



## Learning at work even more important in the new normal

COVID-19 has accelerated the demand for workplace learning and development, according to results from the Kahoot! 2020 Learning at Work Report

### 2020: An inflection point for workplace learning

2020 has been an unprecedented year for companies and organizations across the world. The shift to remote work has made learning and development (L&D) more challenging than ever for businesses and L&D professionals, but it has also offered us an opportunity to **rethink how we deliver it**. In these times, many businesses are using Kahoot! to engage and connect remote teams, as well as teams that continue to work onsite. Currently, 97% of Fortune 500 companies use Kahoot!'s uniquely engaging blended learning solution to

onboard, train, and invest in their employees' ongoing development, with 20 million participating players in organizations in the last 12 months. To gain insight into how today's workforce thinks about learning and development in 2020 and beyond, we conducted a survey of professionals across the U.S., focusing on how workplace learning has changed since shifting remote and **what professionals want to see in the future**. Continue reading to view the results of this survey in the Kahoot! 2020 Learning at Work Report.

### Nearly 1 in 2 professionals believe that working remotely has made learning and development more important than ever

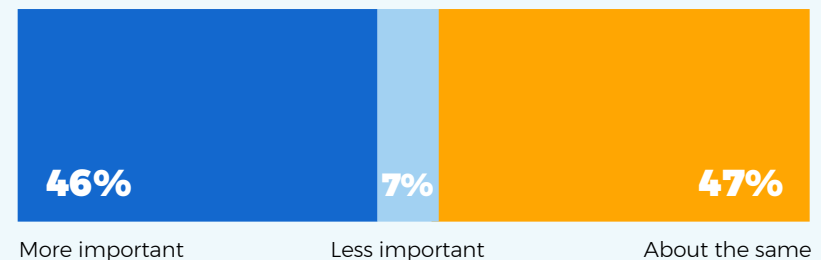
When organizations unexpectedly transitioned to remote work earlier this year, many professionals found they needed new skills to be successful at their job, including learning new software, organization and efficiency skills for working at home as well as how to communicate effectively in a distributed team.

Working remotely was already on the rise before the pandemic, with the U.S. Bureau of Labor Statistics reporting [nearly a quarter](#) of professionals in the U.S. working at least partly remote in 2019. According to an [HSBC Global Research report](#), nearly 1 in 5 U.S. employees want to work remotely 3 or more days per week after the pandemic, up from 1 in 25 before COVID-19. However, COVID-19 created a widespread shift that

rapidly accelerated organizations' technology adoption, and many are still working to catch up, as reported in a [McKinsey Global Survey](#). Nearly [9 in 10](#) organization leaders have reported skill gaps or expected skill gaps in their organizations. Now, as the ability to fill talent gaps has been identified as a [key factor](#) of organizations' success during COVID-19, many feel that learning and development is more important than ever to perform their job well.

When asked, nearly half of respondents said that learning and development is **more important to their success at work** since they began working remotely. Only 7% have found it less important, and the remaining respondents reported it to be as important as before the pandemic.

Since the shift to remote work, how would you describe the importance of learning and development to your success at work?

