CGS®

2019 Employee Workplace Trends Learning & Development Report

Outlook on Telecommunications Industry

WHAT WE WANTED TO KNOW

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

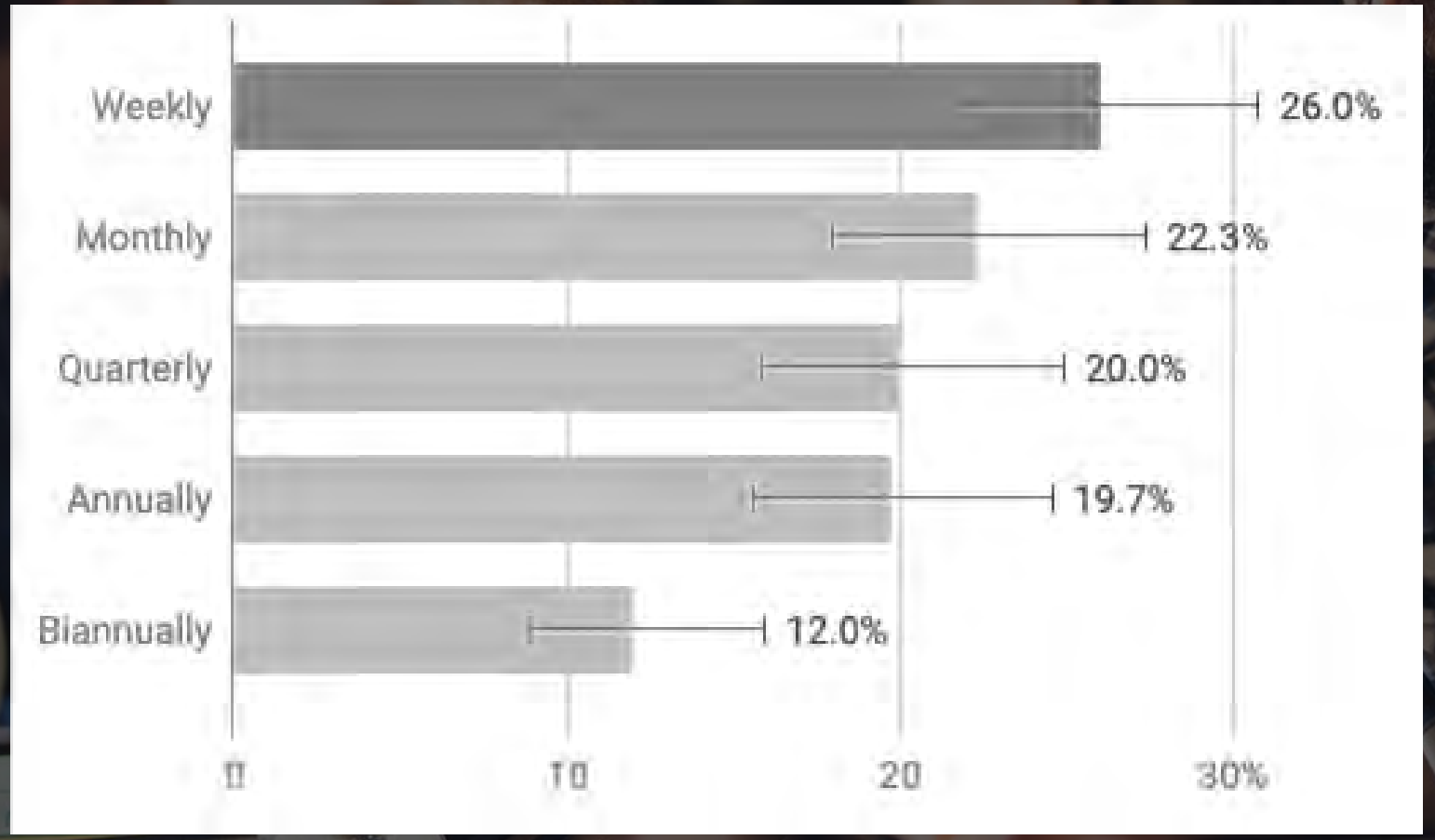
WHAT WE DID

CGS surveyed more than 600 U.S. employees (ages 18-65+) from 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 current telecommunications employees.

