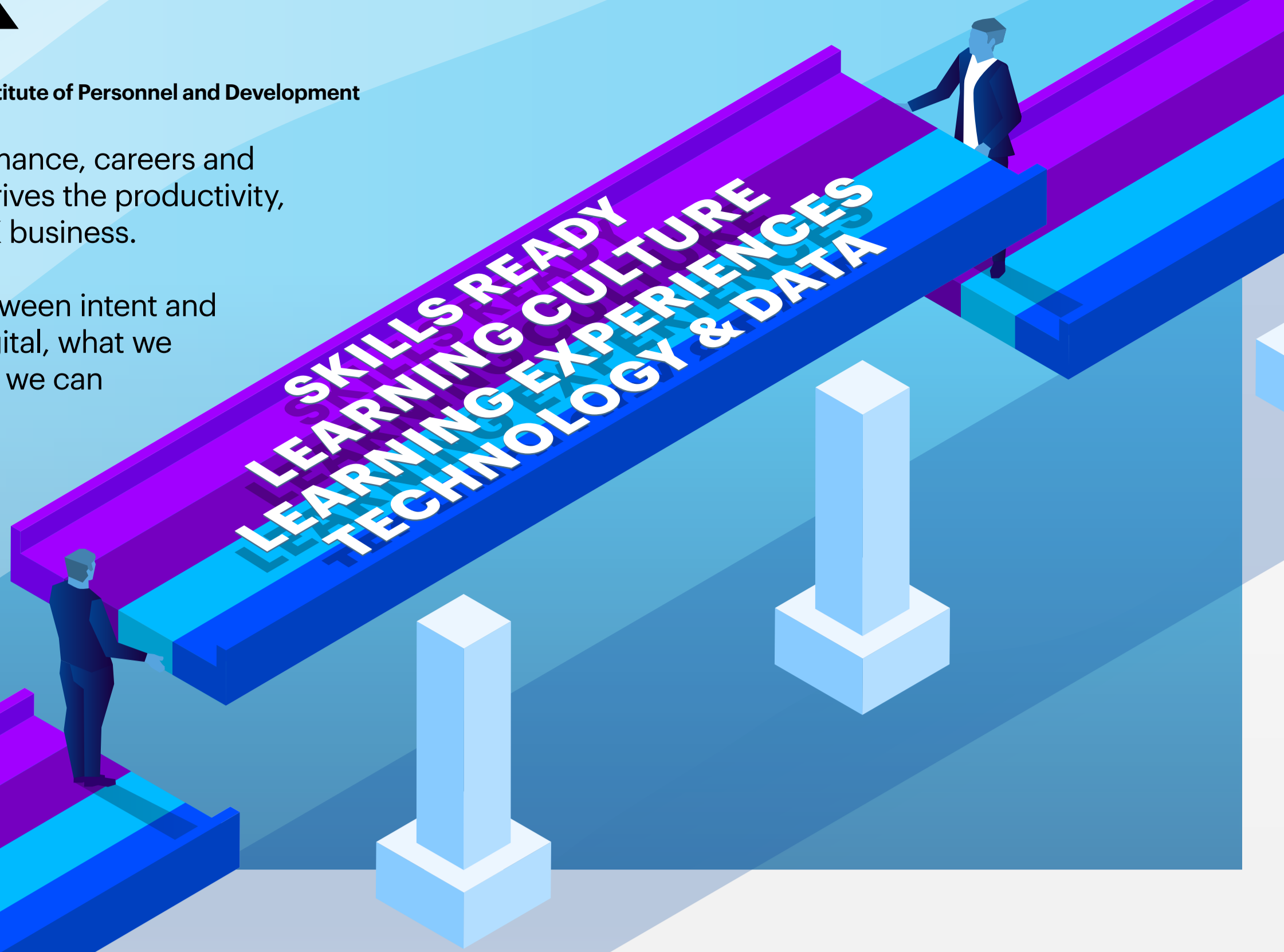


BRIDGE THE GAP: Time for learning in the UK

In partnership with The Chartered Institute of Personnel and Development

Learning is vital to our performance, careers and meaningful working lives. It drives the productivity, performance and agility of UK business.

It's time to bridge the gap between intent and action, the human and the digital, what we know about learning and how we can deliver it today.



