



Adobe Captivate Prime

eBook

# Upskilling and Reskilling Essentials: How to Address the Emerging Challenges of the Future of Work



# Introduction

Upskilling and reskilling training equips your teams with the experience, insights, and practical know-how they need to fuel long-term business success. But how do you bridge gaps without going over budget? Which activities should you create to continually hone their talents? How can you leverage gamification to take your strategy to the next level? This guide covers every aspect of upskilling and reskilling for employee development, from competency-based learning tips to LMS must-haves.

**Dr. Allen Partridge**

Director of Evangelism,  
Adobe

**Gourav Sinha**

Principal, Product Marketing,  
Adobe



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# 5 Reasons Why Upskilling and Reskilling is Crucial for Talent Development

Upskilling and reskilling is a key component of long-term organizational change and growth. The skills that your teams possess (or lack) have a direct impact on every aspect of business operation, from customer service scores to compliance breaches.

But why is it so essential for companies to launch an online training program for skills development? How does it affect employee retention and workplace productivity? Which industries benefit the most from [reskilling and upskilling](#) their staffers?

Let's look at the profitable perks that it brings to your organization and why it's an important ingredient in ongoing talent development.



# Why Upskilling Your Workforce Benefits Your Organization? (and its Bottom Line)

Talent development should be holistic, concentrating on both team and individual performance. An effective upskilling and reskilling plan not only gives your organization a competitive edge, but it also gives your team the self-confidence they need to rise to on-the-job challenges.

They don't settle for the status quo because they know there are training resources to help them achieve their full potential. Here are the top 5 advantages of upskilling your workforce from a personal and profitable perspective.

## 1 Tackle Emerging Challenges

The changing nature of work due to the COVID crisis isn't the only obstacle that organizations face. Employees must also be ready to take on emerging challenges that pertain to your business practices and the evolution of your industry.

For example, if you're implementing new softwares to streamline work processes and improve on-the-job productivity, employees need to know how to maximize functionality and troubleshoot common issues. Without an effective training strategy, your workforce might have a steep learning curve ahead of them because they lack the necessary support.

## 2 Adapt to Changes in the Market

There are many advantages of digital upskilling, but adapting to change and keeping up with market trends is near the top of the list. Let's say that your customers now expect different services or product features.

Your R&D team might be able to provide new and improved offerings, but

the rest of your employees must refine or develop new skills to provide a stellar service. Upskilling and reskilling allows you to quickly adjust to these changes in the market because your workforce is aligned and has all the essential know-how.

### 3 Retain Top Performers

Self-development through reskilling and upskilling courses is a job perk that many candidates look for when seeking employment. But, it's also one of the main reasons why top performers stay with your organization instead of taking their talents elsewhere.

Launching an upskilling and reskilling program shows that you care about their personal development and growth. They have ample opportunity to reflect on their current skill sets and possibly even cross-train in other departments that better suit their interests. In turn, this directly benefits your organization, as you cultivate a team of highly qualified professionals and cut new hire training costs.

How do you launch a successful competency-based training plan to reduce employee turnover and bolster self-confidence? Discover insider secrets to build practical experience with gamification!

[Chapter 4](#)

### 4 Identify Skills and Knowledge Gaps Early on

A strategic upskilling plan does not just focus on taking talent development to the next level. It also allows employees to identify limiting beliefs, behaviors, and gaps that hinder job performance. They can figure out these

pain points through periodic knowledge checks and self-evaluations in order to get their goals back on track.

For instance, your upskilling strategy might involve certification paths that center on communication or interpersonal skills. Employees can test their active listening and empathy skills if they want to pursue leadership positions and continually hone their abilities.

## 5 Nurture Emerging Talent

Talent management is another crucial reason to implement an employee upskilling and reskilling training program. You must be able to pick emerging MVPs out from the crowd and give them the skill-building tools they need to improve their strengths, pinpoint gaps, and maximize productivity.

Many employees are willing and ready to take on greater responsibilities but there are limited advancement opportunities. Upskilling is a crucial component of leadership development, given that it allows them to shift their career trajectories and contribute more towards your organization.

