



# COVID-19

Organizational Training Survey  
Preliminary Results



# Survey Methodology

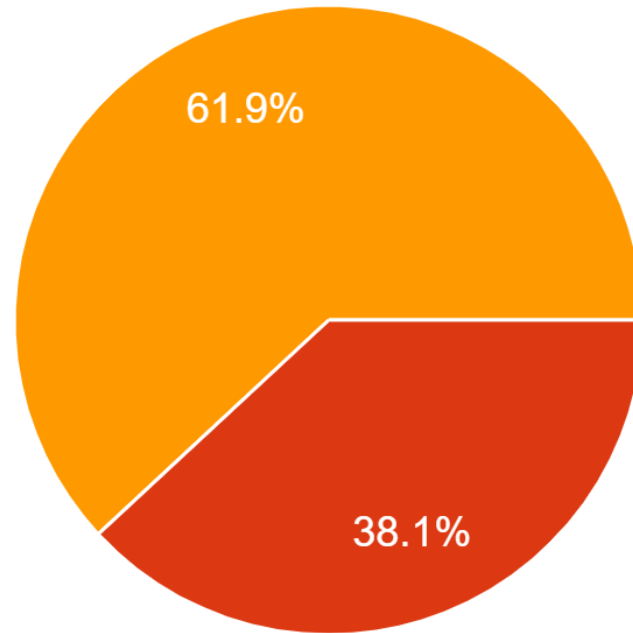
- **Survey participants were North American** clients, prospects and contacts of Practica Learning.
- Participants were invited by email or through [LinkedIn](#) to complete an online survey.
- Respondents were offered a copy of this results summary in exchange for completing the survey.
- **The [main survey](#) on Google Forms consists of 25 questions:**
  - 15 core questions on impacts of the pandemic
  - Five demographic questions
  - Five privacy and personal information questions.
- Participants were asked to answer **a range of short answer and multiple-choice questions.**
- **The survey remains open. You can [complete it here.](#)**



# 100% of respondents said some or all employees were working from home as a result of COVID-19.

How has your organization responded to COVID-19?

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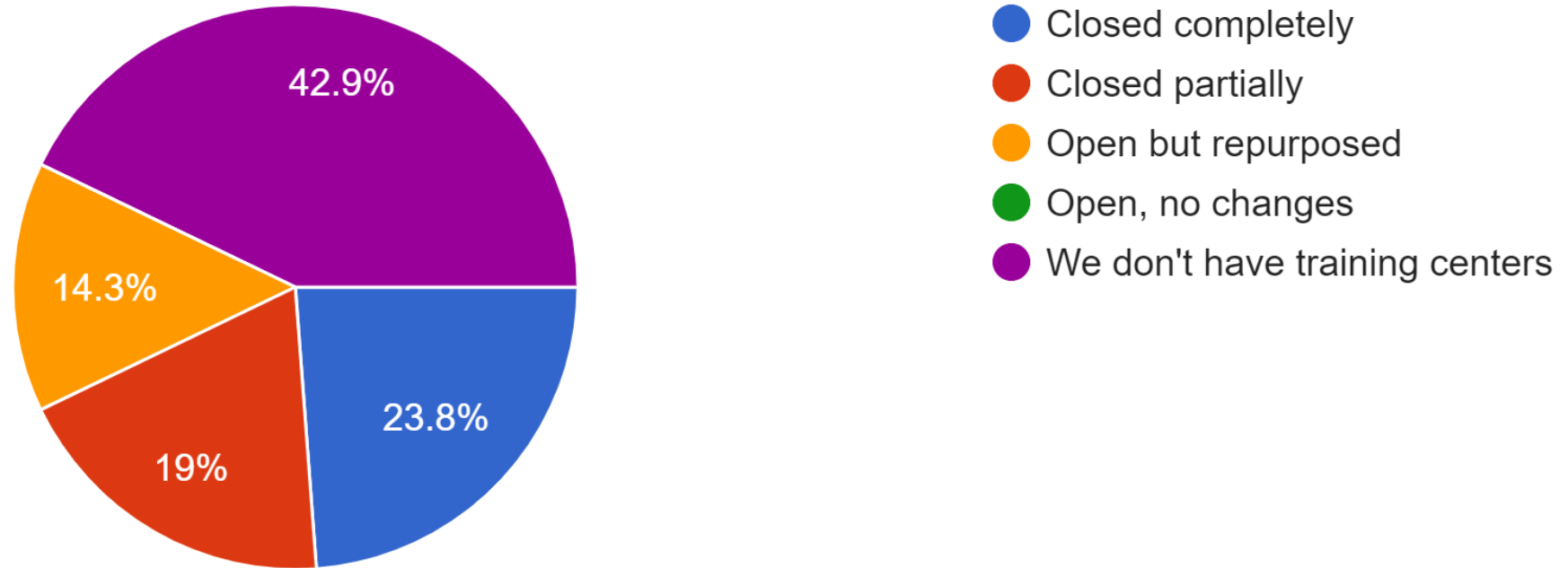


- Suspended operations completely
- All employees working from home
- Some employees working from home
- No change

# 100% of respondents with training centers reported that their centers were either closed, partially closed or repurposed.

As a result of COVID-19, what has your organization done with its training centers?