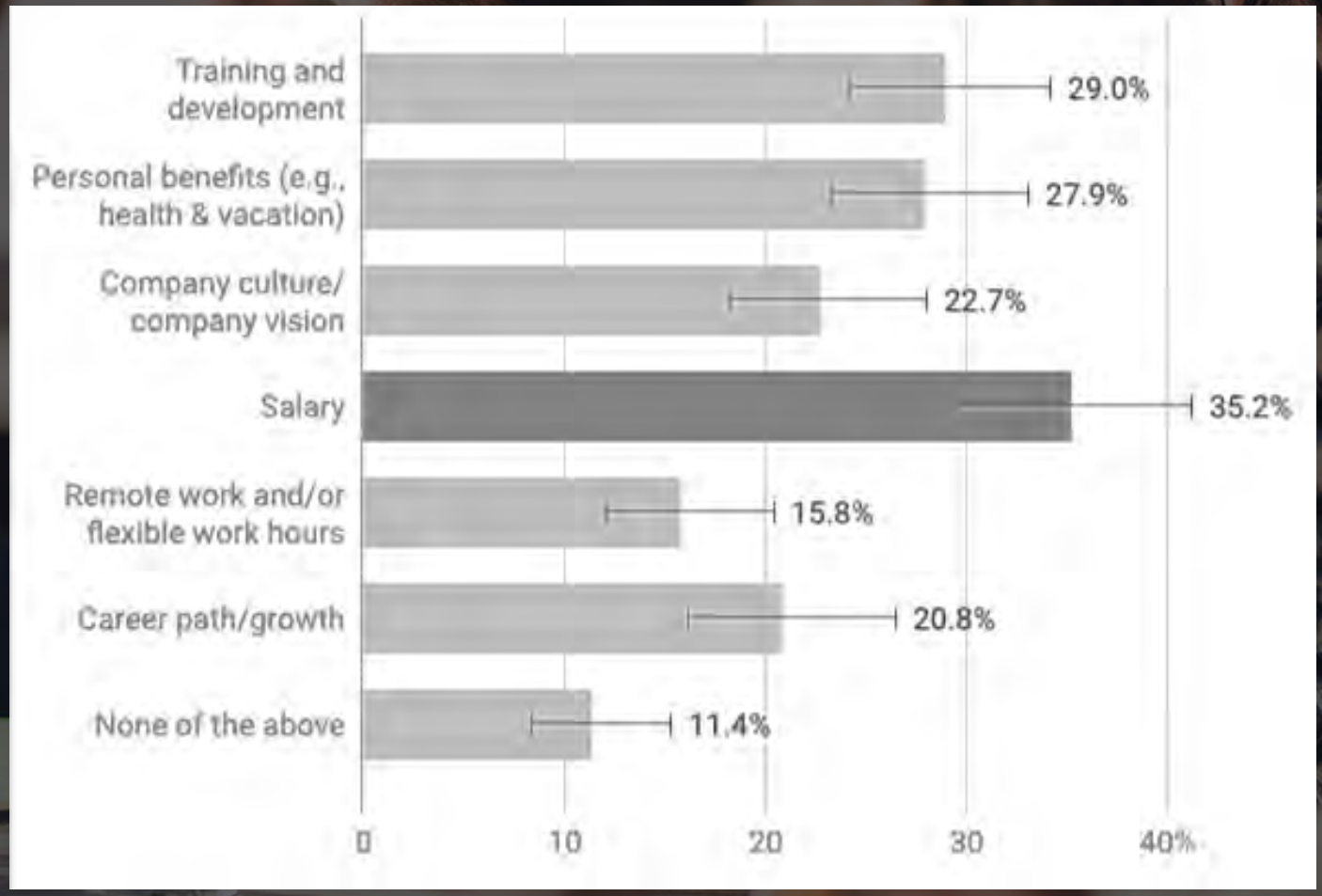
Frequent, New processes

Employees see new policies, processes, tools and tech rolled out frequently, with more than one-quarter experiencing changes weekly.