## Which Industries Reap the Rewards of Reskilling and Upskilling?

Every team benefits from upskilling employees, as it allows you to make the most of internal talent and provide continual support. However, there are some industries that stand out due to the nature of their field and common pain points. Here are just a few prime examples of upskilling and reskilling in action:



## Retail

Customer service and sales employees must be able to adapt to changes in the market and continually expand their skills. For example, a member of your team needs to build their communication skills to increase their per-ticket sales and satisfaction scores. They must continually strive to provide better service, identify customer needs, and keep up with industry trends.

In the case of reskilling, employees who once belonged to the customer service team might step into the role of remote sales reps to meet the growing needs of your organization, allowing you to maximize unused talents.

## Manufacturing

Retraining and reskilling workers in the age of automation allows you to engineer innovative solutions and continually improve your manufacturing processes.

For example, employees learn how to operate new machinery and transition from a more manual approach. In this case, you can even upskill and reskill staffers to handle technical aspects of the job, such as using software on the production line to aid in your digital transformation.

## Healthcare

While reskilling for the future is a key factor, healthcare workers must be able to rise to COVID-related challenges today. The post-pandemic world will also require fresh skill sets and competencies to mitigate new risks and pave the way for the new normal. Upskilling and reskilling allows them to focus on personal areas of improvement, adapt to new protocols, and develop talents to provide a higher quality of service for patients.



# Why Upskilling and Reskilling is Crucial for Business Survival

Skills are a precious commodity. Organizations that underestimate the importance of upskilling and reskilling put their profit margins at peril. If it's survival of the fittest, highly skilled staffers are more likely to edge out the competition. Every member of your team should be able to broaden their proverbial horizons and seize new job opportunities.

## Conclusion

One of the primary reasons why companies are failing at reskilling is due to the fact that they lack a sound training strategy and the right technology. [Adobe Captivate Prime](#) helps you launch skill-based learning plans equipped with the power of AI tech and talent development certifications.

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## 2

# 7 Prime Examples that Highlight the Reskilling and Upskilling Difference in Lifelong Learning Programs

Though the terms may sound similar, there is a significant difference between upskilling and reskilling, especially in the modern corporate world. It is crucial to set them apart when creating online training resources because they have distinct objectives.

While one pertains to learning new skills and competencies, the other usually involves a shift in career trajectories. For example, an employee may need to reskill if they switch departments or take on new job duties. Let's delve deeper into these distinctions by looking at prime examples that highlight reskilling and upskilling differences in lifelong learning programs for your workforce.



# Practical Perspectives: Examples of Upskilling and Reskilling in L&D Action

There are a variety of reasons why you may need to deploy upskilling and reskilling training initiatives for your business. The following 7 use cases are good examples involving different industries, sectors, and extenuating L&D circumstances.

## 1 An Employee is Promoted from Within

One of your top performers landed a big promotion and they need to prepare for new obstacles that might come their way. This is an example of upskilling, since the employee already possesses the foundational talents that they need to take on the new job responsibilities. In fact, that's probably why they were chosen to move up the corporate ladder in the first place.

The exception to this rule is staffers who have the basic building blocks, such as core competencies, but still require reskilling to keep up with industry changes or remote work roadblocks. For instance, you've transitioned to telecommuting and as a newly appointed team leader you must learn new processes or protocols.

## 2 Staffers Must Master New Tasks

You've rolled out new tasks that call for a new set of skills. In most cases, a reskilling program fits the bill, especially when new tasks have some overlap with the old. As an example, similar core competencies are required, but employees are unfamiliar with follow-up procedures or additional steps. If they need to learn how to use new tools of the trade, then a bit of upskilling should be on your L&D to-do list as well.

### 3 Compliance Policies Change

Fresh compliance regulations or company policies are other areas that highlight the **reskilling and upskilling** difference. Staffers must also brush up on related skills to avoid breaches.

Reskilling is usually the best strategy if the new rules involve significant change, as they must retrain themselves and break old habits to continually improve performance behaviors. On the other hand, an upskilling course is ideal for expanding their skill set if the required competences or responsibilities fall outside their current professional purview.

### 4 A Workers Talents are Better Suited Elsewhere

Employees' areas of expertise may not align with their current job duties or responsibilities. In which case, a reskilling program helps to shift their professional focus and pursue another related career path. These workers are still valuable members of your organization, but their experience and insights can benefit other aspects of your company. Let's say that a sales employee is adept at negotiation and persuasion.