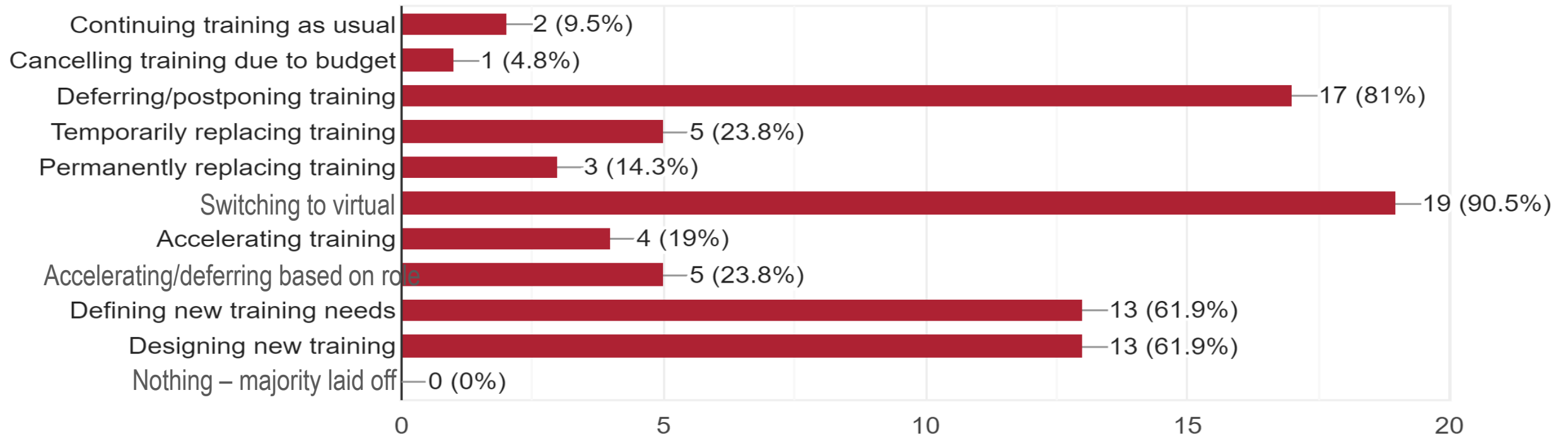
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# Only two respondents had been able to continue training as usual. The others had made significant changes including defining new training.

How is training in your organization changing as a result of COVID-19? (Select all that apply)

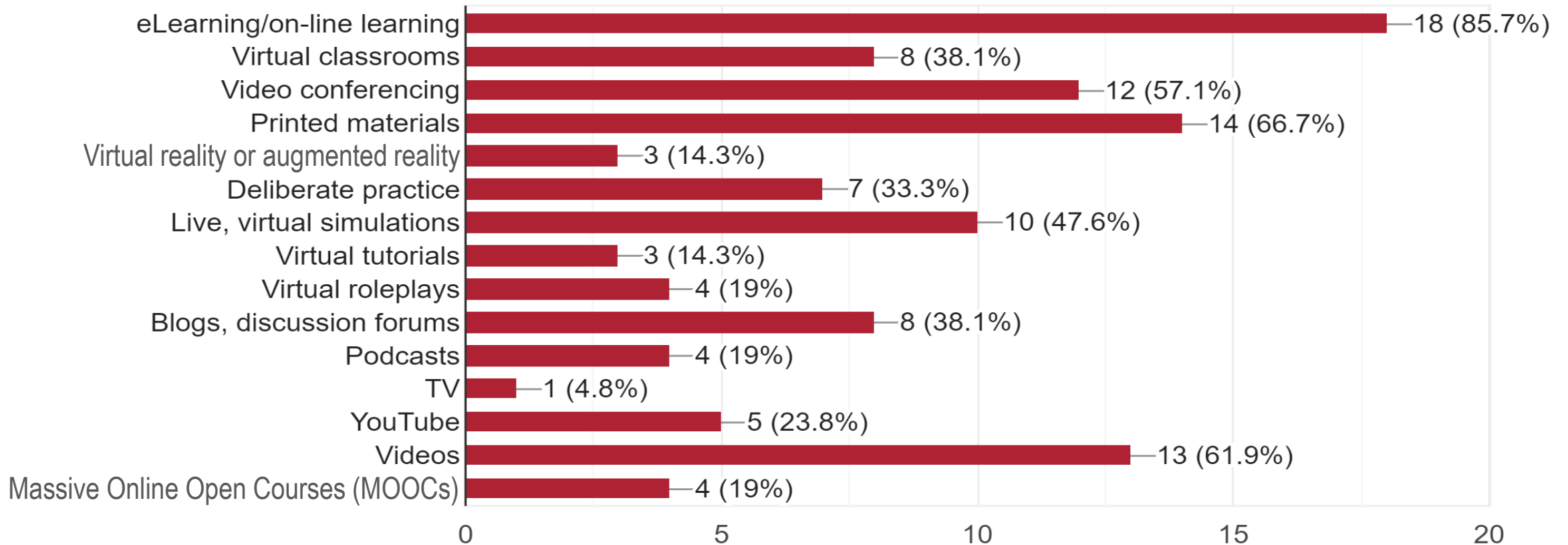
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# Before the pandemic, only a small percentage of respondents were using virtual tools. Reliance on printed materials was high.

Before COVID-19, which virtual training tools was your organization using?

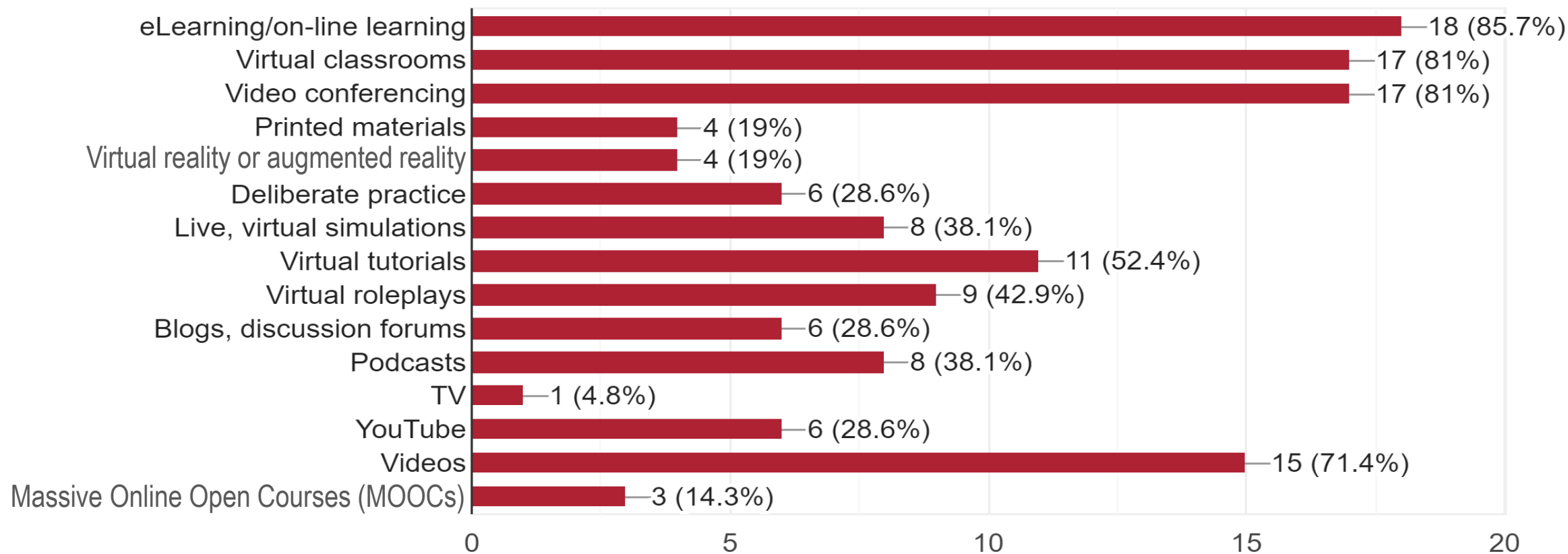
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# Since COVID-19, the use of virtual classrooms and virtual roleplays has more than *doubled*. The use of virtual tutorials has more than *tripled*.

