Investing in the continued professional development of employees is beneficial for both office morale and companies bottom line. When employees feel that they are continuously growing and developing, they are more likely to focus on long-term career goals, which in turn promotes greater job satisfaction, increases productivity, and reduces employee turnover.

To learn more about the current state of corporate training, InterCall’s Digital Media Services team surveyed more than 200 full-time employees on their experiences with corporate training, as well as their thoughts and perceptions on various training methods. What we found was that while most employees value corporate training opportunities, a significant portion is unsatisfied with what’s available to them.

**Current State of Employee Training**

**Three out of four employees have participated in job-related training programs within the last year.**

- 34% spent 1-5 hrs
- 40% spent >5 hrs
- 26% spent 5-10 hrs
- 10% spent >10 hrs

**Two out of three employees say training plays an important role in decisions to stay with current company/position.**

- 34% of employees under 40 agree
- 69% of employees 40+ agree

**The rise of digital training models**

While in-person workshops and classroom-style sessions continue to be the most common forms of training, online training methods, such as virtual learning environments, are becoming increasingly more common.

- 3% mobile learning
- 14% virtual learning
- 45% free document training
- 56% reference online courses
- 47% webinars
- 62% virtual classroom-style training
- 53% online resources
- 76% e-learning
- 29% have completed courses online

**Perceived shortfalls in employee training**

Although many respondents see value in traditional training methods, a few areas within training could improve.

- One-third say current company/position is not doing enough to use of live training.
- One-third say companies are not doing enough to use of online training.
- Another third say companies are not doing enough to use of direct-onboarding or onboarding.

**The secret is in the delivery.**

Most of the respondents said in-person training workshops or Effective Tools in Training Methods, while 60% of them replied, which training method they think will help employees learn better. Although there are several options, 50% prefer online classes, 41% prefer workshops.

**Deception of those who have experienced in interaction online training**

- 44% have online companies (over 500 employees)
- 25% have online companies (50-500 employees)
- 17% have online companies (under 50 employees)

**Creating an employee-driven training program**

- 41% of respondents said that they would like to do more training in the next year.
- More than half of the employees are interested in finding out what their training programs are about.
- More than half of the respondents would like to be involved in the design of their training programs.

**Features on the wish list**

- 48% more collaboration on job possible
- 44% more consistency in learning materials
- 48% more consistency in training programs
- 45% more ability to track their learning
- 34% more access to training from anywhere

**Overall, while the majority of employees appreciate the underlying benefits of the training that they’re offered, a significant number still believe the current programs could be improved upon.**

Companies aspire to a positive culture where they are sure their training is interactive and tailored to fit employees’ specific needs or requests. As online training becomes more prevalent, it’s important that companies take full advantage of its capabilities. Highly valued components like customization, live Q&A, video and group discussions—all available with virtual learning environments—can be incorporated into online training programs and ultimately increase employee engagement and productivity.