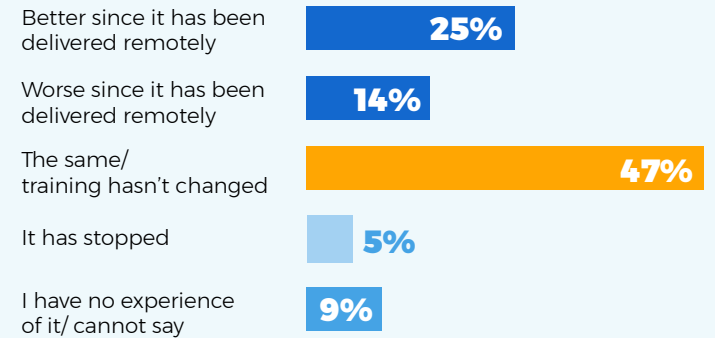


### Still, three quarters of companies are not delivering better training than they were before the pandemic

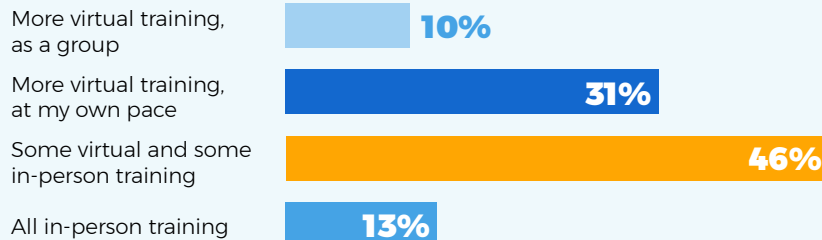
Despite the perception of the increased importance of learning and development, nearly 1 in 2 respondents did not feel that their organizations have stepped up and delivered a better L&D offering, while nearly 1 in 5 reported either a worse experience or it stopping altogether. As McKinsey reported earlier this year, half of the learning development offerings planned for spring 2020 in North America were postponed or canceled, and nearly all in parts of Asia and Europe.

However, 1 in 4 of those surveyed feel their employers are offering better learning and development since the pandemic, showing that, when done right, **remote training can be more effective.**

### Since the shift to remote work, how would you rate the learning and development offered by your employer?



### When you or your team are able to return to the office, how would you prefer to receive training?

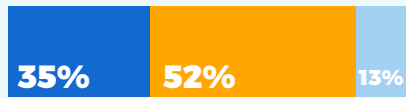


### The pandemic has accelerated a shift towards virtual learning, but a combination of remote and in-person learning is here to stay

The pandemic and the shift to remote work has made virtual training mainstream in many organizations—especially convenient, self-paced learning—and over 4 in 10 surveyed would prefer their organization to continue delivering training fully virtually, even when back at the office. Almost all respondents (nearly 9 in 10) expect virtual training to be part of their organization's L&D toolbox.

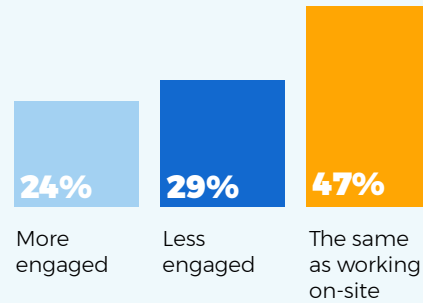
However, the most popular preference for training is a blended learning system, with nearly 1 in 2 professionals saying they would **prefer a mix of in-person and virtual training** once they can be together at the office.

**How successfully are you maintaining a social connection with your team while working remotely?**



- Team spirit is as strong as ever
- Team spirit isn't as strong, but we're OK
- We are struggling to maintain team spirit

**How has the shift to remote work affected your level of motivation at work?**



**While most are coping with working remotely, nearly two thirds of professionals feel team spirit has lessened**

Since the shift to working from home, business teams globally have come to appreciate the importance of social interaction and connection to workplace engagement, motivation and efficiency. Though, while the pandemic has amplified it globally, the challenge of workplace engagement is not new. In Gallup's [State of the Global Workplace report](#), released in 2017, the results showed 85% of employees were not engaged or actively disengaged at work, and that this resulted in up to \$7 trillion in lost productivity, not to mention unquantifiable losses in innovation and creativity. On the other hand, when organizations get engagement right, productivity and profitability are shown to rise significantly.

While many organizations have made efforts to encourage engagement in these times, nearly 2 in 3 respondents say that team spirit at their workplace has lessened to some degree while working remotely, and nearly 3 in 10 report feeling less engaged at work. These numbers suggest that **driving engagement** more effectively is still a key area to address for many organizations.

Despite these challenges, nearly 1 in 4 respondents report feeling more engaged at work since going remote, and more than 1 in 3 said that team spirit at their workplace is as strong as ever, showing that with the right approach, distributed teams can be just as engaged and connected as office-based teams.

**Methodology**

This report is based on data from a survey of 400+ professionals working remotely in the United States, conducted in October 2020.

**A strong organizational culture of learning drives employee engagement**

Increasing learner engagement is one of the top priorities of L&D professionals globally, according to [LinkedIn's 2020 Workplace Learning Report](#). One essential element this survey highlights is whether a company has a **strong culture of learning**. According to [Josh Bersin](#), founder of Bersin by Deloitte, "The single biggest driver of business impact is the strength of an organization's learning culture." When asked, the majority of respondents (more than 50%) said they feel more engaged at work when their organization has a strong culture of learning, making this a key area of interest for companies globally, especially during the pandemic and beyond as many team members continue working remotely.

**How do you feel when your organization has a strong culture of learning?**

