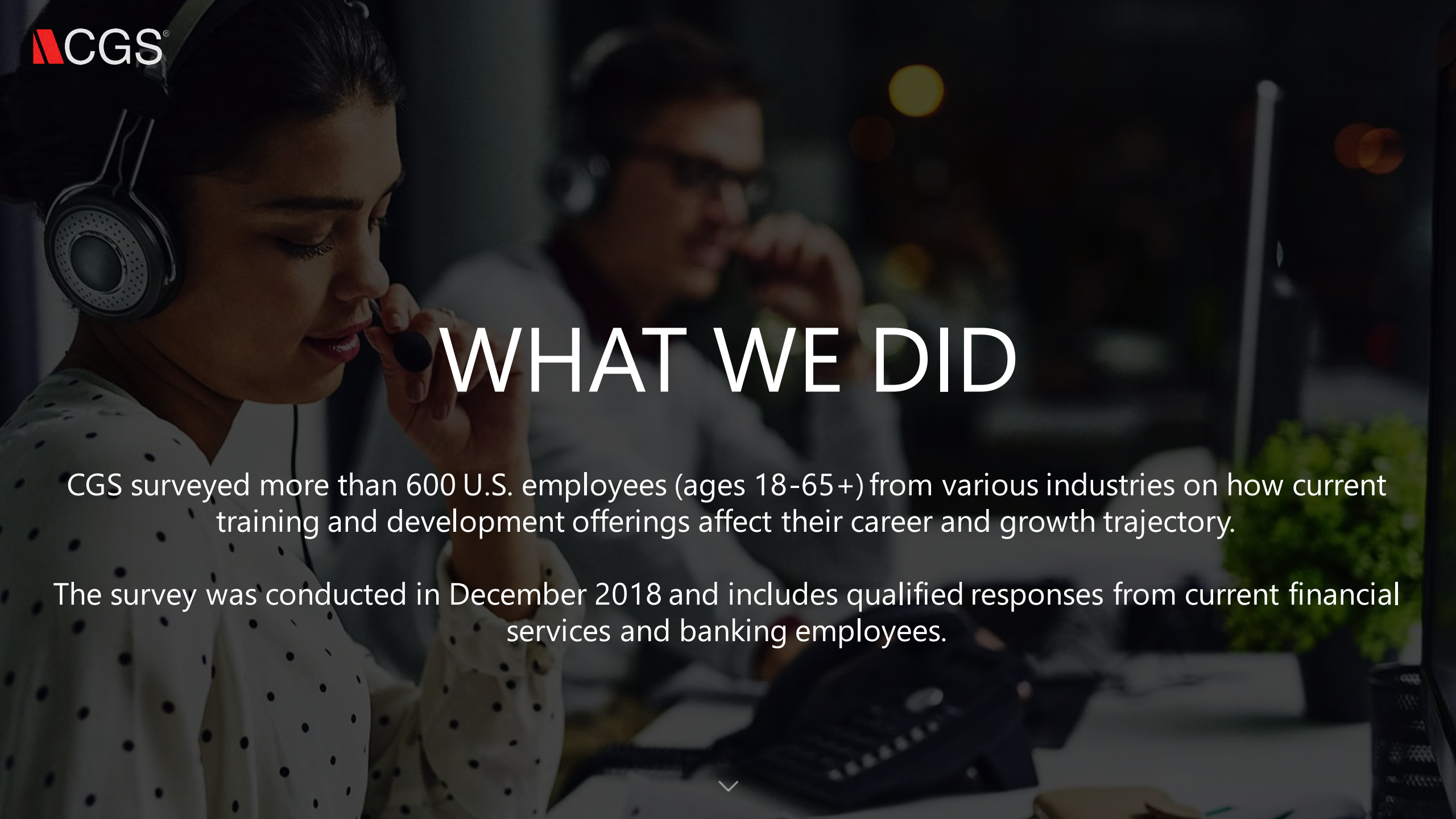
CGS®

2019 Employee Workplace Trends Learning & Development Report

Outlook on Financial Services Industry

WHAT WE WANTED TO KNOW

