

The TalentLMS 2024 Annual L&D Benchmark Report

What every generation in the workforce wants from L&D

Plus: 5 key L&D trends for 2025

Report by: **talent**  **lms**

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Introduction

We're only halfway through the 2020s, but workplace dynamics have been flipped upside down time and again. And there's no slowdown on the horizon. Disruptive technologies are maturing, budgets are shrinking, and economic uncertainty is unfolding.

In workplaces, generational diversity is broader than ever, leading to gaps in work ethics, values, and relational dynamics. On top of that, the clash over hybrid work between employees and employers rages on.

And that's the half of it.

Skills are rapidly decaying. Forty-four percent of current work skills will be [disrupted](#) by 2027, with AI and automation appearing to cause [skill erosion](#). In response, organizations are looking for ways to navigate the off-the-charts complexity. Putting the spotlight on learning and development (L&D)—the discipline that sits at the heart of organizational agility, adaptability, and future-readiness.

The question is: How will L&D respond?

For the third consecutive year, TalentLMS's Annual L&D Benchmark Report takes the pulse of the L&D landscape to answer this burning question and more.

To track changes over time, we correlated the responses to recurring questions with our previous reports—the [2022 L&D research](#) in partnership with SHRM, and the [2023 L&D report](#) in partnership with Vyond. The results of this comparison offer deep insights into how L&D is evolving.

What's more, this year's report uncovers a deeper layer of insights into cross-generational needs, expectations, and views. The result? Surprising differences, subtle nuances, and standout discoveries on how different age groups view L&D.

In a nutshell, the report unpacks:

- Key markers of training and development initiatives and their evolution over time
- Cross-generational differences in workplace learning
- What employees want from training in 2025
- Plus: 5 upcoming L&D trends for 2025

Dive in to uncover the latest in learning and development.



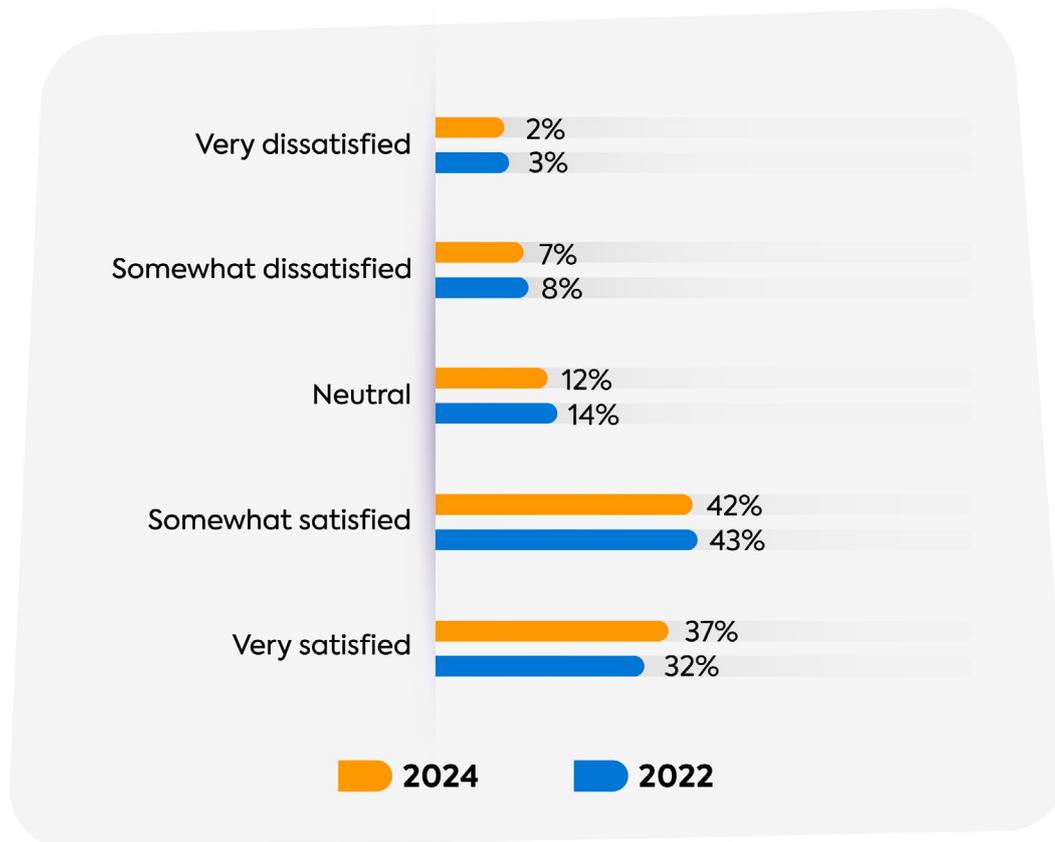
The current state of training across generations

Employee satisfaction with training

Training satisfaction is the heartbeat of successful L&D programs. When satisfaction is high, it fuels engagement and drives growth and development. On the flip side, dissatisfaction results in a disengaged and underdeveloped workforce.

To shed light on this critical metric, the TalentLMS research examined employee satisfaction. How did the L&D teams perform from the employees' viewpoint? Along with gauging the degree of satisfaction, we also delved into changes over time and differences across generations. Let's explore what the data discovered.

Employee satisfaction with training



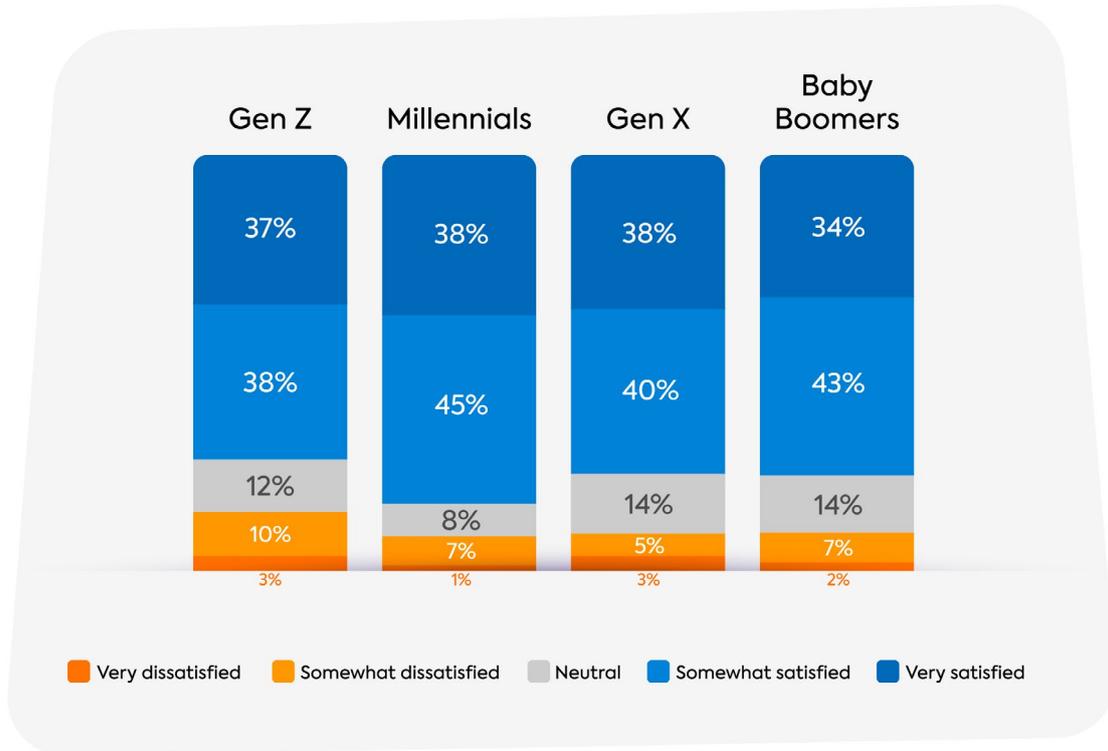
This year, 79% of surveyed employees said they are satisfied with training their company has provided. That's good news for L&D teams and leaders. What's more, the data show a promising trend pointing to improvement. Satisfaction with employer-provided training over the past two years is up.

