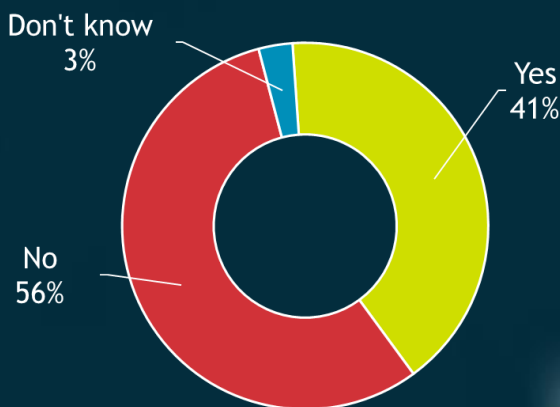


# Digital Learning Realities 2024

## Evolving the Modern Learning Experience

Do you think your current learning platforms are fit for the modern workforce?



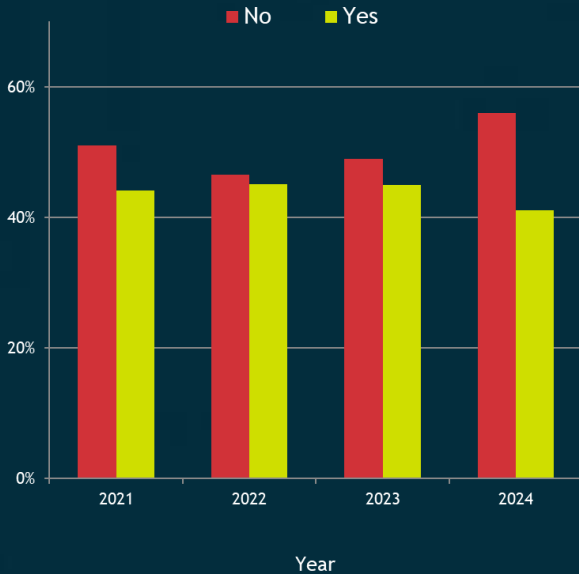
Do you think your current learning platforms are fit for the modern workforce?

***L&D teams don't think their learning platforms are fit for the modern workforce and the gap is widening***

A stubborn majority of LMS and LXP buyers continue to be underwhelmed by their learning systems. When asked how good a fit their learning platforms are for the modern workforce and only four in ten agree. And the bad news is that the gap between those who are positive and negative about the experience their solution provides is growing.

This year saw a significant leap in those reporting that their platforms weren't fit for the modern workforce by 20%. The gap had closed during COVID, but with growing expectations about the role of AI in creating more personalised and individualised learning we seem to be seeing dissatisfaction growing with platforms grow too.

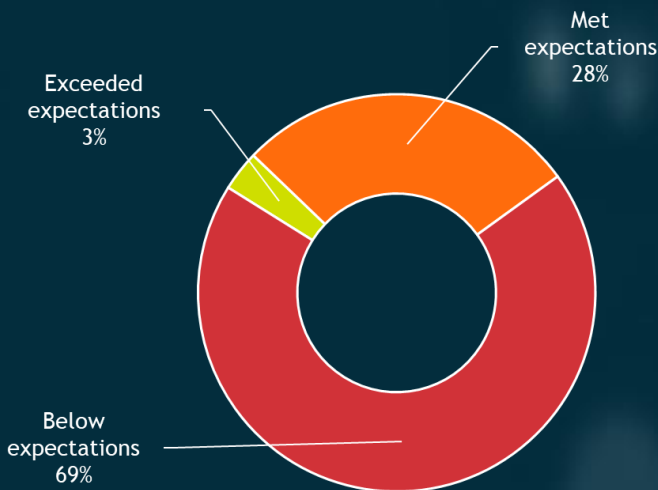
**Do you think your current learning platforms are fit for the modern workforce?**



***In the age of AI, learning platforms are failing to keep pace with inflated expectations***

One striking part of this year’s survey is the scale of expectations placed on learning management systems (LMS) and learning experience platforms (LXP) for AI innovation. When L&D teams compare what they expect to see and what they are getting - a whopping 69% are disappointed. Thinking about this in terms of the ‘hype cycle’, we seem to have entered the period of ‘inflated expectations’. That time when the hype and perceived opportunities are at their highest, but those expectations aren’t being played out in the systems or people experience every day. The scale of disappointment is palpable.

