

# 2023 Workplace Learning Trends Report

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The next era of business  
thrives on **learning**

udemy business



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## INTRODUCTION

Business leaders have an essential role to play in helping their employees build the skills they need. This effort is critical both to address the unique and complex challenges of today's work world and to prepare for **rapid future change**.

Some change is predictable, as in the need to keep up with accelerating technological innovation. Unprecedented change due to a global pandemic has heightened the existing complexities of the workplace and introduced new ones, particularly those arising from hybrid and remote models of work. Employees continue to leave jobs or consider doing

so in record numbers. According to [PwC's Global Workforce Hopes and Fears Survey 2022](#), one in five workers is likely to switch employers within a year. This has resulted in a shrinking and sometimes ill-equipped talent pool. What's more, the global economy is now facing a possible macroeconomic downturn of unknown scale and duration.





Effective, integrated learning programs are instrumental in helping businesses achieve their goals, and they've never been more needed. With the right learning program, organizations can support, upskill, and reposition their employees for whatever comes next. Business leaders who embrace learning for everyone are creating an environment where their employees are resilient, prepared, and ready to drive business impact, regardless of the challenges they face. When employees are empowered to advance their capabilities and their careers, engagement and retention can skyrocket.

But it takes more than just offering learning programs to achieve these outcomes. Connecting learning and skills development with company strategy, culture, and an employee's functional role creates a meaningful context that can motivate that employee to engage with learning opportunities.

Strong leaders will be a critical differentiator, guiding their employees — and therefore their organizations — through change ahead



**With the right learning program, organizations can support, upskill, and reposition their employees for whatever comes next.**

of the pack. These leaders will need a variety of skills for the new workplace, including empathy and the ability to manage change and lead virtual teams, to name a few from a [DDI](#) study. Given the difficulty of hiring qualified leaders, organizations will do well to develop them from within. When leaders rise through the ranks, it can also help create the cohesive culture and sense of belonging that talented workers are seeking.

In this report, we'll explain our perspective on some of the essential trends and concepts that business leaders must keep top of mind in order to meet key challenges through their learning strategy. These include leading with an

organizational culture that reinforces learning, creating an agile workforce through continuous, organization-wide skills acquisition, and delivering learning through a multi-modal approach that meets the needs of all employees.

With more than 12,500 businesses and organizations among our customers — spanning dozens of industries around the world — Udemy has a unique viewpoint into the learning that is fueling their success. We will also examine which skills employees have focused on learning over the last year and what that data reveals about what's happening in the workplace. We look forward to sharing these insights with you.

# Culture, agility & delivery

## 1.1 / CULTURE

# Lead through a **culture** that reinforces learning

In order to be resilient and adaptable, organizations need to attract and retain top talent that is committed to their own success and that of the company. The Great Resignation and faltering engagement reveal how crucial it is for employees to feel connected to their work and their employer at a time when organizations in turn are struggling to adapt to employees' wants and needs.

There's a real cost when employees are not engaged or are actively disengaged: \$7.8 trillion, or 11% of global GDP, according to [Gallup](#). As many as 70% of employees around the globe have contemplated a major career move in 2022, as reported in [an ADP study](#).

**Learning can help drive engagement**



“”

**Learning is an ongoing practice of building skills, experiences, and knowledge through our work, not around or on top of it. A company is not automatically a learning organization when it offers training programs. It may even be the opposite. True learning organizations are clear on their purpose, strategy, and culture. They ensure the connection between those and the skills they are building.**

From *ReCulturing* by Melissa Daimler  
Chief Learning Officer, Udemy

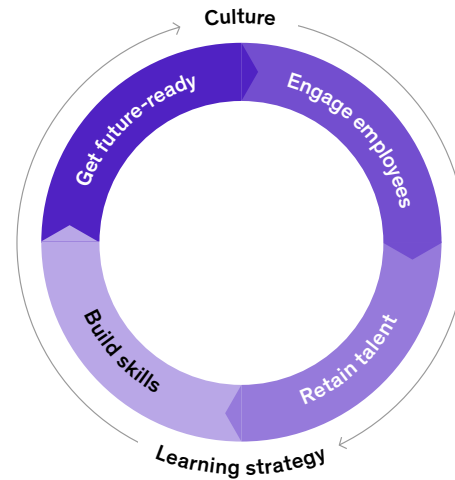
**Employees need to feel connected to company values through culture in order to feel alignment with the company mission.** There’s no other way to secure employee commitment to the hard work that’s required. That means organizational strategy for success and growth has to include defining and evolving culture and then tying culture into the learning strategy.

Building meaningful culture is easy to say, but hard to do. Companies must do more than just disseminate a list of values or offer benefits and perks. Organizational culture needs to be articulated through

behaviors and reinforced through everyday processes and practices. Once those behaviors are established, associated skills can be defined more easily. For example, at Udemy, one of our values is *always learning*. All employees learn skills that can help them engage in behaviors that support this value, such as decision-making, self-awareness, and constructive debate.

Deeply embedded learning is an essential element of a healthy culture that drives employee engagement, unlocks critical goals, and drives business outcomes. A strategic learning organization identifies

technical and leadership skills needed for both the employee and organization to be successful, as well as role-specific skills that are integrated into distinct learning paths. This approach addresses diverse learning needs where they arise to meet the challenges of an evolving hybrid workplace. A learning organization that connects work culture to strategy provides a clear career path for employees, helping to ultimately engage and retain key talent. It also fuels the organization to meet the challenges of today and tomorrow by ensuring employees are acquiring the skills needed for emerging roles.



When learning and culture are closely aligned, they mutually reinforce each other, creating a powerful flywheel for employee and company growth.

Udemy Business learner data shows that many employees are seeking to learn personal skills that better enable them to be more effective in their jobs and drive business results.

These skills help employees manage stress and current workplace challenges, allowing them to be:

**More present**

**Less reactive**

**More open to feedback**

➔ [Read more about the personal skills learners have engaged with most over the last year.](#)



# Upskill for workforce agility

Even before the pandemic, companies had to keep up with technological changes and find talent with the right skills to stay ahead of the competition. Future-proofing remains a necessity during difficult times. If teams are reduced or budgets are cut, there's still a need to deliver projects and advance major programs. Staying focused

on remaining agile and innovative is more critical than ever. There is a long-term strategic advantage for those who embrace disruptions as an opportunity. Organizations that continued to prioritize innovation through the 2009 financial crisis outperformed the market average by more than 30%, for example.

Employees are working hard to acquire the skills they need.

## 49%

Total learning hours of technical skills increased 49% over the last year on UdeMy Business.\*

\* Total year-over-year percentage growth in consumption of technical skills learning on the UdeMy Business platform.





“”

**By some estimates, response to the pandemic has fast-forwarded digital adoption by five years. One result of this “digitalization at scale and velocity” is massive skill shifts. The shift in skill needs was already a challenge, but more than 58% of workforces report skill transformations since the onset of the pandemic.**

Gartner

As noted, keeping pace with the speed and scale of technical and workplace transformation was already a tall order for companies before the pandemic. The need to respond to the pandemic sped up digital adoption by as much as five years. **When organizations ensure that their employees are ready to pivot and adapt as needed to accelerating and unpredictable change, they will be better positioned to come out ahead of the competition.**

As the skills needed in the workplace change, skills attainment must continue. Executives responding to [the 2021 Deloitte Global Human Capital Trends survey](#) identified “the ability of their people to adapt, reskill, and assume new roles” as the top-ranked requirement to navigate future disruptions successfully. This includes acquiring not only new skills but more skills, as many as 10% more skills year-over-year for a single job. At the same time, employees must replace old skills with new ones. Over 30% of the skills required three years ago will soon be obsolete, [according to Gartner](#).

Today’s employees must be agile and ready to constantly upskill in technical areas as well as in their specific functional roles. They get there through sustained, organization-wide learning programs and a culture that supports learning.

Out of the top 10 surging skills globally on UdeMy Business — these are skills seeing the greatest percentage growth in consumption over one year — 7 of the top 10 are technical skills:

Databricks

5G

System design  
interview

Microsoft  
Power Platform

Behavior Driven  
Development  
(BDD)

Cryptography  
Helm



# Rethink **delivery** to get the most out of learning

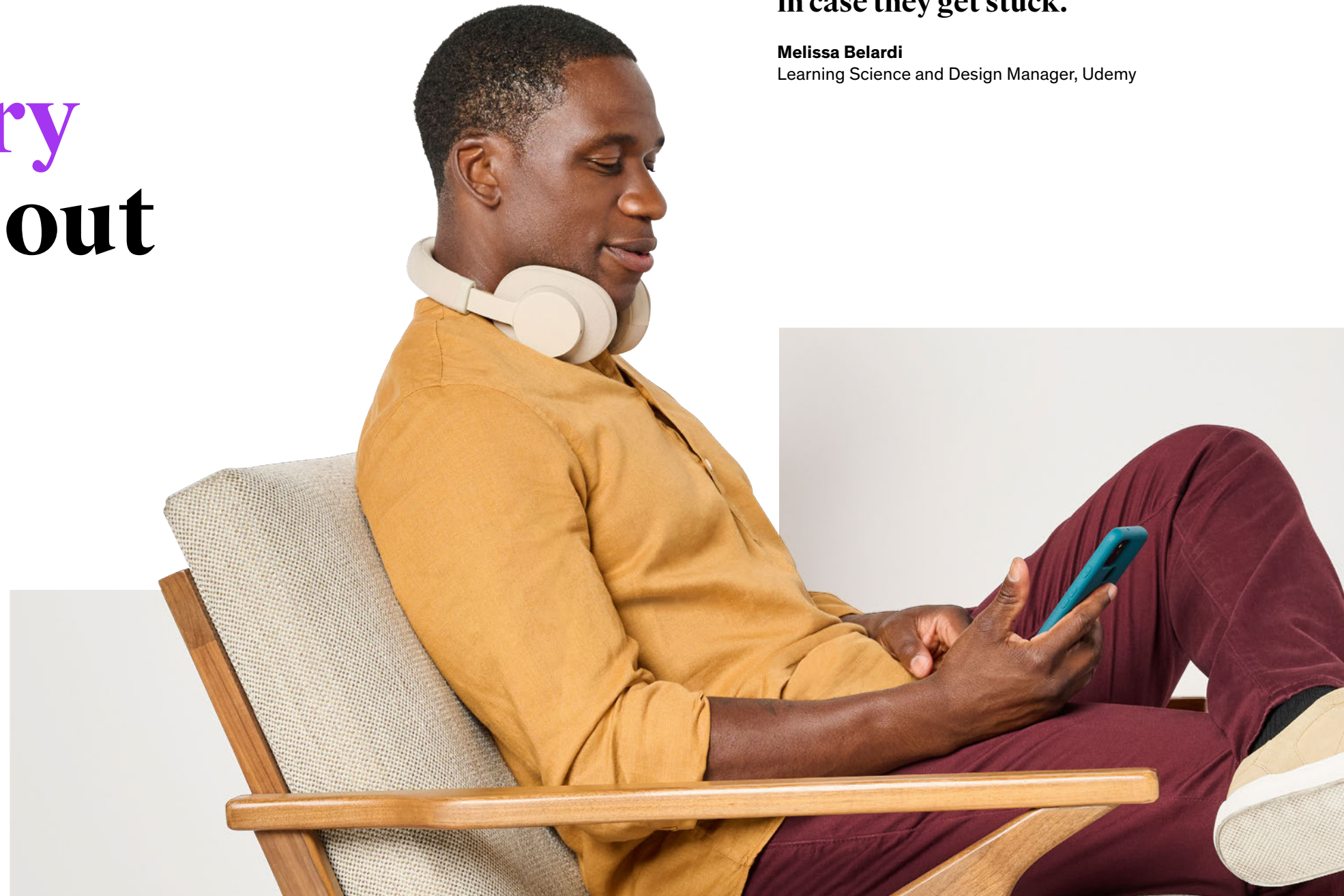
Successfully executed and integrated learning programs are a key to unlocking essential business objectives. Designing learning experiences today means not only ensuring that the skills learned tie back to organizational strategy and culture, but that those skills also take hybrid work into account. Approaches that deliver learning in service of the specific needs within an organization pave the way for achieving broader organizational objectives.