But how is training satisfaction evolving? The comparison of this year's insights with findings from the [TalentLMS and SHRM 2022 L&D research](#) reveals a 4-point improvement. **Satisfaction climbed from 75% in 2022 to 79% in 2024.** At the same time, dissatisfaction declined slightly, from 11% to 9%.

However, satisfaction isn't evenly distributed among generations. While the differences aren't dramatic, they are worth noting. Gen Z is the least satisfied generation, reflecting a need for

more personalized approaches to their learning preferences. In contrast, Millennials stand out as the cohort most satisfied with training.

Training satisfaction across generations



Millennials lead with an overall satisfaction rate of 83%, followed by Gen X at 78% and Baby Boomers at 77%. Gen Z trails behind with 75%, while also reporting the highest dissatisfaction rate (13%) among all generations.

Gen Z is the least **satisfied generation with workplace training**. At the same time, Millennials report the highest levels of satisfaction.

These differences in satisfaction reflect broader demographic shifts. The changes in size and age structure of the workforce are marked by growing

generational diversity. On one end is an aging workforce and delayed retirement; on the other, Gen Z, the youngest working generation who started entering the workplace in 2017. Taking this shifts into account, how can employers bridge this generational divide? It starts with keeping in mind that each age group brings their unique views, preferences, and expectations. Meeting these means rethinking strategies, tailoring delivery, and designing personalized learning experiences.

Understanding generational nuances will be key to building meaningful learning experiences.

Can technology affect satisfaction with training?

AI's fast-growing foothold is transforming workflows. But there's much more to it than meets the eye. It's also reshaping how companies deliver training and how employees engage with learning. However, how does AI impact satisfaction with training?

To answer this question, we analyzed the correlation between training satisfaction and whether AI tools were allowed or banned. And the data showed there's a link. **Employees working at companies that encourage the use of AI tools report higher satisfaction levels (87%) with**

training than those at organizations that ban them (70%).

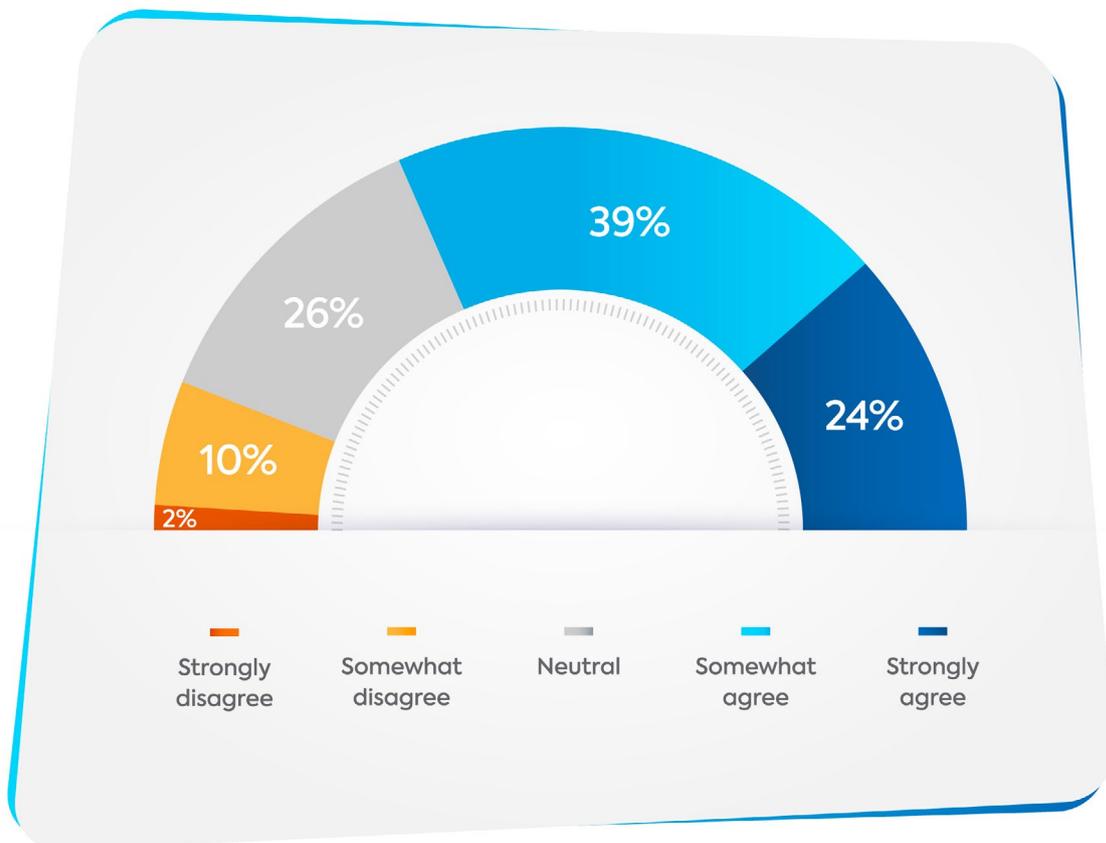
This gap highlights the growing importance of emerging technologies in modern training programs. Which is demonstrated in another insight: 80% of employees say training on using emerging technologies will be important in 2025.

Optimizing L&D initiatives: Room for improvement

Despite high satisfaction, L&D programs are far from flawless. The surveyed employees recognized plenty of untapped potential: 63% say the training programs in their company could be improved.

Room for improvement in workplace training

“The training programs in my company could be improved.”





Expert's take

James McKenna

Founder & Lead Consultant, [McKenna Learning](#)

“This stat makes me instantly ask, “Why?” Why do so many employees feel their training programs fall short? Are the offerings too generic, missing the mark on individual needs? Are they not engaging or inclusive enough to truly resonate? If I got these results from my people, I’d take this as a clear call to rethink how my team is approaching training. We are far better off digging into what’s not working FOR our people rather than assuming something’s not working IN them.

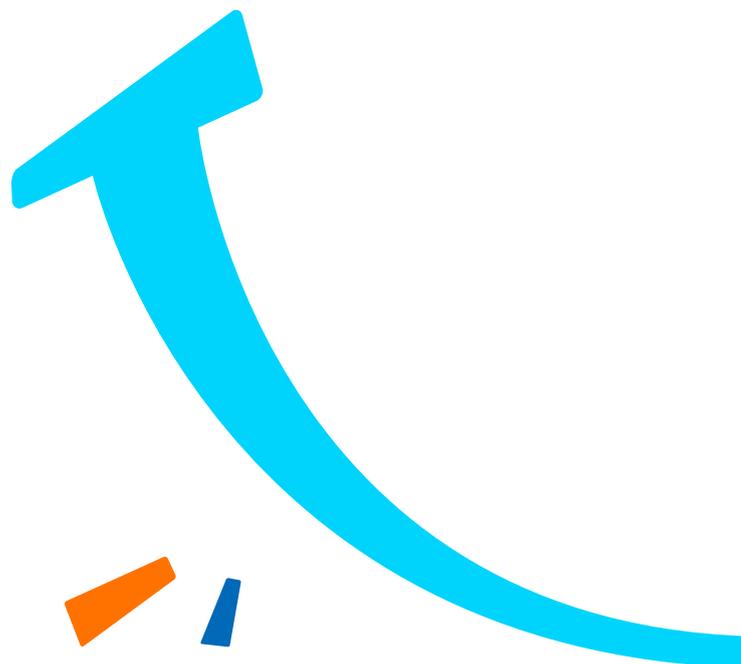
Ask people how the training can be improved. Go and see what’s going on where the work and the learning is happening. Train alongside your people – listen, observe, and experience it for yourself. Look for what’s working, what’s not, and who’s not in the room but should be. That’s how you move the needle, not just on perception of training, but on the business outcomes training is meant to produce.”

