



2019 Employee Workplace Trends Learning & Development Report

Outlook on Retail Industry

WHAT WE WANTED TO KNOW

**How Employees Working in the Retail Industry View
Skills Gaps, Prioritize Needs and Navigate Changes in 2019**



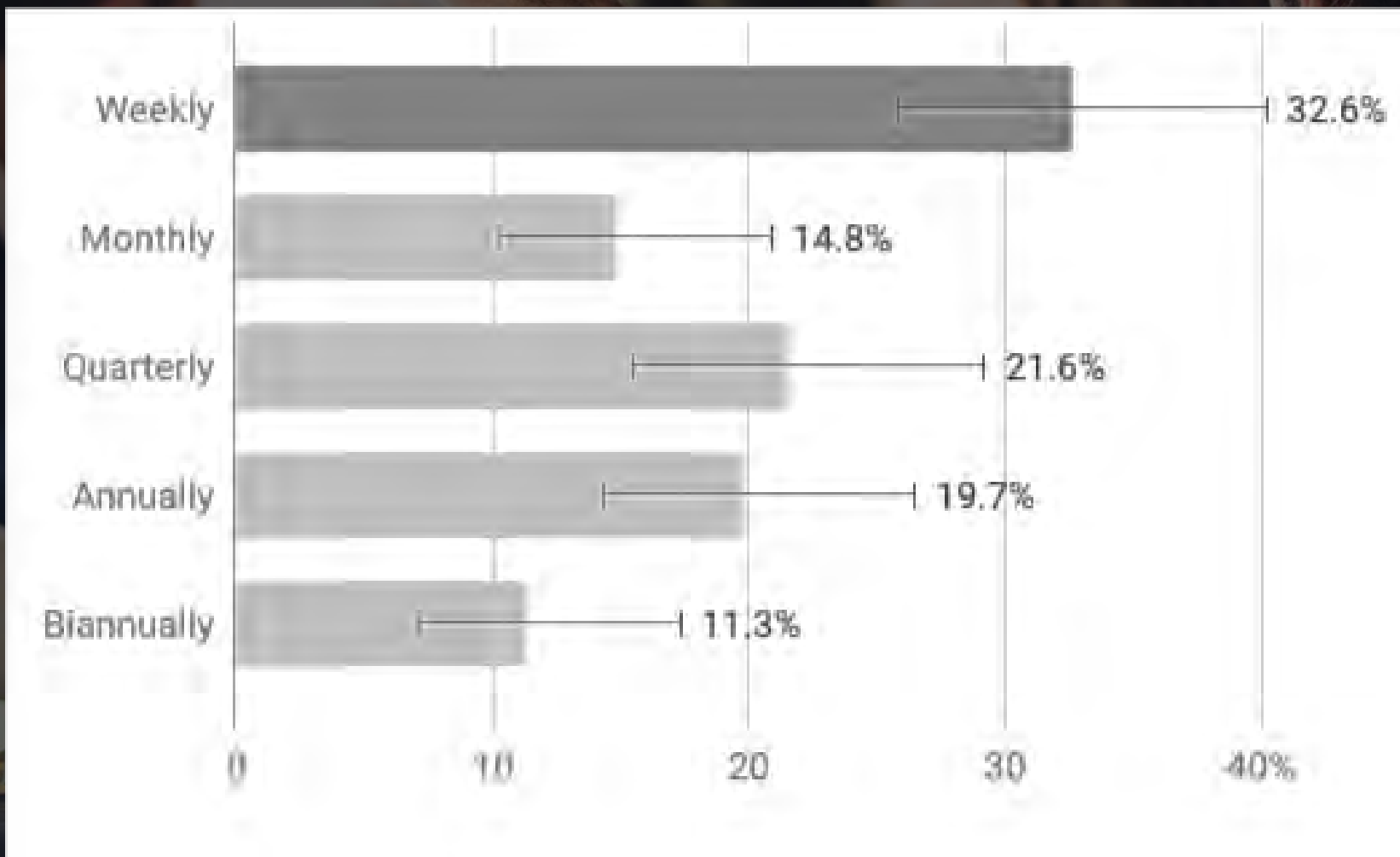
WHAT WE DID

CGS surveyed more than 600 U.S. employees (ages 18-65+), who work in various industries, on how current training and development offerings affect their career and growth trajectory.

The survey was conducted in December 2018 and includes qualified responses from retail employees.

