

# HR.com's Future of Learning Technologies 2024

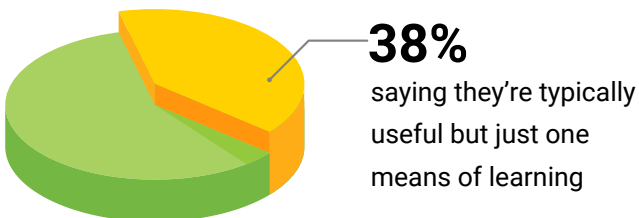
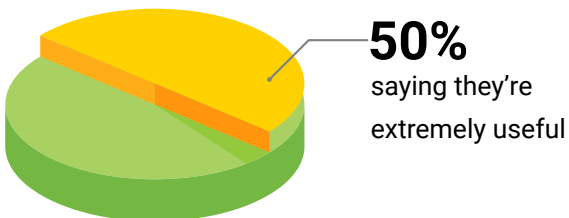
Make sure your learning culture and technologies support one another



## MITRATECH

Technology plays a large role in the success of organizational learning and development (L&D) programs

The majority of responding HR professionals agree or strongly agree that learning technologies are useful, with:



The top four benefits of using learning tech are:



Better tracking/reporting of employee progress



Increased employee flexibility in choosing when and where they learn



Reduced training costs



Improved training for remote employees

But there is lots of room for improvement, both in terms of learning tech and L&D itself

Many HR and L&D professionals lack confidence in key aspects of their organization's L&D function and learning technologies

Half or less of respondents agree or strongly agree that:

overall their L&D function is excellent

**49%**

employees feel their learning technologies prepare them for their jobs

they have a top-notch learning culture

**38%**

their learning systems keep up with the volume and pace of skills change required

Learning systems often fall short in a few key areas

Respondents say the top four weaknesses of their learning systems are:



lack of personalization



not sufficiently customizable



limited collaboration functionality



poor ability to integrate with other systems

## What learning systems are most used?

Learning management systems (LMS) are most popular, used by three-quarters of organizations

Over half of organizations also utilize:



eLearning authoring tools and/or LCMS



virtual instructor-led training or webinars

The criteria viewed as most important when evaluating learning technologies are:

- 80% user experience and ease of use
- 70% content quality and relevance to employee needs
- 65% data analytics and reporting capabilities
- 64% cost effectiveness
- 62% customization and flexibility of the platform

Learning technologies are expected to become even more important over the next several years, with a focus on skills, AI and analytics

83% believe learning technologies will become much more important to L&D in the next few years

Over the next 2 years, learning technologies are expected to:

- 57% focus more on skills-based learning and development
- 52% integrate AI more into L&D
- 51% put more emphasis on the use of data analytics
- 47% better aid in career development of employees

AI will be most commonly integrated by:



- 74% allowing L&D professionals to more quickly create content
- 65% helping personalize learning experiences

Compared to learning laggards\*\*, learning leaders\* are:

over **9x** more likely to have learning technologies that are well integrated with one another

over **6x** more likely to have established a top-notch culture of learning

over **5x** more likely to have learning systems that keep up-to-date with change

over **5x** more likely to report that employees feel the learning technologies prepare them for their jobs

Consider these strategies

- **Make** sure your learning culture and learning technologies support one another
- **Use** a variety of practical metrics to assess learning technology effectiveness
- **Consider** integration issues when buying new learning technology
- **Run** experiments with AI-powered learning to see what works best

### About the Survey:

HR.com's "Future of Learning Technologies" survey ran between December 2023 and February 2024. We gathered responses from 284 HR professionals in virtually every industry vertical. Respondents are from all over the world, with the majority from North America, especially the United States.

\***Learning leaders:** Those respondents who agree or strongly agree that the overall quality of L&D in their organizations is excellent.

\*\***Learning laggards:** Those respondents who were neutral, disagree or strongly disagree that the overall quality of L&D in their organizations is excellent.



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