Generational insights add more texture to granular data. Despite being the generation most satisfied with training, 69% of Millennials say their company’s training needs improvement—the highest number across all generations. Gen X and Gen Z follow closely, at 63% and 62%, respectively. Baby Boomers are the least likely to see the need for change, but even among them, a majority (57%) still think there’s room for improvement.

These findings unveil a shared aspiration of all age groups to see training programs evolve. But what changes are needed?

Our research report shines light on these questions. Read on to uncover insights and data helping organizations refine their training initiatives.

But before we dive into ways to optimize L&D, let’s answer an important question.



Is L&D keeping up with AI?

Generative AI is disrupting industries and L&D is no exception. A wave of [AI-powered employee training tools](#) and features are rapidly entering the workplace. But is L&D keeping up?

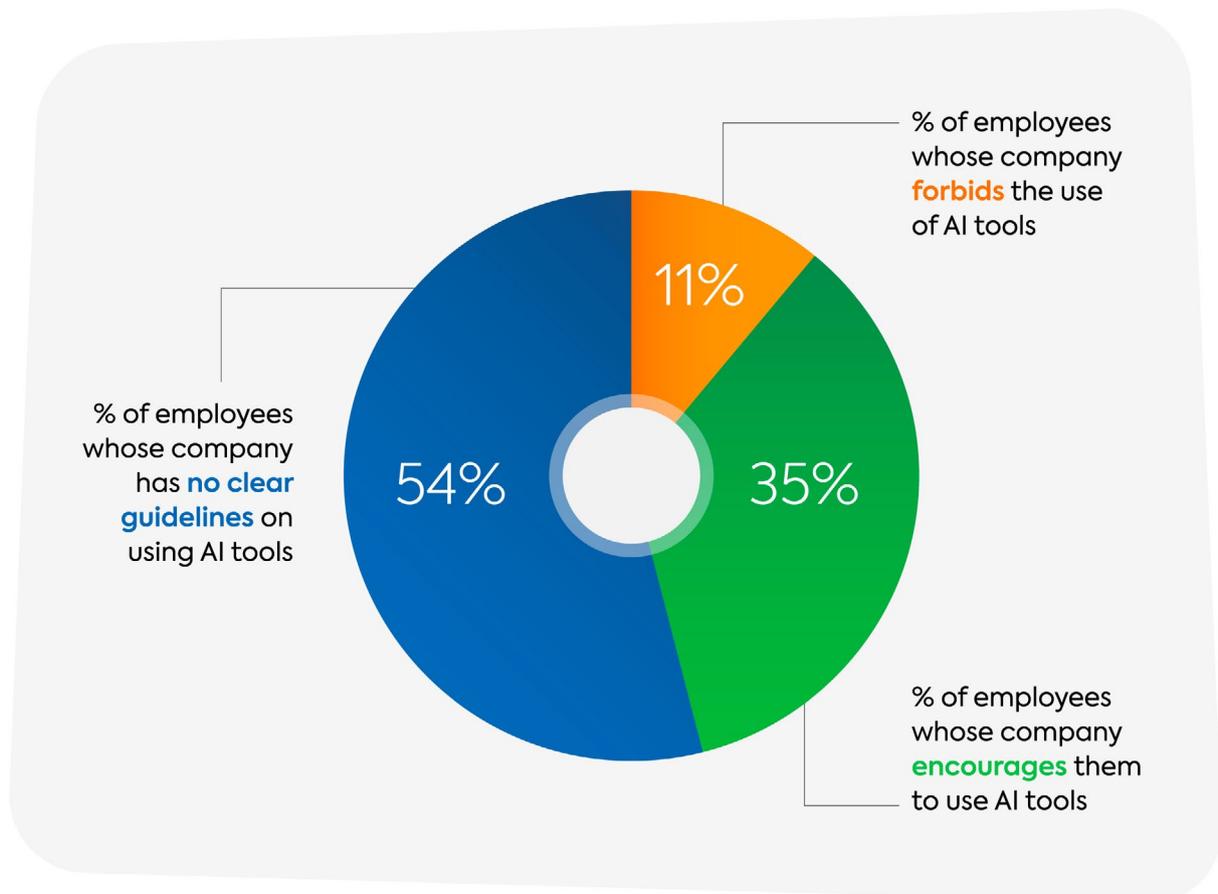
Unfortunately, employees think it isn't. **Nearly half of them say AI is advancing faster than their company's training is keeping up.**

49% of employees say AI is advancing faster than their company's training is keeping up.

Navigating AI tools left to guesswork

Despite massive investments in AI tools, the data show that the majority of organizations lack clarity on how employees can use these tools. Our survey found that **over half of the employees (54%) say their companies don't have clear guidelines on using AI tools.** Leaving them on their own to navigate if and how to integrate AI into their work.

Are companies encouraging employees to use AI tools?



On the positive side, over a third of employees (35%) are encouraged by their companies to use AI tools. Nevertheless, over 1 in 10 employees work in companies that forbid the use of AI tools altogether.

Impact of AI on employee skills

The data from our research unveiled a gap in AI adoption between employees and employers. The majority of employers fail to offer clear guidance around AI nor encourage its use. But employees see things differently.

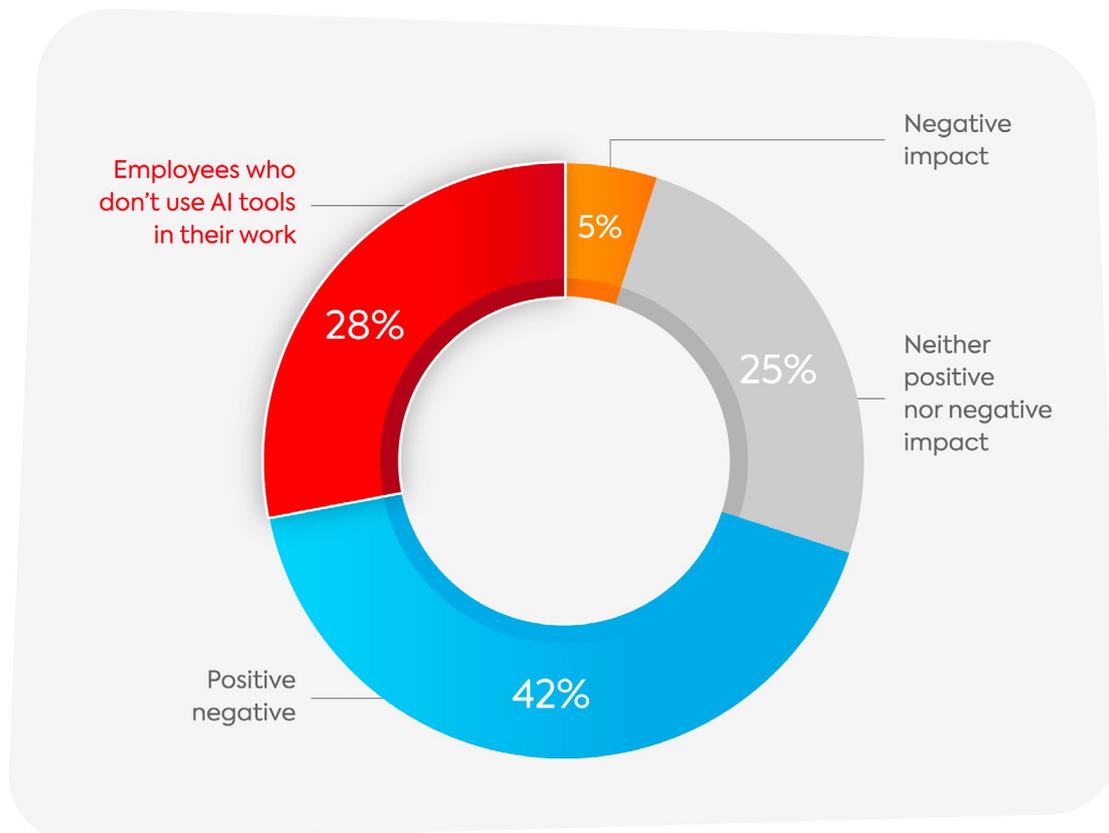
The findings illuminated employees' eagerness to embrace new tech: 64% of employees would like to receive training on how to use new AI tools.