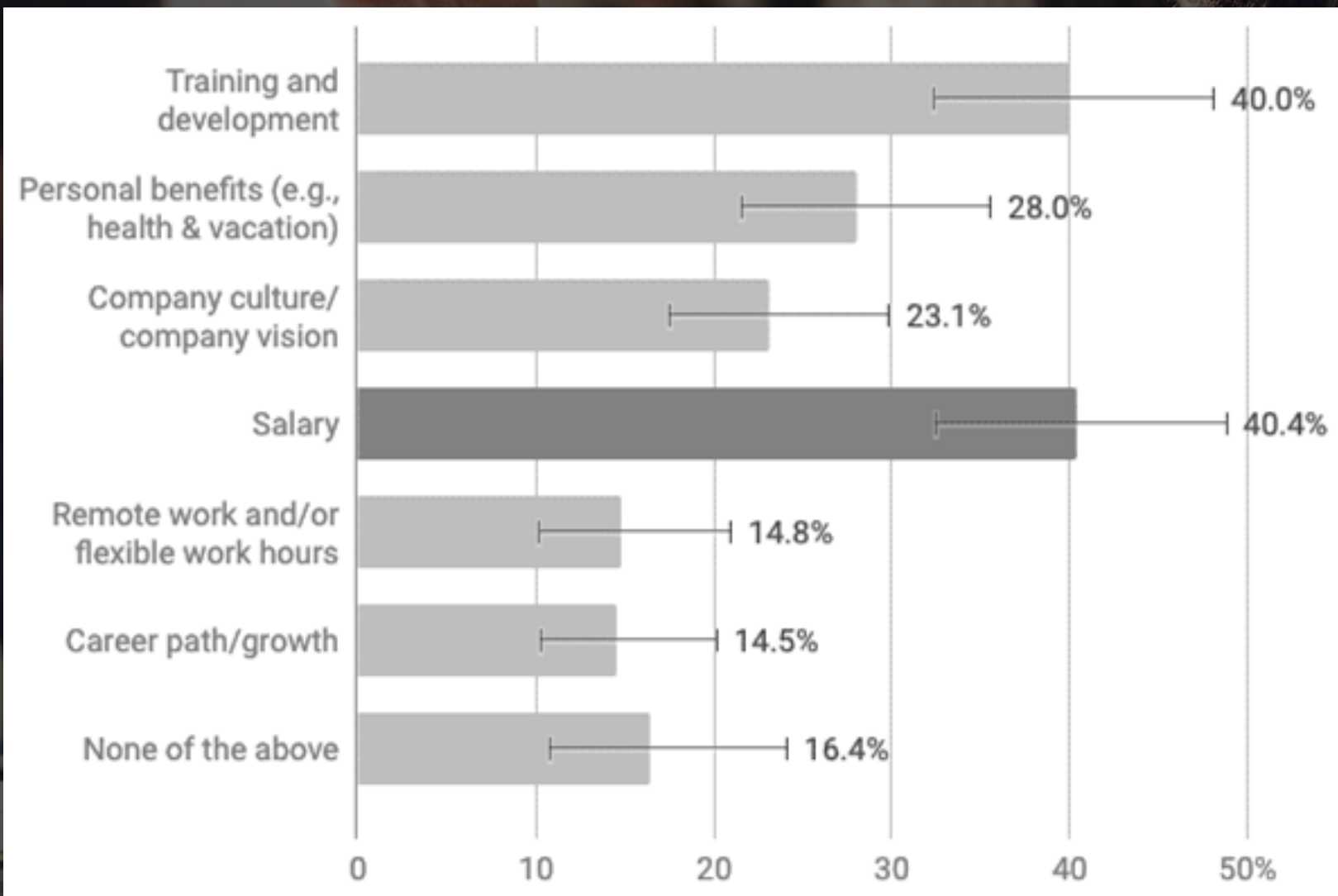
Frequent, New Processes

Employees see new policies, processes, tools and tech rolled out frequently, with nearly one-third experiencing changes weekly.



