



TRAINING
INDUSTRY
MAGAZINE

TRENDS

2025



BUSINESS PERSPECTIVES ON MANAGING WORLD-CLASS TRAINING



TRENDS 2025

Fostering Growth, Resilience and Adaptability

By Ken Taylor and
Michelle Eggleston Schwartz, CPTM

Today's organizations face the challenge of maintaining a skilled and adaptable workforce amid rapid technological advancements and evolving employee expectations. These changes are reshaping how learning and development (L&D) professionals approach their roles, requiring a mindset shift throughout the organization. Leaders and employees at all levels must embrace new ways of working, prompting L&D to take a holistic approach in understanding how job roles are evolving and designing training programs that equip the workforce for the future.

L&D must focus not only on building the technical skills employees need to adopt new tools but also on addressing the emotional aspects of change, such as fostering resilience, empathy and adaptability. By prioritizing these areas, L&D can create a culture that is adaptable and committed to continuous improvement.

The key trends for 2025 highlight the growing importance of adaptability within the workforce. Employees need to develop more than just technical proficiency — they need to nurture a mindset that embraces change and innovation. A human-centered approach to workforce transformation, emphasizing both skills and mindset, will enable companies to stay agile and resilient in an increasingly complex and fast-changing business environment.





Organizations must improve their ability to select and nurture the right leadership talent.

Improving Leadership Pipelines

Many organizations [struggle to identify](#) and develop effective leaders. The consequences of poor leadership are both costly and damaging to company culture and business outcomes. To thrive, organizations must improve their ability to select and nurture the right leadership talent. L&D plays a crucial role in enhancing [succession planning](#) by building a stronger pipeline of future leaders.

A key strategy for L&D is to extend leadership training beyond current managers to employees at all levels. By offering leadership training early on in an employee's career, organizations can proactively prepare future leaders who are ready to step into management roles when needed. Even those who don't pursue formal leadership positions can benefit from the skills gained through this training.

Leadership programs should focus on building critical skills such as conflict resolution, handling difficult conversations and fostering empathy. These human-centered skills are increasingly important in today's workplace and form the foundation of effective leadership.

By making leadership development accessible to all employees, L&D can help organizations make more informed succession planning decisions while building a pipeline of strong, empathetic leaders.

Leveraging AI to Sustain Learning

Continuous learning is essential for building a high-performing workforce. However, despite their strong desire to learn, employees often struggle to find time for training and development. L&D professionals face the challenge of competing for employees' time and attention. When employees do participate in training, it's crucial for L&D to ensure that their investment is not wasted. Training must also be reinforced on the job to be effective.

Artificial intelligence (AI) offers a powerful solution to sustain learning. L&D teams can leverage AI tools to personalize and recommend learning materials based on individual needs. AI agents can also be integrated into training programs, providing continuous support to employees beyond the classroom. For instance, course materials can be ingested into AI systems that assist learners on the job, reinforcing key concepts and providing real-time guidance. This creates an integrated learning approach, embedding training into daily work rather than treating it as a one-time event. The agent becomes the authority on how the company wants their employees to react to certain situations. Employees will be able to talk to an AI coach and ask it how to best solve the problems they face on the job.

AI-driven tools also enable leaders to track employee development more effectively. They can gain insights into learning progress and application without micromanaging, allowing them to focus on supporting performance while AI reinforces and enhances learning. The data collected from interactions with the AI agent can also be used to continuously improve the course materials when there is evidence that certain concepts are not well understood by the employee.

AI agents can be integrated into training programs, providing continuous support to employees beyond the classroom.

New technologies can improve the efficiency and speed of tracking and mapping employees' skills.

Improving Skills Transparency to Drive L&D

Skills are becoming more important than job titles in today's workplace. As organizations focus more on the skills that employees need to be successful, L&D will need to identify the core skills required to complete tasks and projects for each job role. However, [research](#) reveals that only 10% of human resources (HR) executives say they effectively classify and organize skills into a skills taxonomy or framework, although 85% are working on it in some way.