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Turning to generational differences, Millennials (74%) are the most eager to get training on using new AI tools. They are followed by Baby Boomers (66%), and Gen X (61%).

Gen Z ranks last (56%) among generations wanting to receive training on AI tools. But that doesn't mean they're not interested in using AI. **More likely, it reflects their high level of AI fluency.** After all, Gen Z leads in AI adoption, with over [8 in 10](#) using it in their work. The youngest group of employees likely requires less training on AI, simply because they've already mastered it.

How does AI impact employee skills?



We've seen that the majority of employees are embracing AI tools. But what about AI's impact on their skills? Concerns about potential [skill erosion](#) and AI's impact on human [cognitive abilities](#) are bubbling up. Let's take a closer look at what our research revealed about how AI tools are shaping employees' skill sets.

Forty-two percent of employees report that AI tools have a positive impact on their skills. Meanwhile, a quarter feel that AI tools have neutral effect on their skills. Finally, only a small percentage (5%) believe that AI tools negatively impact their skills.

But here's where it gets interesting. The negative impact of AI on skills looks very different across age groups. Gen Z, in particular, feels the negative impact of AI on their skills much more strongly.

Despite their close relationship with AI, Gen Z (9%) is 3 times more likely to say that AI harms their skills than Gen X (3%), and 2.2 times more Millennials (4%) and Baby Boomers (4%). While 9% is relatively low, affecting close to 1 in 10 Gen Z employees, it could signal an emerging pattern. A pattern of skill decline in a generation overly reliant on AI.

Gen Z is 3 times more likely than Gen X and 2.2 times more likely than Millennials and Baby Boomers to report a negative impact of AI on their skills.

Moreover, a significant portion of employees are steering clear of AI. Twenty-eight percent don't use AI tools in their work.

Finally, AI has put the additional squeeze on already declining lifespan of skills. Executives say that **40%** of their workforces will need to reskill over the next three years because of AI and automation. Our survey echoes this. We asked the employees if skills are losing relevance faster due to technological advancements. And over 4 in 10 think so.

41% of employees think work skills are losing relevance faster due to technological advancements.

AI dilemmas and challenges

Along with vast opportunities, AI brings forth a plethora of challenges. Challenges that go beyond the potential loss of skills and competencies.

Beyond the unknown future impact, there are tangible and immediate [concerns](#). Such as ethical dilemmas, bias concerns, data privacy and safety, transparency, and enormous energy demands of required computing power.

The TalentLMS survey reveals that some of these challenges aren't lost on employees. **Sixty-five percent would like to receive training on how to use AI safely and ethically.** Interestingly, this is 1% higher than the employees wanting to receive training on AI tools.

65% of employees would like to receive training on how to use AI safely and ethically.

A closer look at how different age groups view the ethical and safe use of AI unveils that Millennials are the most concerned: 72% would like to receive training on how to use AI safely and ethically. They are followed by Baby Boomers (68%) and Gen Z (63%) follow, while Gen Z (56%) is the least concerned about the ethical use of AI among the age groups.



The evolving landscape of workplace skills



Skills are the foundation of the workplace. But their lifespan is dwindling faster than ever. Employers estimate that **44%** of workers' current skills will be disrupted by 2028. That means that **nearly half of employees' competencies could be outdated in three to four years.**

TalentLMS's [2023 L&D research](#) demonstrated that employees are aware of this shift: 57% said the shelf life of skills is shorter than it used to be. With the shrinking lifespan of skills, L&D needs to

deliver solutions to keep the workforce's skill sets up to date. But pressure is rising and time is running out. **Two-thirds** of companies expect to see a return on investment on skills training within a year of the investment.

Skills employees will prioritize in 2025

As skill shortages are looming over the workforce, let's dive into which skills employees prioritize for 2025.

Training employees want to receive in 2025

	<u>Leadership and management training</u>	48%
	<u>Soft skills training</u>	44%
	<u>Digital skills training</u>	43%
	<u>Financial literacy and wellness</u>	33%
	<u>Mental health training</u>	29%
	<u>DE&I training</u>	19%
	<u>Entrepreneurship training</u>	18%
	<u>Other</u>	4%

Leadership and management ranked as the top skill employees want to develop for the second consecutive year. Uncovering a high interest in leadership positions among employees. Potential that often goes untapped. Indeed, this year’s TalentLMS survey has shown that **42%** of managers believe developing leaders from within is one of the most neglected initiatives for effective leadership growth.

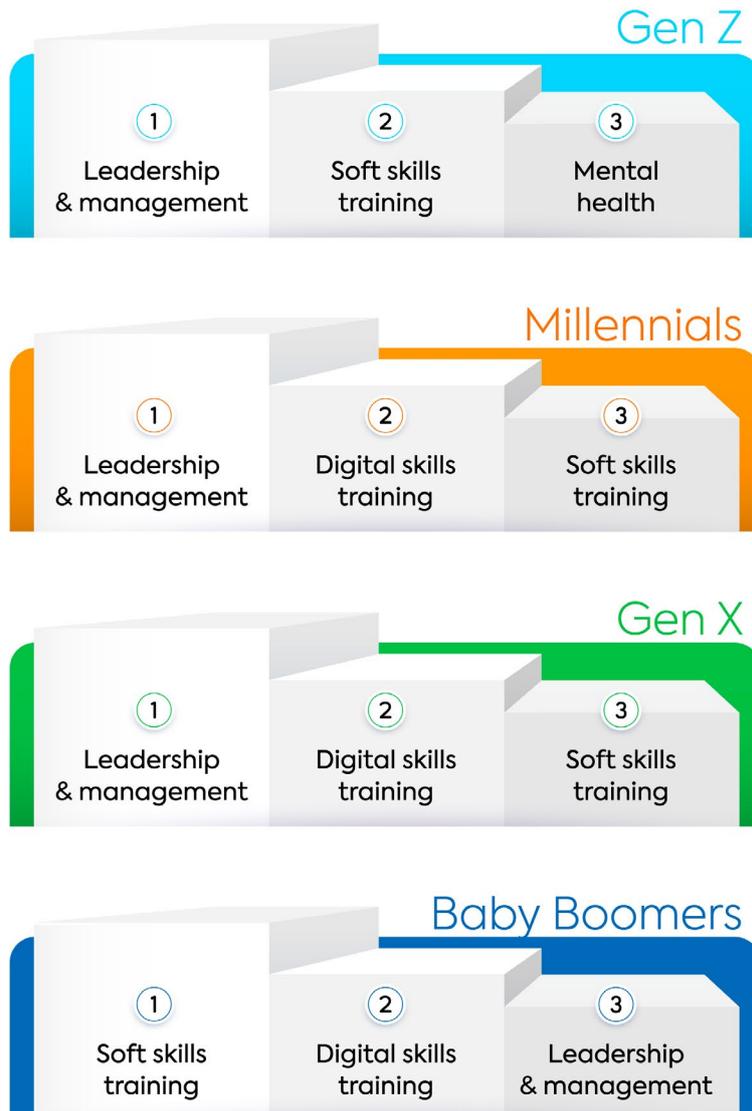
Incidentally, Baby Boomers are the only cohort that didn’t rank **leadership training** as their top priority. The reason is likely rooted in their experience, which has given them the opportunity to build and practice leadership abilities.

Soft skills training ranks among the top 3 for all generations. For Baby Boomers, soft skills training takes the top spot, while Gen Z places it as a runner-up for. For Gen X and Millennials, it ranks third.

Digital skills training came third for Baby Boomers and Gen X, while Millennials placed it second. Notably, Gen Z didn’t include digital skills in their top 3 priorities, highlighting their confidence in digital abilities.

A closer look at the data revealed another interesting finding. Gen Z is the only generation to rank mental health training among their top three priorities.

Top 3 training preferences for 2025 across generations



Gen Z is the only generation to rank mental health training among their top 3 priorities for 2025.