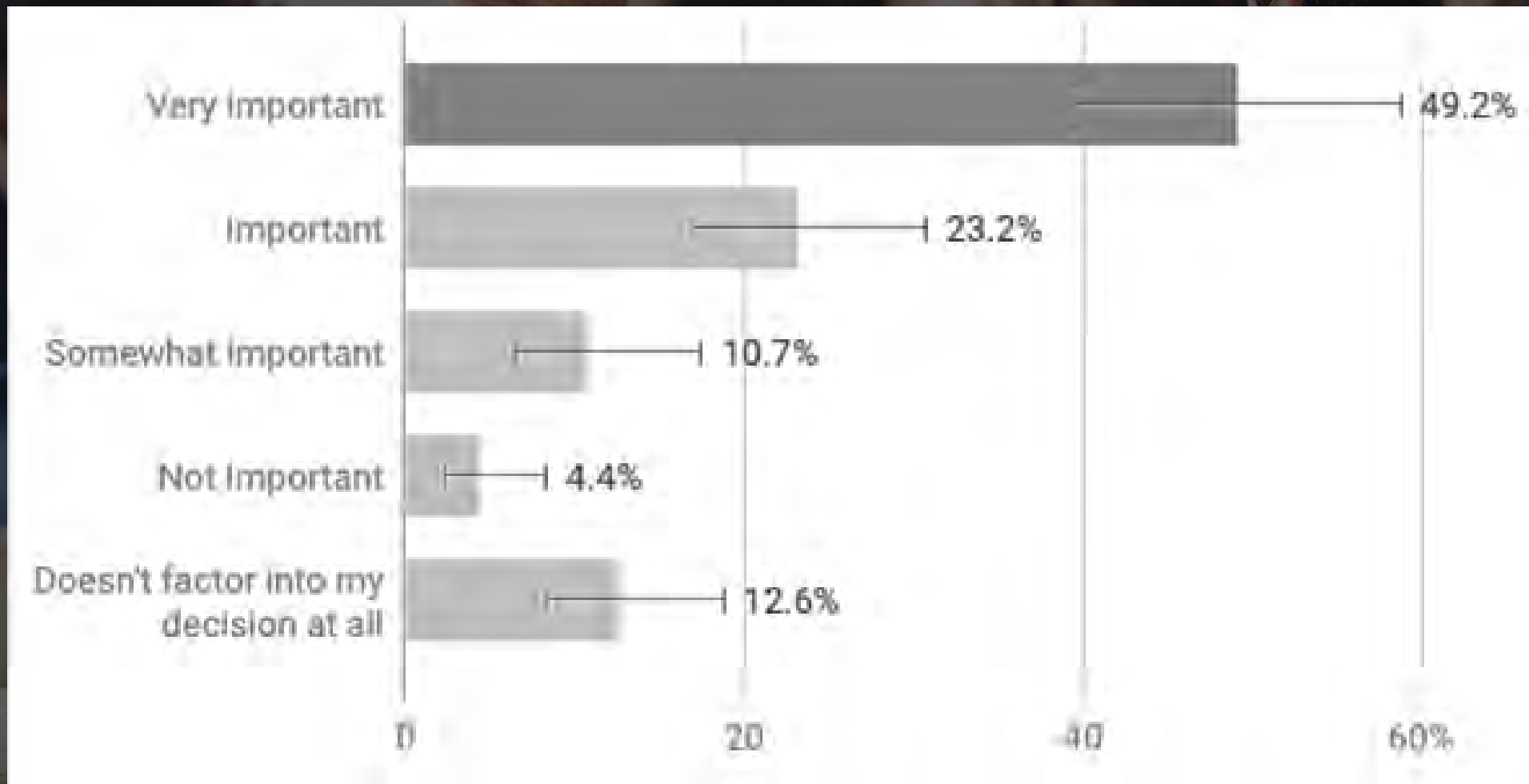
L&D Is a Benefit

Training is nearly equal to salary in importance when respondents are considering a new job.