However, they have a knack for handling customer complaints and know the company policies inside-out. Thus, they might be a natural fit for your customer service team, where they are primed for a leadership role. Keep in mind that personality traits also signal it's time for a change. For example, introverts who can seal the deal may be more comfortable in behind-the-scenes positions. For example, a team member of the customer services department may very well be suited for a sales role because of their exceptional negotiating skills and out-going personality.

## 5 Automation Enters the Scene

Another key difference between reskilling and upskilling is that the latter often deals with infrastructural or procedural changes. For example, advances in technology forces you to rethink your current approach and adopt new softwares or tools to streamline work tasks.

In other words, automation makes much of the manual work obsolete and employees must learn how to adjust their skill sets and competencies. This may require a steep learning curve, such as figuring out how to use the new tech platforms, to operate machinery or carry out regular maintenance to stay in compliance.

## 6 Downsizing Widens the Talent Gap

Downsizing your organization is never a small feat. You may have to sacrifice valued members of the team, which means that others have to fill in the vacancies left behind. This is, once again, an occasion that calls for both reskilling and upskilling, based on the situation. For instance, some employees may have to learn new skills or cross-train in other departments. Likewise, staffers with strong leadership capabilities need to incubate new skills that scaffold their current talents.

## 7 Downsizing Widens the Talent Gap

You've just onboarded an amazing new recruit who has all the right skills and real-world experience; the catch is that they lack certain skills that would make them an even more valued member of the team.

To illustrate, a staffer already has strong communication and interpersonal skills. They know the ins and outs of the product and company policies. What they're missing are negotiation skills to overcome customer reluctance and boost per-ticket sales. Thus, you need to broaden their existing skills with effective upskilling support tools so that they're able to hit their quarterly targets with ease.

## Which Approach is Best for Your Business Strategy?

Every organization should consider a hybrid L&D approach based on employee expectations, needs, and gaps. Another factor is organizational growth. For example, you plan to venture into new markets and your employees require specialized skills to meet growing demands.

However, the key is knowing the difference between reskilling and upskilling so that you provide targeted support and relevant online training assets. Certain employees may need reskilling resources to realign talents with new company policies, as well as upskilling tools to prepare for new responsibilities and roles.

## Conclusion

HR often focuses primarily on improving (AKA upskilling) in order to maximize internal talent and reduce turnover. But reskilling is just as crucial for long-term business success, as it gives you the opportunity to fill vacant positions internally and adapt to industry changes.

In short, an upskilling and reskilling training program allows your organization to continually evolve and rise to emerging challenges.

[Adobe Captivate Prime LMS](#) is a versatile tool in your skill-building arsenal. Gamification, certifications, and robust tracking are just a few of the features that can help you foster lifelong learning across the board.

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### 3

## Employee Skills Assessment: Top Tips to Pinpoint Gaps and Improve On-The-Job Performance With a Skills Matrix

Upskilling and reskilling courses begin and end with targeted team assessments, with knowledge checks scattered in between. However, this can be a tricky task when evaluating qualitative data, such as skill-building and talent development.

How do you focus on strengths and weaknesses discreetly? Is there a cost-effective way to assess individual AND group productivity for your remote workforce? The good news is that a skills matrix can help you disclose hidden pain points and continually improve workplace performance with a personalized training strategy.





## First Things First...What is a Skills Matrix?

Skills mapping is also sometimes called competency mapping, as it provides you with a detailed overview of employee talents and areas for improvement. In most cases, it's in the form of a table or grid with an employee's name in each row and different core competencies in the columns. For example, the first row is Employee A and you can assess their on-the-job performance in eight crucial areas (communication skills, problem-solving, etc.).

Many organizations use specialized mandates or criteria for knowledge and skills assessment. 10 might be highly proficient in that area, while 1 indicates that the staffer needs to work on that skillset. Another approach is to grade them on a scale from Exceptional to Unsatisfactory instead of a numerical value.



