

## Top Technology Trends for Training in 2021 and Beyond



### 1. Virtual learning

From flexible scheduling to greater access, virtual learning will continue to increase as remote and hybrid learning models surge.

A programmatic approach that combines blended learning and flipped classrooms will help personalise learning and increase overall impact.

85% 

of online college students feel their distance learning experience is the same or better compared to in-person courses.<sup>1</sup>



### 2. Immersive technology



**Augmented Reality (AR)**  
Virtual objects overlaid on real-world environments



**Mixed Reality (MR)**  
Virtual environments/objects that can interact with real-world environments/objects



**Virtual Reality (VR)**  
Fully artificial environments



**\$8.5 billion** will be invested in AR/VR training by 2023.<sup>2</sup>

Immersive tech provides a less risky, more cost-effective method to give team members "hands-on" experiences in highly technical/mechanical fields.



**Healthcare**  
Surgical training with virtual anatomy



**Military**  
Holographic combat scenario training



**Manufacturing**  
Simulated assembly task training with real-world environments/objects



**Education**  
Immersive learning scenarios

### 3. Desktop agents & point of need learning

As in-person learning becomes less common, performance support needs to increase.



Bots as tutors and mentors can offer words of encouragement, directing learners to find answers on their own.



Chatbots are predicted to cut costs by more than **\$8 billion** per year by 2022.<sup>3</sup>

### 4. Mobile learning

Mobile learning platforms deliver content when and where it's convenient - resulting in a more consumer-like learning experience.

More than **\$3 billion** people use a smartphone as of 2019.<sup>4</sup>



### 5. Personal learning paths

As more digital natives enter the workforce, providing varied, personal learning experiences will become critical.

**77%** of learning & development (L&D) pros view personalised learning as vital to employee engagement.<sup>5</sup>

#### Gamification

Using game-design elements and game principles for learning

#### Social learning

Learning through observing others or direct instructions

#### Microlearning

Short-term learning activities & small learning units

#### Curated content

Sharing the most relevant and easy to use content for learners

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### 6. Video-based learning

Visually appealing and engaging, video content will continue delivering learning in small bites that can flex to busy schedules.

Our brains process visuals **60 thousand** times faster than text.<sup>6</sup>



### 7. Learning soft skills

Soft skills like communication and leadership will not only help optimise the workplace - they'll also help attract, retain and support top talent.

Augmented Reality (AR)  
The 5 Most In-Demand Soft Skills for Business according to LinkedIn<sup>7</sup>:

1. Creativity
2. Persuasion
3. Collaboration
4. Adaptability
5. Emotional intelligence

### 8. Big data & adaptive learning

Analysing collected learning data will help organisations make well-informed modifications of how teaching materials are presented.

Benefits of adaptive learning

- Boosts engagement through personalisation
- Improves training with every iteration
- Accelerates learning for all learning types



Sources: 1 Educationdata.org. (2018). Online Education Statistics. 2 Statista. (2019). Investment in AR/VR Technology Worldwide in 2023, by Use Case. 3 CNBC. (2017). Chatbots Expected to Cut Business Costs by 8 Billion by 2022. 4 Statista. (2019). Number of Smartphone Users Worldwide. 5 Cloke, H. (2018). 5 Stats Proving the Value of Personalised Learning. eLearning Industry. 6 Venngage. (2016). What Marketers Should Know About the Psychology of Visual Content. 7 LinkedIn. (2020). LinkedIn Learning 2020 Workplace Learning Report.