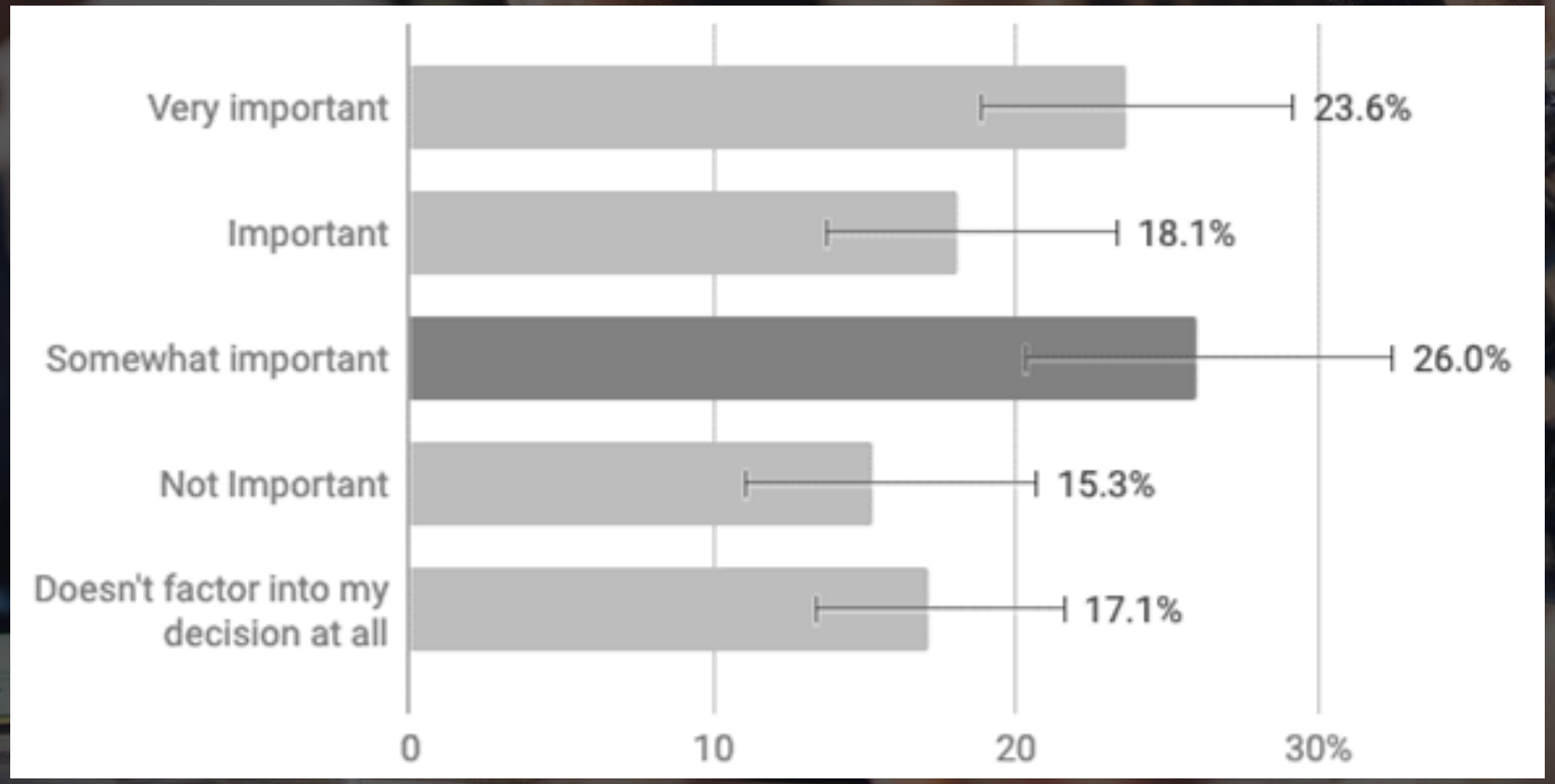
L&D Is Important

While salary is the most important requirement in accepting a new job, respondents consider training as the next most important attribute.



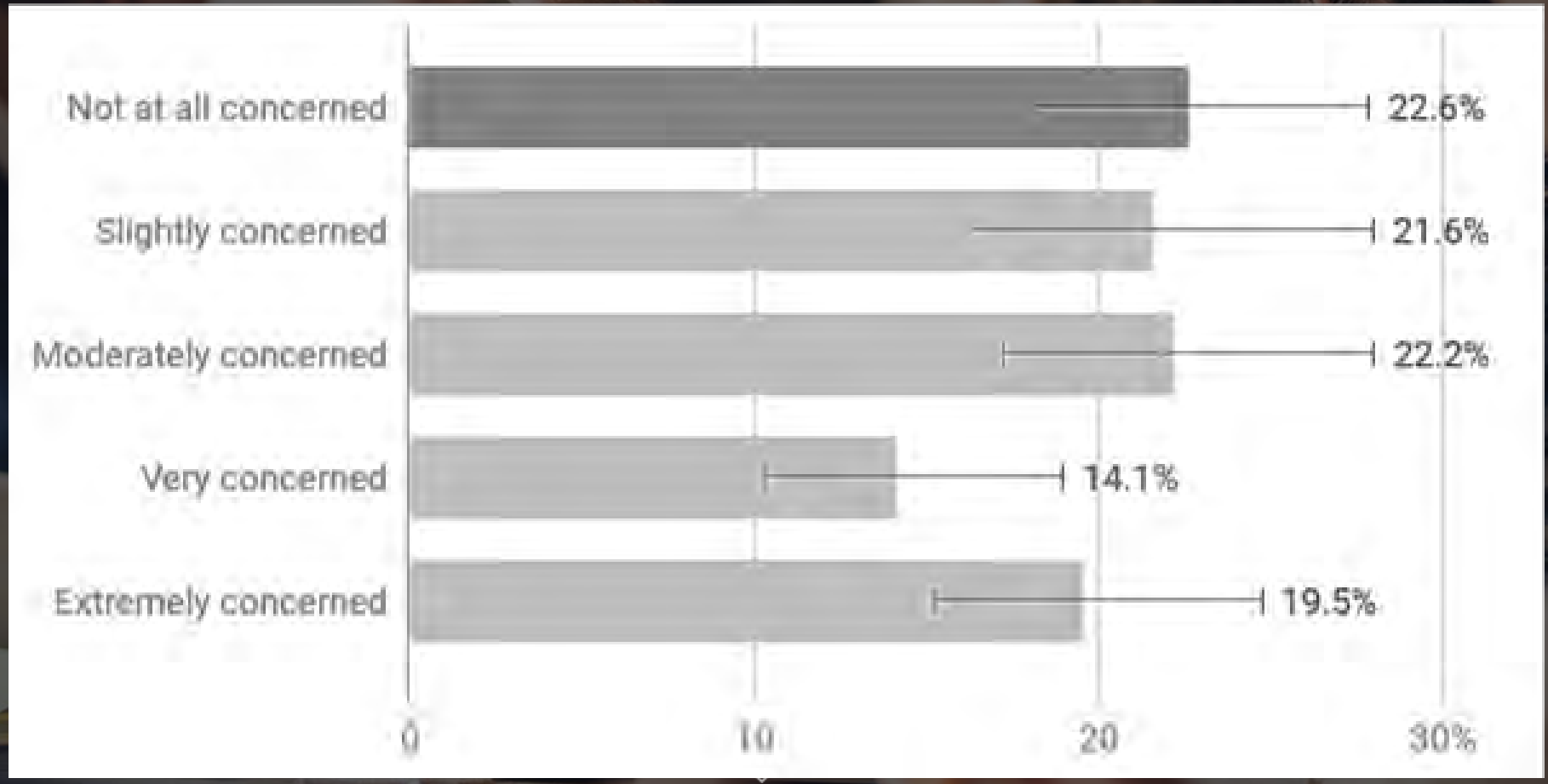
L&D Is a Factor in Recruiting

When contemplating a new position, more than two-thirds of respondents consider training and development as important.