## Which Skills Should Top Performers Possess?

The skills you need to cultivate among your workforce greatly depends on your goals and emerging gaps. But, here's a small sampling of skills that employees should develop in order to boost job performance and achieve organizational objectives:

- Creative problem-solving
- Interpersonal skills (communication, empathy, active listening, etc.)
- Time management
- Team building
- Organization and planning
- Stress management

Before you develop your first employee skills assessment, you must pinpoint which competencies you're looking for and why. This is usually based on employees' roles and responsibilities. For example, you'll probably need to create a separate skills matrix for each department or position for accurate comparison and evaluation.

On the other hand, you can also design a master matrix or skills inventory test for a company-wide overview. For instance, to quickly determine which team members are primed for leadership roles.

## Insider Tips for Employee Skills Assessment

How do you get all the competency-based data for your newly created skills matrix? These insider tips can help you delve into employee performance, disclose underlying gaps, and improve skill mastery in record time.

## Launch Competency-Based Learning Initiatives

A great way to track [employee development](#) is by mapping skills via courses or learning paths. As an example, create competency-based learning plans that tie into their job duties or roles. This gives you the opportunity to focus on specific attributes they need to provide stellar service, increased monthly sales, etc. You can also concentrate on targeted practical talents versus generalized skills that may be outside their professional scope. Do you really need your customer service staff to know the ins and outs of warehouse safety protocols or inventory organization?

Every member of the team should be able to focus on competencies that are relevant to their departments and job positions instead of trying to spread themselves too thin. Likewise, competency-based programs enable you to assess their skills on a case-by-case basis, rather than applying the same skill-building template for every employee.

## Focus on Qualitative Versus Quantitative

Skills are difficult to quantify because they're all about application in the real world. Thus, it's important to develop evaluations that center on qualitative instead of quantitative data. To put things into perspective, compliance policies often involve knowledge mastery.

Employees must assimilate and retain policies and protocols to utilize them on the job. On the other hand, upskilling and reskilling often involves hands-on experience. For example, simulations, scenarios, and certification paths help you test their ability to apply certain skills in the workplace and identify underlying gaps.

## Ask for Team Feedback

Which skills are necessary for a job? Peers give you an insider's perspective on the core competencies and talents that employees need to achieve their full potential. So, ask for team feedback in the form of surveys, polls, and interviews.

In some cases, you can even ask fellow team members to "grade" their coworkers confidentially to identify areas for improvement and emerging skill-building challenges. The next step is to compile all the data in your LMS to disclose patterns and trends, as well as customize learning paths based on their input.

## Use Gamification to Gather Skills Development Data

Badges, certifications, and leaderboards are some of the top employee skills testing methods because they track individual and team competencies. To illustrate, staffers must achieve learning milestones to move up the board and outrank their peers, which sparks friendly competition.

More importantly, advancing up the leaderboard helps you find rising talent and offer additional support to those who fall behind. Finally, gamification gives you access to valuable Big Data to compile your skills matrix while, simultaneously, motivating employees to pursue additional upskilling and reskilling opportunities.

## Create Benchmark Assessments

Skill gaps in the workplace aren't usually a sudden epidemic. In fact, they're typically the result of negative performance behaviors, training disconnects, and other issues that crop up over time. However, benchmark employee skill assessments help you not only bridge these gaps rapidly but detect deeper problems within your eLearning strategy.

For example, employees must pass five knowledge checks throughout the course of their certification to test what they know and how well they can apply it. It's also wise to bookend your course or certification path with a pre-existing know-how exam and one at the end to evaluate how far they've come.

**Insider Tip:** Some Learning Management Systems have an auto-assign feature that enables you to plan their future online training activities based on past performance. So, add this to your LMS selection criteria for upskilling and reskilling.

## How Does an LMS Help in Skills Mapping?

Now comes the most important question: How can your LMS help you assess employees' talents and compile all the data for your skills matrix? A top LMS allows you to host different types of training content to evaluate cognitive abilities through qualitative evaluations. Another functionality to consider is gamification support so that you can create badges for key competencies to monitor their progress and provide immediate feedback.

## Conclusion

You should also have access to robust reporting dashboards and team views so that managers can track performance and provide individualized skill-building recommendations. [Adobe Captivate Prime](#) has a personalized learner homepage that gives employees an overview of their progress, upcoming courses, recommended training, and relevant support tools based on organizational priorities.