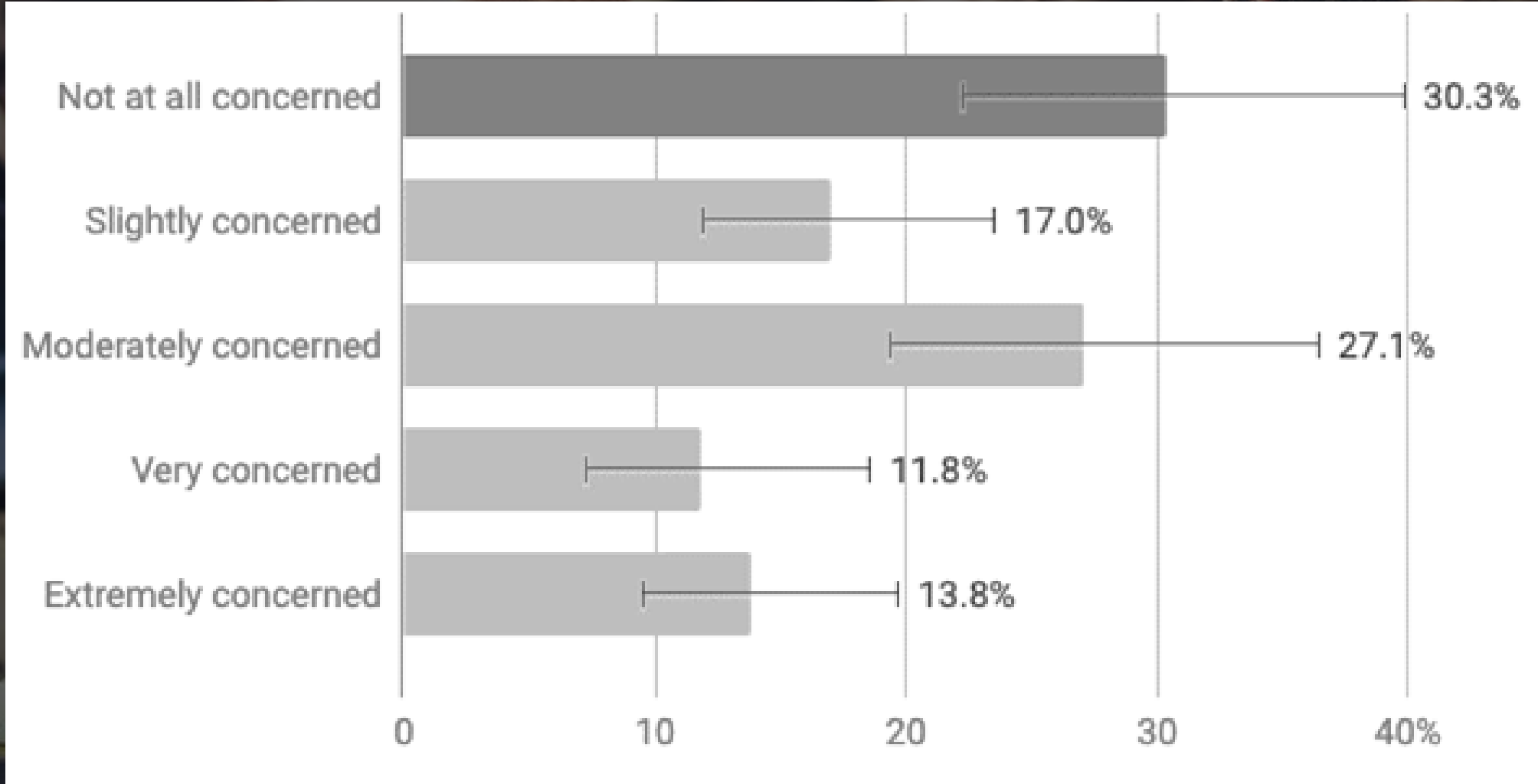
L&D Is Key to Recruiting

When contemplating a new position, respondents overwhelmingly consider training to be important.