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



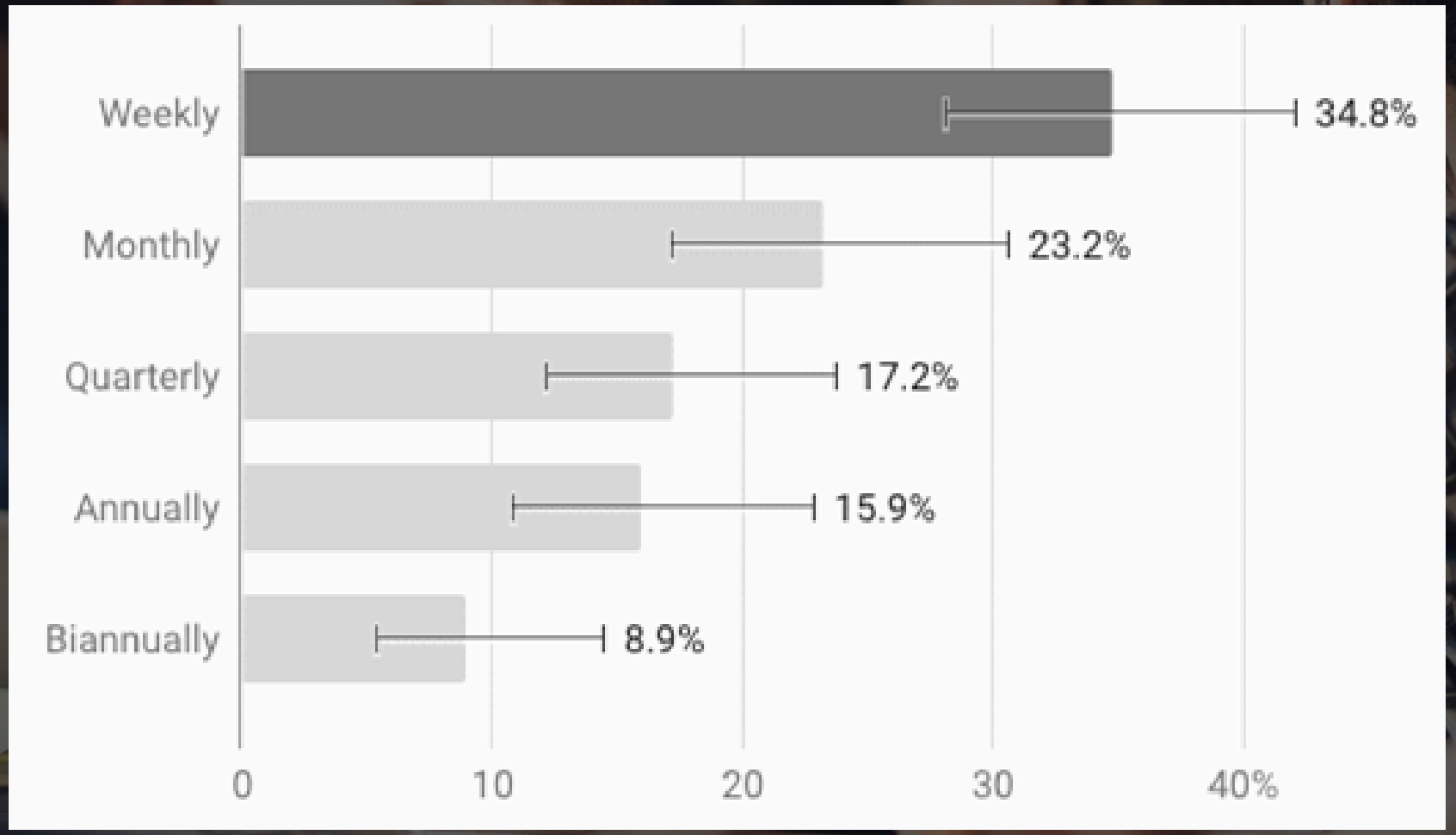
WHAT WE DID

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 financial services and banking employees.