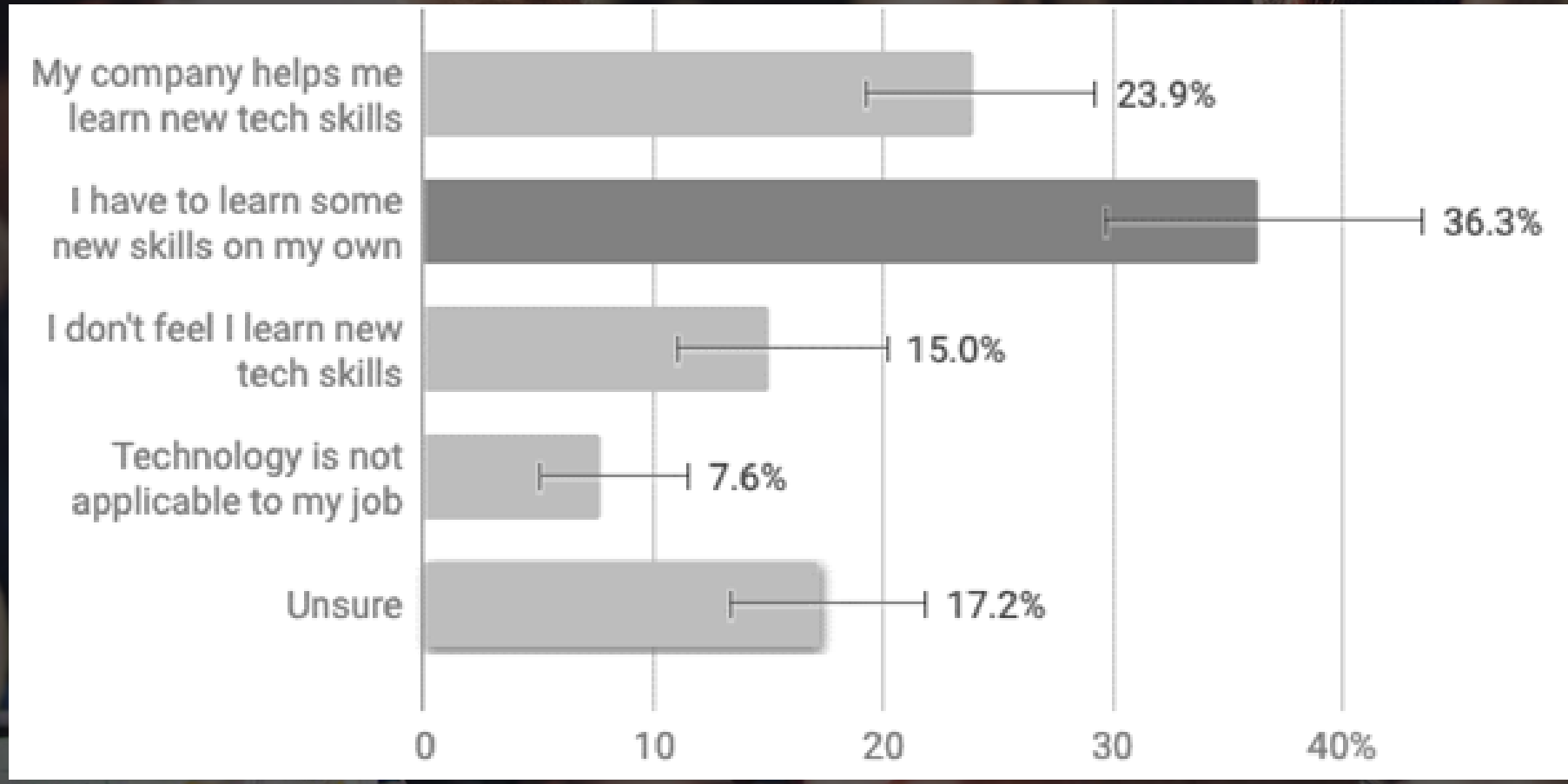
Skills Are a Concern

While more than 22% feel their skills are up to date, a vast majority of respondents note that they're uneasy about technical and interpersonal skills in a changing work environment.