Since COVID-19, which virtual training tools is your organization using?

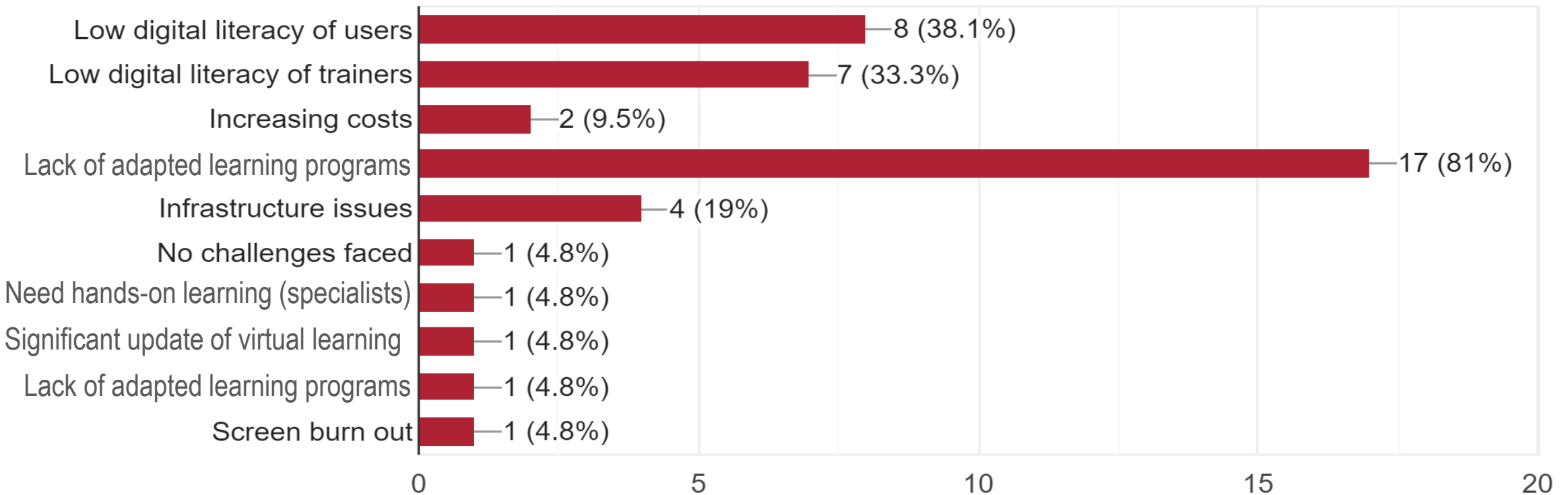
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# Digital literacy and lack of adapted programs have emerged as challenges for many respondents as the pandemic drives training to virtual channels.

What training challenges are you facing since COVID-19? (Select all that apply)

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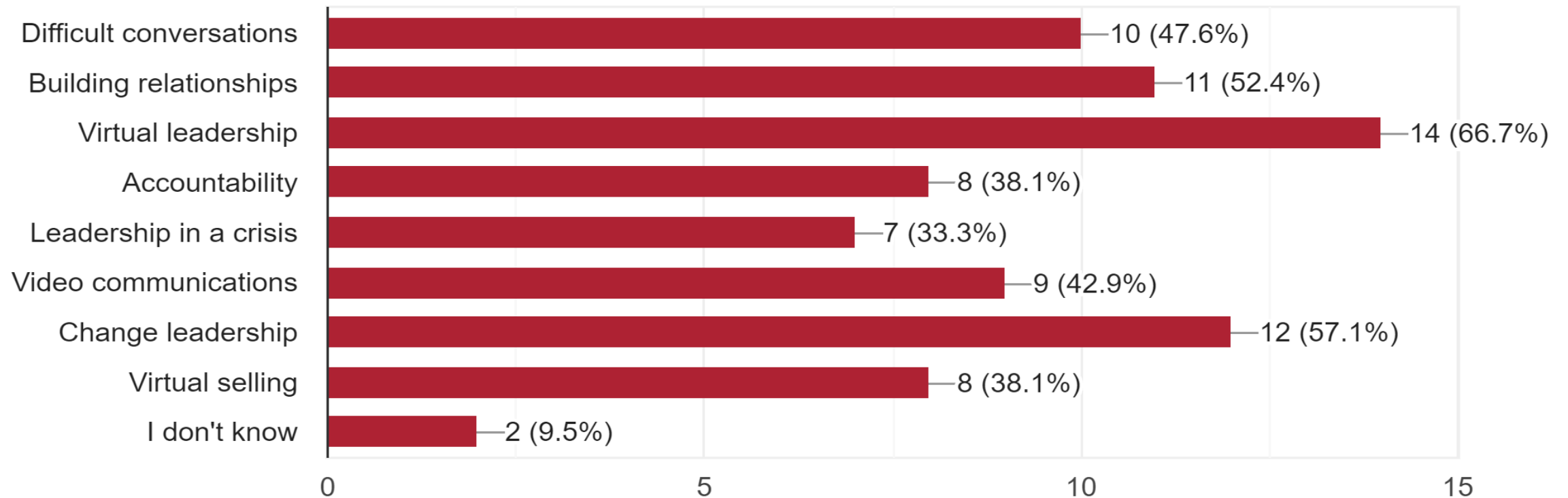




# Difficult conversations, building relationships, and change leadership are the big skill gaps uncovered as a result of COVID-19.