Our survey also took a pulse of social skills at work, demonstrating a notable improvement over the past year. In 2023, 41% of employees reported a lack of social skills in their workplace. This year? That figure dropped to 33%, suggesting L&D efforts on nurturing collaboration and communication are paying off.

Generational skills gap

Generational diversity in the workforce is broader

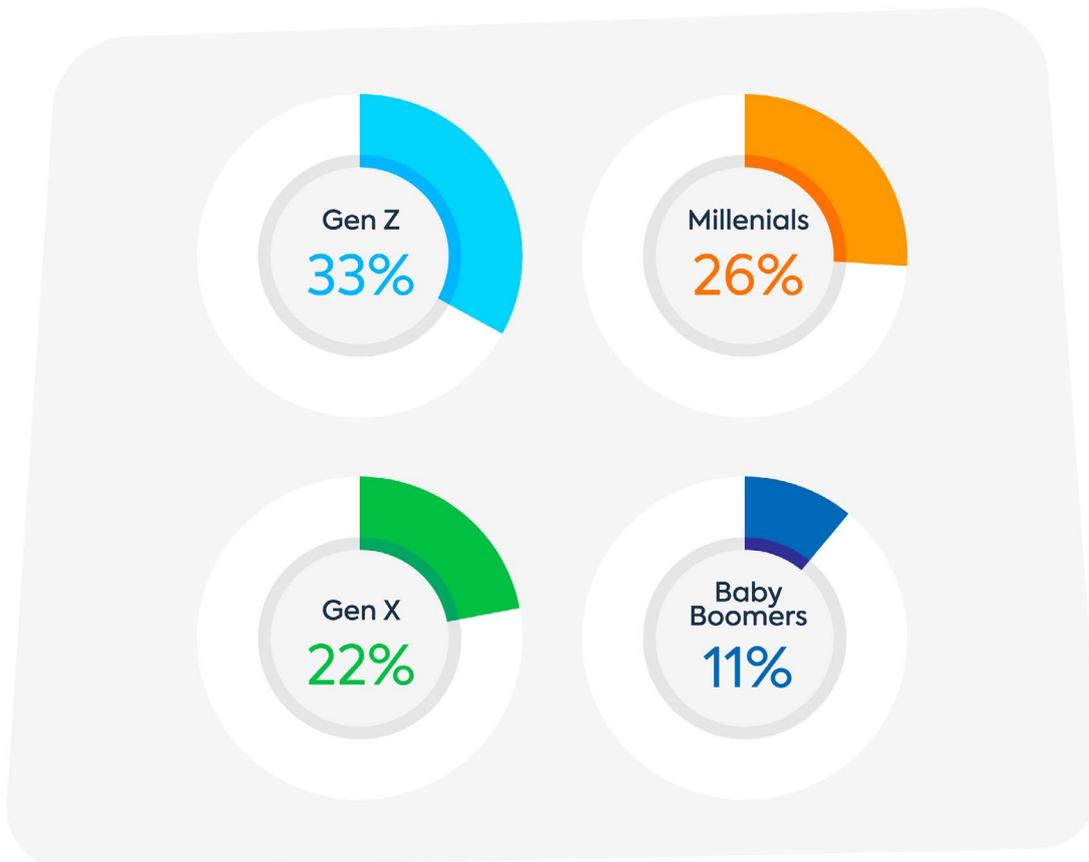
than ever. Right now, four generations work together, each with their unique approaches to learning and communicating.

This survey has put a spotlight on some of those differences, honing in on communication. We asked the respondents if they find it difficult to communicate with colleagues who are not close to their age. And the responses reveal a generational communication gap.

Overall, 23% of employees find it challenging to communicate with colleagues who aren't close to their age. But when we broke down the data, big differences showed up among the age groups.

Generational gap in communication

Percentage of employees finding it challenging to communicate with colleagues **who aren't close to their age**



The youngest employees struggle the most with cross-generational communication. Gen Z is 3 times more likely to find it challenging than Baby Boomers, 1.3 times more than Millennials, and 1.5 times more than Gen X.

33% of Gen Z employees find it challenging to communicate with colleagues who aren't close to their age.



Challenges employees faced with training in 2024

As we've seen previously, the majority of employees think L&D initiatives can be improved. Time to examine how.

Key obstacles to workplace learning

This year, employees faced a range of challenges that impacted their learning experiences. Let's take a look at the biggest obstacles to workplace learning.

Challenges employees face with training

	<u>Lack of time to complete training</u>	39%
	<u>Difficulty staying motivated</u>	31%
	<u>Quickly forgetting material after training ends</u>	29%
	<u>Training content isn't available on-demand</u>	25%
	<u>Technical issues when accessing training</u>	25%
	<u>Other</u>	2%
	<u>None of the above, I didn't face any challenges with my training</u>	30%

The top challenge with workplace training this year was lack of time to complete training, mirroring the results from the TalentLMS and Vyond [2023 L&D research](#). The consistency is signaling that lack of time is the central recurring obstacle to employee development and growth. Calling for a better balance between efficiency and learning.

Lack of motivation is another big barrier. When training is not tied to specific outcomes, employee motivation dwindles. To engage workers, companies should link training to their career growth, day-to-day responsibilities, or incentives.

Knowledge retention rounds out the list of top 3 learning challenges. Quickly forgetting material after training erodes the effectiveness of learning programs. The solution? Refresher courses, follow-up sessions, and consistent practice to reinforce what's been learned.

A generational analysis revealed another interesting gap at play. Across three generations (Gen X, Millennials and Baby Boomers), lack of time to complete training remains the largest challenge. But the youngest employees have a different take. **Gen Z's top obstacle to learning is staying motivated.**

What's more, the data unveiled a hidden roadblock for almost a quarter of employees: Unclear training budgets. Specifically, **23% of employees hesitate to ask for additional training they need because the budget availability is unclear.**

Expert's take:

Brian Washburn

Co-founder and CEO, [Endurance Learning](#)



These challenges are all connected by the role of a supervisor, and to a smaller (yet important) degree, training design. We're all busy people. Who wants to make

the time for boring or irrelevant learning experience? One eLearning module can eat up 30 minutes, while in-person training can eat up a day or more.

Engaging design that helps learners understand how the content can solve a problem for them is a key to an individual learner's motivation to engage with and complete a training program. And even retain the material better. Well-designed job aids that can be used after the training can help, too. The most important, and often most missing element, confirmed by research, is the supervisor engagement. It helps employees understand specific learning needs, set goals, and identify appropriate learning experiences. Moreover, supervisor engagement holds employees accountable for completing those learning experiences and applying the corresponding lessons to their performance.

How training (or the lack of it) shapes retention across generations

Training and retention have always gone hand in hand. Another 2024 survey found that [67%](#) of employees would stay at a job if it gave them opportunities to progress and upskill quickly, even if they hated their current role.

The TalentLMS research consistently tracks the link between training and retention. And we found that this year, **24% of employees said they'll look for another job in 2025 if their company doesn't provide them with training opportunities.**

This marks a significant dip from 41% (!) in 2023.

