IMPACTS OF THE COVID-19 PANDEMIC ON WORKFORCE DEVELOPMENT
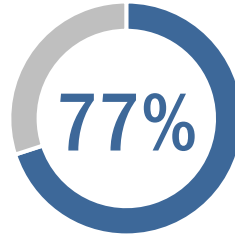
We asked 30 respondents how the COVID-19 pandemic has impacted their organization's workforce development.
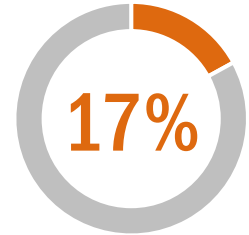
RESPONDENT BREAKDOWN

Respondents included **15 government personnel** and 15 **private industry personnel.**

BEFORE THE PANDEMIC

77%

Indicated that training was conducted **primarily or mostly in person.**

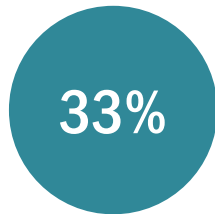## AFTER THE PANDEMIC

17%

Predicted that training will be conducted **primarily or mostly in person.**

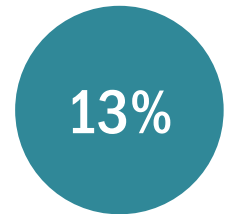## IMPACTS OF THE PANDEMIC ON RESPONDENTS' ORGANIZATIONS

70%
Shifted in-person live training to virtual live delivery

33%
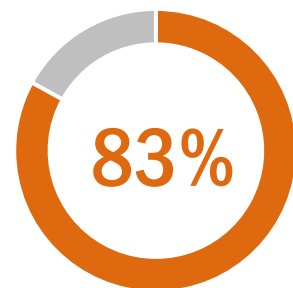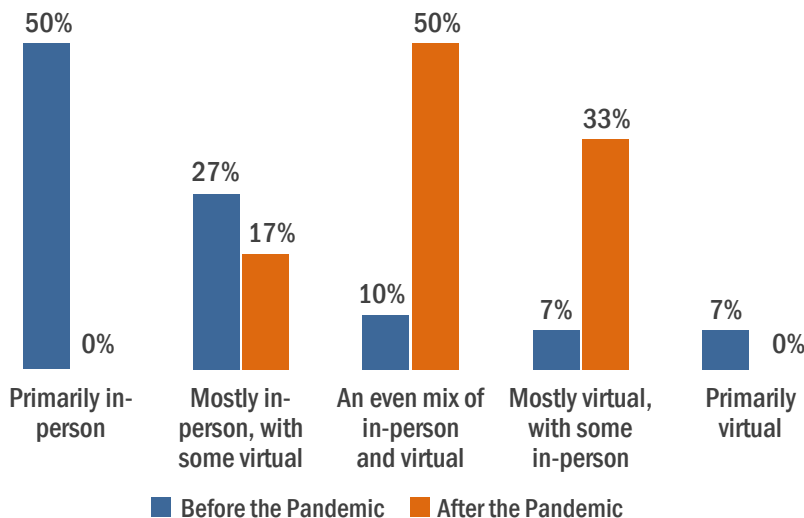Converted training to pre-developed self-paced training (e.g., web-based training)

20%
Reduced live training offerings

13%
Stopped all live training until the pandemic is over

PREDICTIONS FOR POST-PANDEMIC TRAINING

When it is safe to return to the office, how do you expect your organization to conduct training moving forward?

Category	Before the Pandemic	After the Pandemic
Primarily in-person	50%	0%
Mostly in-person, with some virtual	27%	17%
An even mix of in-person and virtual	10%	50%
Mostly virtual, with some in-person	7%	33%
Primarily virtual	7%	0%

Before the Pandemic   **After the Pandemic**

83%

Predicted that training will be **at least 50% virtual** moving forward.

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Impacts of the COVID-19 Pandemic on Workforce Development

KEY RESPONDENT INSIGHTS

"Likely there will be a stronger emphasis on preserving training and storing knowledge via video demonstration, etc."

" I believe we will never return 100% to pre-COVID standard. Remote and virtual are simply too advantageous and less costly."

"We will very likely have a larger number of full-time remote employees, which was unthinkable before."

"I think in the future it will not be justifiable to fly to a client, stay in a hotel, and incur all of these costs for a training session."

"We have received a crash course in virtual work and training due to the pandemic and I believe this lesson will stay with us and prompt significantly more virtual work and training in the immediate future."

CONSIDERATIONS FOR VIRTUAL TRAINING

Budgeting

- Plan for larger upfront costs (conversion of content to virtual instructor-led or web-based training)
- Factor in reduced per-session costs (e.g., no travel)

Technology

- Consider student and instructor comfort level with technology
  - Train-the-trainer sessions
  - Producers for live virtual training
  - Help guides for participants
- Understand IT security and policies
  - Accessibility of virtual delivery platform
  - Restrictions on Government networks

Learning Experience

- Identify what topics can be effectively taught virtually
- Plan for shorter virtual session times
- Consider pre-work or post-work to reduce overall live training time
- Create ground rules for sessions to avoid outside distractions (e.g., mandate shutdown of email during sessions)
- Develop strategies to leverage virtual platform capabilities (e.g., breakout rooms, polls, chat) to:
  - Facilitate interaction during sessions
  - Facilitate informal knowledge sharing that used to happen during breaks and lunches when in person

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