“”

**By attempting tasks on their own, learners can try to apply their knowledge and skills in real work scenarios with the support they need in case they get stuck.**

**Melissa Belardi**

Learning Science and Design Manager, UdeMy



“”

## Organizations continually update leadership skills to meet the needs of a changing world and cohort-based learning is an effective way to develop these skills.

**Dr. Stefanie K. Johnson**

Udemy Cohort Learning Faculty | Director, John and Ann Doerr Institute for New Leaders and Professor at Rice University | Author of *INCLUSIFY*

If the goal is to develop and engage employees across all business functions and levels, we must ensure that we are designing not just for the online classroom, but continuing to find ways for employees to effectively consume and acquire the skills they need. Learning is not one-size-fits-all. A varied strategy for learning delivery that takes the entire organization and every learner into account — including specialized approaches for specific groups or roles and their learning needs — is most likely to produce success.

Learning delivered through an integrated, multi-modal method creates many opportunities for learners to engage. Evolving leadership skills are required to meet the needs of a changing world, and an effective way to develop them is through cohort-based learning. Self-paced, on-demand learning allows employees to take charge of their approach to learning and fit it into their schedules as they are able. Technical employees often learn by doing, or trying out new skills through immersive learning, assessments, labs, and practice workspaces.

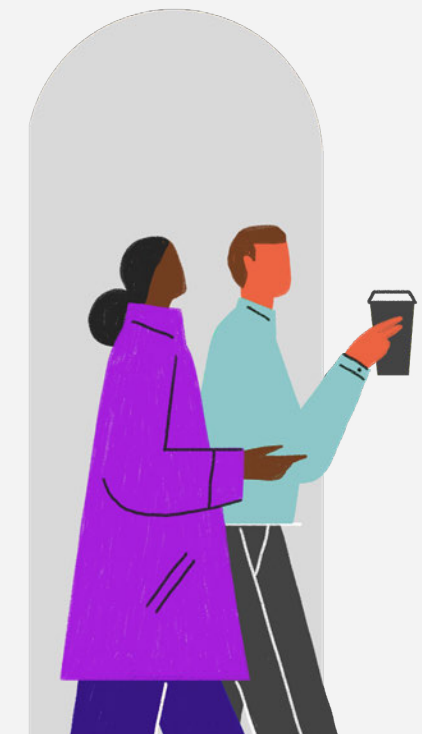
There's a willingness and desire on the part of many employees to engage in learning — the key is to provide the opportunities for them to do so. [A PwC survey](#) found that 77% of global workers are ready to learn new skills or completely retrain, and 74% see training as a matter of personal responsibility. Employers should step up and meet this willingness to learn by offering integrated, tailored opportunities to fit the needs of every learner.

While a tailored approach is called for with every team and learner, all employees can improve their communication skills — including leaders.

# 50%

Learner data on Udemy Business shows that **half** of the total learning hours spent on the 10 top consumed business skills were spent on developing **leadership** and **communication** capabilities.

→ [Read more about the business skills learners have engaged with most over the last year.](#)



# Diving into learner data



## Helpful definitions

**Top surging skills:** This statistic indicates the percentage growth in total hours of learning consumed for a given topic over the last year. This number is an indicator of increase in learning of a specific topic, showing us what new skills are trending upward most within a given area.

**Top consumed skills:** This is the ranking from 1 to 10 of skills by total learning hours consumed on the Udemy Business platform, with number one being the most total hours consumed. This ranks total learning of a topic overall, even if there hasn't been a big spike in consumption over the last 12 months.

## 2.1 / BUSINESS SKILLS

# Employees are mastering complexity and prioritizing comms

To acquire the quickly evolving skill sets required for the workplace, employees can't stop with the specific functions of a given role anymore. Learners are looking to boost their business capabilities and expand them across broader categories, including soft skills, tech skills, and operations.

Key business skills matter for every employee, regardless of role or level of seniority. Learners are focusing

most on communication, underlining the importance of creating alignment, fostering collaboration and teamwork, mitigating conflict, and enabling productivity. At the same time, the ability to manage complex work projects (and the technology to do so) is seeing intense growth. In a hybrid world, where teams no longer have the chance to sit down around the table on a regular basis, there has to be a deliberate effort to track projects and keep everyone in sync and accountable.



For total hours of learning consumed over the past year across all business skills, there are some notable callouts.



Out of the top 10 consumed business skills overall, 5 of them focus either on **methods of communication or leadership skills**:

- Communication skills
- Leadership
- Business communication
- Meetings
- Management skills



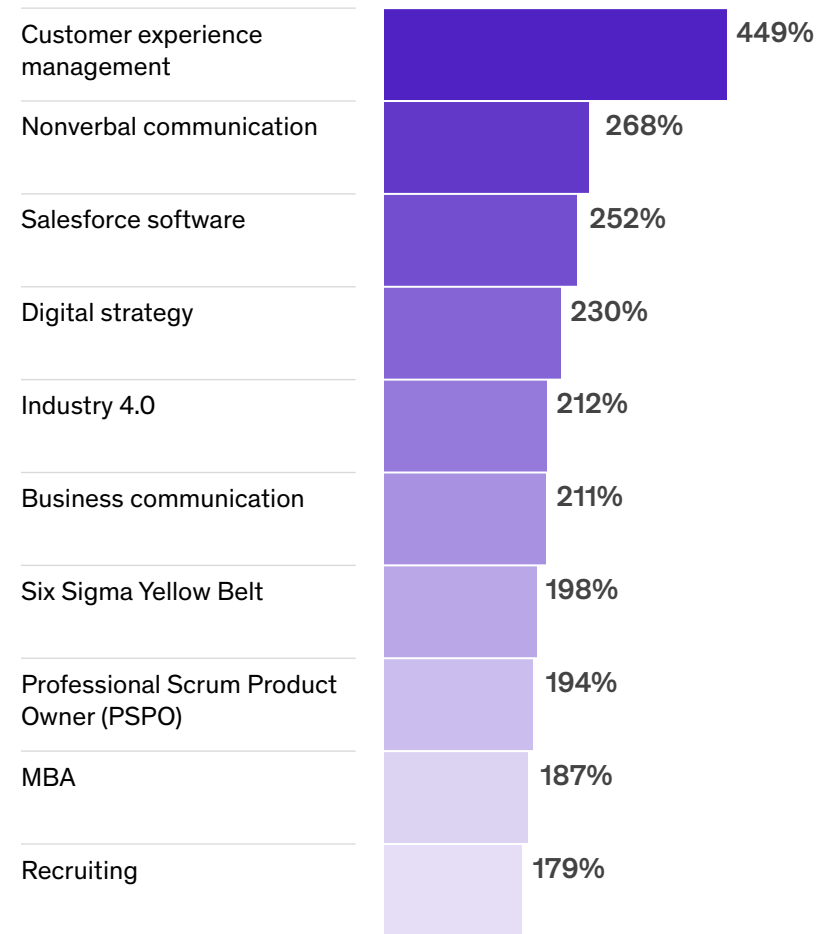
The other 5 fall into the category of **project management, operations, and tools**:

- Project management
- Agile
- Scrum
- Project Management Professional (PMP)<sup>®</sup> certification
- Business analysis\*

\*These are the skills within the business category seeing the most total hours of learner consumption over the last year.