SKILLS READY

THE BIG CHALLENGES

SKILLS GAPS

67% of organisations that identified skills gaps believe they can effectively address them

19% believe they are unable to close skills gaps

14% don't know if they can solve their skills gap problem

EMPLOYERS UNDERESTIMATE THE WILLINGNESS OF EMPLOYEES TO ACQUIRE THE RELEVANT SKILLS

Employers deem only **26%** of their workforce as ready for AI adoption

Nearly **25%** cite resistance by the workforce as a key obstacle

68% of highly skilled workers are positive about AI's impact on their work

48% of lower skilled workers are positive about AI's impact on their work

67% of workers consider it important to develop their own skills to work with intelligent machines

BRIDGING THE GAP

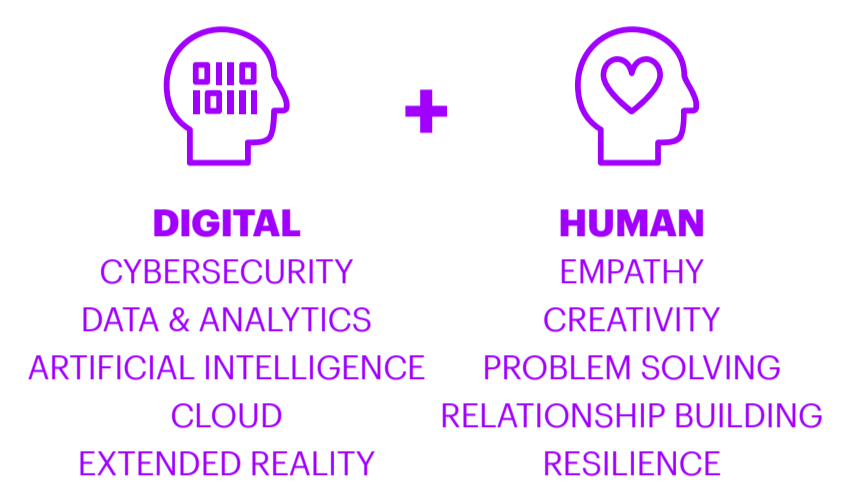
HARD SKILLS VS. SOFT SKILLS

AREAS IN THE GREATEST NEED OF IMPROVEMENT



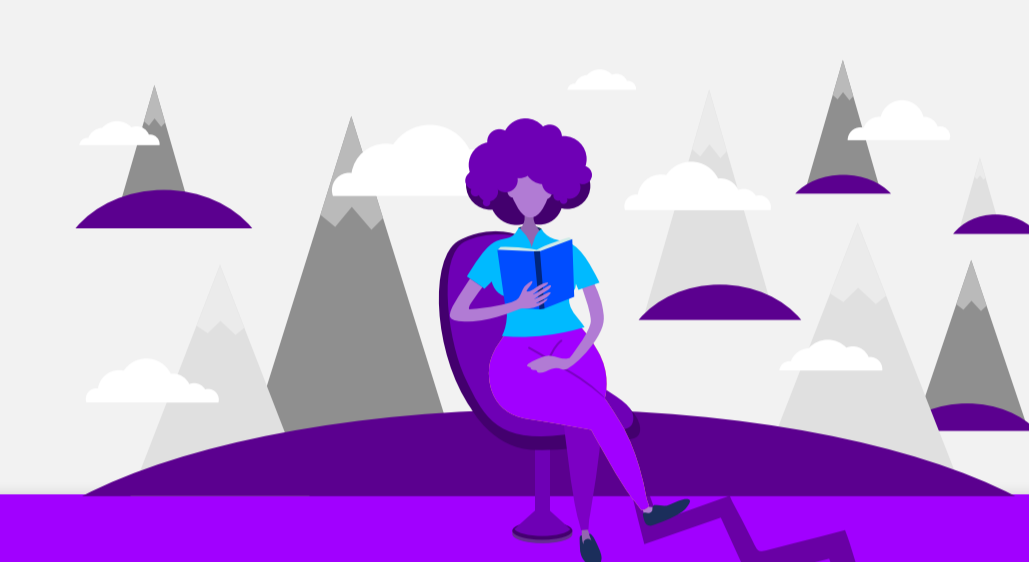
FUTURE SUCCESS

Value both technical and transferable skills



Capability development aligned to organisational and technology strategy

Empowered individuals in control of their own learning and development



US\$ 11,500,000,000,000
US\$ 11.5 TRILLION COULD BE LOST IN CUMULATIVE GDP GROWTH BY THE G20 ECONOMIES OVER THE NEXT DECADE IF SKILL-BUILDING DOESN'T CATCH UP WITH THE RATE OF TECHNOLOGICAL PROGRESS

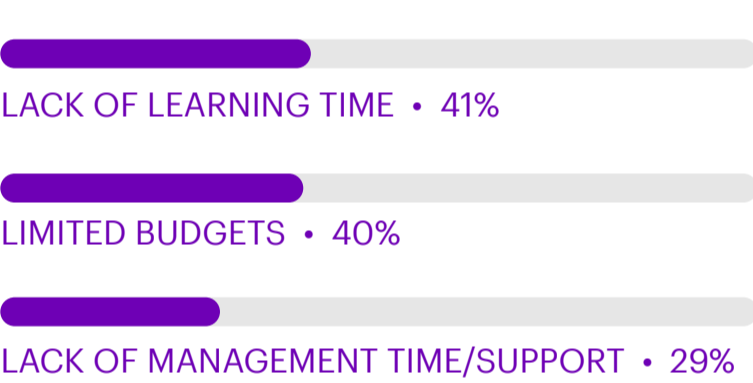
LEARNING CULTURE

THE BIG CHALLENGES

Just **2/3** of organisations say they have a clear vision for learning

86% of organisations identified at least one barrier to delivering learning

THE MAIN BARRIERS



BRIDGING THE GAP

- Drive sustainable organisational change by cultivating a culture of lifelong learning
- Personalise learning that's 'just enough and just for me'
- Support self-directed learning
- Explore brain-friendly learning and benefit from advances in learning science, behavioural science and brain science