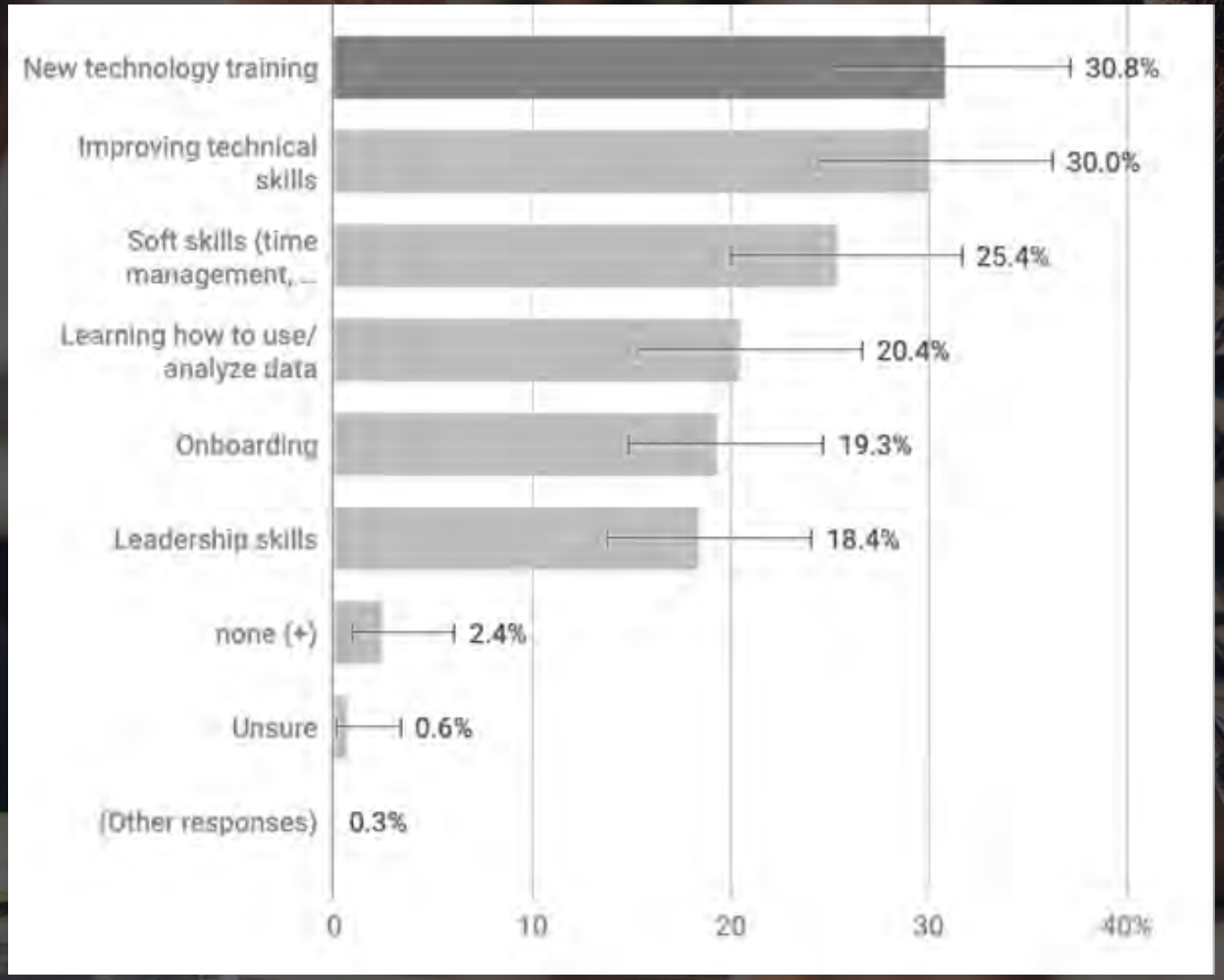
Employees Are on Their Own

Over one-third of respondents said that they need to learn new tech skills on their own.



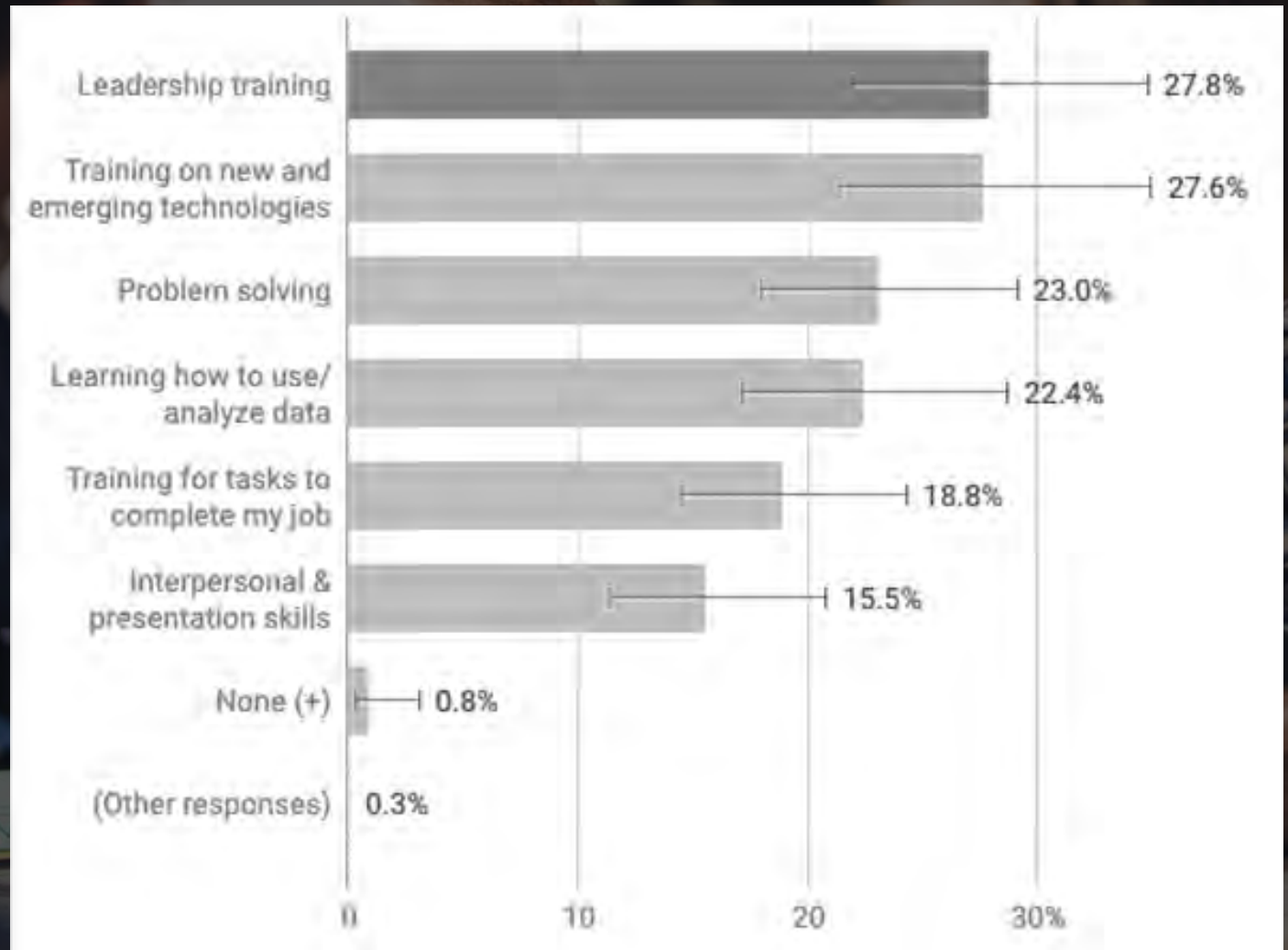
Tech Training Is Most Accessible

Tech skills improvement is the most offered Learning program.