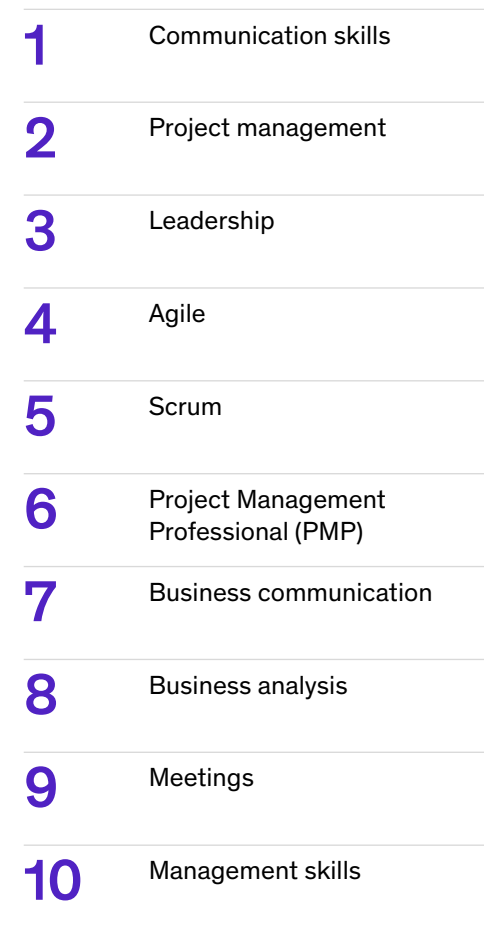
## Top 10 surging business skills

Ranked by increase in consumption



## Top 10 consumed business skills

Ranked by total consumption



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**The most important thing you can do [for time management] is separate the planning from the doing. Plan in advance. If you can set aside 10 minutes today to plan for tomorrow, you'll use that time much more efficiently.**

**Alexis Haselberger**

Udemy Time Management and Productivity Instructor

## Making work work through better communication and collaboration

**Skills for effective communication and leadership:** Communication is the glue that holds teams together and allows organizations to function. Without it, leadership is powerless. Goals aren't clear, decisions aren't explained, and often customers aren't happy. In today's rapidly evolving hybrid landscape, there's no room for misses due to misunderstanding. No wonder that communication in its many forms — presentations, meetings, listening, and written formats — is the area of greatest demand when it comes to business skills.

**Project management:** When push comes to shove, teams living in the high stakes world of driving product growth and increasing profit margins are taking a no-holds-barred approach to staying organized and improving alignment in order to hit their targets. Project management as a discipline has seen the second greatest level of consumption overall — with topics on Agile and Scrum leading the way.

## DATA CALLOUT

## What are employees *really* learning at work?

**Some employee learning behaviors present leaders with a choice: discourage the behavior or respond to the warning signs**

In this year's data, some areas jump out where employees are investing in skills that may be less applicable to their day-to-day job responsibilities — not to mention what they are signed up to do from 9 to 5.

Some of these skills have applications outside of work only. Among finance and accounting skills, for example:

- **Cryptocurrency** is the top consumed skill and the sixth surging skill.
- **Stock trading** is the second most consumed skill.

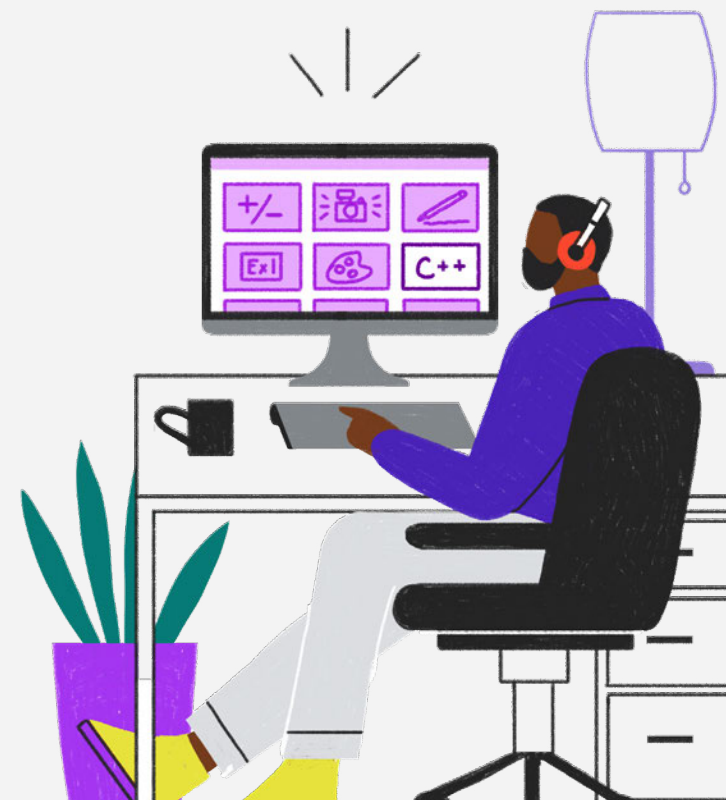
While these may be areas of interest for individual employees, it's unlikely these skills are required for their day jobs.

Other consumption trends suggest that workers may be honing their abilities to find their next role, including surging interest in system design, interview in technical skills and job search in personal skills.

According to U.S. Labor Secretary Marty Walsh, there should be some frank and open communication to address any lack of engagement or satisfaction before it gets to the point of an employee leaving or being fired: "It shouldn't get to that. If you are an employer, you should catch on early enough that your employees aren't satisfied, aren't happy, and then there needs to be a dialogue, a conversation."

Yahoo Finance

All of this raises a question of whether this is a red flag for leaders, or just another layer of what workforce learning should provide. The ability to engage with learning — at least some of the time — on any subject can be seen as a way of allowing employees to engage overall and to bring more of their authentic selves and diverse interests to work. On the other hand, employers could see this as a misuse of work time and resources and could decide to limit access to these topics.



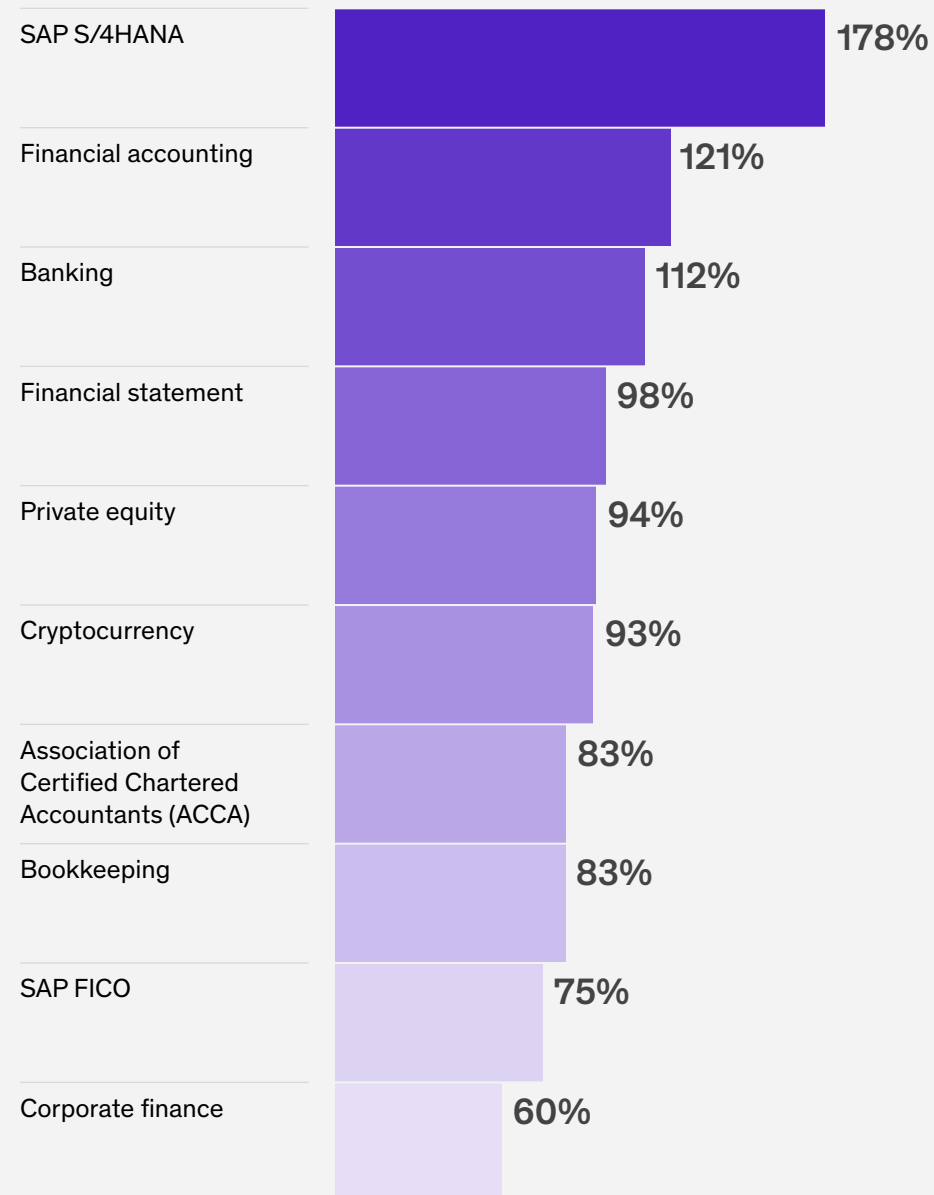
## 2.1 / BUSINESS SKILLS

# Finance & accounting

As many as 95% of accountants are planning to adopt cloud accounting technology over the next two years, if they haven't already done so, explaining why SAP's new version of cloud enterprise resource planning (ERP) software S/4HANA has seen the greatest increase in learner demand. And while employers might question whether cryptocurrency and stock trading should be high-consumption topics in their corporate learning programs, these rank among top consumed skills in this category.

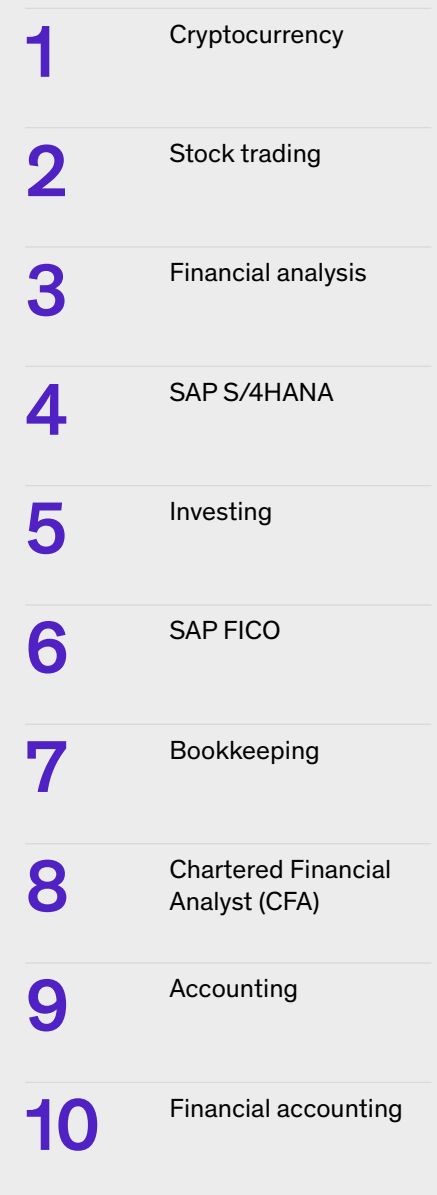
## Top 10 surging finance & accounting skills

Ranked by increase in consumption



## Top 10 consumed finance & accounting skills

Ranked by total consumption





## 2.1 / BUSINESS SKILLS

# Leadership & management

Strong leaders are essential for success — and they're big into soft skills. Bad leaders cost businesses billions of dollars every year, and they are responsible for 70% of variance in employee engagement. Whether leaders are developed in your organization or hired to fill an open position, they need the right mix across a range of capabilities to be successful. As the nature of work itself has changed, so have in-demand leadership skills. Today's challenges call for skills like leading change, emotional intelligence, and leading virtual teams, according to DDI.

