

HR.com's Future of Upskilling and Employee Learning 2025

Start building a workplace where growth is embedded into the culture



Employees want to grow, but most workplaces don't provide the time or support they need

92%

of responding HR professionals say employees want to develop their skills. Yet, just:



52% say managers actively encourage skills development



32% say employees are given dedicated time for learning



30% report that employees are satisfied with their learning culture



As a result, only 21% give high marks to the overall quality of their L&D efforts (eight or above on a ten-point scale).

Despite these challenges, upskilling is a growing priority across every level of the organization.



- ➡ 85% of responding HR professionals believe upskilling is a top 10 priority among employees.
- ➡ 83% say it's a top priority among HR professionals
- ➡ 73% believe upskilling is a priority for senior leaders

To look ahead to the next two years



56% say upskilling will become somewhat more important



And 13% say it will become much more important



So how can organizations support employee upskilling?

First, determine what's driving the need to upskill

The talent management needs most likely to drive upskilling are:



developing careers



retaining employees



boosting employee engagement



boosting job performance

Further, 47% say that over a fifth of jobs in their organizations will be substantially disrupted by market or technological trends over the next two years.

Second, embrace modern, flexible learning methods

Over the next two years, organizations are most likely to support employee upskilling by:

- ➡ developing employee soft skills
- ➡ offering customizable/personalized learning experiences
- ➡ offering AI-based learning systems
- ➡ using microlearning strategies

Over a quarter (28%) are upskilling employees continuously.

What L&D leaders do differently

Looking ahead to the next two years, compared to L&D laggards**, L&D leaders* are:

- ➡ over 2X as likely to say they'll use microlearning to support upskilling
- ➡ over 2X as likely to say they'll offer customizable/personalized learning experiences
- ➡ nearly 2X as likely to say they'll offer AI-based learning systems

Another way is to bear down on the most effective upskilling methods. According to respondents, these are:

on-the-job learning

85%

blended learning

59%

coaching and mentoring

71%

eLearning

46%



Third,
prepare your workforce
for AI disruption

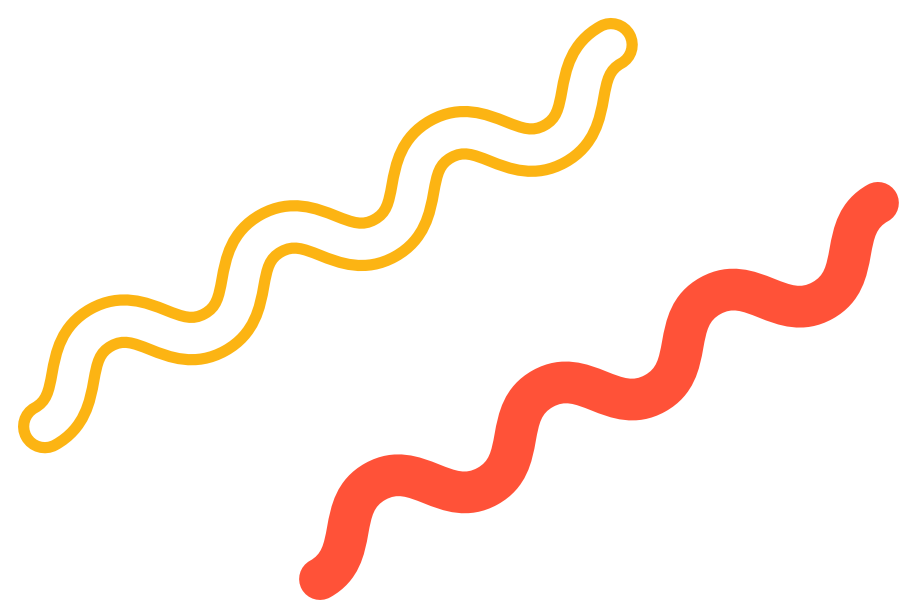
Organizations are considering the emerging role of artificial intelligence. To reskill employees for generative AI, employers are most likely to leverage:



internal online
courses (70%)



opportunities for employees to
learn by doing (61%)



Fourth, use a range of metrics to gauge the strengths
and weaknesses of upskilling processes

Organizations most commonly track:



employee
engagement



employee
retention



course
completion rates



learner satisfaction
scores



skills assessments



Compared to L&D laggards, L&D leaders are:



over 6X more likely to use learner
satisfaction scores to measure
the impact of employee upskilling



nearly 2X as likely to track
skills assessments



At the end of the day better practices lead to better
outcomes, including job and organizational performance

Nearly 7 in 10
agree or strongly
agree upskilling
results in substantial
improvement in job
performance

6 in 10 agree or strongly agree upskilling
results in substantial improvement in:



employee
retention



employee
engagement

Compared to L&D laggards, L&D leaders*
are much more likely to say upskilling
results in substantial improvement in:



employee
engagement
(73% vs 44%)



organizational
performance
(71% vs 39%)



employee
retention
(70% vs 45%)



About the Survey:

HR.com’s “Future of Upskilling and Employee Learning 2025” survey ran between February and May 2025. We gathered usable responses from 146 HR professionals in virtually every industry. Respondents are from all over the world, with the majority from North America, especially the United States.

*L&D leaders: Respondents who rank the overall quality of their learning and development in their organization as a minimum of seven or above on a 10-point scale.

**L&D laggards: those respondents who rank the overall quality of learning and development in their organization as a six or below on a 10-point scale.



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