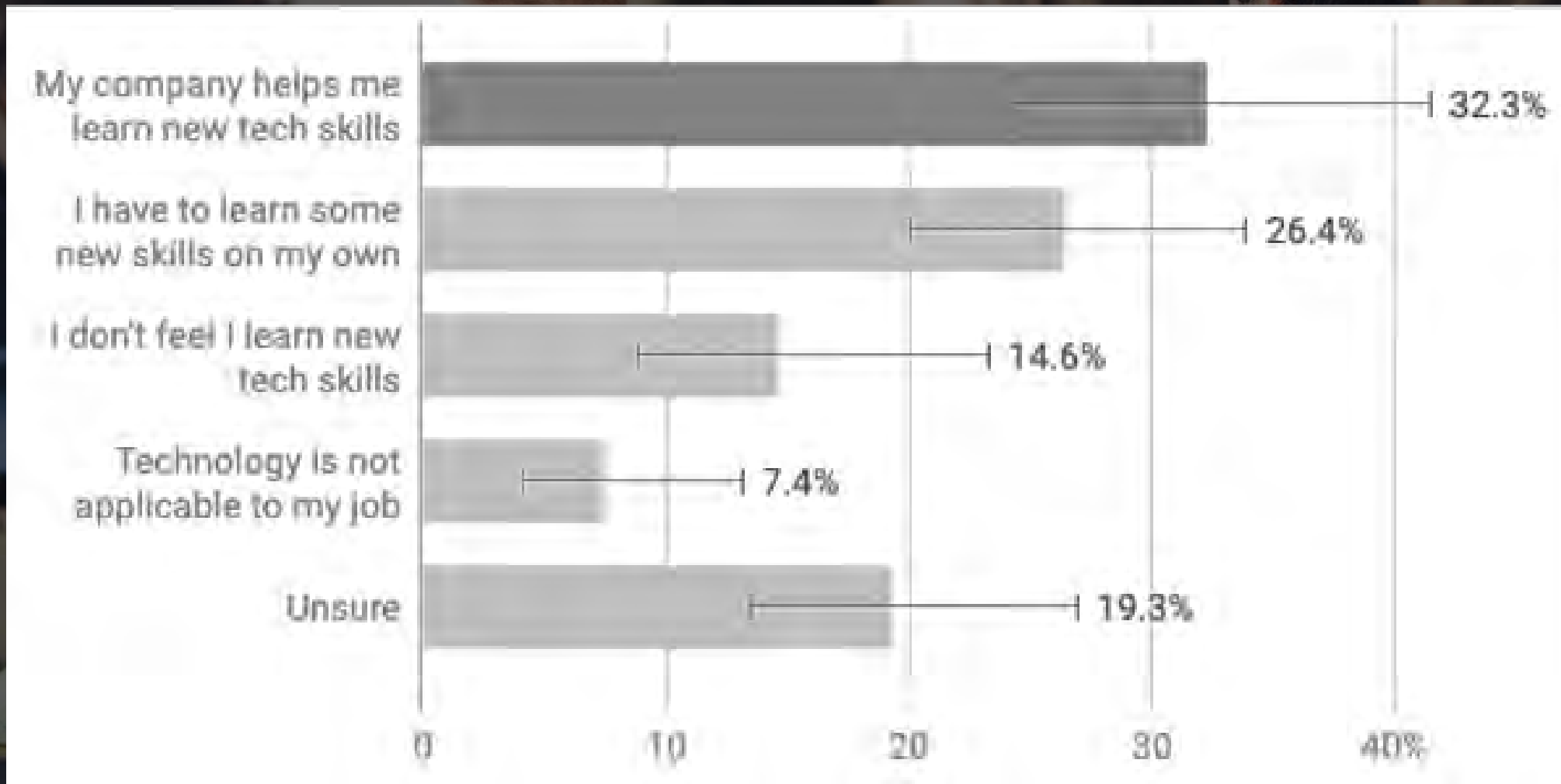
Skills Are a Concern

While 30% felt that their skills are up to date, a majority of respondents are apprehensive about their tech and interpersonal skills in a changing work environment.