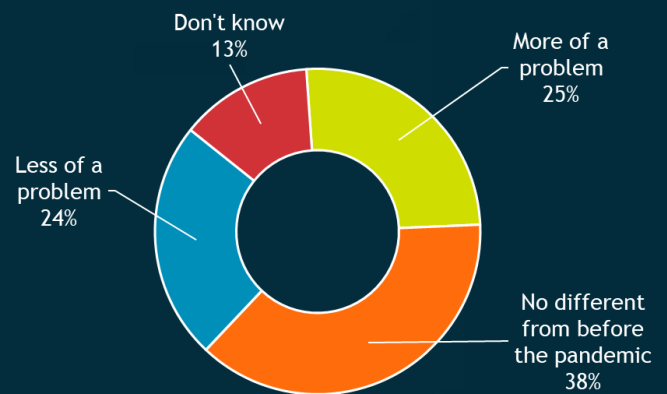
In other HR technologies, the adoption of AI has often been driven most dramatically by new entrants to the market, before innovations become mainstream. We may see the same pattern in learning systems, but with the exception of adaptive learning, those innovators don’t seem to be there to disrupt incumbent solutions. Learning is proving a harder nut to crack and the point of innovation beyond the reach of many new solutions.



## The impact of 'digital learning fatigue' reaches a new low

Perceptions of 'digital learning fatigue' have declined significantly since 2021 at the height of the pandemic, when digital learning was the only option to deliver training and development. The past three years have seen a steady and consistent decline in L&D teams highlighting 'digital learning fatigue' as a growing issue and those seeing it as a problem is steadily waning. But it is still an issue.

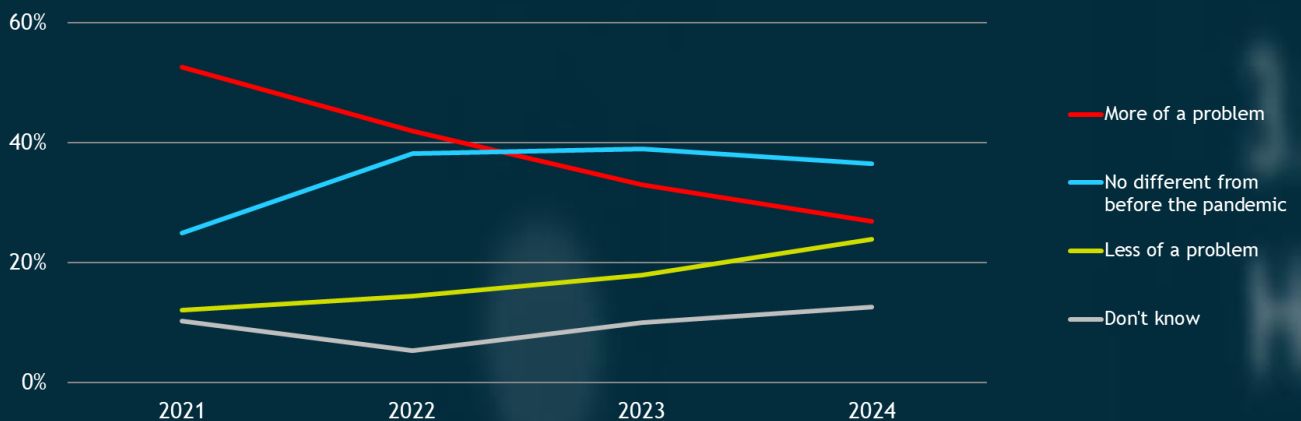
How much is 'digital learning fatigue' becoming an issue for your learners?



## Only one in four believes digital learning fatigue is less of a problem

Whilst it would be refreshing if this also represented a consistent improvement in the digital learning experience, there is little evidence to immediately indicate that. What is more likely is that the over-use of digital learning that was prevalent in all forms of learning during the pandemic is no longer as extreme. But that one in four sees digital learning as less of a problem, would indicate that there is plenty of room for improvement for the vast majority of learners.

