



# How Workplace Training Drives Success

Overcome skill gaps and achieve business goals  
with training from Global Knowledge



## Introduction

In the age of digital transformation, many companies are losing ground in the battle for skilled talent. New technologies require new skills. And yet, there's a growing gap in the number of employees—and potential recruits—that have the right IT skills to meet an organization's needs. The reality is that technology is only as powerful as the people trained to use it.

Global Knowledge, the worldwide leader in skills transformation and IT training, can help. Our workplace training solutions are designed to upskill your employees and teams, manage resistance to change, and propel your digital agenda forward. In short, we develop people into technology powerhouses.

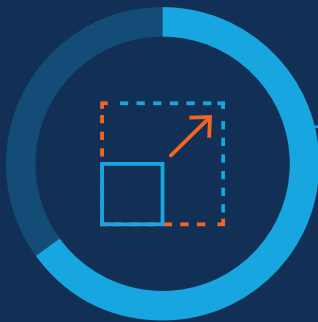
This white paper explains how Global Knowledge can help your organization build a more engaged, highly skilled workforce. It presents the findings of recent surveys, completed by IT professionals that have taken Global Knowledge training courses within the past eight months. Plus, you'll see data about our instructors. Learn how the right training provider—with the right instructors—can develop the skills of your employees, save time, and increase productivity for years to come.

## Mind the Skills Gap



**Nearly 6 out of 10**

large-size firms reported that the IT skills gap has grown over the past two years.<sup>1</sup>



**65%**

of CIOs stated that lack of talent will prevent them from keeping up with the pace of change.<sup>2</sup>

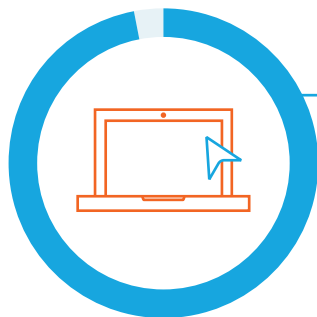


The IT skills gap can cost companies nearly **\$1 million annually.**<sup>3</sup>

## Empower Your Workforce to Succeed

Workplace training is vital for IT professionals needing specialized skills in areas like analytics and data management, cloud computing, cybersecurity, and software development. But taking courses or working towards certifications can be challenging for IT pros working in the trenches. Staying updated requires time, effort, and access to the right resources. Will it all be worth it?

The answer is yes. According to the Global Knowledge surveys, IT pros can almost immediately apply the skills they learn through training. In fact, 97% of Global Knowledge students said they already use—or will use—their new knowledge in their current jobs.



**97%**

of Global Knowledge students use  
or will use what they learned on the job

Most Global Knowledge students (93%) reported that they applied their course learnings to their current jobs within four weeks of completing their training. For IT managers and employers, this further validates their investments in best-in-class training and employee development programs.



The Global Knowledge surveys also revealed that IT training delivers positive results on a personal level—enabling IT pros to improve the quality of their work, feel more engaged, and perform their jobs more efficiently. This highly engaged workforce is especially important for tackling the challenges of digital transformation.

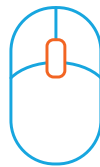
## Top 3 Training Benefits for Students

Global Knowledge students identified the following as training benefits:



**94%**

Improved  
quality of work



**84%**

More work  
engagement



**80%**

Faster job  
performance

## Drive Results for the Organization

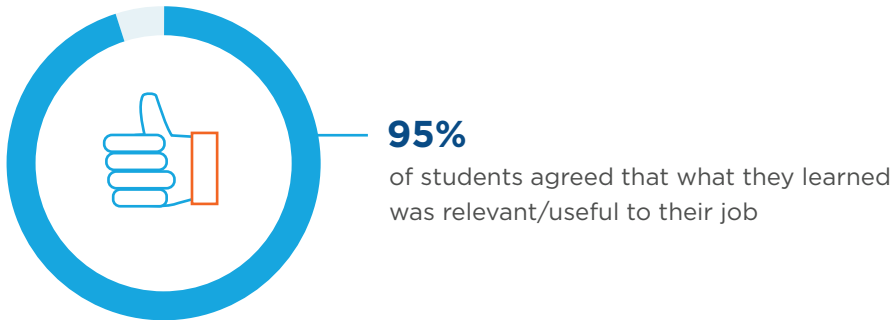
Beyond the benefits to individual employees, the right IT training can deliver tangible value to the entire organization. Global Knowledge students identified a number of ways that their IT teams benefit from training investments—from better productivity and higher employee morale to reduced errors and cost savings.

# Top 5 Training Benefits for Teams/Organizations

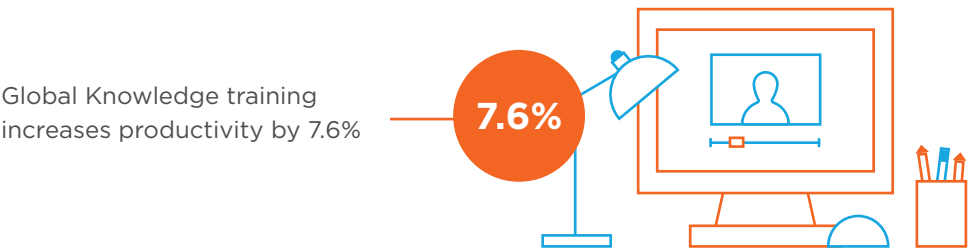
At an organizational level, Global Knowledge students reported the following benefits:



According to the surveys, most Global Knowledge students (95%) are learning skills that they can actually use in their everyday roles. Attending the training is an effective use of their time and money.