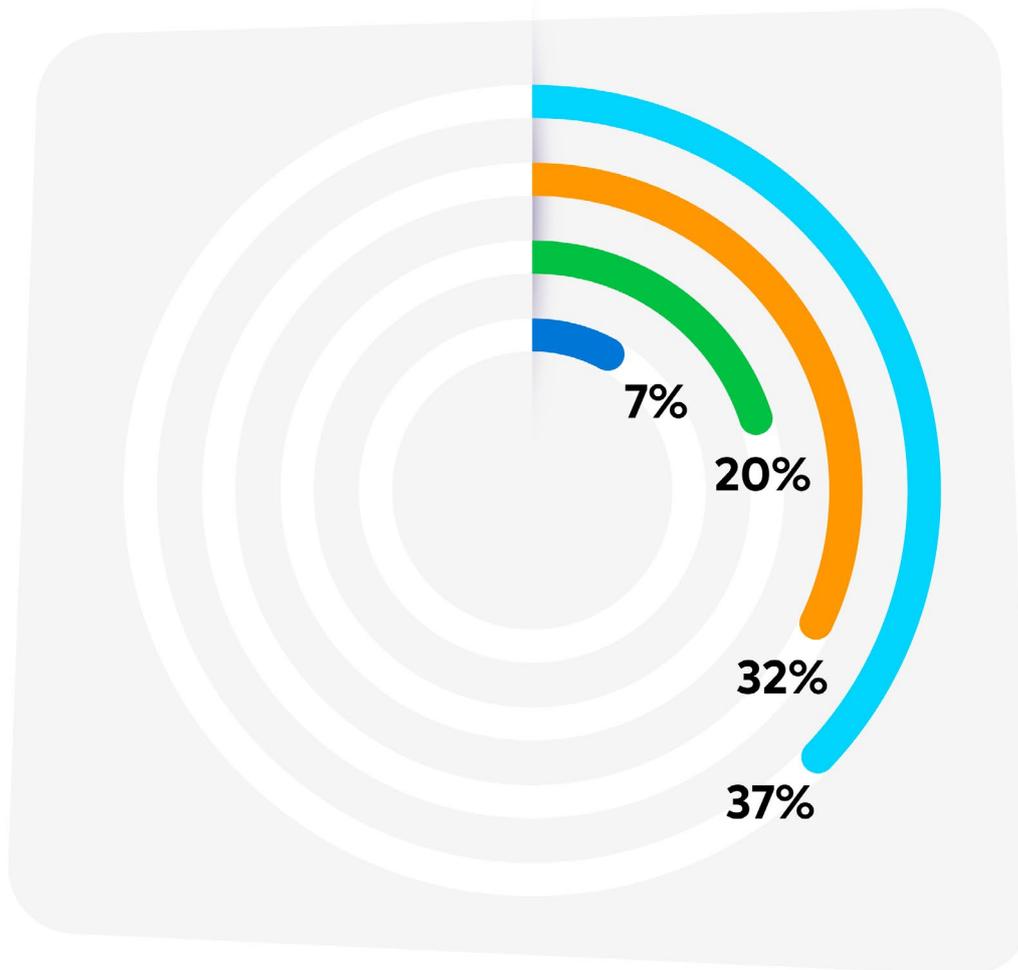
Improved learning experiences and satisfaction with training are likely playing a key role in

reducing turnover risks. But other factors, such as global unrest, economic instability, and continuing job cuts may also be influencing this trend.

Summing up, employees are less likely to pursue new job opportunities next year. But what happens when we break down the data by generation?

How training affects retention by generation

% of employees across generations who'll look for another job due to lack of training opportunities



■ Gen Z
 ■ Millennials
 ■ Gen X
 ■ Baby Boomers

The likelihood to jump ship decreases with age. Gen Z, the youngest age group at work, is 5.3 times more likely to go job hunting comparing to the oldest—Baby Boomers. They are also 1.8 times more likely to move on than Gen X and 1.2 times more than Millennials. Nearly a third of Millennials also expressed a strong inclination to

leave without sufficient training. Gen X, while less likely than their younger counterparts, still shows notable sensitivity to the absence of training; a fifth will consider a job change because of it. Baby Boomers, on the other hand, appear the least affected by training gaps; fewer than 1 in 10 would leave because of it.

Training engagement: What works across generations

Engagement is the ultimate benchmark for L&D success. Understanding what keeps employees invested in training is the key to meaningful and impactful learning experiences.

That's why our research put a spotlight on the state of engagement. We gauged how engaging workplace training is, how it has changed over time, and what keeps different generations hooked. Time to dig deeper into the building blocks of engagement.

Is training content engaging?

The evidence suggests that L&D teams are quite successful in creating training that clicks: 65% of employees are satisfied with how engaging the training content is.

But there's still room for improvement. Especially when it comes to engaging different generations.

A deeper analysis revealed that one generation stands out in displaying discontent: Gen Z has the highest dissatisfaction (20%) with how engaging the training content is compared to other generations.

Gen Z has the highest dissatisfaction (20%) with how engaging is the training content.

What keeps different generations engaged with training

We've seen that, overall, training content scores high on the engagement scale. But what exactly resonates most with employees? How can L&D teams design better learning experiences that hook employees and make knowledge stick?

To answer these questions, we examined which formats strike a chord and which fall short. Let's see how the employees voted.

What keeps employees most engaged in training?

% of employees who find it engaging

	Whole sample	Gen Z	Millennials	Gen X	Baby Boomers
Visual and multimedia elements	<u>53%</u>	<u>54%</u>	<u>53%</u>	<u>52%</u>	51%
Self-paced learning	49%	53%	<u>53%</u>	41%	49%
Instructor-led training	48%	37%	50%	51%	<u>55%</u>
Collaborative and social learning	36%	40%	45%	34%	27%
Quizzes and assessments	33%	36%	37%	32%	25%
Microlearning	32%	39%	32%	29%	28%
Gamification	18%	26%	24%	14%	7%

Visual and multimedia elements are a clear favorite among the entire sample of employees. From video tutorials to data visuals and illustrations, these formats are the most successful in cultivating engagement. However, one generation stands apart. Baby Boomers are more drawn to instructor-led training, finding it the most engaging option.

Self-paced, or self-directed learning is the second preferred format for all generations, with Millennials placing it in a tie for the top spot alongside visual and multimedia elements. Having control over the time and pace of training appears to be a high priority for all employees. Consequently, giving them more autonomy over when and how long they learn will improve engagement.



Expert's take

Christy Tucker

[Learning Experience Design Consultant](#)

We often perceive self-paced learning as less engaging than instructor-led training, so it's surprising to see that they were viewed comparably by the survey respondents. That's good news for IDs who develop training for distributed workforces or need solutions that scale for larger audiences, where self-paced eLearning is the most practical option. Of course, we can work on increasing how engaging our training is, regardless of whether it's self-paced or instructor-led. Visuals and multimedia can increase engagement, as highlighted in the survey results.

Instructor-led training is also among the top three preferred formats across generations.

As seen above, it was Baby Boomers' top pick, demonstrating how much they value structured and organized sessions led by training professionals. It also resonated strongly with Gen X and Millennials, showing their appreciation for structured formats.

It's also worth mentioning that **collaborative and social learning** appealed most to Millennials and Gen Z, but it appealed less to Gen X and Baby Boomers.

To assess another layer of engagement, the TalentLMS research examined the **link between multitasking and training**. Are employees multitasking during learning? Turns out, they do: 58% of employees tend to multitask during training. This figure has dropped from last year, when 64% of employees reported the same. In any case, this "[engagement paradox](#)" is not necessarily a problem. As Sarah Cannistra pointed out in the [2023 report](#), "Human things are happening while people learn, and that's okay."

Among all generations, Millennials (67%) tend to multitask the most during training. Gen Z isn't far behind with 63%, while multitasking becomes a bit less common among Gen X (57%) and especially Baby Boomers (44%).

Exploring the variety of content formats

When it comes to training formats, variety isn't a luxury. It's a must-have. A blend of text, video, visuals, and interactive elements is a powerful bridge to engagement. But is the training content diversity hitting the mark? Let's explore what employees think.

The need for seeing different formats in content delivery appears well-addressed for the majority of employees: 68% are satisfied with variety of content formats in training materials. This signals that employers are incorporating diverse formats to cater to different learning styles.

While satisfaction scores high for all gens, a closer look into generational differences reveals a slight gap. Gen Z is the least satisfied generation (63%) with the variety of content formats. At the same time, Millennials are the most satisfied (73%).