What communication skill gaps have been emerging as a result of COVID-19? (Select all that apply)

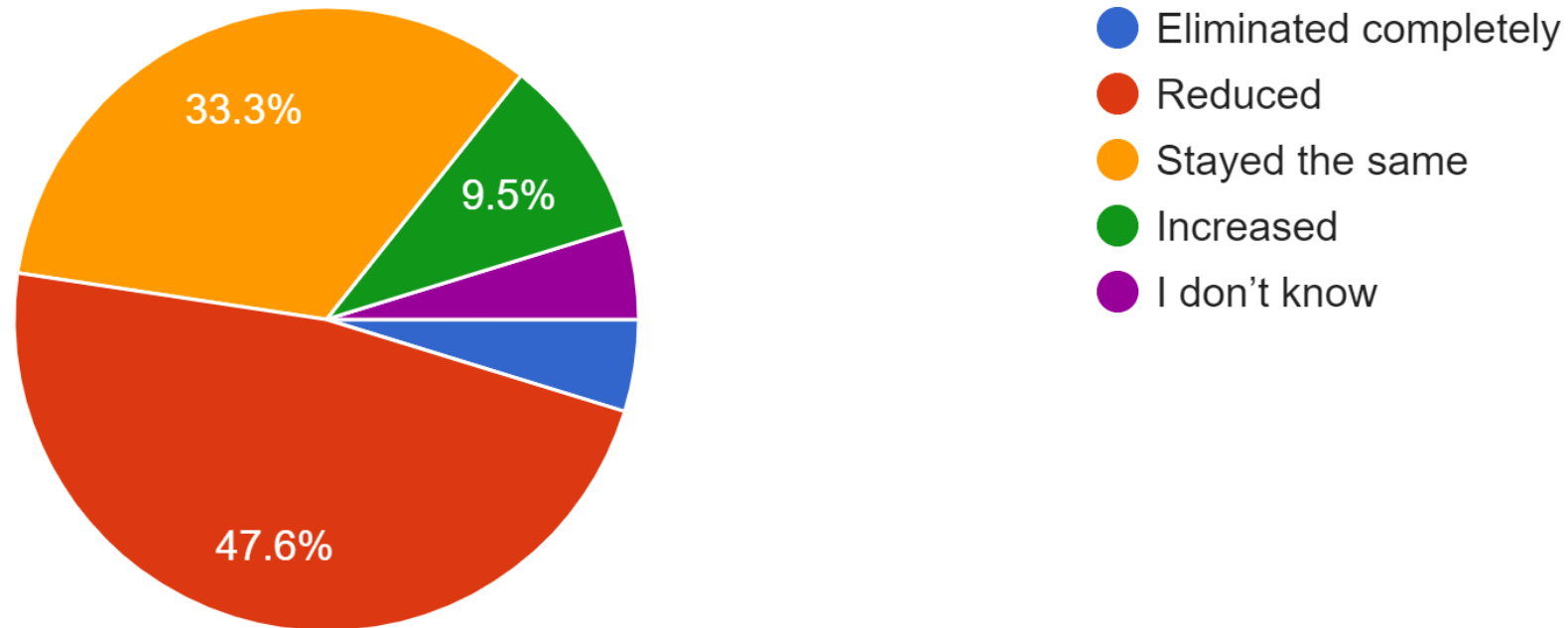
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# Almost half of respondents said their training budgets had been reduced as a result of the COVID-19 pandemic.

How has your training budget been impacted by COVID-19?

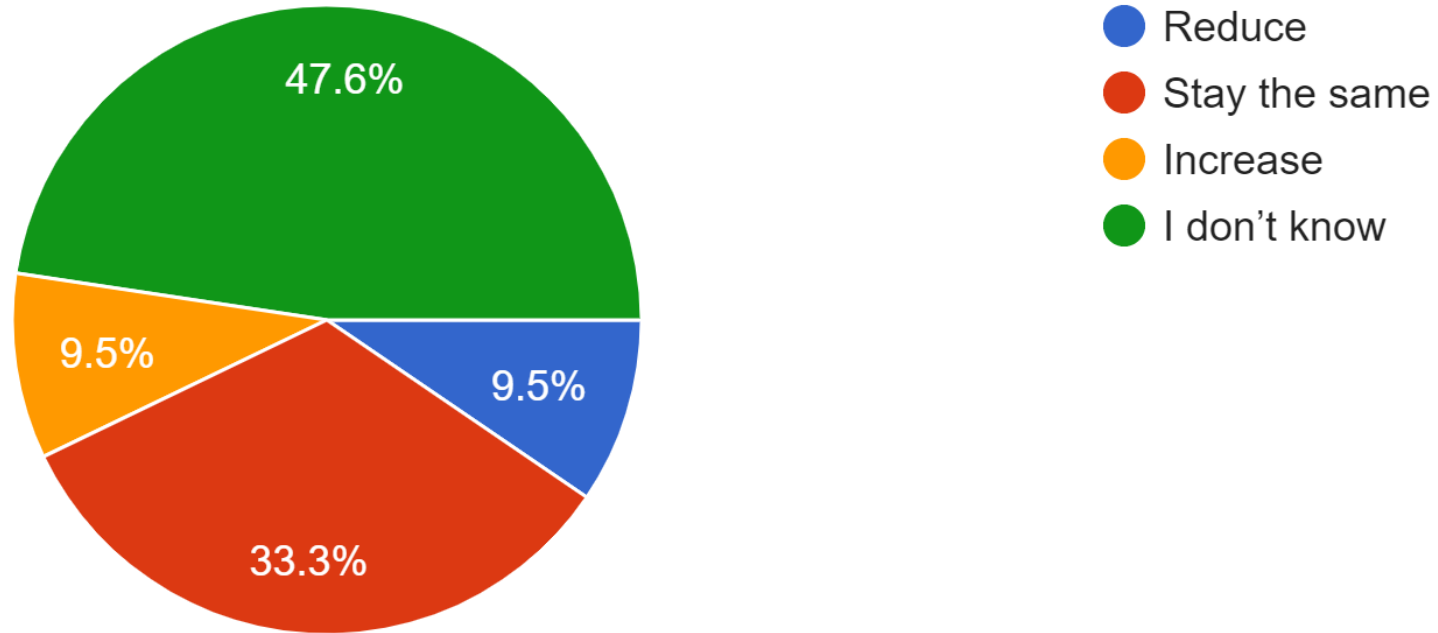
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**Of those that knew, 19% say their future training budget will decrease. Seventy percent say it will stay the same, and only 9.5% foresee an increase.**

How will your training budget change in the future?

