



# Learning in the New World Research

## The changing insurance workplace



77%

77% of respondents would like to work from home at least part time over the longer term if allowed by their employer

63% of organisations plan to make flexible and/or work from home a permanent part of post-COVID working arrangements



63%



49%

49% of employers believe flexible work arrangements have had a positive impact on their organisation

"There were some mindsets out there that think 'Oh I can't see them, they can't possibly be working.' But the results have shown over a 6 month period that it's 100% not true"

## Changing skills



59%

59% of respondents believe they will need training to update their skills to adjust to changes to their role and ways of working

87%

87% of employers predict an increasing need for digital skills in their organisation in future

58%



Nearly six in ten (58%) respondents would like to further develop their digital and technology skills

"We're refreshing all of our position descriptions, and what I'm seeing is a lot more talk about people with empathy, with resilience, things that the leadership team used to not talk about"

## How organisations are adapting



47%

80%

39%

- 47% of organisations have re-assessed the skills that will be needed by their employees in the workplace of the future
- 80% of organisations have adapted training content, platforms and plans to meet the new learning needs of their employees
- 39% of organisations have increased their learning and development budgets to meet the changing skills needed

"We have already developed and delivered training in all these areas. A combination of internally developed resources and external trainers"

## Understanding changing learning preferences

50% of respondents prefer to learn by watching/participating in webinars

50%



54% of respondents believe that sessions of less than an hour provide the most effective learning experience

54%



"I'm enjoying the online offering by ANZIIF, the variety of articles etc. The webinars both at ANZIIF and other organisations are enough for one hour"



50%

Up from 24% in 2018, 50% of insurance professionals now include webinars amongst their preferred learning methods

## The challenges of adapting to the changing workplace



42%

42% of employers are finding it difficult to motivate employees to undertake the training needed to update their skills

76%

76% of employers rate their organisation's transition to an online learning environment as good or excellent



40% of organisations struggle to help their employees find the time to undertake learning and development



40%