FUTURE SUCCESS

A growth mindset that embraces informal learning and learning in the flow work

Reduced barriers to learning

Retain the best people

Greater agility, performance, engagement and productivity

LEARNING EXPERIENCES

THE BIG CHALLENGES

Only **9%** of organisations facilitate learning and development any time, any place, any way

1/5 of organisations do not use any technology to support learning

61% of workers would be willing to have technology collect data about them and their work in exchange for more customised learning and development opportunities

BRIDGING THE GAP

- Build learning into an effective employee experience
- Utilise new technologies like experience platforms, analytics and AI to personalise and prompt learning
- Embed experiential learning into everyday work

LEARNING EXPERIENCE LAYERS

- Day-to-day work experience
- Employee support during the moments that matter
- Employer-employee relationship

FUTURE SUCCESS

Access to digital and immersive learning opportunities

Learning in a new world of remote working and digital workplaces

Human-centred learning experiences enable 'anytime, anywhere' learning

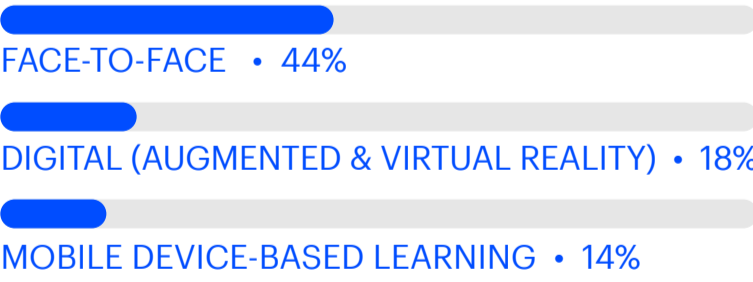
Learning is fun, engaging and relevant

TECHNOLOGY & DATA

THE BIG CHALLENGES

AVAILABILITY

ON-DEMAND, 'ANYTIME, ANYWHERE' LEARNING IS STILL UNCOMMON



EFFECT

LEARNING IMPACT IS NOT MEASURED

16% produce a report but don't act on the findings

11% rarely use the data and metrics

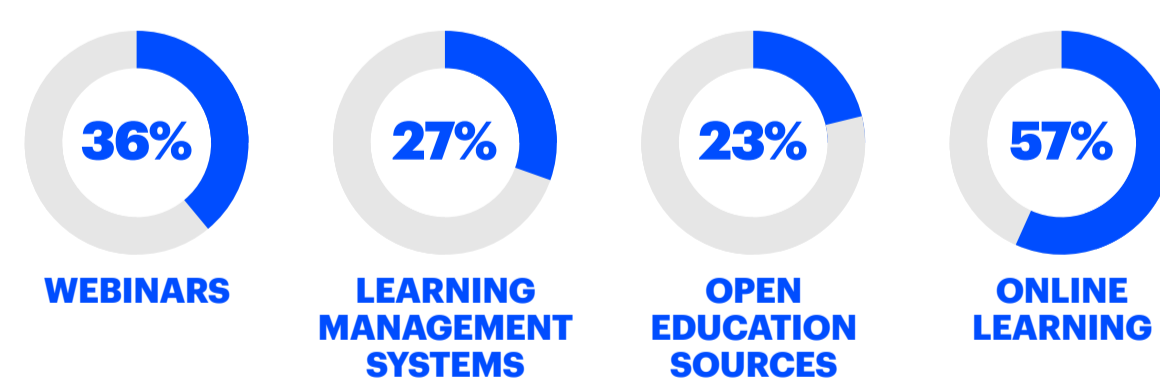
17% don't know how the evidence they gather is used

CURATION

Only **3%** use technology to support curation

BRIDGING THE GAP

TAP INTO THE VALUE OF DIGITAL LEARNING
79% OF ORGANISATIONS USE SOME FORM OF TECHNOLOGY



UTILISATION OF TECH

- AR/VR, serious games and simulations create safe spaces to learn new skills and behaviours
- Apps, digital adoption platforms and bite-size learning encourage learning into the flow of work
- Use data and analytics to drive personalised learning pathways

FUTURE SUCCESS

Learning is a driver of business value and revenue, not a cost

Data insights prove the value of learning

Data will be used to both create and measure impact

**LEARN AS YOU WORK
WORK AS YOU LEARN**

CONCLUSION

If skill-building doesn't catch up with the rate of technological progress, the UK could lose **US\$185 billion** in cumulative GDP growth in the next 10 years

It's time to close the gap between intent and action, the human and the digital, what we know about learning and how we can deliver it today

Learning is an essential part of your organisation's future.
How will you bridge the gap?