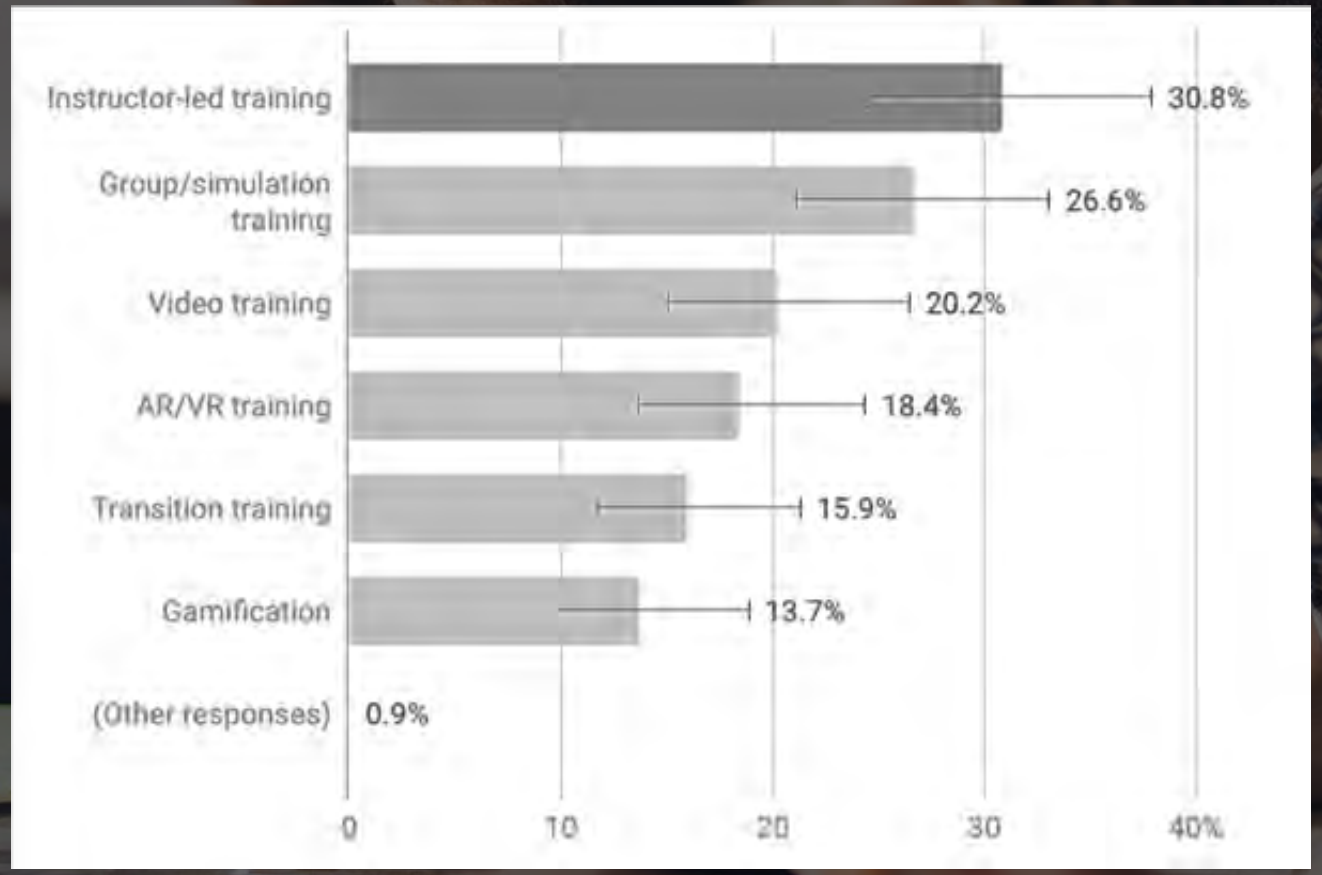
Leadership & Emerging Tech Training Are Desired

While tech training is offered most by employers, Leadership and How to Use and Analyze Data learning programs are most coveted.