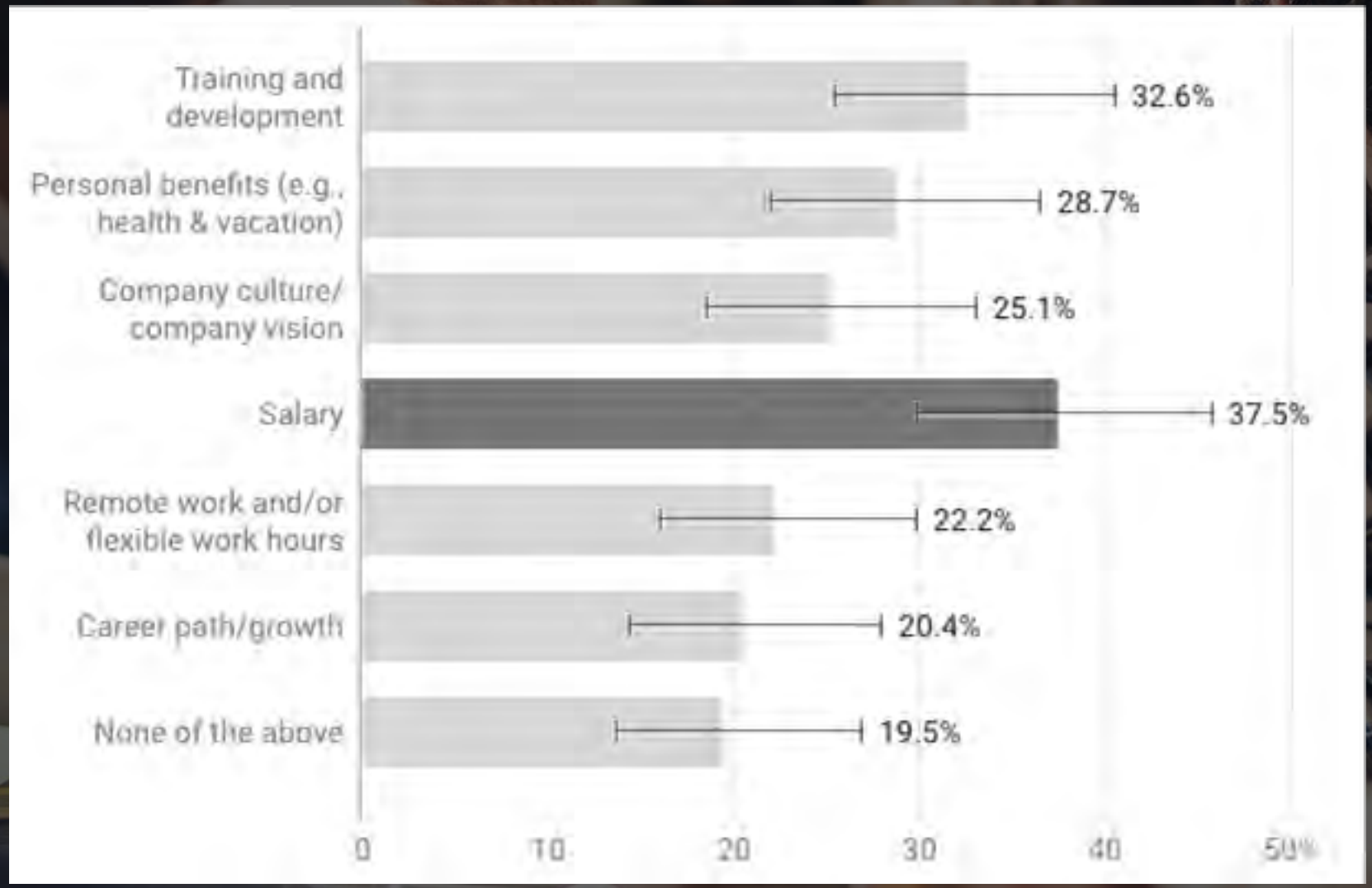
Frequent, New Processes

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



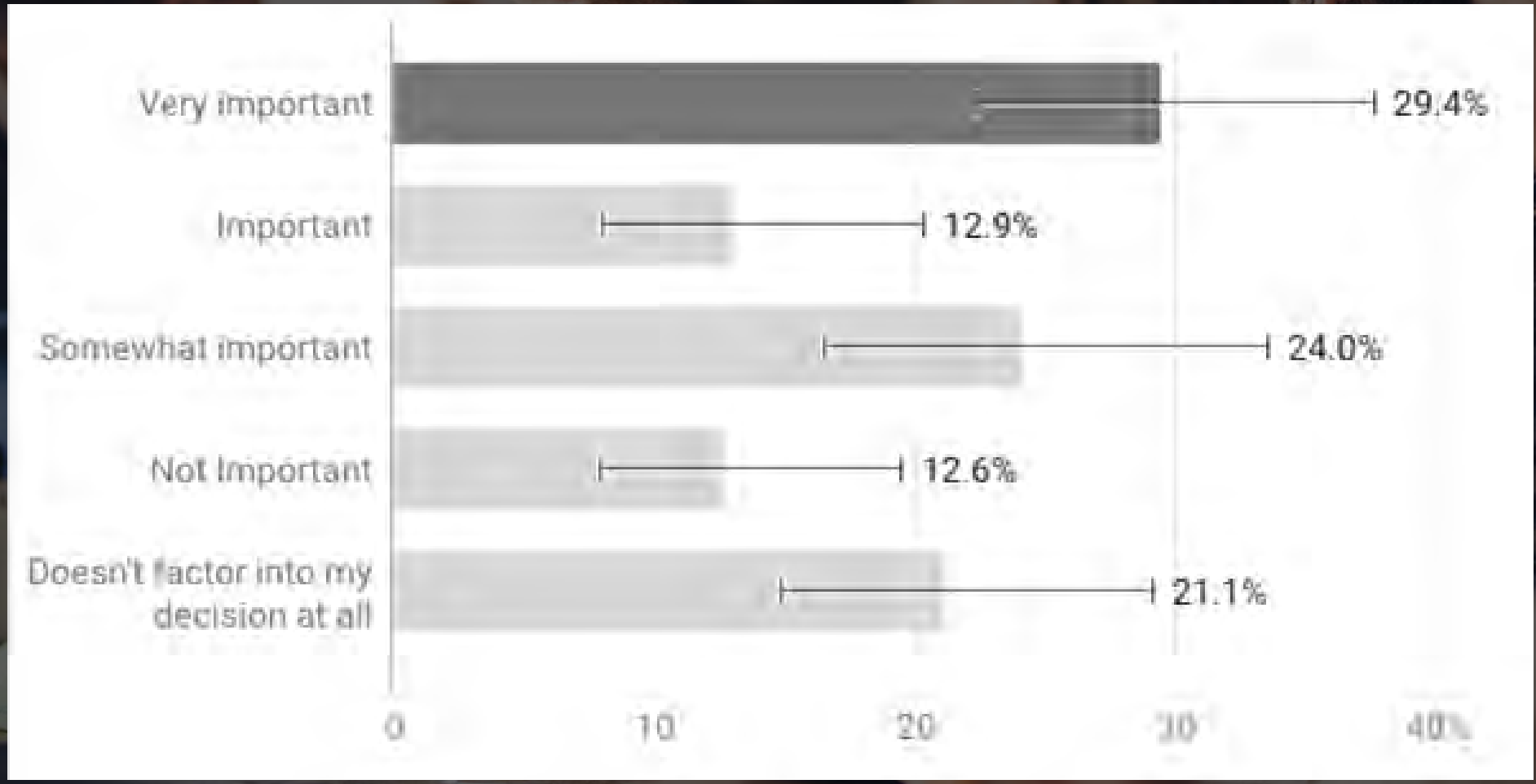
L&D Is a Benefit

While salary is the most important requirement in accepting a new job, respondents look to training as a close second benefit.



