

LEARNING TRENDS REPORT: 5 TAKEAWAYS

In 2018, record levels of optimism in the global economy. Low unemployment rates. Heightened levels of technological change and more on the way.

So, what's on the minds of the stakeholders who are leading organizational development into the future? This infographic provides a sneak peek into the hottest trends in the latest edition of **CGS's Enterprise Learning Trends Report**

CHALLENGES ARE SHIFTING

Top Three Ranked issues keeping Learning Development (L&D) execs. and business stakeholders up at night

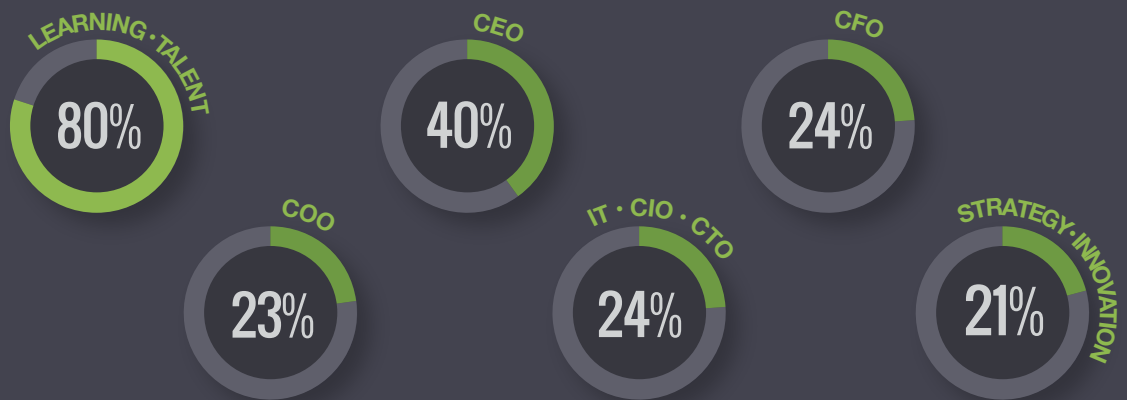


THE FUTURE IS NOW AND MANY BUSINESSES AREN'T READY

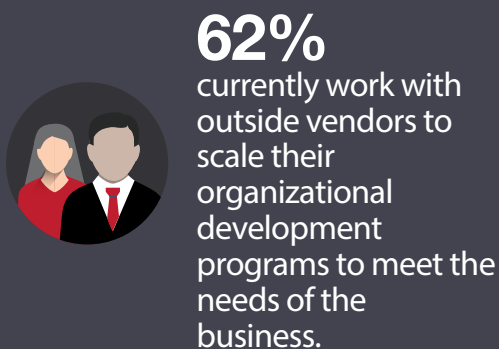
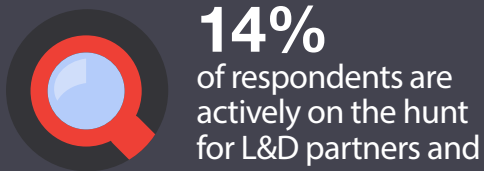


EMPLOYEE PERFORMANCE HAS EXECUTIVE ATTENTION

Respondents state that at least 6 business stakeholders are involved in making organizational development buying decisions. Here are the rankings:



EXPERT HANDS MAKE LIGHT WORK



IT REALLY IS ALL ABOUT THE CUSTOMER

This is the first year that respondents ranked Customer Service, Support and Loyalty in the top three business areas for focused L&D resource. Customer initiatives beat out development programs for Operations and Manufacturing, IT, and Sales and Marketing.



About the Annual Trends Report and Survey: Each year, CGS taps the expertise of global L&D stakeholders. In our 4th annual market research survey, 236 decision-makers and influencers across human capital, training and development, customer service, finance, operations, IT, marketing, sales and business intelligence shared the trends that are top of mind for their businesses.