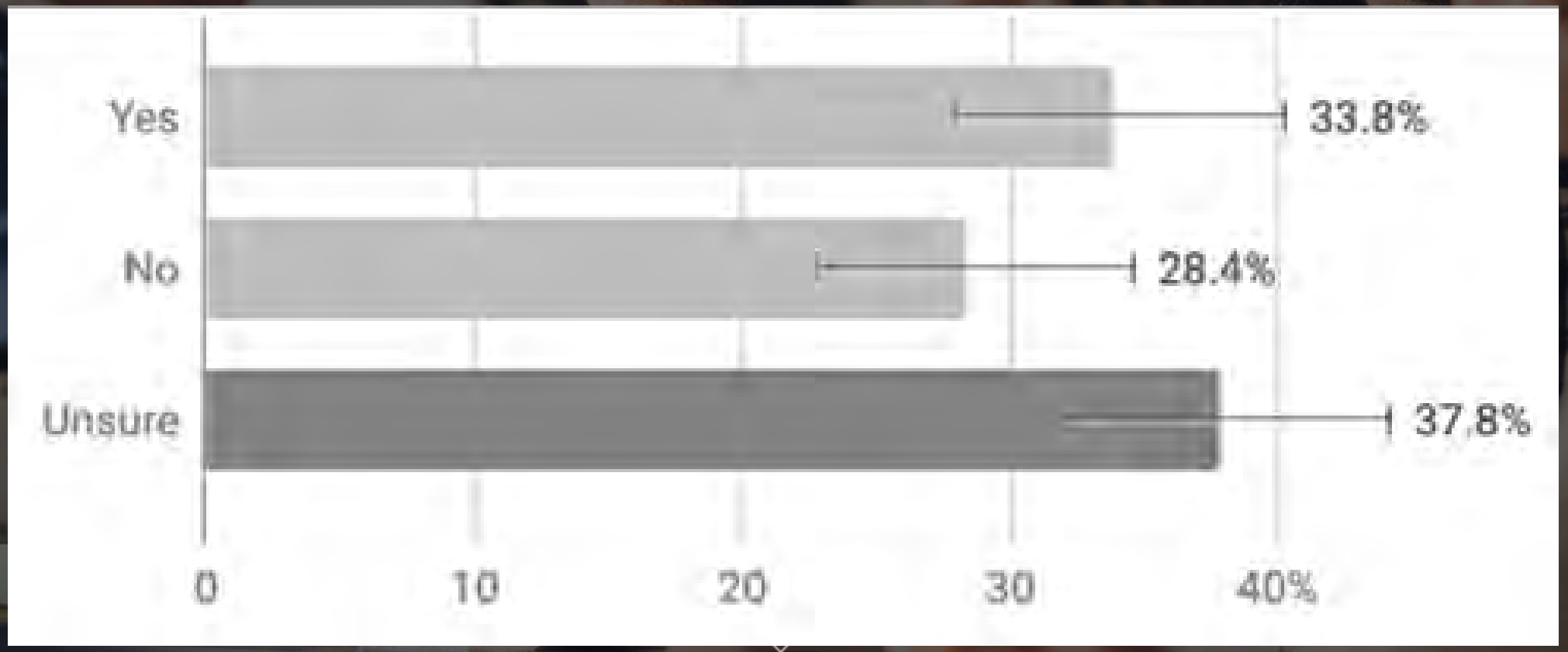
Instructor, Simulation Formats Most Captivating

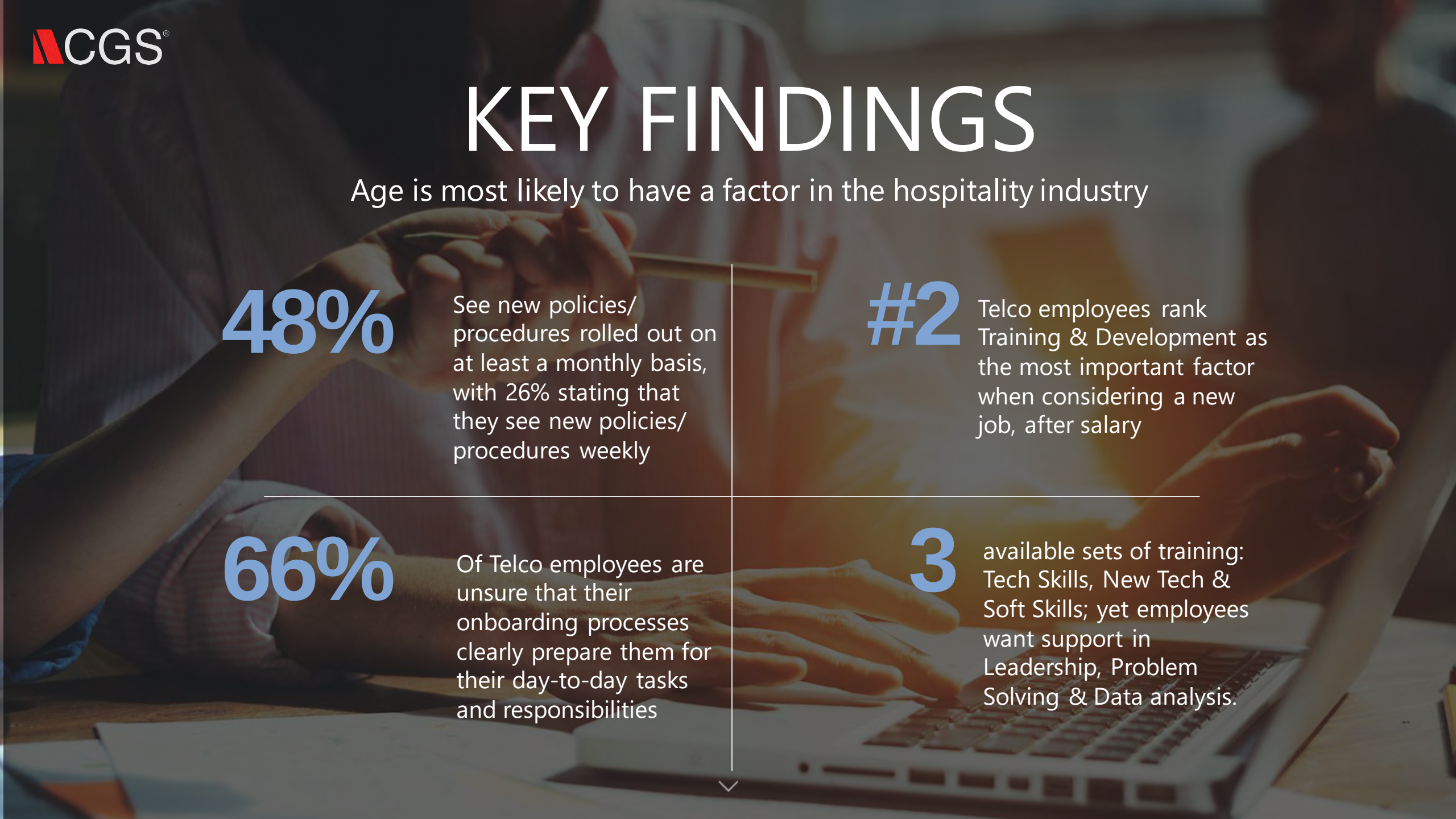
Year-over-year, respondents overwhelmingly choose instructor-led or group formats as the most engaging for Learning programs. Telco employees agree.