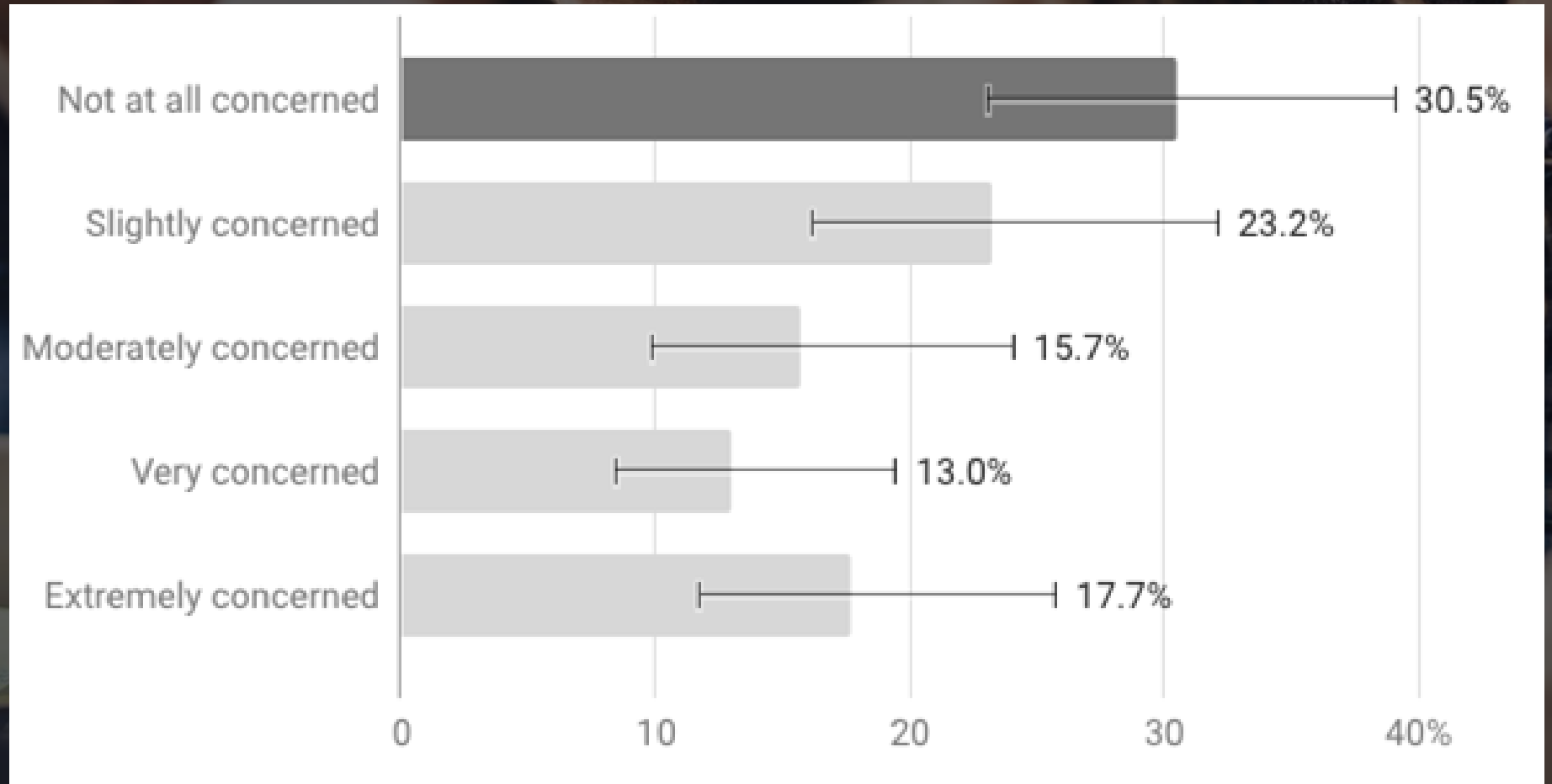
L&D Is Key to Recruiting

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



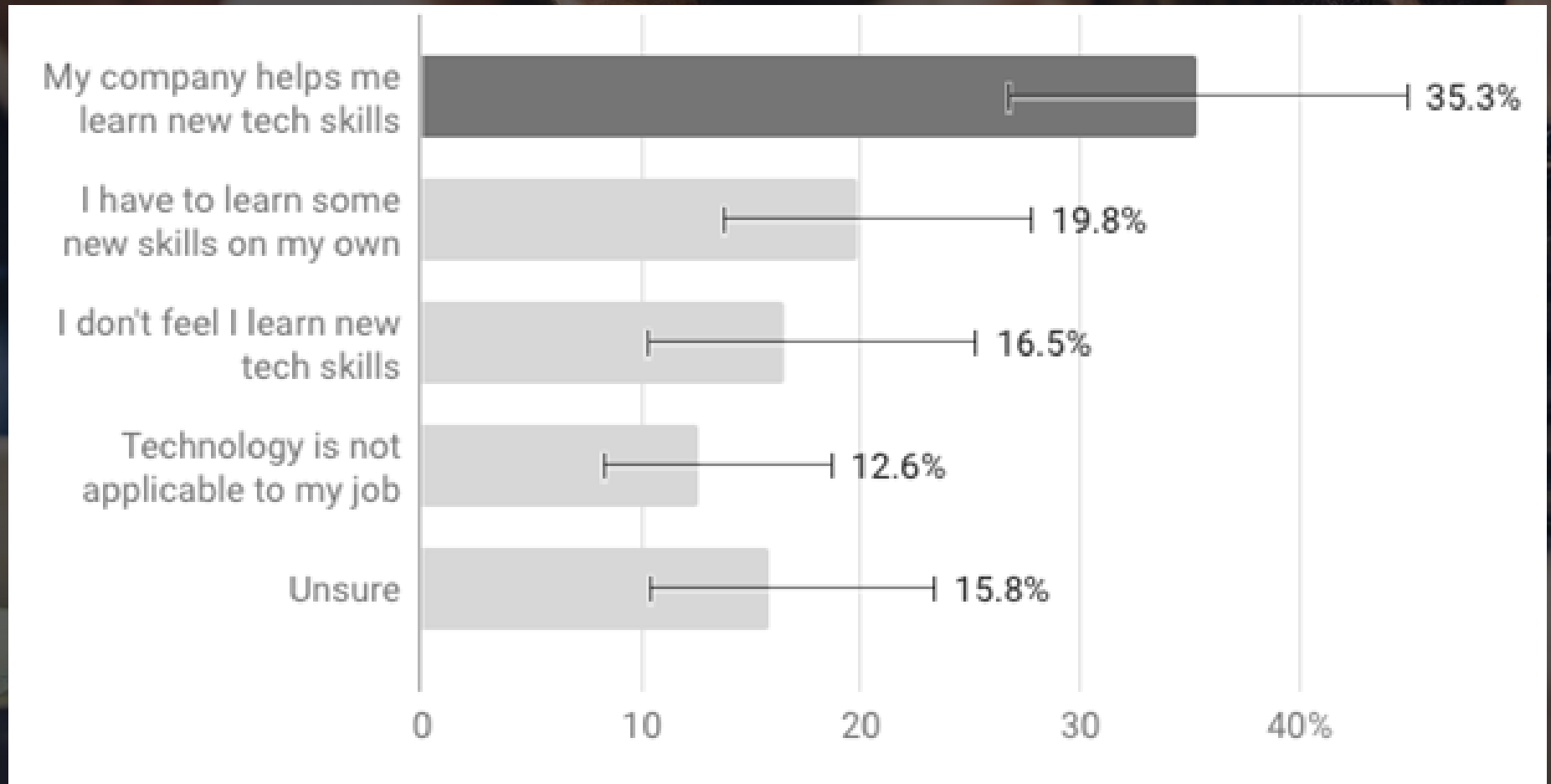
Skills Are a Concern