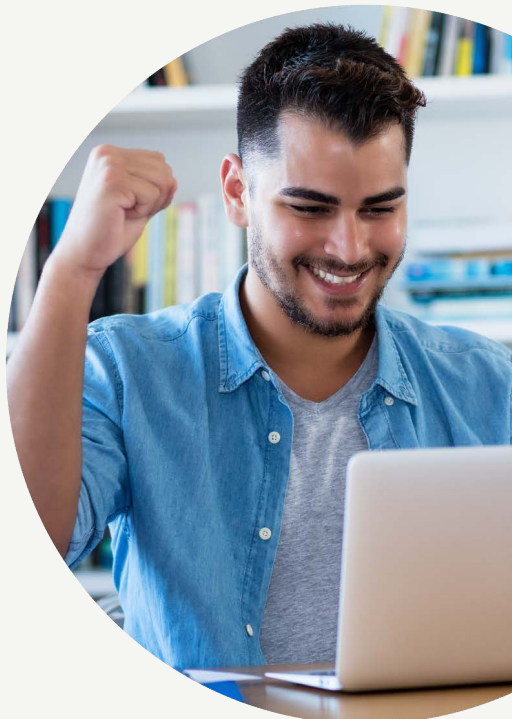
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# 4

## 8 Steps to Develop a Competency Development Plan with Gamification

What is competency-based learning and how can it help you match development goals to business goals? In a nutshell, a competency development plan hinges on improving performance behaviors and skills that tie into job responsibilities. When you pair it with a holistic gamification strategy, your organization can use positive reinforcement, friendly competition, and intrinsic rewards to motivate staffers at every stage of the employment journey.

So, let's dive into 8 stress-free steps to launch a competency development plan that's packed with the power of gamification support.



# How to Develop a Competency Development Plan for Upskilling and Reskilling

Before you follow these steps to create a competency development plan that gets rapid results, it's crucial to choose the right tool for the task, namely a Learning Management System with gamification features, certification paths, personalized learner home pages, and robust reporting. Once you've laid a solid LMS foundation, you're ready to build an effective upskilling and reskilling framework.

## 1 Identify Learning Objectives Versus Outcomes

The first and most important step is to define your objectives and what you need to achieve through a gamified L&D strategy. Objectives are typically in the form of statements that include measurable goals and how you plan to achieve them. On the other hand, outcomes are what those objectives yield.

For example, by the end of the upskilling or reskilling certification path, the employee should be able to perform a task, achieve higher customer satisfaction scores, etc. This will help you better align the desired behaviors and skills with your organizational goals and objectives (see below).

## 2 Align Behaviors and Skills with Real-World Performance

Determine which performance behaviors and competencies you need to cultivate in your gamified [upskilling and reskilling](#) program based on workplace performance. For instance, you can create a workflow map that highlights every skill an employee needs to complete their regular job duties.

These are the essential building blocks they need to maximize



productivity and avoid common mistakes. Another crucial factor is the social and emotional learning standards for your team. A truly effective competency development plan takes a holistic approach to talent management, taking their psychological needs and team dynamics into consideration.

### 3 Discuss Career Pathing with Employees

You may already have a general idea of where employees belong and how they'll grow within your organization, but they have something else in mind. This is why it's important to discuss career pathing at the individual level and gather valuable feedback.

As an example, they may like to step into a leadership role but still need to develop key competencies, such as time management or strategic planning. Developing a career path also offers an inside glimpse of your team's drivers, motivations, and professional aspirations, which you can use to customize your gamification strategy.

### 4 Create an Incentivization Plan

A successful competency development plan involves the right rewards. Not necessarily monetary incentives or paid leaves, but rewards that support desired performance behaviors and are more intrinsic in nature. For example, earning a badge gives employees a sense of accomplishment. Of course, they can also show it off to their peers or social media groups. However, merely earning that badge is not enough to motivate staffers and prompt them to fully engage in upskilling and reskilling training courses.

