metrics

**48%**

say they will be able to create new content more quickly

## A good learning technology can provide four useful capabilities:



provides learning in the context of **real work**

However, fewer than half say their systems facilitate the sharing of learning with one another



permits the learner to **actively practice skills**



permits **learning flexibility and personalization**



encourages **learning participation**

### Differences by size of organization!

**60%**

of large organizations say that technology will help provide better metrics in the future



compared to

**34%**

of smaller organizations



## What do learning-culture leaders do differently?

**2x**

**more likely** to say they give employees a high degree of freedom

**2x**

**more likely** to have learning systems that facilitate the sharing of learning

**5x**

**more likely** to say their organizational culture "definitely" supports their organization's learning strategy

## Consider These Strategies

**Establish** the degree of freedom employees should have over their learning experiences

**Include** feedback in learning opportunities and training

**Embrace** learning as part of the corporate culture

## About the Survey

The "Employees Learn in the Workplace" ran December 2020 to February 2021. We gathered 328 usable complete and partial responses, primarily from HR professionals in virtually every industry vertical.

Respondents were from all over the world, but the majority of them were from North America, especially the United States.

The participants represent a broad cross-section of employers by number of employees, ranging from small businesses with fewer than 50 employees to enterprises with 20,000+ employees

\*Learning-culture leader organizations: These represent respondents who "strongly agree" and "agree" that their organization's learning culture is successful.

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