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.



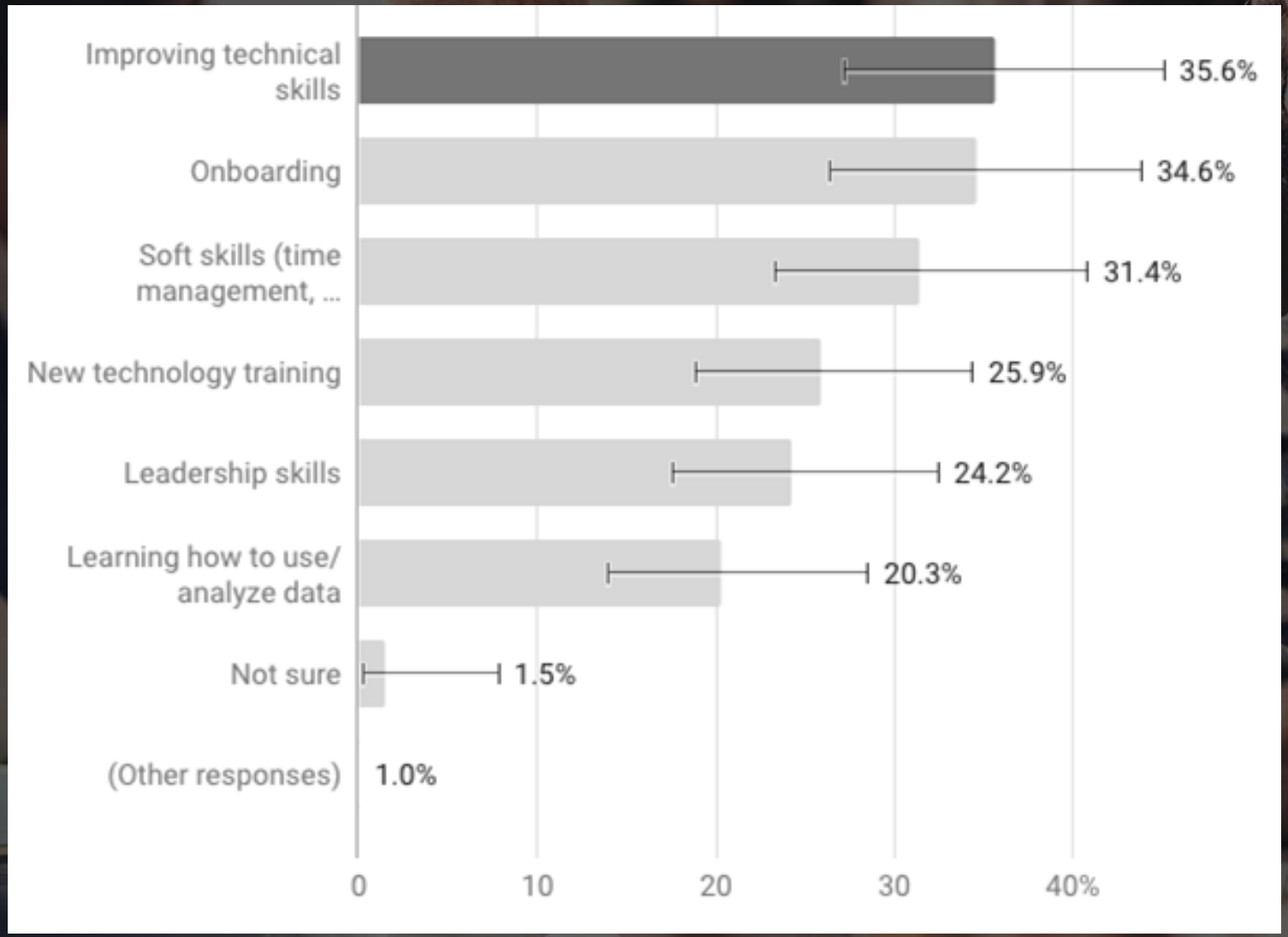
Institutions Support Employees

Over one-third of respondents said that their employers provide support in gaining new tech skills.