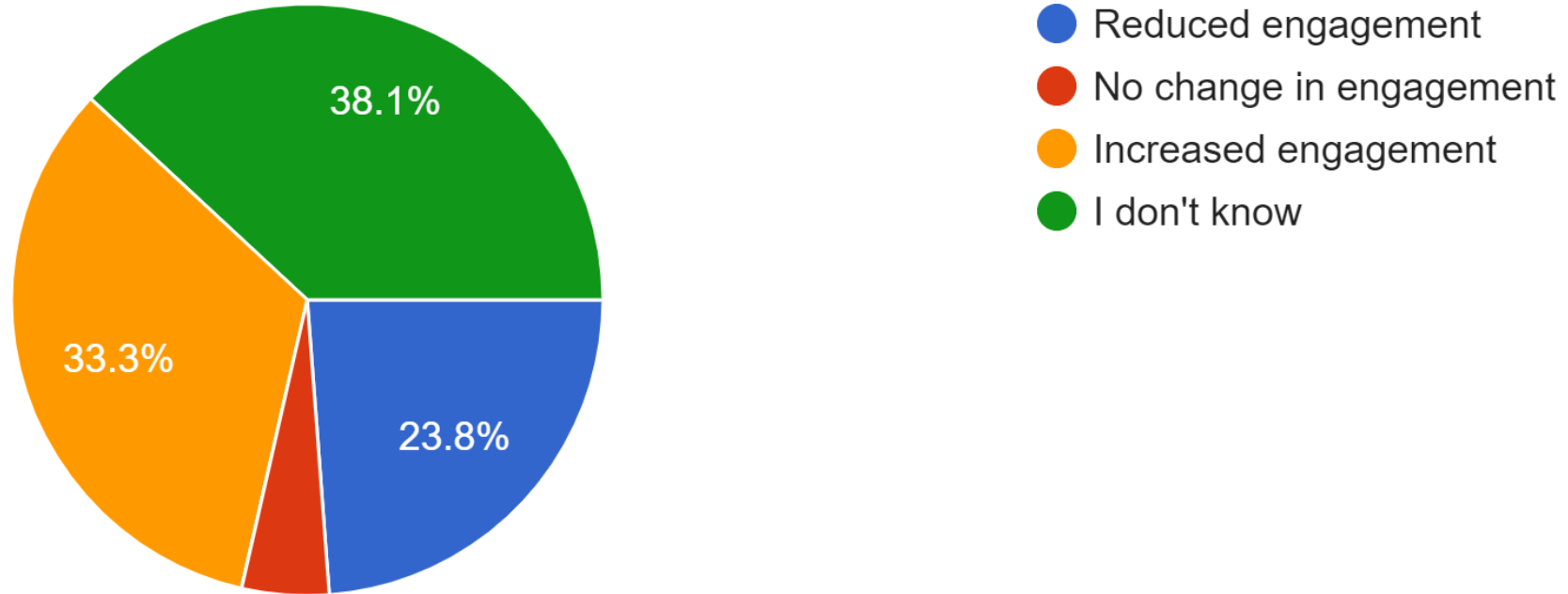
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# Of those who knew, about half said that learner engagement had increased. Forty percent noted a reduction and 10% saw no change.

How has COVID-19 impacted learner engagement?

n = 21



# When asked about other impacts to training, verbatim responses described opportunities, uncertainties and difficulties.

What other impacts has COVID-19 had on training in your organization?

9 responses

## Opportunities:

- *Far more use of videoconferencing* - impacts interactivity and enhances accessibility for those with good internet access.
- *It has provided us with such **incredible opportunities to innovate** and move some business plans along that would have taken much longer to implement.*
- *Refocus and review of needs.*

## Uncertainties:

- *It's difficult to say since we were globally scaling programs and reducing spend / overhead prior to COVID-19.*
- ***Immediate demand for virtual leadership-team engagement** support and ongoing seeing that this is not a temporary situation now.*

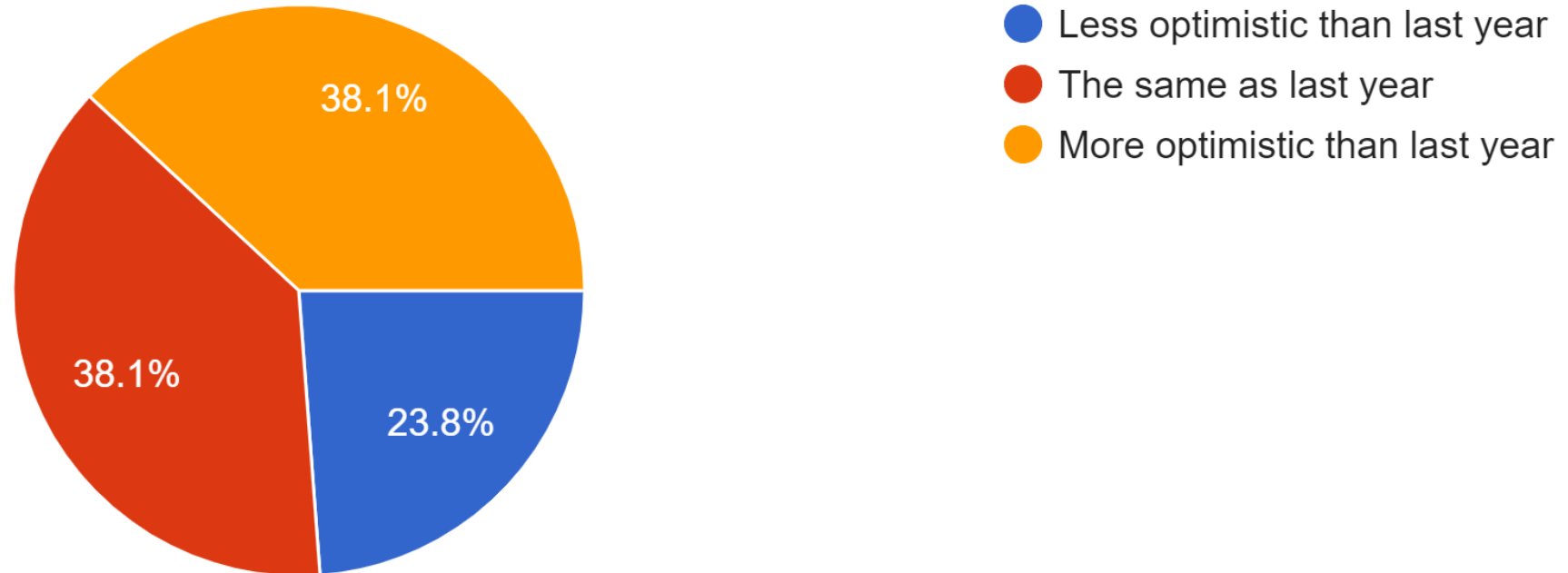
## Difficulties:

