As training moves to more digital formats, it’s colliding with new realities in learners’ jobs, behaviors, habits, and preferences.

Today’s employees are overwhelmed, distracted, and impatient. Flexibility in where and how they learn is increasingly important. They want to learn from their peers and managers as much as from experts. And they’re taking more control over their own development.

Number of times online every day

- **Today:** 5
- **Early days of the internet:** 27

41% of time workers spend on things that offer little personal satisfaction and do not help them get work done.

Knowledge workers are constantly distracted with millions of websites, apps, and video clips.

% of time workers spend on things that offer little personal satisfaction and do not help them get work done.

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- **Impatient...**
- **Online, designers now have between 5 and 10 seconds to grab someone’s attention before they click away.**
- **Workers now get interrupted as frequently as every 2/3 of a typical workweek.**
- **Ironically, often by work applications and collaboration tools.**

- **Overwhelmed...**
- **1% of a typical workweek is all that employees have to focus on training and development.**

- **Distracted...**
- **Most learners won’t watch videos longer than 4 minutes.**
- **People unlock their smartphones up to 9 times every hour.**

Sources:

- "The Restructured Employee: Simplifying Work Environments."
- "The Knowledge Worker's Day"—Cisco.
- "We're Creating a Culture of Distraction."—Lumos.com.
- "Finally, Say No to Work."—Fast Company.
- "How to Resist the Urgency Trap."—Harvard Business Review.
- "It's Time to Get a Little Distracted."—Harvard Business Review.
- "Surround Performance Goes A Long Way Towards Fueling 'Your Multi.'"—University of Manchester.
- "Responsive Performance Goes A Long Way Towards Fueling ‘Your Multi.’"—University of Manchester.
- "Half-life (in years) of many professional skills."
- "37% of the global workforce is expected to be 'mobile' by the end of 2015."
- "30% of full-time employees do most of their work somewhere other than the employer’s location."
- "20% of workforce comprised of temps, contractors, and freelancers."

Untethered

- Employees are accessing information—and learning—differently than they did just a few years ago. Most are looking for answers outside of traditional training and development channels. For example:

  - To learn what they need for their jobs, employees access:
    - Search engines: 70%+
    - Online courses: 50-60%
  - People are increasingly turning to their smartphones to find just-in-time answers to unexpected problems.

Collaborative

- Learners are also developing and accessing personal and professional networks to obtain information about their industries and professions.

  - 80% of workforce learning happens via on-the-job interactions with peers, teammates, and managers.

  - 55% of training courses are delivered by an ecosystem of 2,000+ peer learners.

EMPOWERED

- Rapid change in business and organizations means everyone needs to constantly be learning. More and more people are looking for options on their own because they aren’t getting what they need from their employers.

  - 21/2 to 5 of workers who say they have opportunities for learning and growth at their workplace.
  - 38% of IT professionals who report having paid for training out of their own pockets.
  - 62% of employees expect to have the opportunity to learn new skills.