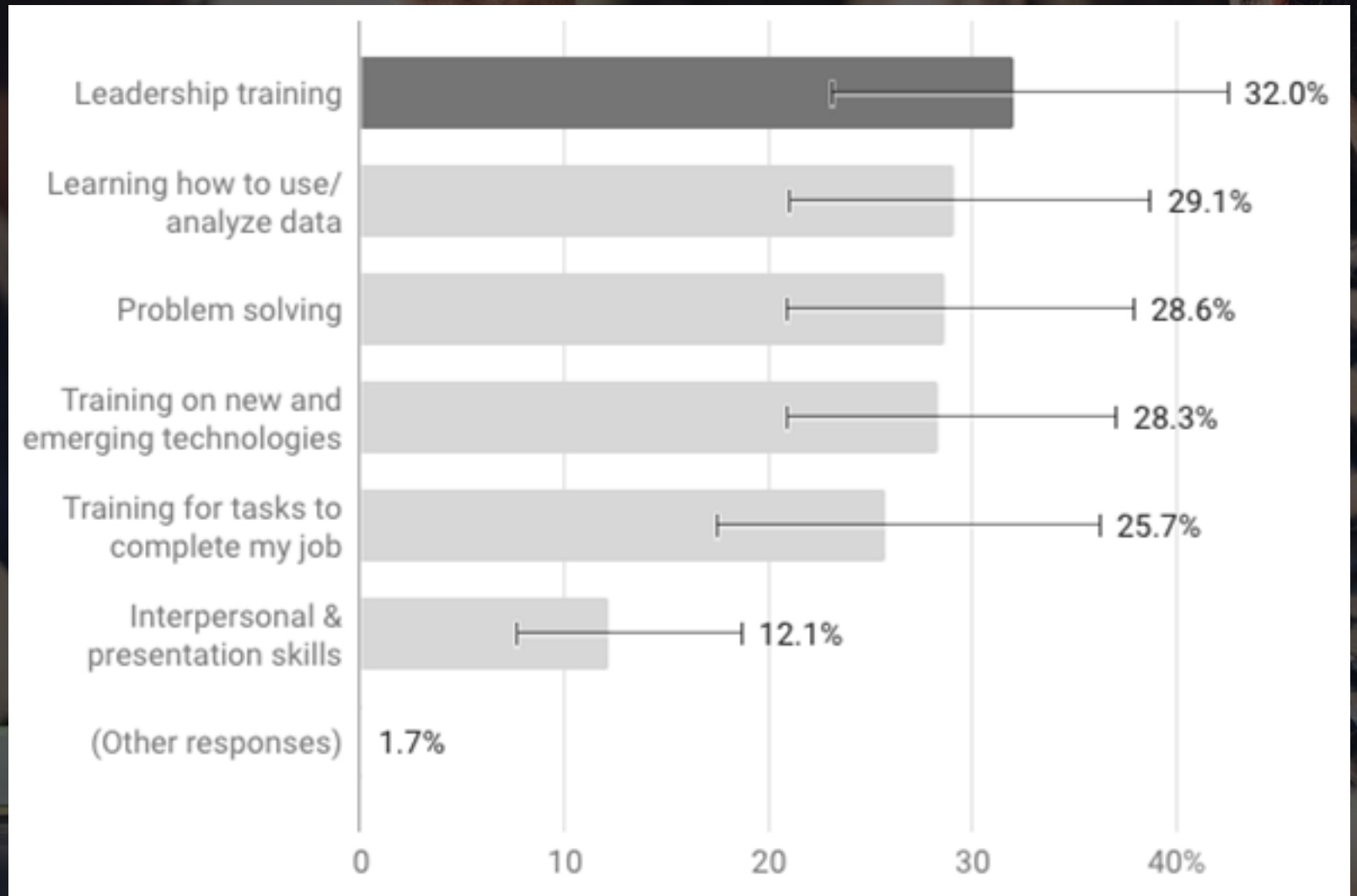
Tech Training Is Most Prevalent

Tech skills improvement is the most offered Learning program.