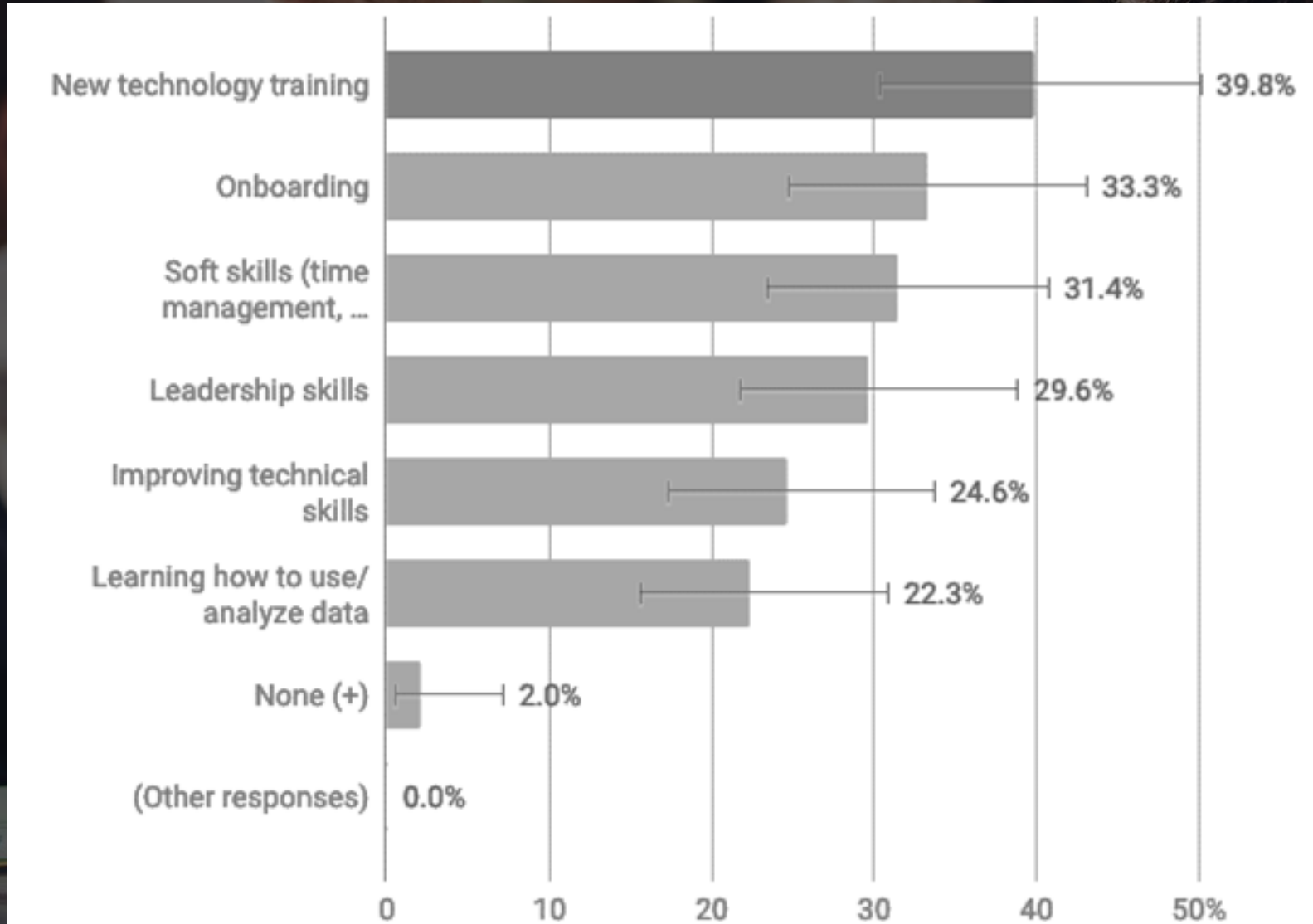
Learning Tech on Their Own

While nearly one-third of respondents said that their employers provide support in gaining new tech skills, more than 40% are on their own.