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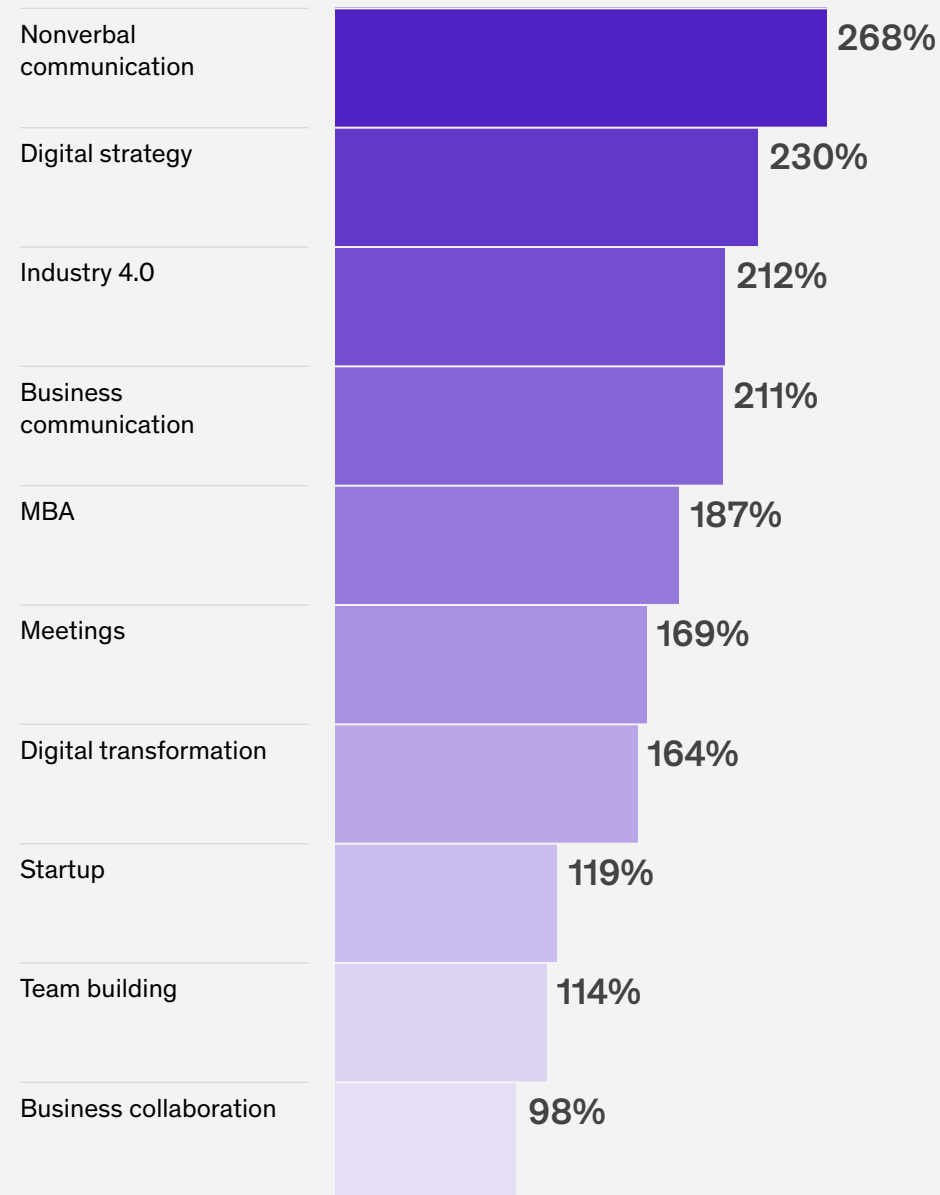
**Home and hybrid working mean our people are interested in courses like change management and how to lead hybrid teams. Udey Business has helped our managers with remote teams, equipping them with the skills, empathy, and confidence to better support their people.**

**Ruby Baksi**

Sr. Manager People Engagement, [Harbinger Group](#)

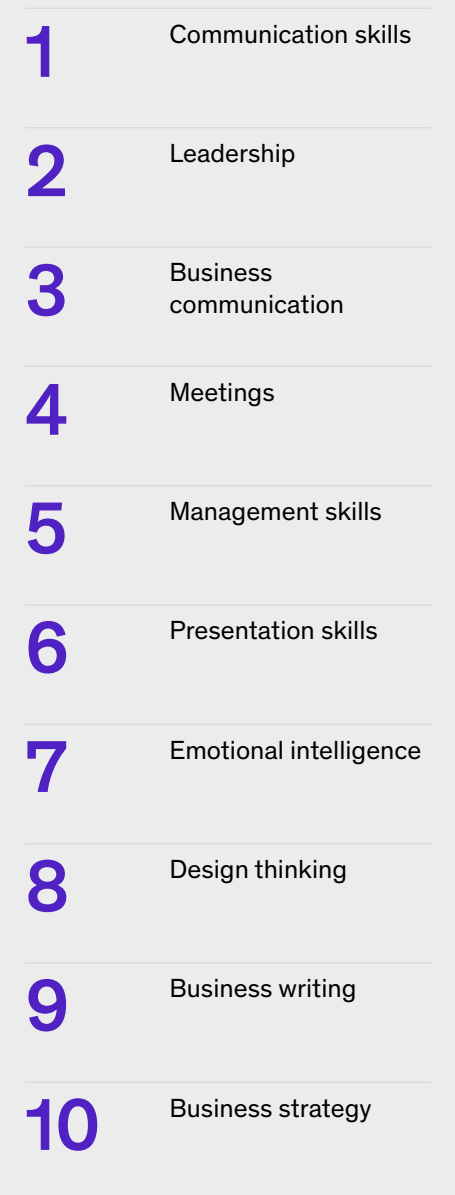
## Top 10 surging leadership & management skills

Ranked by increase in consumption



## Top 10 consumed leadership & management skills

Ranked by total consumption



## 2.1 / BUSINESS SKILLS

# Marketing

It's about strategy first and a rethinking of fundamentals when it comes to marketing skills. Learners focused heavily on the digital methods and channels to deliver and measure the effectiveness of that strategy. This makes perfect sense, given that 90% of marketers say their digital engagement strategy has changed somewhat to completely since before the pandemic.