When are employees engaging in training activities at work

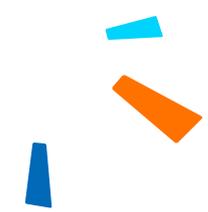
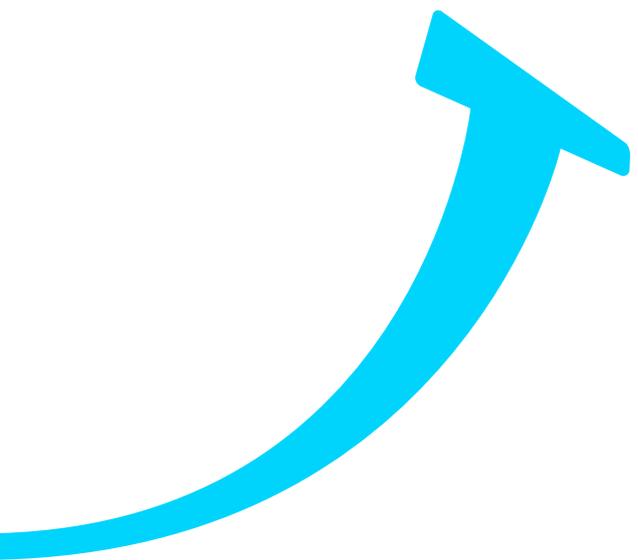
Another important element of successful L&D initiatives is timing. When does the workforce

learn? Examining this question, we found that employees most commonly engage in training when it's mandatory, such as compliance.

Zeroing in on different age groups, we found some nuances. Gen X stands out with a preference for training during downtime, while Millennials prioritize learning in the flow of work (along with when it's mandatory). At the same time, Gen Z—and even more so Baby Boomers—predominantly engage in training when it's mandatory.

When employees engage in training at work

	Gen Z	Millennials	Gen X	Baby Boomers
Only when mandatory	<u>26%</u>	<u>24%</u>	22%	<u>30%</u>
Learning in the flow of work	25%	<u>24%</u>	19%	18%
During downtime	24%	21%	<u>24%</u>	18%
Sporadically	13%	18%	17%	18%
A mix of all of the above	12%	12%	17%	16%



The anatomy of training

In this section, we're unraveling the data to understand the practical elements of training. Did employees receive enough? What types of training did they receive? And how this changed over time? Tellingly, we spotted yet more interesting generational differences.

Did employees receive enough training in 2024?

[Workplace learning](#) has been widely accessible for the majority of the surveyed employees. Seventy-nine percent said they've received plenty of training opportunities in 2024. But some gaps remain. On the flip side, 16% of employees haven't received enough training opportunities in 2024.

Examining trends over time, and across generations, showed where employers are succeeding and where they need to step up.

While training opportunities were widely available over 2024 and 2023, there's a subtle declining trend. This year, 79% of employees said they've received plenty of training opportunities. That's a slight drop from 80% in 2023. At the same time, 16% felt they didn't receive enough training this year, compared to 15% in 2023. The difference is subtle but notable, signaling a need to act before it snowballs into a larger issue.

Looking through a generational lens, a difference worth mentioning is that Millennials were the most likely to feel they lacked sufficient training in 2024.

Types of training employees received

Next, we honed in on the types of training employees have received this year. Moreover, we analyzed the changes over the last two years. We looked at the most common types of training, such as onboarding, compliance, soft skills, upskilling and reskilling. Here's a closer look at the changes we spotted.

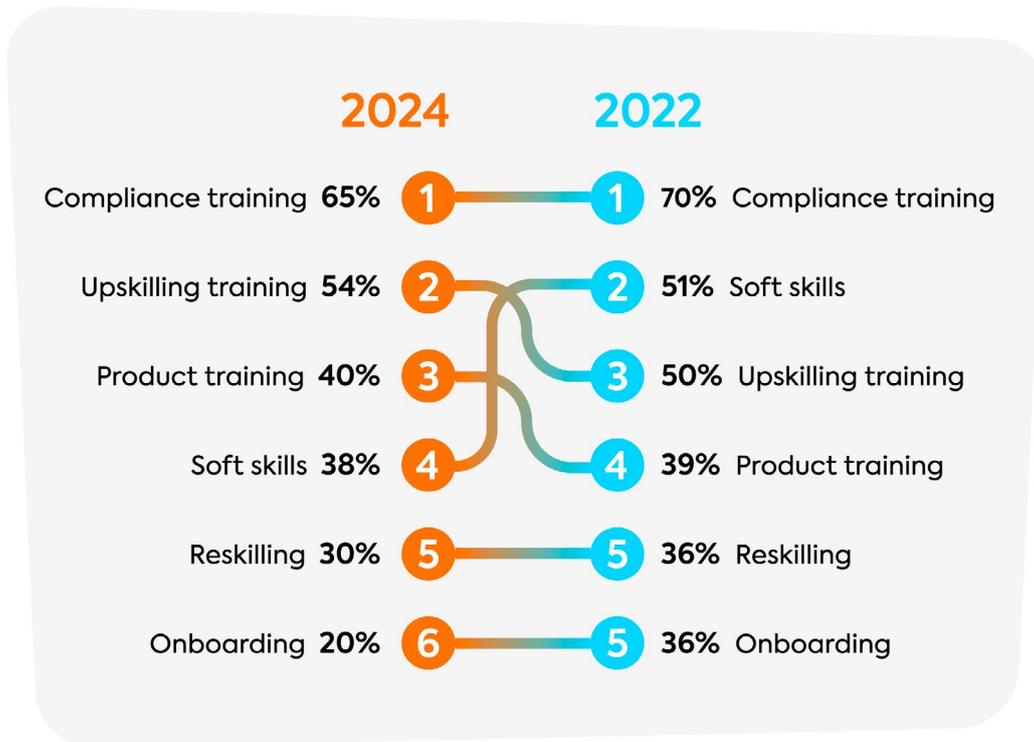
Among all types of training, onboarding took the biggest dip, dropping 16 points. In 2022, 36% of employees received onboarding training, but in 2024, only 20% did. Carrying on, soft skills training also went down from 51% in 2022 to 38% in 2024. This is puzzling, as [91%](#) of L&D pros agree that soft skills are increasingly important. If so, why decrease training on them?

On the upside, employees received more of upskilling training this year (54%) than in 2023 (50%), along with product training, which saw a subtle 1-point lift.

The decline in onboarding and soft skills training, paired with a rising emphasis on upskilling, suggests a pivot toward future-focused competencies. But employers should not neglect the balance between immediate needs and long-term investments in skill-building.



Types of training employees received in 2022 vs 2024



Support pillars of successful training

Post-training support is critical in reinforcing learning, and the majority of employees (58%) are satisfied with it. This is an upvote for current efforts, such as refresher training and follow-up sessions.

The relevance of training to employee job roles is another angle we examined. Do employees think the training they receive is relevant to their job roles? Turns out, for the majority it is: 74% of employees are satisfied with the relevance of training to their job role.

Theory vs hands-on learning: Does workplace training strike the balance between knowledge and practice? It appears it does, as 63% of employees are satisfied with the balance

between theory and hands-on learning in the training they receive.

Measuring learning progress: 65% of employees would like to have access to more data around their training to measure and analyze their progress.

Feedback on training progress: 61% of employees are satisfied with feedback on their training progress.

Autonomy in training is another essential driver of engagement. While the majority of employees (55%) have enough of autonomy, close to 2 in 10 (18%) don't.

Non-work-related training: 62% of employees believe that non-work-related training supporting overall well-being will play a crucial role by 2025.

5 key L&D trends to watch for in 2025

TREND 1

Generative AI (GenAI) tools take center stage

Generative AI is disrupting industries, and L&D is no exception. Over the past two years, GenAI has matured at breakneck speed. In 2025, we'll witness a surge in AI tools and capabilities in workplace training. Algorithms will create learning content and assessments, spotting skill gaps, and offering courses to fill the gaps. What once was experimental is becoming far more concrete.

TREND 2

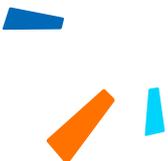
Human touch in focus

As workplaces grow more mechanized, they're becoming increasingly dehumanized and prone to tech mishaps. Which is why in 2025, interpersonal, cognitive, and soft skills are remaining in the spotlight. In a high-tech work environment, unique human qualities that machines can't replicate are central. Human touch, supervision, and curation will be increasingly valued and cultivated. Employees are echoing this, with 68% saying that training on interpersonal skills will be important next year. AI can automate, but humans can resonate.