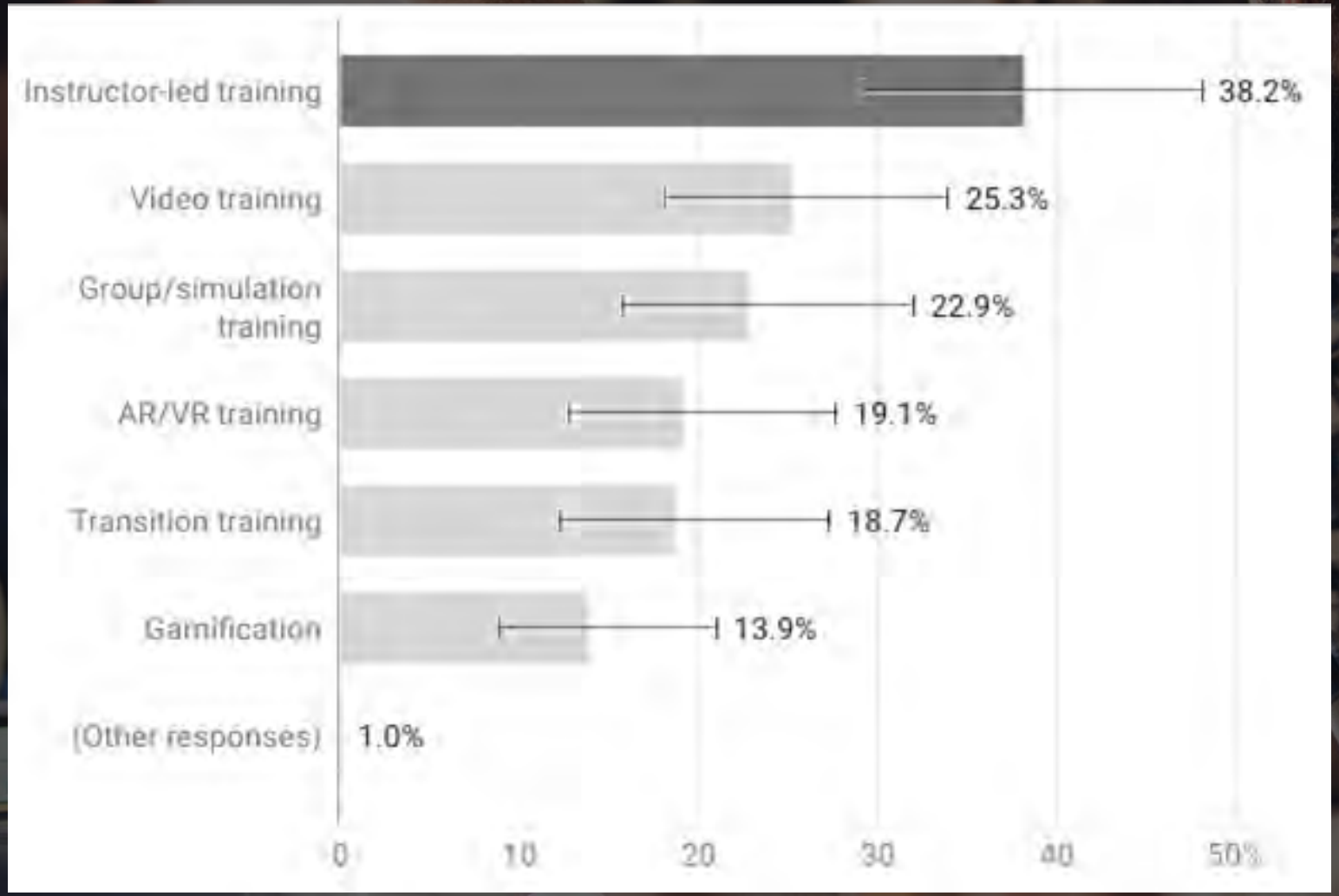
Leadership Skills Are Most Popular

While tech training is offered most by employers, respondents flagged leadership training and how to use / analyze data as most essential