### 5 Develop Tie-In Support Resources

Core competencies aren't usually developed overnight. Employees need ongoing support to brush up on skills and develop new talents that tie into job roles. In fact, you can even incorporate gamification into a JIT

support strategy to track performance and give employees a motivational boost. For instance, staffers who complete the microlearning resources in a particular skill path or department, receive a badge. This allows you to determine which team members pursue additional training opportunities versus those who complete the bare minimum.

## 6 Set Up Recurring Certifications

Recurring certifications are one of the most overlooked forms of eLearning gamification. They may not get the same glory as badges, points, and leaderboards, but they do give employees a morale boost. Workers automatically receive a notification when their certificates are due to lapse so that they have time to study for and participate in relevant courses.

If they pass the final evaluation, they receive a printable and/or shareable certificate to display their accomplishment. In the meantime, your organization ensures that everyone's skills are up to par so that you avoid compliance breaches and mitigate workplace risks.

## 7 Collect Feedback

Career path development discussions are just one way to get employees actively involved. You should also involve team leaders and stakeholders who can provide additional insights. Also, it's essential to collect feedback from staffers at various stages of the upskilling and reskilling process. For example, conduct surveys and polls that center on your gamification initiatives. Are the rewards relevant? Is there enough training resource diversity? Does the work they put in justify the reward? Are you offering so many incentives to the point that they've lost their intrinsic value?

First and foremost, does your current incentivization plan support the desired outcomes and performance behaviors? The last thing you want is to distract them with boards and spark hostility among coworkers.

## 8 Evaluate Metrics to Track Skill-Building Progress

This is where those robust reporting features come into play. You must be able to track individual and team progress to fortify your gamification strategy. As an example, metrics reveal that only 35% of your employees have earned their necessary certifications or badges. Or, maybe there are a handful of employees who've moved up the leaderboard while the others have fallen behind (and probably will continue to do so without proper motivation). You can dive deeper into the LMS reports to identify the root cause and make the necessary adjustments.

## How to Cultivate Internal Talent with a Gamification LMS

badges and boards. Preferably one that also includes customizable reporting so that you're able to track employee performance and pinpoint skill gaps at every stage of the training cycle.

## Conclusion

Adobe Captivate Prime's [gamification features](#) promote not only social learning but also healthy competition among learners. Trainers can use this system to create a successful competency development plan to achieve their organizational goals and monitor skill development across the board.

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# 5

## 6 Strategies to Enhance Your Employee Retention Program and Upskill Staffers in 2021 (and Beyond)

One of the perks of launching an upskilling and reskilling training program is reducing employee turnover. That said, you need the right tools and techniques to retain top performers and build key competencies cost-effectively.

The strategies below can help you cut recruitment and new hire onboarding costs, boost employee satisfaction, and achieve long-term business success. But, that's just the tip of the employee retention benefits iceberg.



# What are the Main Drivers of Employee Retention?

Before discussing how to upskill and reduce staff turnover, it's crucial to understand why employees stay on in the first place. Does training increase employee retention? How does your corporate culture factor into the employee turnover equation? Aside from salary and their benefits package, here are some of the top reasons why employees remain with their current organizations:

- Smooth onboarding
- Supportive company culture
- Fulfillment and job satisfaction
- Personalized online training
- Advancement opportunities
- Effective team dynamics

Run surveys, polls, and questionnaires to find out what makes your employees tick...and stick around. This data helps you customize every aspect of your L&D strategy because you understand what they expect from your organization and how to meet their individual needs.

## How to Upskill Existing Employees and Sharpen Retention

Personal [talent development](#) is highly sought after by job candidates who can contribute their unique experience and expertise to your business. Thus, it's no surprise that existing employees expect ongoing support and personalized resources to address emerging gaps on-the-spot. These retention strategies in the workplace can help you lower attrition rates and improve performance management in the modern corporate world:

## 1 Launch Personal Learning Plans

Employee retention training centers on individualization in that employees should have the opportunity to pursue their own paths based on roles and duties. For this reason, many organizations launch personalized plans to bridge gaps rapidly and allow for greater L&D flexibility, which increases satisfaction scores.

As an example, one of your sales employees can focus on personal areas for improvement and upskilling opportunities to land a big promotion. They're able to pave their own path, thanks to personal home pages and recommendations to broaden their talents autonomously.