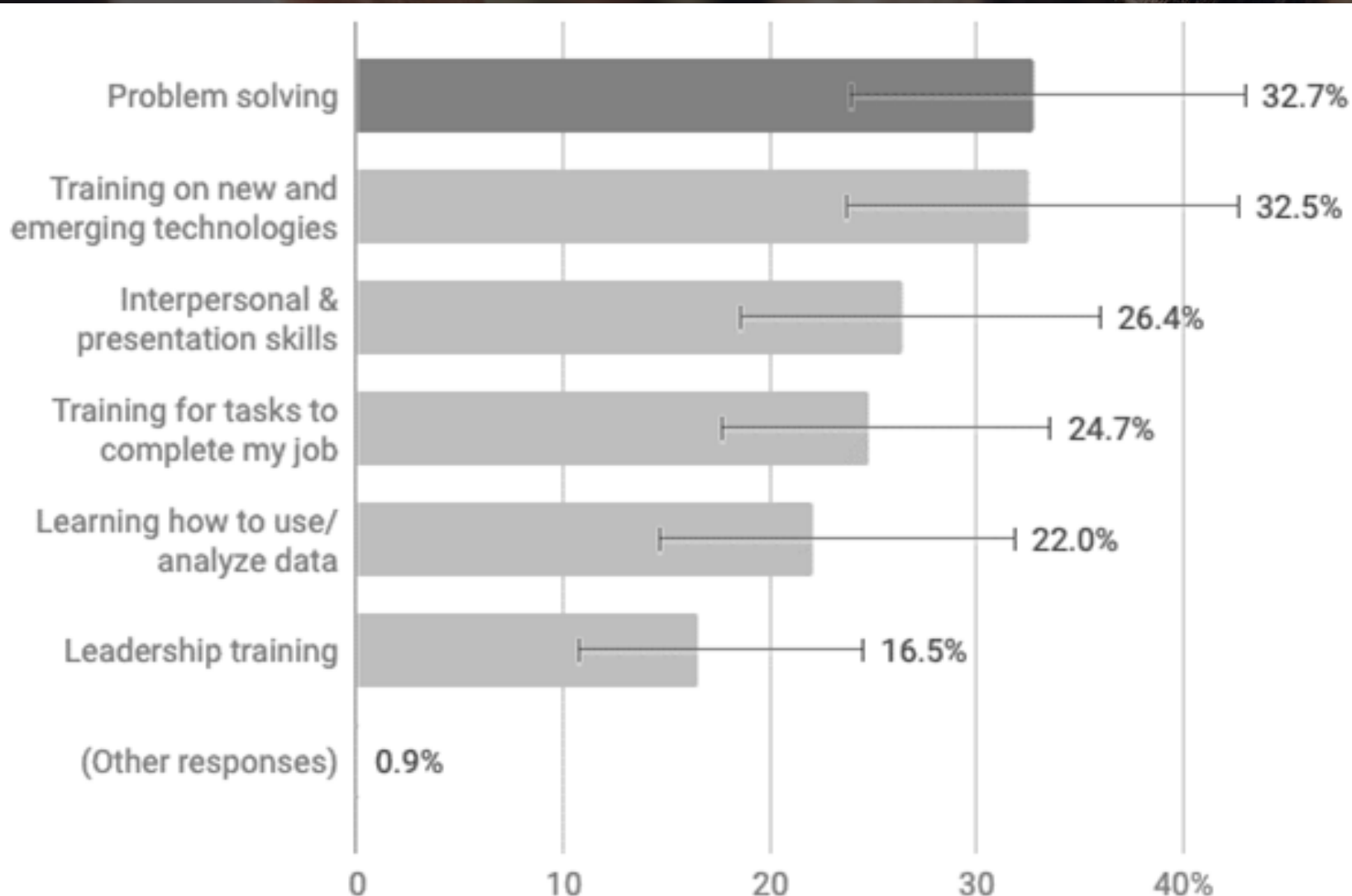
Tech Training Is Most Prevalent

While most may be learning tech on their own, tech skills improvement is the most offered Learning program among retailers.



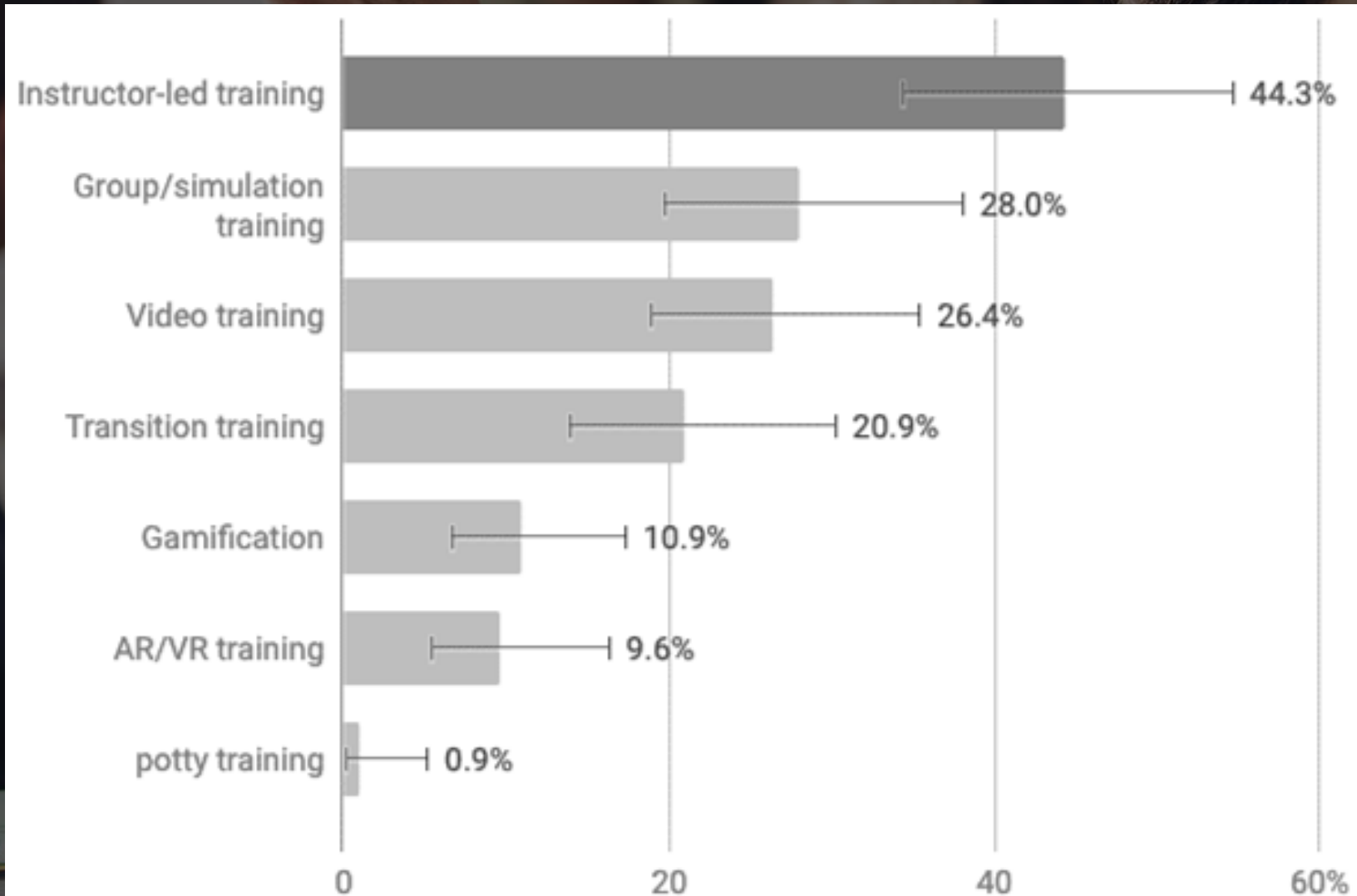
Problem Solving Is Most Popular

While tech training is offered most by retailers, respondents are most interested in gaining problem solving skills.