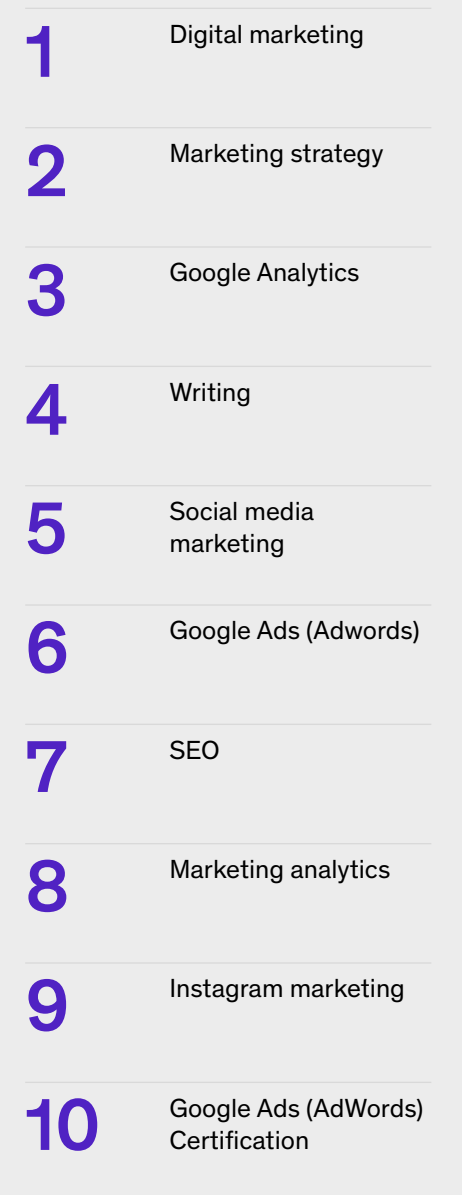
## Top 10 surging marketing skills

Ranked by increase in consumption



## Top 10 consumed marketing skills

Ranked by total consumption



## 2.1 / BUSINESS SKILLS

# Project management & operations

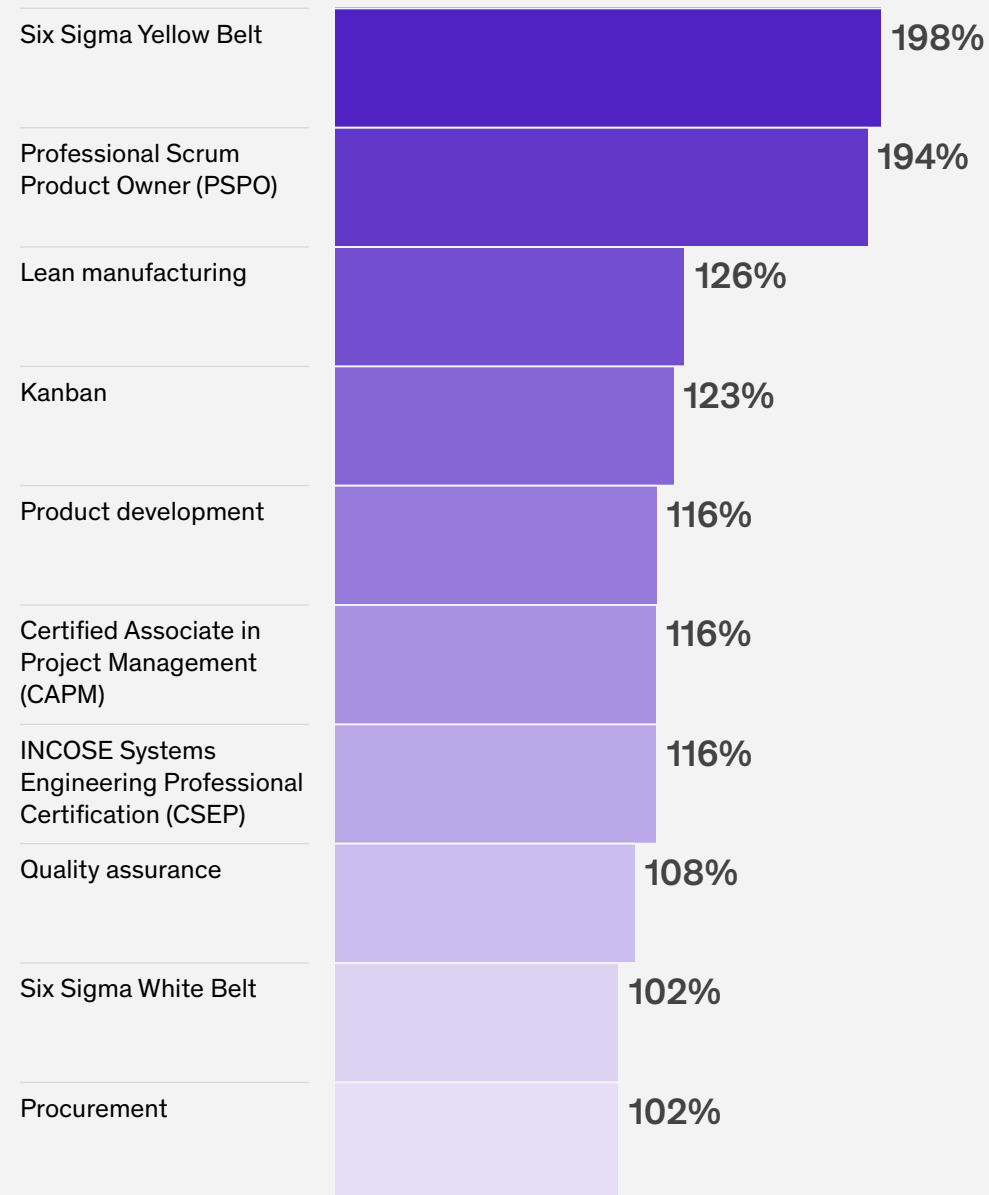
Without the knowledge, skills, and tools to help teams run projects smoothly, it's a struggle to collaborate effectively and new ideas never find their application. Project management as a practice is the top consumed skill in this category, exemplifying the same growth that the project management industry is seeing — to the tune of a projected \$5.9 billion by the end of 2022.

**An average of 11.4 % of investment is wasted due to poor project performance.**

[Project Management Institute](#)

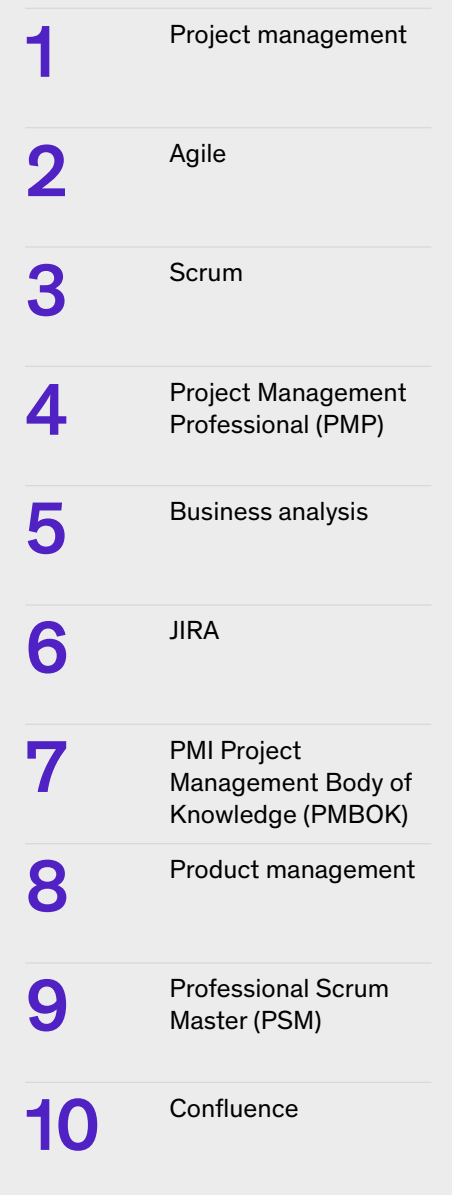
## Top 10 surging project management & operations skills

Ranked by increase in consumption



## Top 10 consumed project management & operations skills

Ranked by total consumption



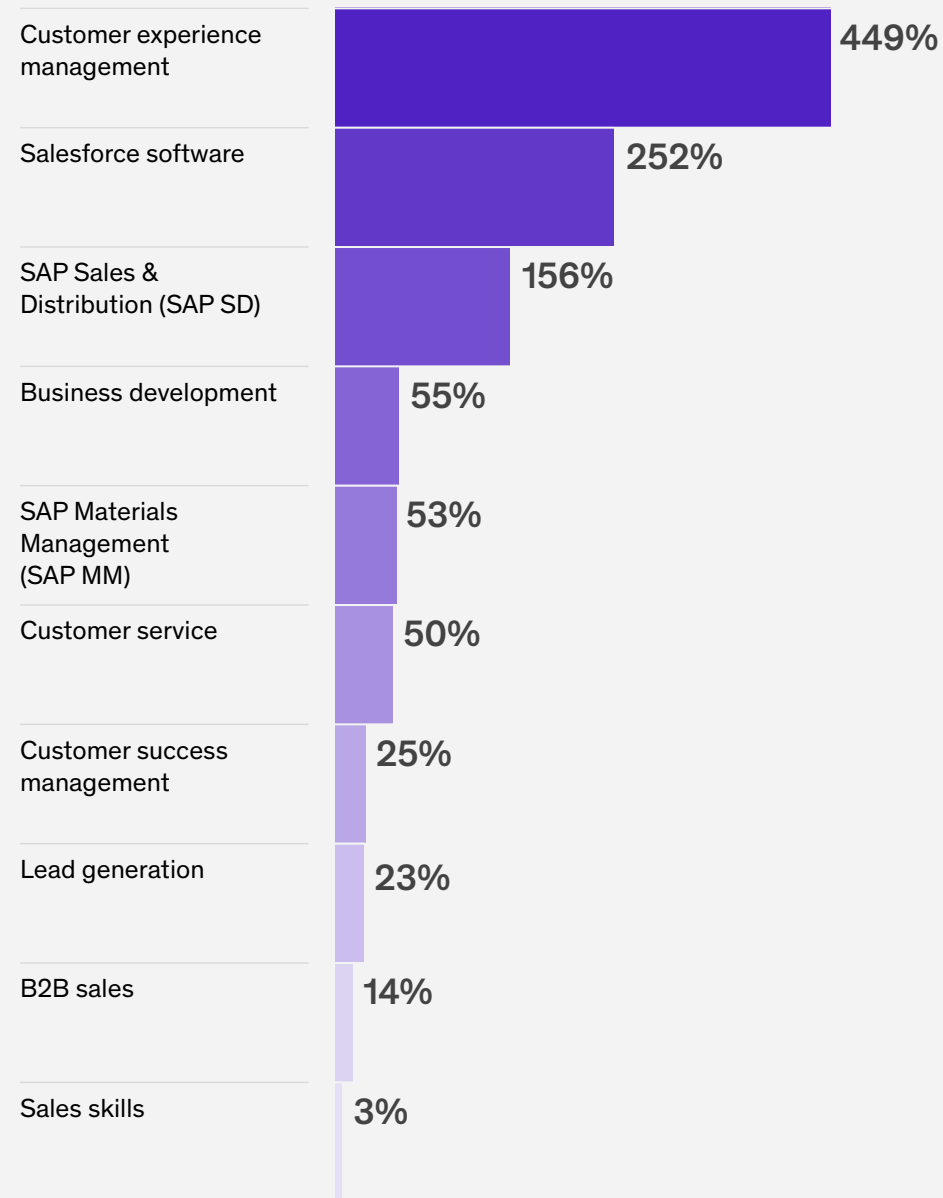
## 2.1 / BUSINESS SKILLS

# Sales

Whatever workforce, technology, and market challenges occur, it's still the age of the customer for every business. According to research done by [Salesforce](#), nearly 90% of customers say the experience a company provides matters as much as the products or services it offers. The ongoing need to focus on the customer drove learning of customer service and customer experience skills, followed by broader sales skills. Learners also built their knowledge of the technologies that power sales functions, including Salesforce software and SAP software.