- ***Additional pressure on training team** to flip to all virtual platform to ensure productivity is not impacted.*
- ***Uncertain in terms of dealing with face to face interactions, very rapid changes.***
- ***Coverage of duties is lacking.***
- ***Too many meetings, lack of time, other priorities.***

# Three quarters of respondents were *as or more optimistic* than last year when asked about their outlook for training over the next 18 months.

What is your outlook for training in your organization in the next 18 months?

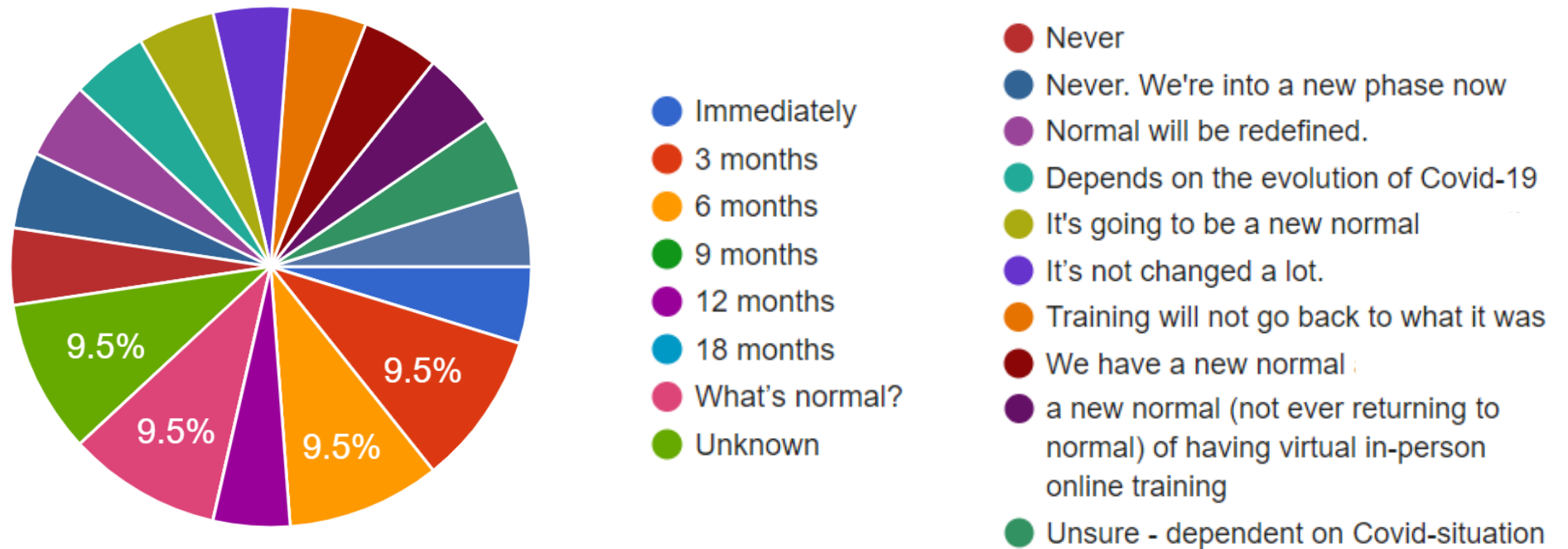
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# About half of respondents believe that *training will return to normal* but there is no consensus on when that will occur.

How soon do you see your training returning to normal?

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# While shifting to virtual training was top of mind for many respondents, a number cited the need for *revolutionary change*.

How else will COVID-19 impact training in your organization in the future?

14 responses

## Shifting to virtual training:

- *Accelerated our virtual strategy*
- *Shift to a much higher % of virtual*
- *More virtual solutions*
- *More online development - less virtual classroom or less F2F training*
- *Value of virtual learning will impact formal training programs as well as company meetings.*
- *We will have increased the number of employees working from home and virtual online will be offered as the new normal*

## The need for revolutionary change:

- *Identified the need for revolutionary change (vs. evolutionary)*
- *Required skills and behaviors will be different for many roles. The older generation of salespeople will be required to operate in a very different, and potentially foreign, environment.*
- *A fresh needs analysis (will be needed to determine the future)*

## Issues and concerns:

- *We have consultants all over... dealing with different COVID 'stages' and legal requirements, which means an ongoing learning curve individualized to each person. Time-consuming to manage, and potentially life-threatening for our people if they get exposed to COVID through work.*
- *Too easy to skip training*