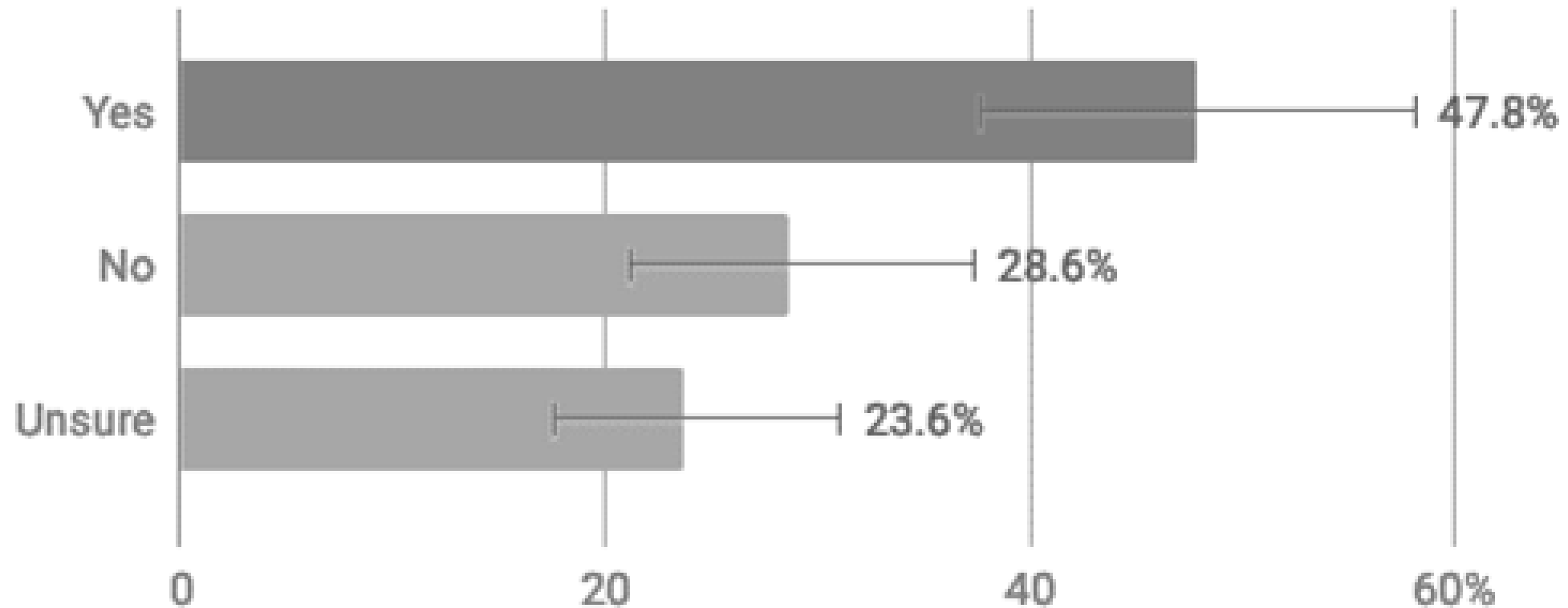
Instructor Format Most Captivating

Year-over-year, respondents overwhelmingly choose instructor-led format as the most engaging Learning program; retail employees agree.



Clarity in Onboarding Programs

Nearly half of all new retail hires were clear as to the expectations set within their onboarding experiences.



KEY FINDINGS

#1

Retail employees rank Training & Development as the most important factor when evaluating a new job

1/3

nearly 1/3 state that they are very or extremely concerned about their current level of technical and interpersonal skills in a future/changing work environment

32%

Retail workers would most like access to emerging tech training; and problem solving (33%) but have the most access to tech training

50%

of retail employees are seeing new policies/procedures rolled out on at least a monthly basis; 33% see new initiatives weekly

CGS AT-A-GLANCE



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1984



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New York



7500
Professionals



3500+
Customers



Global Presence
40+ Countries



>90%
Client Retention



10+ Years
Avg. Client Tenure

CGS International Locations



History of Innovation



HOW WE WORK



We are wholly focused on creating **comprehensive solutions** that meet our clients' complex, multi-dimensional needs.



We recognize the mission-critical nature of our clients' challenges and approach each with a **"can-do" attitude**.



We believe value is best built through **long-term partnerships** with our clients — and act accordingly.