While building competency models is a necessary step to identify skills, which is a trend that we touched on in [last year's report](#), new technologies can improve the efficiency and speed of tracking and mapping employees' skills. Leveraging existing skills taxonomies and job descriptions within AI tools can help L&D teams build frameworks that allow them to create role-based learning journeys for employees. These customized learning paths highlight the skills and capabilities that employees need to grow their careers and open the door to more meaningful conversations with leaders about performance and development.

By increasing transparency around skills, employees can take control of their growth, and organizations can better adapt to changing needs. A skills-based approach in L&D can address skills gaps, support employee growth and contribute to long-term business success.

Building Connections to Advance Training Initiatives

To drive organizational impact, learning leaders must take a proactive role in engaging with the business. Waiting to be invited into strategic conversations is no longer an option in today's business environment. Building relationships with employees at all levels of the organization — from front-line workers all the way up to C-suite executives — enables learning leaders to uncover valuable insights and identify training needs.

This cross-functional engagement provides a deeper understanding of business challenges, allowing L&D leaders to create more relevant, impactful solutions. However, organizational silos can limit access to key stakeholders, making it difficult to align learning programs with business goals. Overcoming these barriers require strong [networking and consulting skills](#).

By adopting a consultative approach, learning leaders move beyond delivering training to becoming trusted advisors. Building relationships with key influencers ensures that L&D initiatives have internal champions who advocate for their success. Strengthening these connections helps integrate L&D into the business, avoiding isolation and enhancing its strategic value.

By fostering a strong internal network, L&D professionals can design more informed and targeted training programs that drive company-wide change and directly impact organizational growth and success.



Adopting new technologies isn't just about learning new tools — it's about fundamentally changing how employees perform their jobs.

Navigating the Human Side of Workforce Transformation

As technology evolves, job roles across industries are changing, driving the need for reskilling. However, organizations must rethink how they approach this challenge. Adopting new technologies isn't just about learning new tools — it's about fundamentally changing how employees perform their jobs. This transformation is more about changing human behavior than just acquiring technical skills.

A [Wiley Workplace Intelligence](#) report found that nearly all employees (96%) are experiencing some level of stress about workplace changes, with 40% struggling to understand how to integrate AI into their work, and 75% lacking confidence in how to use AI effectively.

By approaching reskilling as part of a broader [change management](#) strategy, L&D can help employees adapt to change with greater confidence. This involves not only building technical skills but also fostering adaptability, resilience and a growth mindset. Addressing both the technical and emotional aspects of workforce transformation will better prepare organizations to succeed in a world where technology continually reshapes work.



Market Outlook

Budgets appear to be increasing, and we expect the global training market to show slight growth in 2025 at +1.8%, outpacing the average growth rate from 2022 to 2024 of +1.03%, according to Training Industry market research. Investment in tools that will dramatically impact the efficiency of L&D teams will outpace some of the traditional services sourced by many companies, as evidenced by a +6.4 annual growth rate over the past three years for non-learning management system (LMS) technology solutions.

Though a bit slower, we expect some of those efficiencies will show up in the form of better programs and different ways of supporting L&D initiatives in many organizations. Some of the savings will lead to better learning reinforcement and more sustained impact by the L&D function. This will help meet strategic needs shared by over 80% of organizations, such as the ability to manage the scope and scale of training initiatives and shoring up skill shortfalls in internal staff.

Ken Taylor is the CEO of Training Industry, Inc. and co-author of the book, “[What Makes a Great Training Organization? A Handbook of Best Practices](#).”

Michelle Eggleston Schwartz, CPTM, is the editor in chief at Training Industry, Inc. and co-host of “[The Business of Learning](#),” the Training Industry podcast.



The most trusted source of information on the business of learning.
MAGAZINE | ARTICLES | RESEARCH | PROFESSIONAL DEVELOPMENT | PODCAST