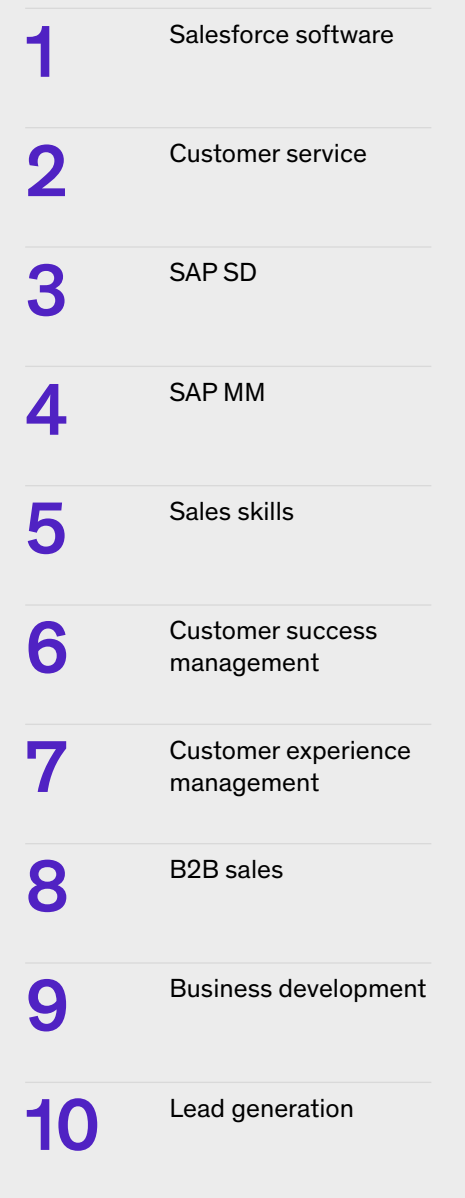
## Top 10 surging sales skills

Ranked by increase in consumption



## Top 10 consumed sales skills

Ranked by total consumption



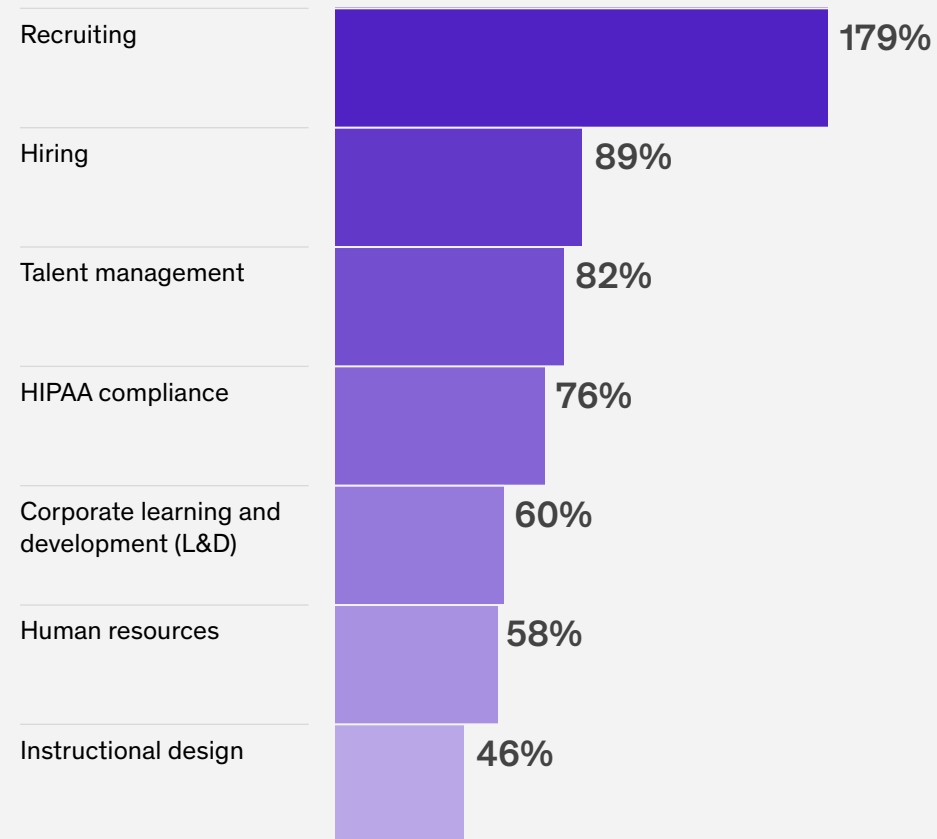
## 2.1 / BUSINESS SKILLS

# Workplace & human resources

Whether you call it the Great Resignation or the Great ReShuffle, the current movement in the global labor market has made talent sourcing a top challenge for workplace and human resources. Identifying and hiring the best possible workers for the job is the primary issue these teams face. Managing the process well has considerable payoffs. Glassdoor has found that organizations that invest in a strong candidate experience improve the quality of new hires by 70%. It's hardly surprising that recruiting, interviewing, and talent management skills top the learning list.

## Top 7 surging workplace & human resources skills\*

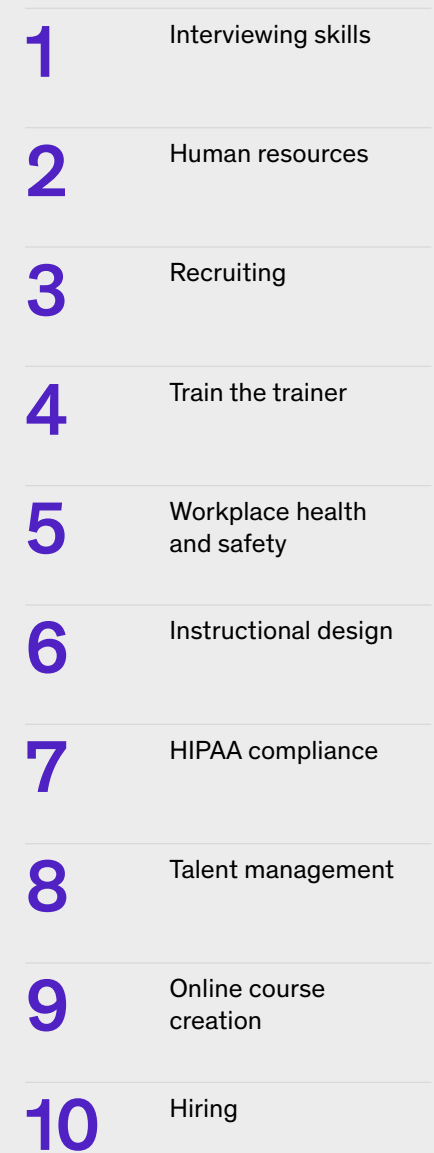
Ranked by increase in consumption



\*Seven skills in the workplace & human resources skills category saw positive surging consumption growth during the July 1, 2021, to July 1, 2022, time frame as compared to the prior year.

## Top 10 consumed workplace & human resources skills

Ranked by total consumption



## 2.2 / TECHNICAL SKILLS

# Tech roles are riding the cutting edge to prepare for the next big thing

The wave of technical innovation breaks fast and technical employees have to keep pace. It's a universal truth that they need to constantly update and advance their skills or they — and their organizations — risk the costs of falling behind.

Technical skills learning has grown 49% on Udeemy Business over the last year alone. There's a focus on

foundational development languages and knowledge to meet emerging cybersecurity threats. Learners beefed up skills related to maintaining an efficient cloud architecture with Kubernetes microservices and security around container applications as well.

With a global estimated value of \$1 trillion at stake by 2030, it's a given that cloud computing garners heavy attention for

this audience. Many are adding technical certifications to their resumes, boosting not only their knowledge but also their credibility and hireability. Retention of tech talent is a headline issue for organizations, and many workers appear to be readying for a job change with system design interview skills.

## 2x

Technical skills lose relevance in 2.5 years — twice as quickly as other types of skills, on average. [IBM](#)

## 49%

Consumption of technical skills on Udeemy Business has grown 49% year-over-year in aggregate.



Among the top consumed technical skills, some clear areas of emphasis emerge.



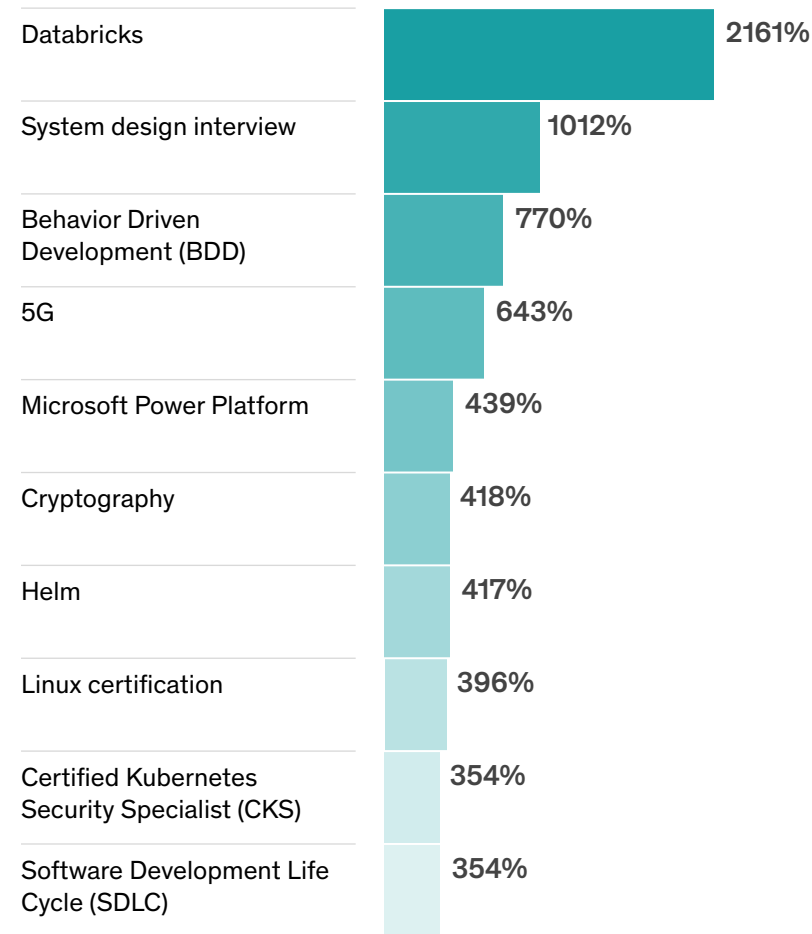
**Cloud computing skills** remain a primary area of focus, with topics related to Amazon Web Services (AWS) claiming 4 of the top 10 consumed skills.



**Skills and solutions for data analysis and security** rank high among the surging technical skills.

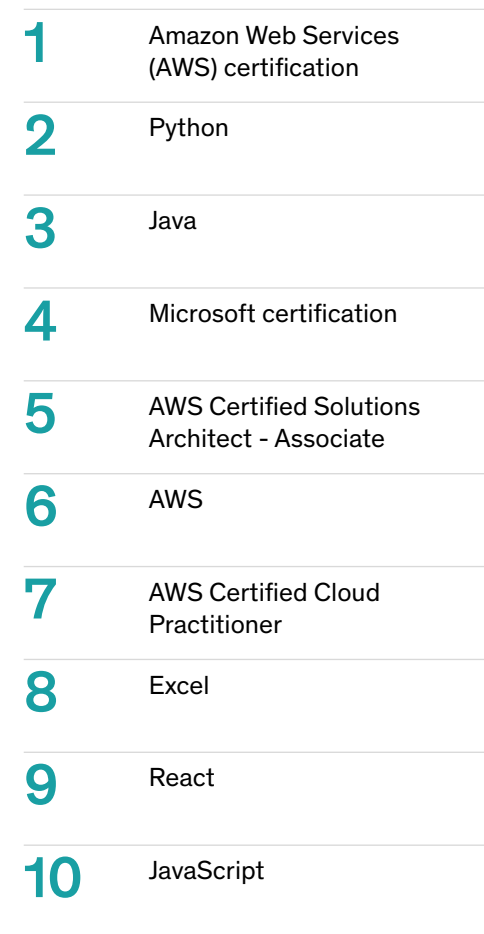
## Top 10 surging technical skills

Ranked by increase in consumption



## Top 10 consumed technical skills

Ranked by total consumption



## Employees are prepping for data transformation and leaping to the cloud

**Cloud reigns supreme:** Cloud computing skills for Amazon Web Services (AWS) take 4 of the top 10 spots among skills seeing the most learning hours. This aligns with the fact that AWS controlled 33% of the entire cloud infrastructure services market in Q1 2022.