New Job, Cloudy Outlook

When it comes to onboarding experience, nearly two-thirds of telecommunications employees felt unsure or disagreed that it set clear expectations.





KEY FINDINGS

Age is most likely to have a factor in the hospitality industry

48% See new policies/ procedures rolled out on at least a monthly basis, with 26% stating that they see new policies/ procedures weekly

#2 Telco employees rank Training & Development as the most important factor when considering a new job, after salary

66% Of Telco employees are unsure that their onboarding processes clearly prepare them for their day-to-day tasks and responsibilities

3 available sets of training: Tech Skills, New Tech & Soft Skills; yet employees want support in Leadership, Problem Solving & Data analysis.

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7500
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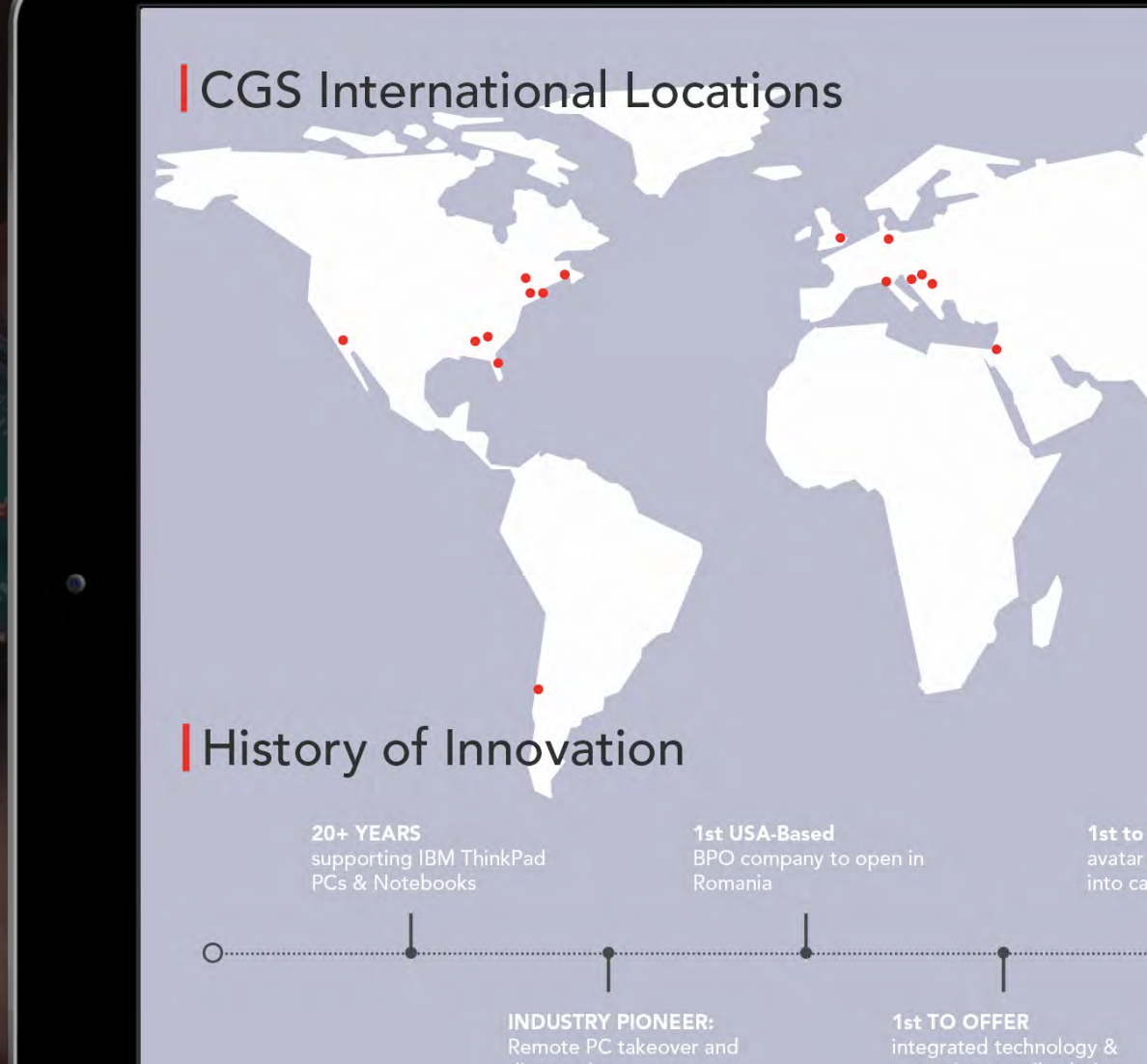
Avg. Client Tenure



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.