

HAYS: 5 WAYS TO EMBED LEARNING IN YOUR DEPARTMENT



Build the workforce of tomorrow, today

A learning strategy helps close the skills gap and build internal capabilities. How can you implement or strengthen yours?

New research suggests employers are failing to provide the learning their people need to continue performing their jobs effectively – thereby missing an opportunity to reduce the skills gap.

According to the [Learning Mindset Report](#), produced by recruitment and workforce solutions specialists Hays and on-demand training provider Go1, less than half (48%) of the 15,000 professionals surveyed believe the learning resources provided by their employer allow them to upskill as their role demands.

Yet 60% of more than 5,000 organisations also surveyed believe their learning resources are adequate.

Almost all (92%) surveyed professionals said their role always, frequently or occasionally requires them to learn new skills.

And while 82% of employers are worried about skills shortages, 42% of professionals said their employer doesn't have a clear development plan in place involving learning. Another 16% are unsure.

Further, only half (52%) of professionals said they receive any learning resources from their employer, despite 83% describing themselves as highly interested in learning new skills.

5 ways to embed learning in your organisation or department

It's well recognised that learning is in the best interests of both employers and their staff. Departments can prioritise learning to fill skills gaps and develop new competencies in staff to remain effective. Meanwhile, learning helps professionals keep their skillset relevant and future-proof their career.

But if learning is not embedded successfully within an organisation or department, both employers and their people fail to realise the full benefits – as our survey demonstrates.

Even with the best intentions, many employers seem at a loss to identify and develop the skills needed for an effective workforce.

Here are five steps to help you reconnect with employees on learning expectations, experiences and outcomes:

1. Align learning to ambitions

Is your learning program aligned to your department's overall strategy? By linking training to objectives, employees see the relevancy and are more likely to engage in the learning process.

A skills mapping exercise is a good starting point. It allows you to identify current strengths and weaknesses, then design and deploy learning to match your needs.

But make sure you allow room for agile learning opportunities, so your workforces' skills can adapt quickly to change.

2. Set learning into the flow of work

Create a culture of learning, such as by encouraging staff to ask questions, incentivising knowledge sharing and creating to-learn lists alongside to-do lists. Regularly communicate learning opportunities and give employees the time to upskill.

Consider assigning staff stretch opportunities or tasks slightly outside their current proficiencies. While it will take them longer to complete the task, they will learn, and retain, new skills.

3. Pay attention to data

When implementing a new learning program, determine the metrics that point towards success, review them regularly and improve processes as appropriate.

Consider including development discussions in your quarterly or annual reviews.

4. Turn to technology

Existing and emerging technology can help meet employee learning expectations and deliver upskilling opportunities. Chatbots, for example, can send timely prompts to remind staff to complete learning sessions or even reinforce learning with a series of quickfire questions.

Virtual spaces, such as Zoom or Microsoft Teams, can help foster mentoring programs between people from different geographical locations. And while it's an emerging option, the metaverse could help facilitate learning opportunities in future.

5. Train for today, plan for tomorrow

Many organisations offer training that meets the needs of today – but successful upskilling should also consider the technical, digital and soft skills your workforce will require in future.

Draw on market knowledge, global insights and key indicators to guide your upskilling and create development pipelines so you have the right talent in place when needed.

Download the full report

For more, download the [Learning Mindset Report](#) or visit our free online learning platform [Hays Thrive](#).

About Hays and Go1

Hays formed a global partnership with Go1 in 2019 to offer learning to organisations through our free online platform, [Hays Thrive](#). During the last 18 months, our inhouse learning platform has delivered 29 million minutes of learning.

This research was conducted across 26 countries in September 2022. We surveyed 15,108 professionals and 5,360 hiring managers about their attitude, aptitude and availability to learn new skills.

Contact us

If you would like to discuss this or any other workforce need, please contact Clara Fallon, Associate Regional Director at Hays, on clara.fallon@hays.com.au.