### Scaling data for the enterprise:

Organizations are continually gathering more data and need to make effective use of it, to join the data-driven enterprises generating more than 30% growth per year. Seeing a surge of more than 2,000% in the last year, the Databricks platform offers a cloud-based data “lakehouse” to centralize all organizational data, enabling higher data quality and optimized access for data science and machine learning.

**Citizen data scientists and developers:** By 2025, as many as 70% of employees will need to use data heavily in their jobs — in 2018, that number was just 40%. Just as there are an increasing number of citizen data scientists in any organization, we are also seeing a rise in citizen developers, creating a surge in skills consumption when it comes to low-code app creation tools like Microsoft Power Platform. Neither IT employees nor professional coders, citizen developers are creating applications for their business units without relying on developers, which can create benefits like agility, speed to market, and lower costs.

“”

**You don't need to be a data scientist in order to learn how to make data-based decisions.**

**Mike Cohen**

Udemy Data Science Instructor

According to Cohen, “Developing in-house data requires a two-pronged approach”:

1. Provide ongoing training and continuous development in the latest data science advances, but also reinforce foundational skills like math and statistical analysis.
2. Develop data literacy in all employees so they understand what type of data they can access and where data might be flawed.

## 2.2 / TECHNICAL SKILLS

# Cloud computing

Technological advancement today lives in the cloud. Companies are turning to the cloud in search of improved security and reliability, helping to improve overall business agility. Public cloud spending is predicted to exceed 45% of all enterprise IT spending by 2026 (up from less than 17% in 2021), and 60% of the world's corporate data is stored in the cloud. These trends explain why the demand for cloud computing skills — led by Amazon Web Services (AWS) — continues unabated.

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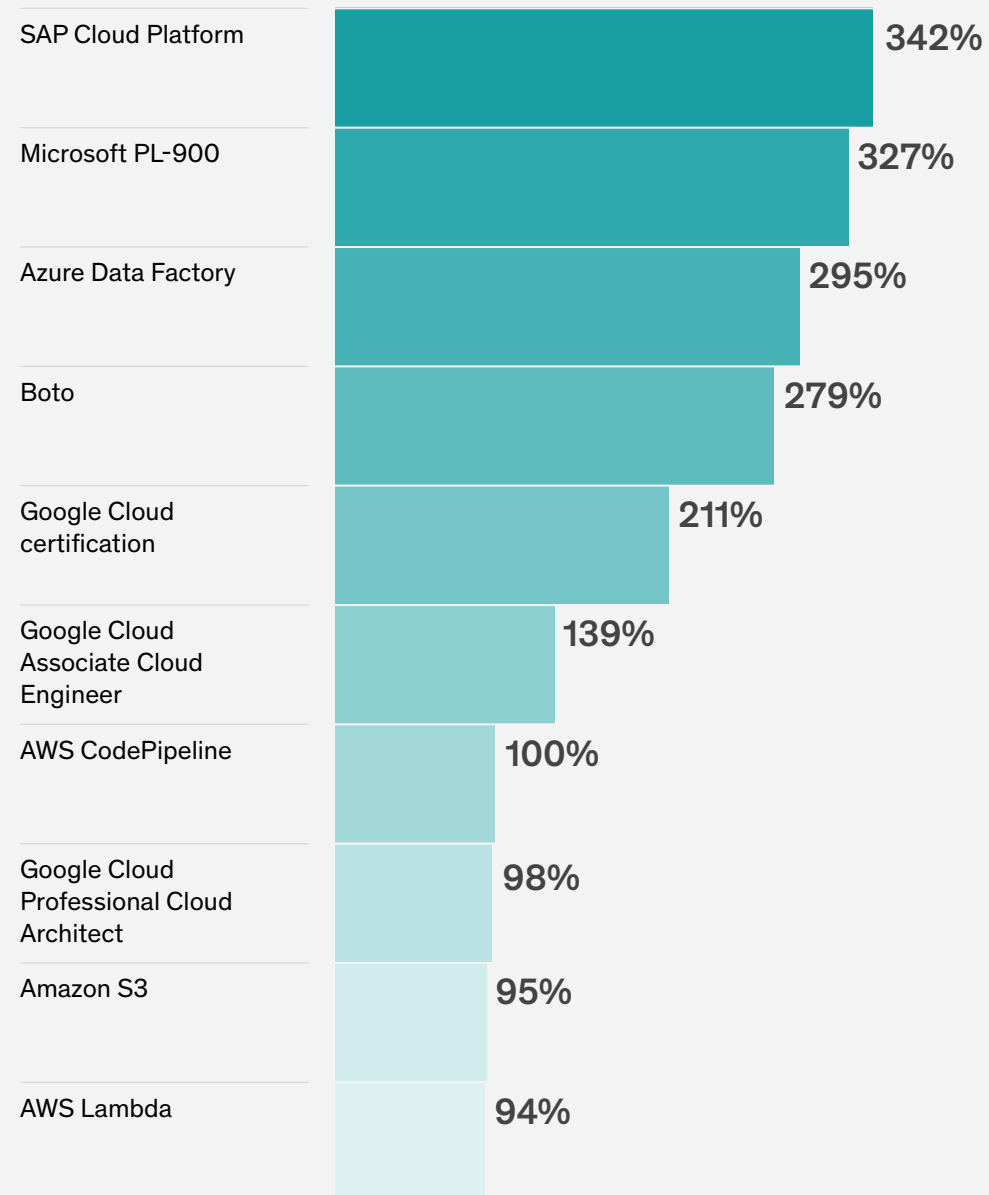
**The company was transitioning key internal systems (HR, CRM, and ERP) to the cloud to become more agile. But bringing people up to speed on new technology without the right focused learning and support can slow transformation and career development.**

**Ismaeel Ameen**

Head of Data Engineering, Development and Data Management,  
Robert Walters Group

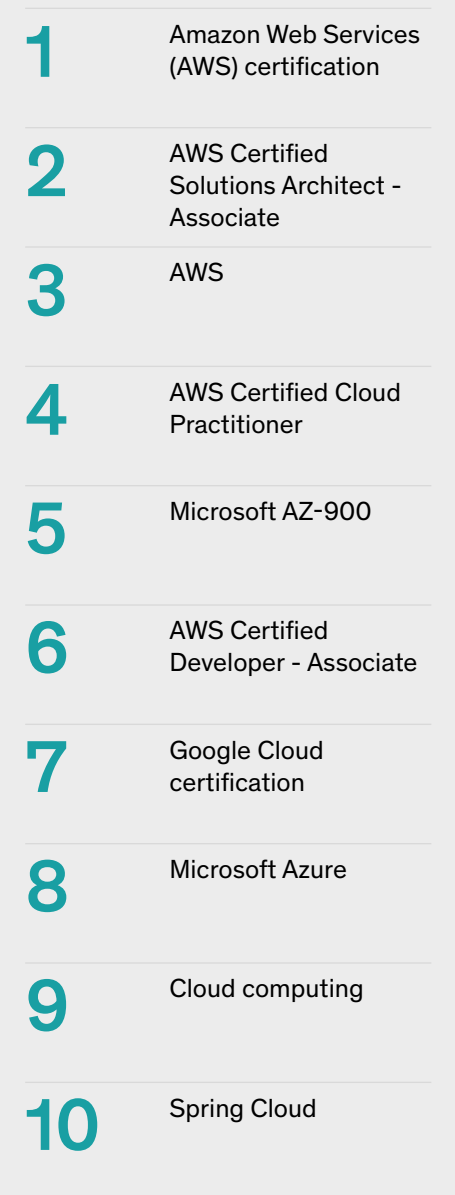
## Top 10 surging cloud computing skills

Ranked by increase in consumption



## Top 10 consumed cloud computing skills

Ranked by total consumption





## 2.2 / TECHNICAL SKILLS

# Data science

The value of skilled data science teams is clear, and a notable callout is the efficiencies offered by machine learning. Related MLOps skills appear among the fastest growing data science skills, as they shorten the analytics development lifecycle and help scale machine learning initiatives.