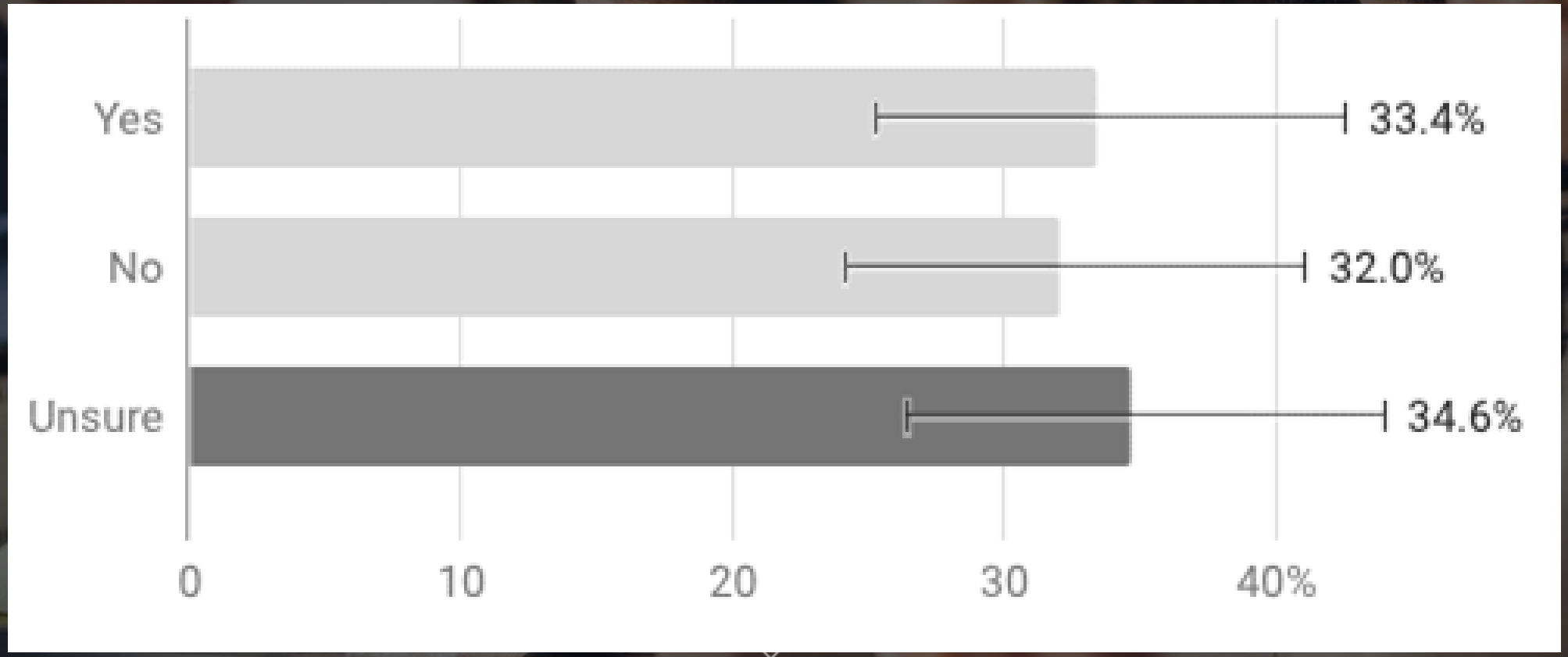
Instructor Format Most Captivating

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



Clarity of Onboarding Programs See Even Split

New hires were split as to the expectations set within their onboarding experiences.



KEY FINDINGS

35% are seeing new policies/ procedures rolled out weekly and 58% state that they see new policies/procedures on at least a monthly basis.

34% say Soft Skills training and Onboarding are readily available but what they'd most like access to is Emerging tech (30%) & Data analysis (29%) skills

38% rate instructor-led training as the most engaging learning format

25% find video format engaging, 23% prefer simulations, while 19% are interested in AR- or VR-based training

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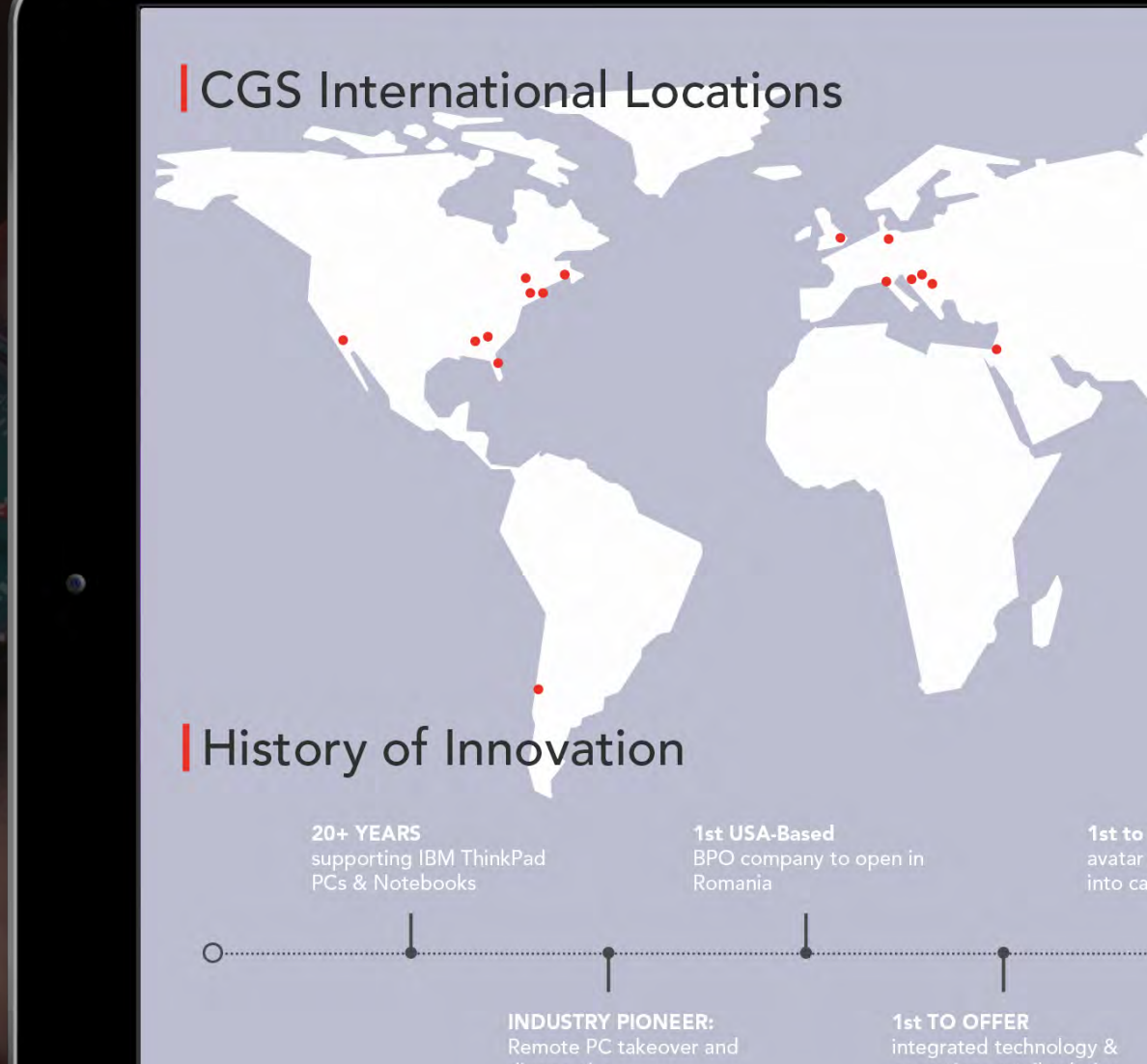

HOW WE WORK

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.