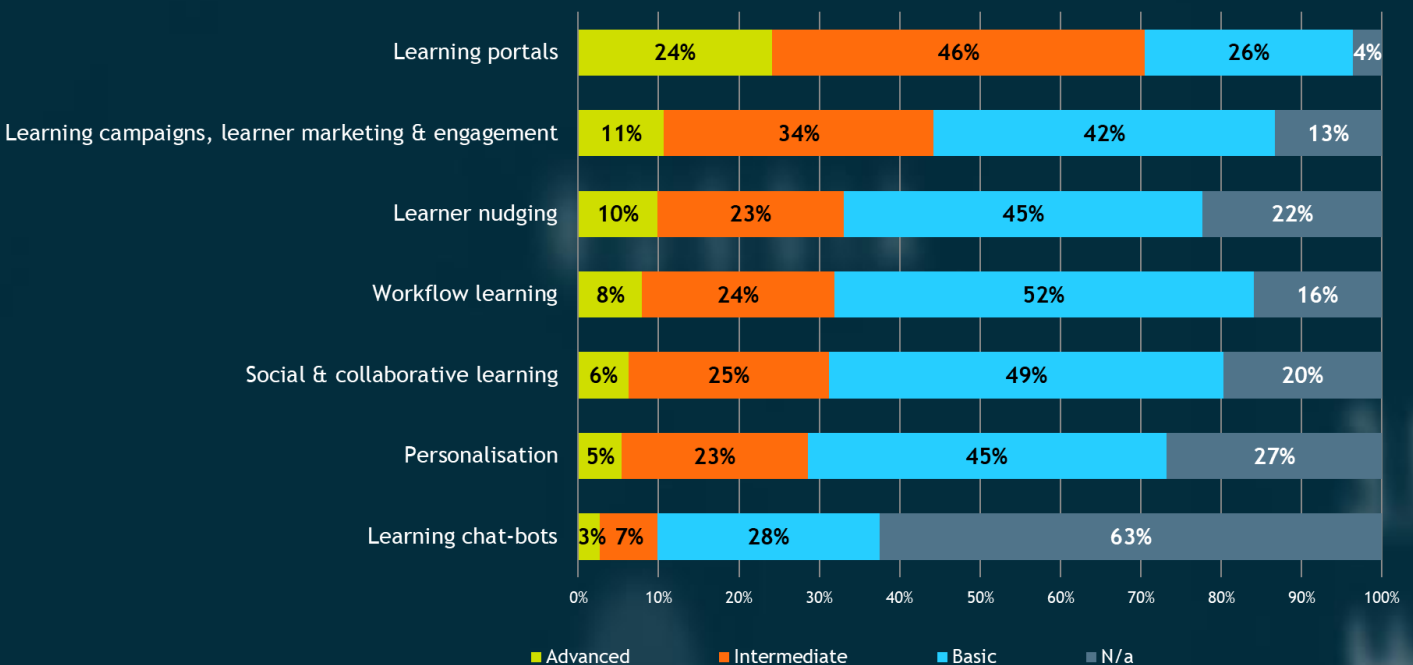
How much is 'digital learning fatigue' becoming an issue for your learners?



## Few L&D teams have made advances in providing innovative learning experiences that are social, work-based, proactive and personalised

Overall, progress in L&D teams harnessing effective digital learning experiences that are work-based, proactive, social and personalised appears to have been slow. Less than 10% see themselves advanced in learning approaches that would be foundational to enabling workplace learning. At the dawn of a new era of AI-enabled learning support, very few see themselves as advanced. An over-reliance on traditional learning content formats may be at the heart of this. There should be continuity between learning and how access to learning also supports work. But this doesn't seem to be a reality for many organisations. Logically, the advent of chatbots like ChatGPT and Microsoft Copilot should be changing the very nature of how we learn and how we work, but most progress seems to be being made in spite of learning teams - rather than being led by learning teams.

How advanced is your use of technology to support the learning experience?



# Blended learning and performance support lead L&D priorities to enhance the learning experience in 2024

What are your HIGHEST priorities for enhancing your organisation's learning experiences over the coming year?



**50%**

Blended Learning



**42%**

Performance Support



**37%**

Collaborative Learning & Coaching



**32%**

Scenario Based Learning



**32%**

Adaptive Learning



**32%**

Immersive Learning

Blended learning is resurgent as the top priority for learning teams to enhance the learning experience. Linked to those, performance support and collaborative learning also feature in the top three priorities. But the more significant underlying shift may be the growing momentum behind scenario based, adaptive and immersive learning. The desire to bring these approaches into the learning experience has surged like never before. But the question remains - in the age of AI-driven touchpoints, how should we be redefining the learning experience? And what is now a good blend?

**Sources of Information & Background**

As Europe's #1 HR industry analyst, Fosway is uniquely positioned to help the industry with independent research on these issues. More information and insight on our research will be made available on [www.fosway.com](http://www.fosway.com)

Fosway Group conducted the survey of its corporate research network and Learning Technologies Show conference attendees in partnership with Closer Still between January 2024 to July 2024. Responses were gathered from CHROs, Talent & L&D Directors, Managers and Learning, Talent & HR Technology professionals.

Results are drawn primarily from enterprise organisations in Europe and the survey includes responses from 434 individuals. 85% of respondents are based in Europe, and over 51% have a global role.

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