TREND 3

Nimble upskilling and reskilling

The lifespan of skills is dwindling faster than ever. With [42%](#) of workplace tasks set to be automated by 2027, the development of new skills will be a top priority in 2025. Skilling initiatives will accelerate while new training and development programs will be launched at a record speed. The skill taxonomy will evolve to reflect the new reality, where some skills surge in demand and other fade into obscurity. All this is not lost on employees, with 68% saying faster delivery of new training programs will be important in 2025.



TREND 4

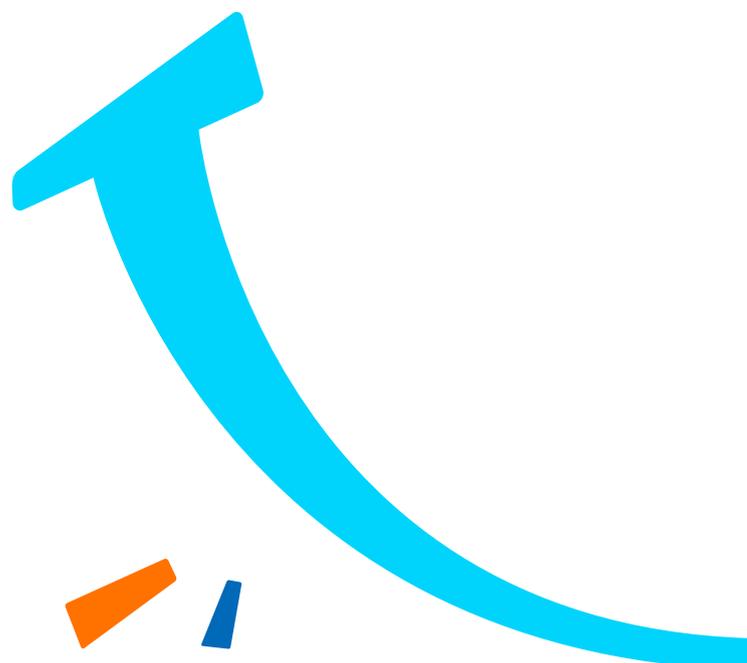
Skills-based learning

The future of learning is shifting away from lengthy education pathways to agile, skills-focused programs that deliver impact faster. Targeted skill development programs are stepping in to bridge the gap and offer employees the ability to adapt in real time. The demand is clear: 85% of employees say training on practical skills that they can quickly apply at work, will be important in 2025. Finally, fluctuating job requirements and the growing emphasis on skill-centric hiring are driving the rise of the skills-based learning trend.

TREND 5

Personalized learning

With employees spanning generations, roles, and skill levels, a blanket approach to learning simply doesn't cut it. It is replaced by adaptive learning experiences that evolve with employees' progress and needs. Powered by advanced data analytics and machine learning, personalized learning will reach new heights, letting employees zero in on skills that matter most to their goals and roles. It's clear why 79% of employees think personalized learning will be important in 2025.



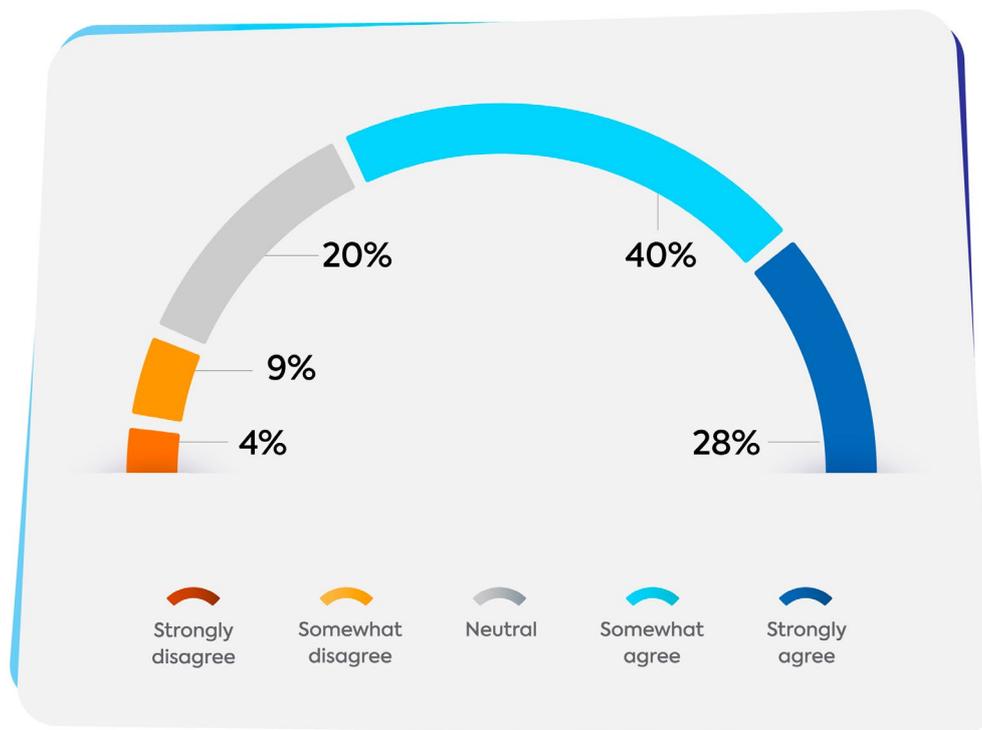
Conclusion

Learning and development isn't just about enabling employees to thrive today. It's about equipping them to navigate the unknown tomorrow. But does L&D deliver on the promise of future-readiness? According to the majority of employees, it does. Nearly 7 in 10 are more

prepared for the future of work because of the training they've received. What's more, employees who are satisfied with training are 2.5 times more likely to feel prepared for the future (79%) compared to their dissatisfied peers (32%).

Future-proofing employees with training

"I feel more prepared for the future of work because of the training I received."

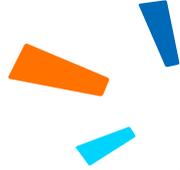


This is yet another testament to the meaningful work of L&D teams. Alongside other statistics, it underscores that L&D discipline is a crucial lever in shaping the employee experience. TalentLMS's L&D 2024 Benchmark Report emphasizes the discipline's role as a driving force behind workforce adaptability, engagement, and growth. But the journey doesn't end here.

There's still untapped potential. Across all generations, employees are calling for more personalized, engaging, and impactful training programs. From bridging generational gaps and overcoming skill shortages, to leveraging AI

tools, the findings reveal opportunities to refine and optimize L&D strategies. All while balancing between immediate skill needs and long-term readiness. To stay ahead of changes, L&D must continue evolving. That means embracing innovation, leveraging new tools and technologies, and optimizing practices.

Our takeaways and forecasts may not be a crystal ball, but they map out what lies ahead. Use them to shape your L&D strategy and secure leadership buy-in for new initiatives. The playbook is evolving. You're on the move.



About this research

The survey was conducted online in November 2024, among 1,200 employees in the US across different industries who have received training from their company. The respondents were from four equally represented working-age groups. Minor discrepancies in total figures may exist due to rounding.

Age groups breakdown:

Gen Z (20–27 years old): **300** (25%)

Millennials (28–43 years old): **300** (25%)

Gen X (44–59): **300** (25%)

Baby Boomers (60–78 years old): **300** (25%)

Gender breakdown:

Female: **602** (50.17%)

Male: **598** (49.83%)

Research team

Ana Casic, Marialena Kanaki, Giota Gavala



Want more?

Mark your calendar—same time next year, we'll be back with our next L&D Benchmark Report!



About TalentLMS

TalentLMS is the LMS built for success, enabling organizations to create a culture of continuous learning by delivering training designed with adoption in mind. With an experience that's fully customizable, easy to manage, and a joy to use, teams embrace training while feeling right at home.

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