

2020 10 Learning & Development Trends

1 User-Generated Content

Content created for learners by learners

- Accelerates content creation.
- Creates a community of creative learners.
- Changes the roles of L&D departments.

2 Content Curation

Aggregate, filter, and customize content

- Surplus of content, such as videos, MOOCs, tutorials, and webinars, available online.
- Curation filters, classifies and makes content accessible.
- Thanks to AI, learning curators and learners, there is a rise of new curation platforms.

4 Mobility

Better, faster, and smarter connectivity

- Increasingly adopted formats for mobile reading.
- ATAWAD learning pathways.
- Smartphone functionality facilitates memorization anchoring.

3 Video Learning

Video as a main-stream training tool

- Video has emerged as a priority medium.
- Essential productivity tools are fostering video creation.
- L&D departments must specialize in, and regulate, video production.

5 In the Flow of Work

Informal training embedded into everyday work tools

- Training content is present in daily work tools.
- Technological integrations push publishers to collaborate.
- Adaptive learning delivers the right content, at the right time, to the right person.

6 Influencer

A new power driving employee decision making

- A new influencer/expert role is rising.
- Work mentors can influence employees in their personal and professional lives.
- New formats are being adapted in training to address learners needs and wants.

8 Open Education

Welcome the gig economy

- The rise of non-salaried jobs makes it necessary to rethink training methods.
- Platforms must allow training outside the scope of the company.
- Adapt content to reach remote populations.

7 Data

The high value of information

- Data allows training managers to personalize the training experience.
- Combining training and performance data to improve content.
- Spike in training on specific analytics tools.

9 Rewards

Incentivize knowledge

- Rethink training as a benefit.
- Emergence of the training-check.
- Enrich training and rewards catalogs.

10 Emotion

The story of empathy

- Emotions help with memorization.
- New formats, such as web series, escape rooms, and VR are emotionally prone.
- Key skill to fuel emotion in 2020: Creativity!



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