## 2 Use Gamification Badges to Spark Employee Motivation

Employees may need a little nudge to actively participate in upskilling and reskilling courses. Gamification badges not only spark their intrinsic motivation but helps you track performance and overall progress. The key is to align badges with specific behaviors and skill development milestones.

For instance, you might award a badge upon completion of a customer service certification path, which ensures they've mastered interpersonal skill fundamentals. Another great thing about badges is that staffers can show them off to prove that they have the necessary know-how and experience, making them stand out from the crowd as potential leaders and/or training mentors.

## 3 Fuel Friendly Competition with Leaderboards

A successful employee retention program typically involves a good dose of competition. Leaderboards can foster comradery and ignite their competitive spirit. The secret is to give everyone an even playing field. For example, new hires are already at a disadvantage when they join the team if the top performer has excessive points.

The newcomer can never catch up because the experienced staffer has gained too much leaderboard ground. Thus, you can restart the board after a specific time period or group employees based on their stage of the journey. Another option is to launch a fresh leaderboard for every certification path or course if everyone enrolls at the same time.

## 4 Offer Just-In-Time Training Tools

JIT tools are ideal for managing employee retention because they provide discreet ongoing support. Employees can access the library whenever the need arises, such as when they detect an underlying skill gap or are unable to perform a task.

They even have the opportunity to upskill without having to make room in their busy schedules because all the activities are bite-sized. Real-life scenarios are a prime example of microlearning that offers practical, hands-on experience minus the risk. Last, but not least, Just-In-Time training helps reduce employee turnover because they have a safety net to fall back on, which bolsters their self-confidence.

## 5 Encourage Social Learning Support

Social learning and peer-based feedback is another targeted approach to improve employee retention while cutting L&D expenses. For example, employees can share their insights and unique experiences through User-Generated Content. Everyone has access to topic or task-centered message boards to save time and address gaps right away.

You can even set up boards that focus on specific skills or competencies to upskill with ease. Above all, social learning facilitates remote knowledge sharing so that every member of your organization can contribute and exchange ideas.



## 6 Empower Team Leaders with Skill Dashboards

Employees should have detailed oversight when it comes to skill development. Preferably, a personalized skill dashboard that's packed with recommendations, upcoming courses that tie into their job roles, and feedback. They know what's up next in their certification path based on past training performance or they're able to view their spot on the leaderboard. That said, leaders must also have a clear overview of their team's performance and progress at a glance.

For instance, how many of their employees have already completed mandatory skills training and earned the coveted badges. In short, leaders need built-in support so that they can, in turn, support their departments and tackle emerging pain points head-on.

## Conclusion

How do you leverage an LMS to gather actionable insights? Many organizations struggle with the issue of how to retain key employees, especially in turbulent times. The global pandemic has reshaped the way we think of remote work and virtual training. It's no longer a luxury that only Fortune 500 companies can afford, as more and more SMBs switch to telecommuting to mitigate financial and safety risks.

Fortunately, you can implement a [Learning Management System](#) to gather actionable data and leverage it towards employee retention. For example, identify patterns that may indicate a deeper issue with your online training program or skill-building support library. Reports and data visualizations equip you with the insights you need to upskill staffers and continue to cultivate their talents instead of having to find replacements.

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## 6

# The Right Tool for the Task: 8 Must-Have LMS Features for Skills Development Training

You're in the market for a new Learning Management System that fits into your budget and maximizes functionality. You've already outlined your objectives and desired outcomes, but now comes the hard part. How do you find the right tool for the task without having to go through costly trial and error?

The most important step in the selection process is narrowing the scope so that you know which key selling points to look for in your new skill development training platform. Let's review the top LMS features for upskilling/reskilling that you should add to your vendor vetting checklist to help you kickstart your search.



# Which are the Must-Have LMS Features for Upskilling and Reskilling Employees?

The trickiest thing about choosing the best LMS for skills training is that every organization has unique needs and expectations. While one company might focus its efforts on blended learning, another may go full-fledged VILT. That said, there are core features that are required by every LMS for effective skills development training.

