

2021 Learning and Development Trends For Organizational Success and Legal Compliance

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2020

turned our organizations upside down.

2021 - 2022

are years when leaders will have to make consequential decisions within human capital management, customer education and training and development to reach organizational success.

Organizational Development Trends Supported By Learning and Development Departments

- Priority on human capital management
- Emphasis on remote workers
- Evaluating job roles and positions
- Developing EDI initiatives

SAP Litmos
June 2021

Training Industry Magazine
January 2021

Gallup
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Organizational Development Trends Supported By Learning and Development Departments

- Change management and communication
- Performance management in remote settings
- Fair and equitable succession planning
- Fair and equitable invitation to and attendance in training
- Team collaborative thinking and problem solving

Training Industry Magazine
January 2021

ttc innovations
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General Learning and Development Responsibilities

- Upskill the workforce in technical areas
- Reskill the workforce in basic areas
- Refresh self-mastery for all employees
- Play a large part in organizational development processes

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General Learning and Development Responsibilities

- Online training
- Blended learning
- Augmented and virtual reality training
- Individual customized tracks with micro learning units

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Trends Within Training Topics

- Upskilling in areas of “collaboration”
 - Team mentality
 - Listening
 - Communication
 - Business etiquette
 - Conflict management
- Gaps in information technology

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January 27, 2021



Trends Within Training Topics

- Self-mastery
 - Stress and anxiety management
 - Resilience
 - Other mental health areas
 - Productivity skills
 - Mindfulness

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Trends Within Training Topics

- Management, supervisor and executive training
 - Collaborative leadership
 - Managing return to work process
 - Leading and managing remotely
 - First time supervisors or new managers - management, leadership, and managing difficult people
 - Continued gaps in soft skills especially interpersonal relationship training
 - Leading inclusion
 - Change management

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Three Largest Trends



- **Equality, Diversity and Inclusion**
- **Leadership for Management**
- **Onboarding Deep Dive**

Largest Changes Within Training Programs: Equality, Diversity and Inclusion (EDI)

- LBGTO
- Race
- National origin / Cultural sensitivity
- Menopause
- Psychological safety at work
- Inclusive leadership
- Managing generational diversity

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Largest Changes Within Training Programs: Managers Need Leadership Development

A manager's role is far more than supervisory -- and Gallup finds that 70% of a team's engagement is influenced by managers.

The following seven leadership competencies are usually found in managers who create successful, high-performance teams in thriving organizations.

Gallup 2021



Managers Need Leadership Development

Gallup 2021

1. ***The ability to build relationships:*** Successful leaders establish connections with others to build trust, share ideas and accomplish work.
2. ***The ability to develop people:*** They help others become more effective through developing strengths, clear expectations, encouragement and coaching.
3. ***The ability to drive change:*** They set goals for change and lead purposeful efforts to adapt work that aligns with the stated vision.
4. ***The ability to inspire others:*** They leverage positivity, vision, confidence and recognition to influence performance and motivate workers to meet their challenges.

Managers Need Leadership Development

Gallup 2021

5. ***The ability to think critically:*** They seek information, critically evaluate the information, apply the knowledge gained and solve problems.
6. ***The ability to communicate clearly:*** They listen, share information concisely and with purpose, and are open to hearing opinions.
7. ***The ability to create accountability:*** They identify the consequences of actions and hold themselves and others responsible for performance.

Managers Need Leadership Development

Gallup 2021

The right kind of development program teaches managers to be coaches, not bosses. This empowers them to triangulate the business' needs, employees' talents and customers' requirements in a practical, day-to-day context. That kind of development changes managers, and it changes companies too.

Gallup's meta-analysis of 1.2 million individuals and 49,495 work units in 45 countries shows that teams that received strengths-based development have achieved 19% increased sales, 29% higher profits, 59% fewer safety incidents and up to 72% less turnover. People who know and use their strengths are also six times as likely to be engaged at work.



Largest Changes Within Training Programs: Deep Dive Into Onboarding

- A great onboarding experience ensures 69% of employees stick with a company for at least three years.
- Only 37% of companies ensure their onboarding programs run for more than a month.
- Customer service onboarding statistics reveal that organizations with structured onboarding saw a 60% year over year improvement in revenue. It also showed a 63% improvement in year over year customer satisfaction.

Gallup
2021

Northpass
2021



Deep Dive Into Onboarding

- New employees with good onboarding experience are 18 times more committed to their employer.
- According to company onboarding statistics, 58% of organizations say that their onboarding program is focused on processes and paperwork.
- 87% of organizations that assigned a mentor or buddy to a new employee during the onboarding process saw increased proficiency from the new employees.

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2021

Bamboo HR
2021

Sapling HR
2021



Deep Dive Into Onboarding

- Employees who participate in the most extended onboarding programs (up to a year) attain full proficiency 34 times faster than their counterparts.
- Only 12% of organizations have a great onboarding experience, as reported by employee onboarding statistics.
- According to statistics on employee onboarding, only 37% of companies ensure their onboarding programs run for more than a month.

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Deep Dive Into Onboarding

- 62% of companies with effective onboarding programs have a higher time to productivity ration and a 54% increase in employee engagement.
- HR onboarding statistics reveal that 53% of HR professionals agree that employee engagement improves when onboarding is done right.
- According to onboarding statistics for 2020, 92% of new hires reportedly feel productive and important during their first month, after both cultural and operational on boarding.

Gallup
2021

Northpass
2021

Clear Company
2021



What Does Deep Dive Mean?

- Expand the onboarding process to include more than paperwork and work processes to include being fully integrated and understanding the rudiments, core values and ethics of the organization.
- Develop onboarding programs that are designed not only to educate but also to imbibe the company culture into the new hires, while keeping them engaged.
- Include meaningful experiences that include understanding their role in the organization better, which gives them a sense of belonging and directly impacts their loyalty.

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Sampling HR
2021

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2021



What Does Deep Dive Mean?

- Automate much of the “paperwork” so to add and improve the cultural and social elements of the onboarding process.
- Onboarding processes should also focus on allowing the new hire to feel that they are learning, growing, and being appreciated so they will most likely remain at the company.
- Most onboarding processes duration ranges from a week to several months across various organizations. A longer onboarding program allows the new employee to fully integrate into their role, while also assimilating the rules, culture and ethics of the organization.

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2021

TMF Group
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Developing Quality Programs

- Develop internally
 - Highest level of customization
 - Longest development time
 - Most personnel taxing option
- Purchase retail training modules
 - Lowest level of customization
 - Fastest development/implementation timeline
 - Often the least personnel taxing option
- Engage a training organization
 - High level of customization
 - Faster development/implementation timeline
 - Less taxing on personnel

Questions?



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