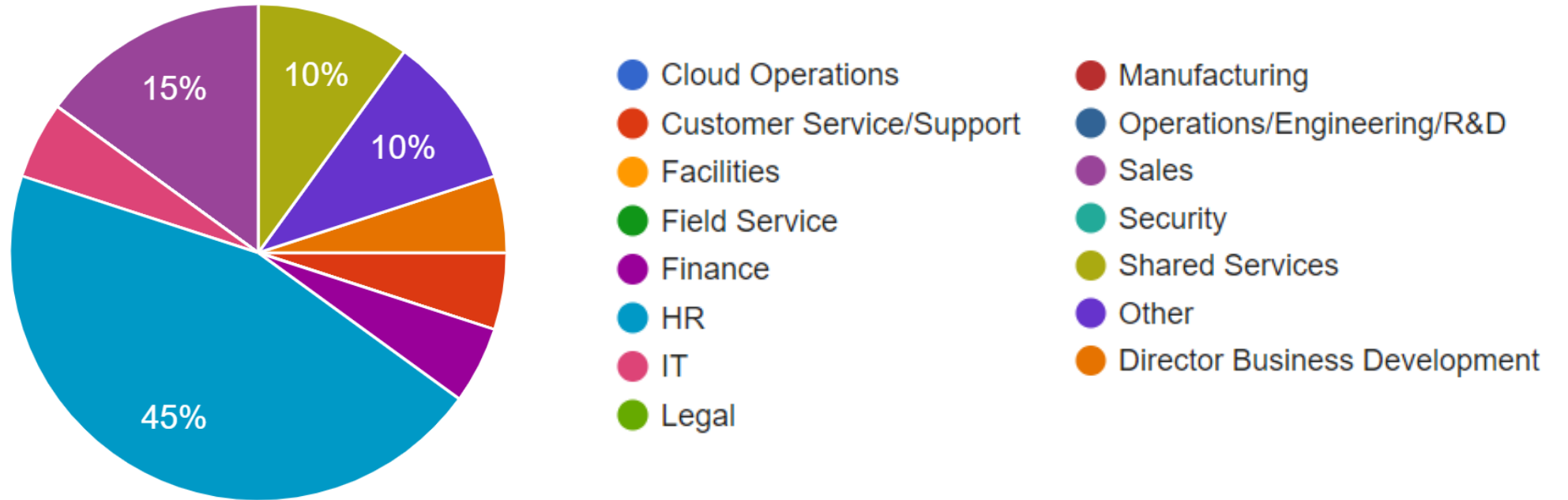
# Demographics

About the survey respondents

# Forty-five percent of respondents work in HR.

What is your job role?

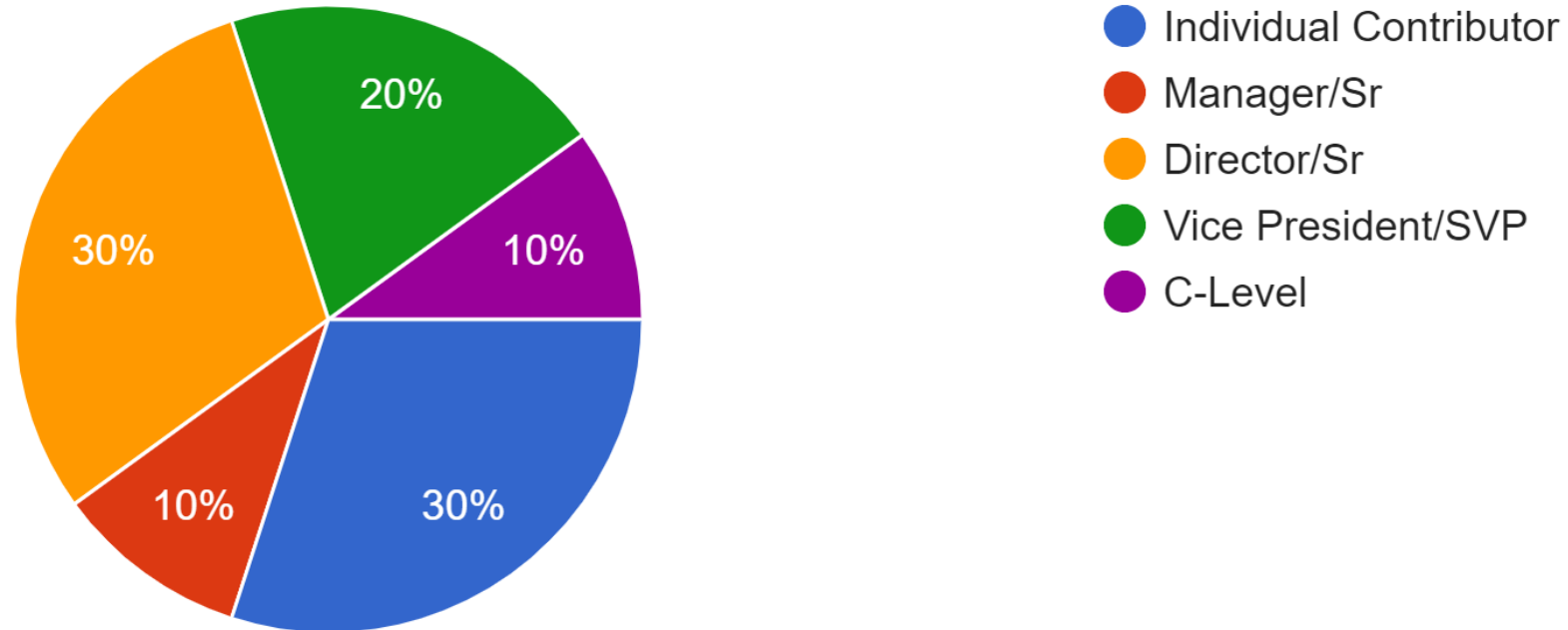
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# Thirty percent of respondents are individual contributors. Fifty percent are Directors or VPs.

What is your job level?