By evolving their skillsets, IT pros can do more in less time. In fact, Global Knowledge students reported saving an average of 3.04 hours per week, or 143 hours per year (based on 47 work weeks). This time savings equates to a 7.6% increase in overall productivity.





# Learn from the Best and the Brightest

While many IT training providers like to say they have expert instructors, we have the data to back it up. We recently conducted a survey of our subject matter experts to quantify their expertise—because the right instructional partner plays a critical role in the transfer of knowledge and student success.

Our instructors reported that they have, on average, 27 years of IT experience, 19 years of teaching experience, and 16 years of consulting experience.



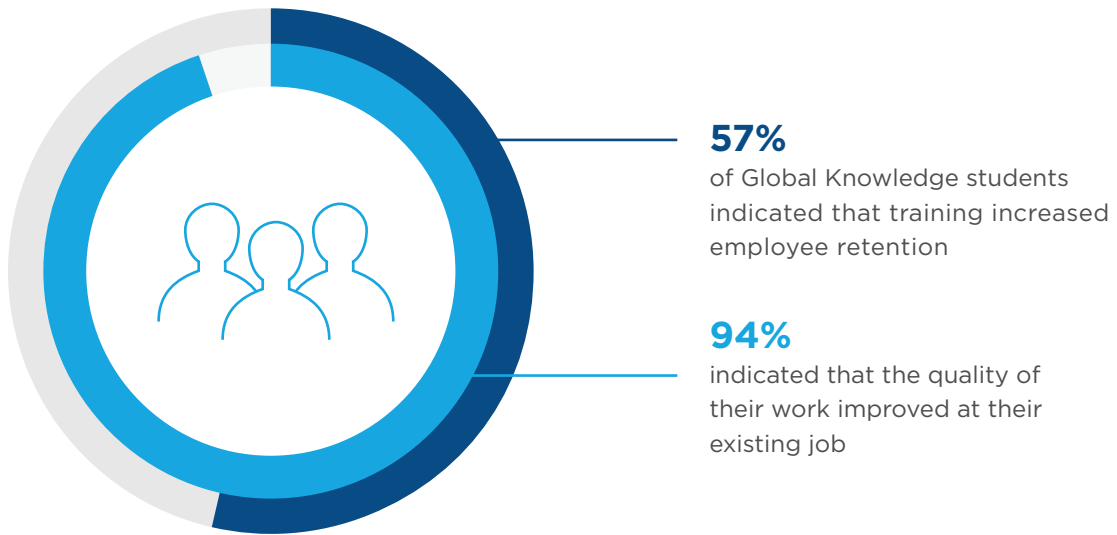
What's more, Global Knowledge instructors bring real-world skills into the classroom. The survey revealed that almost 70% of our instructors are active IT consultants, allowing them to supplement course content with the latest best practices. The result is that Global Knowledge students are learning more than theories—they're learning how new technologies work in real production environments.

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## Training Breeds Loyalty

Workplace training makes sense for today's organizations—particularly when it comes to employee retention and productivity. In fact, we found that 57% of Global Knowledge students indicated that training increased employee retention. Plus, 94% of our students said that the quality of their work improved.



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As the skills gap widens and businesses struggle to fill critical positions at many levels, companies are putting renewed focus on building capabilities, not just finding them. That's why innovative companies everywhere are turning to Global Knowledge to sharpen employee skills and optimize business operations.

## Why Global Knowledge

Forward-thinking organizations rely on Global Knowledge to provide a positive return on their training investments. As the world's largest technology training company, Global Knowledge delivers learning solutions to businesses as they adapt to sweeping changes and key transformations.

With thousands of courses ranging from foundational training to specialized certifications, Global Knowledge offers core IT training with key technology partners such as Amazon Web Services, Cisco, Google, IBM, Microsoft, Red Hat, Salesforce, and VMware. Our IT Management & Best Practices solutions teach essential business analysis, IT service management, leadership, and project management skills. We also offer comprehensive professional development for advancements in application development, big-data analytics, change management, cloud computing, cybersecurity, and networking.



## Global Knowledge: By the Numbers



**100+**  
countries  
served in 2017



**20,000+**  
instructor-led  
sessions delivered per year



**300,000+**  
students trained  
per year



**1,100+**  
subject matter  
experts



**3,200+**  
unique IT courses



**5,000+**  
guaranteed to run  
sessions per year

Whether you have organizational or individual skills gaps to address, Global Knowledge can assist with a portfolio of over 3,200 courses delivered live in classrooms, online, on-demand, or as private group training. Our learning programs help businesses close skills gaps and foster an environment of continuous talent development.

Find out how Global Knowledge can help meet your IT training needs.

Visit [www.globalknowledge.com/success](http://www.globalknowledge.com/success) or call 1-800-COURSES.



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<sup>1</sup> CompTIA report, *Assessing the IT Skills Gap*, 2017

<sup>2</sup> Harvey Nash/KPMG, *CIO Survey 2016: The Creative CIO*, May 2016

<sup>3</sup> Harris Poll, Survey on behalf of CareerBuilder, March 2016