## 1 Comprehensive Tracking

Effective training and development relies on actionable data. How do you detect a skill shortage and intervene before the gaps grow too wide? Learning analytics helps you map employee competencies and pinpoint L&D weaknesses. You should be able to track individual progress, as well as user groups based on roles and job responsibilities. Furthermore, your LMS of choice needs to chart every stage of the learning journey, from assessments to skill-level attainment.

## 2 Personalized Learner Home Page

How do you create personalized training programs for your employees if they are scattered around the globe and have diverse L&D needs? A personal learning home page includes drag-and-drop widgets, course recommendations, and completed milestones so that everyone gets an individualized experience. This also makes it easier for them to track personal gaps and get a detailed overview of their performance whenever they visit the skill development training platform.

### 3 Gamification Support

Badges and leaderboards go a long way in terms of employee motivation and participation. Staffers are more likely to engage with your content and achieve the upskilling and reskilling goals because there's a true sense of achievement. However, gamification support also gives you the opportunity to track their progress discreetly and identify top talent within your company, especially talent that might otherwise fly under the L&D radar. For instance, a member of your call center team earns several badges in the negotiation and product knowledge training course, indicating that they may be a good fit for sales leadership.

### 4 Offline Learning

Modern learners expect training that travels with them, regardless of the topic or scope. Thus, you need an LMS that supports offline learning to improve accessibility and facilitate on-the-go skill development. They're able to download the native app to participate in activities anytime, anywhere. This is also ideal for remote performance management support since they can brush up on skills, then sync their progress when they reconnect.

### 5 Automated Learning Plans

This feature gives employees the chance to pick up where they left off and participate in activities based on past performance. You're able to auto-assign training exercises and resources, as well as plan branched learning. Of course, you should also look for an LMS that allows for a-la-carte learning in the form of Just-In-Time training aids. There are times when employees simply need a refresher, rather than having to enroll in a comprehensive course.

## 6 Integrated Skills Dashboard

Your new skill development training platform should include an integrated skills dashboard as well so that team leaders get a holistic overview of team performance. Managers can quickly assign skill development plans, track progress, and gaze into the future to identify potential roadblocks. A tie-in feature to consider is Team View pages, which covers everything from compliance to individual skill building at a glance.

## 7 Recurring Certifications

Certifications are one of the most effective ways to monitor skills development training and hold employees accountable. The system automatically notifies staffers when it's time to renew their certificates so that you never risk a compliance lapse. However, even non-mandatory training is a perfect fit for certification paths. For instance, launch an interpersonal or team building certification course for employees who want to move up the corporate ladder.

## 8 Social Learning Equipped with AI

The COVID crisis has reminded many of us just how social human beings truly are. This brings us to the final feature on the list, which is AI-powered social learning support. This function allows you to launch topic-based message boards to spark remote discussion and collaboration.

Coworkers can follow boards based on their own gaps and goals, or even contribute User-Generated Content to facilitate knowledge sharing. Yet another AI must-have LMS feature is training recommendations. The platform suggests relevant courses on the personal landing page based on traits and interests.

# How Do You Choose the Right Training Program for Upskilling?

Upskilling and reskilling training programs should be flexible but provide enough structure to achieve your organizational objectives on time. The right solution for your team greatly depends on your goals, gaps, and current L&D framework.

The first step is to conduct a needs analysis to identify strengths and shortcomings, then clarify your budget and implementation schedule. Whether you choose to outsource or develop content internally, a Learning Management System will serve as the central hub. It's the virtual space where employees can access training materials quickly, but it also gives your L&D and HR teams the insights they require.

## Conclusion

Continuous learning in the workplace is the cornerstone of talent development and skill-building. The right LMS gives you all the actionable insights you need to enact change within your organization and foster lifelong learning.

Adobe Captivate Prime features [gamification](#), [social learning support](#), and a variety of other tools to help you overcome obstacles and empower remote staffers. You can award badges to boost motivation and track performance, encourage peer-based feedback and collaboration, and identify patterns with intuitive data visualizations. In short, all your upskilling and reskilling needs can be handled under one virtual roof.

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# Conclusion

Upskilling, reskilling, and continual development are no longer luxuries for remote workers, but a right. They expect to have ongoing training and support from your organization so that they contribute even more to the team. The right LMS can help you launch a competency-based training plan packed with gamification, JIT tools, and robust reporting.

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