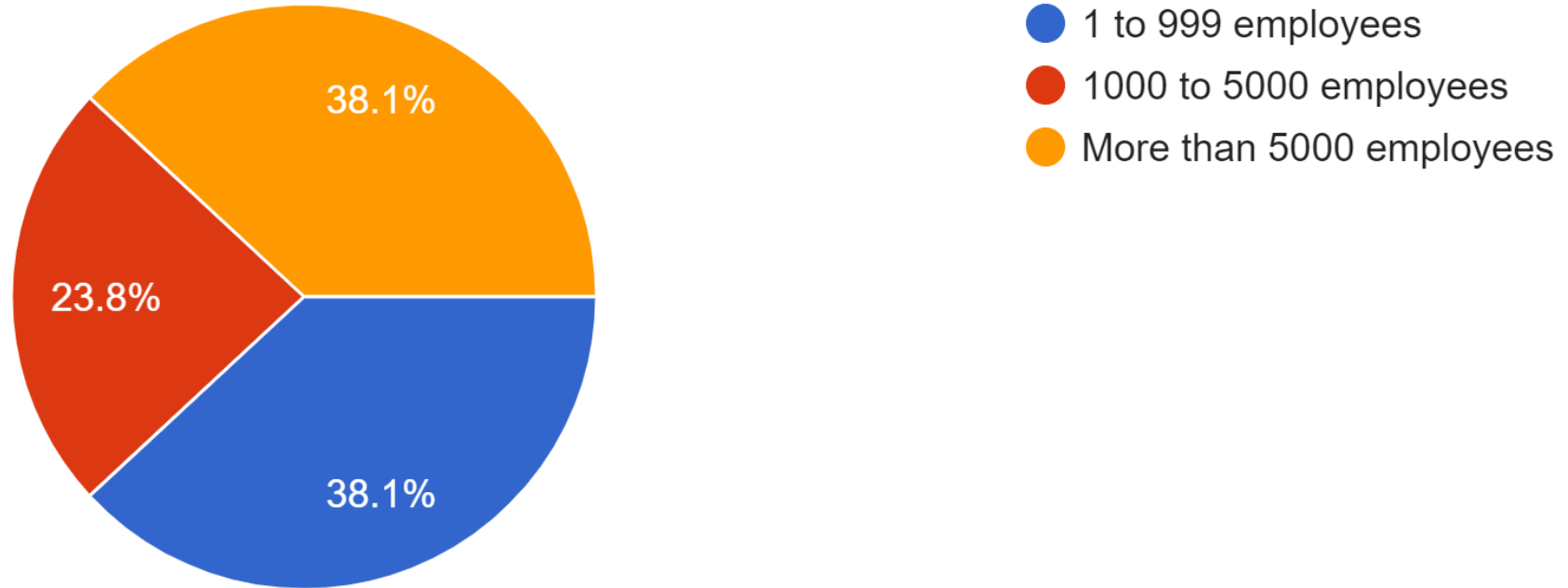
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# Respondents work for small, medium and large sized enterprises.

What is the size of your organization?

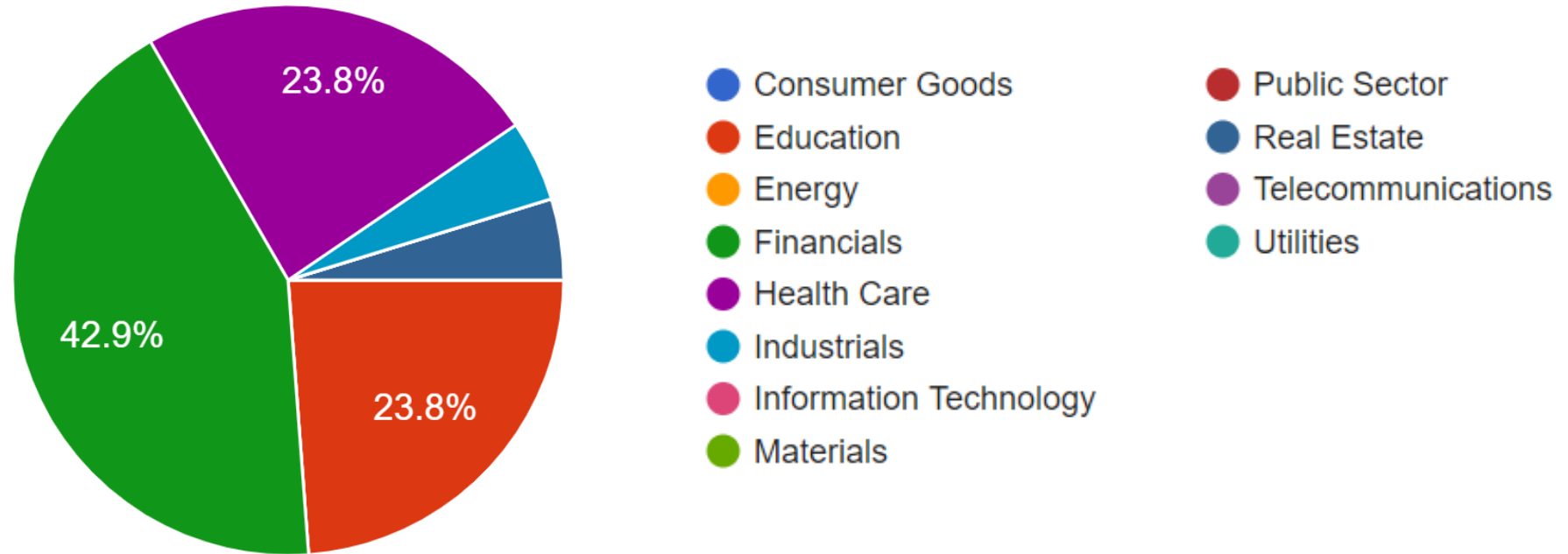
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# Respondents work primarily in three sectors: Financials, IT, and Health Care.

In what sector does your organization operate?

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**In summary: people in training have addressed the disruption of COVID-19 even as their funding was cut. They remain optimistic, have clear ideas about the future, but need the support of their leaders and vendors.**

- **Organizations have been disrupted.** Training has been hard hit.
  - People in training have made **rapid and substantial changes to training.**
- They've done this despite **reduced funding...**
  - ...while managing the personal impact of the pandemic.
- Interestingly, **training people remain optimistic...**
  - ...and they have **a clear and innovative vision** for the future of training
- Our suggestion to organizations is this:
  - **Leaders:**
    - Recognize and support training and development. Bring back funding as soon as feasible. There's a long-term benefit for you.
  - **Training and development people:**
    - Keep innovating
    - Take control of the disruption to training and create the new normal
  - **Vendors:**
    - Talk to your L&D clients. Listen and hear what they are saying. Respond with new virtual offers.