**We're accelerating our data science growth, investing in key technology and training partnerships to arm our employees with the capabilities they need for years to come.**

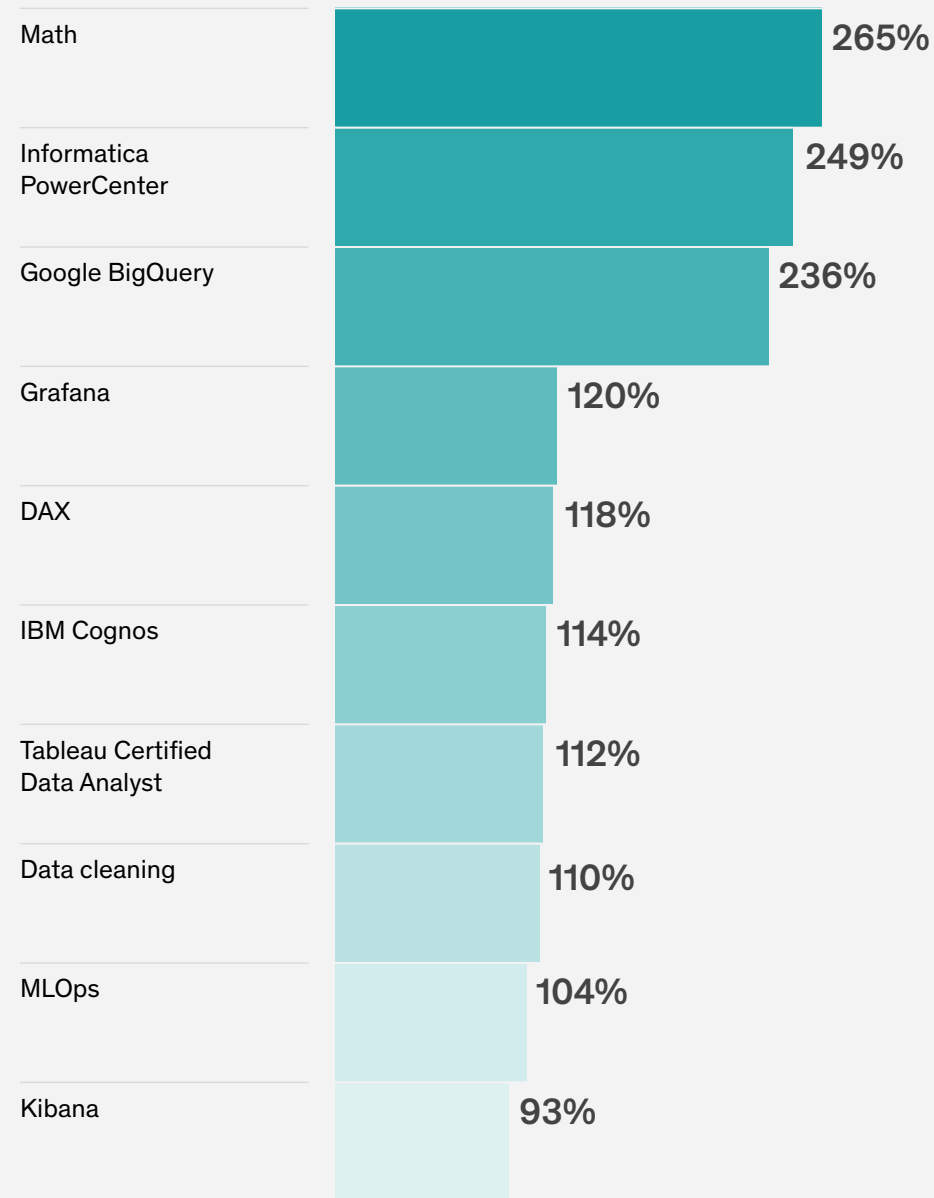
**Jim Hemgen**  
Principal, [Booz Allen Hamilton](#)

**With UdeMy Business, Booz Allen Hamilton saw:**

- 93% retention rate for advanced learning program graduates
- 93.5% of learners are now rated highly proficient in data science
- 65% report a positive impact on productivity

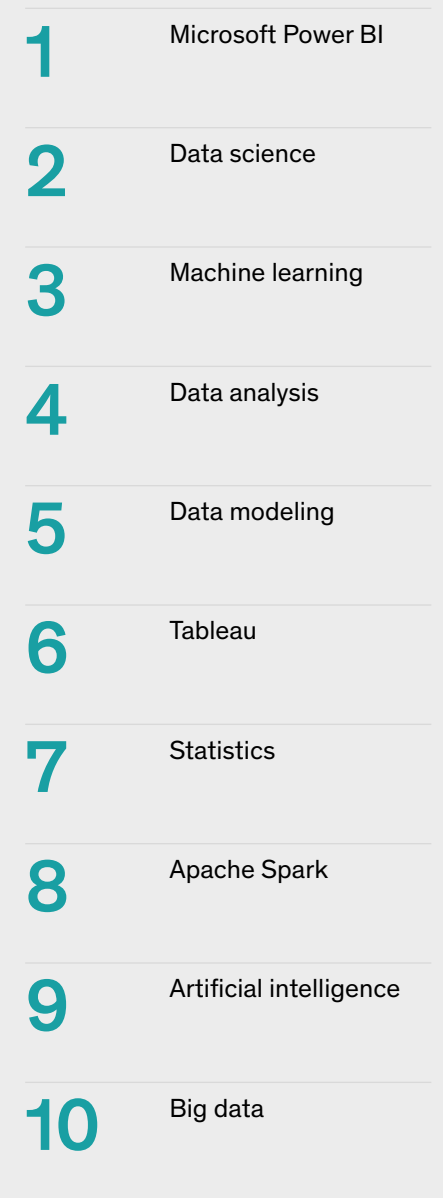
## Top 10 surging data science skills

Ranked by increase in consumption



## Top 10 consumed data science skills

Ranked by total consumption



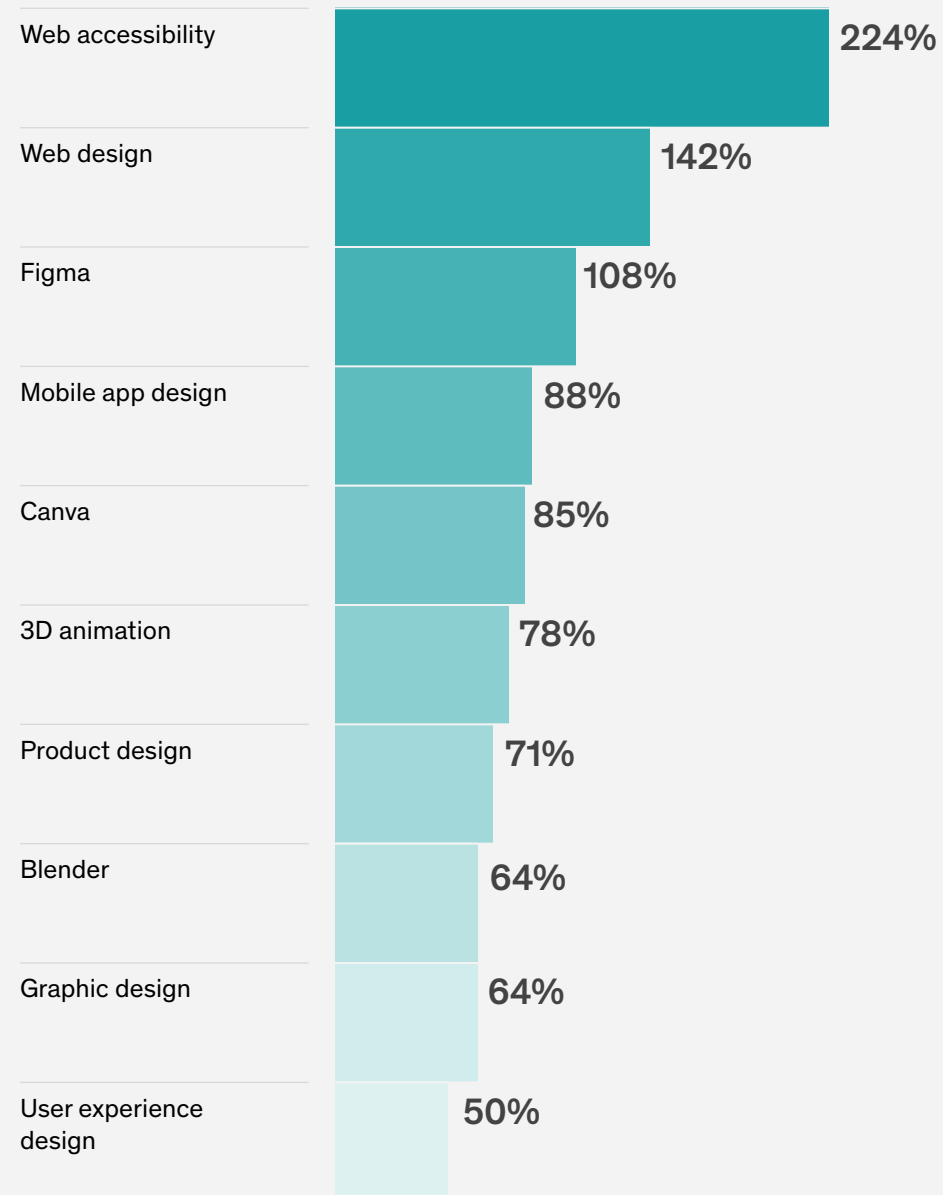
## 2.2 / TECHNICAL SKILLS

# Design

Website design is business critical. With 42% of consumers saying they'll leave a website because of poor functionality and 50% basing their perception of a brand on its website, design is the key to reaching a company's customers. Learners are honing their expertise in user experience (UX) design and developing abilities in web accessibility best practices and the collaborative design tool, Figma. Some learners may be looking to refocus their abilities to reap the rewards of UX design, which offers about twice the earning power of graphic design.

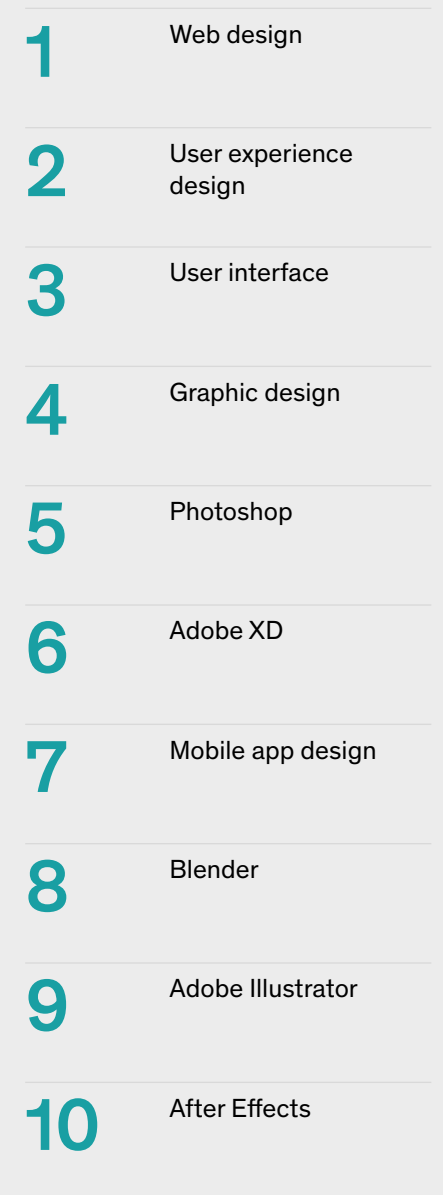
## Top 10 surging design skills

Ranked by increase in consumption



## Top 10 consumed design skills

Ranked by total consumption



## 2.2 / TECHNICAL SKILLS

# Development

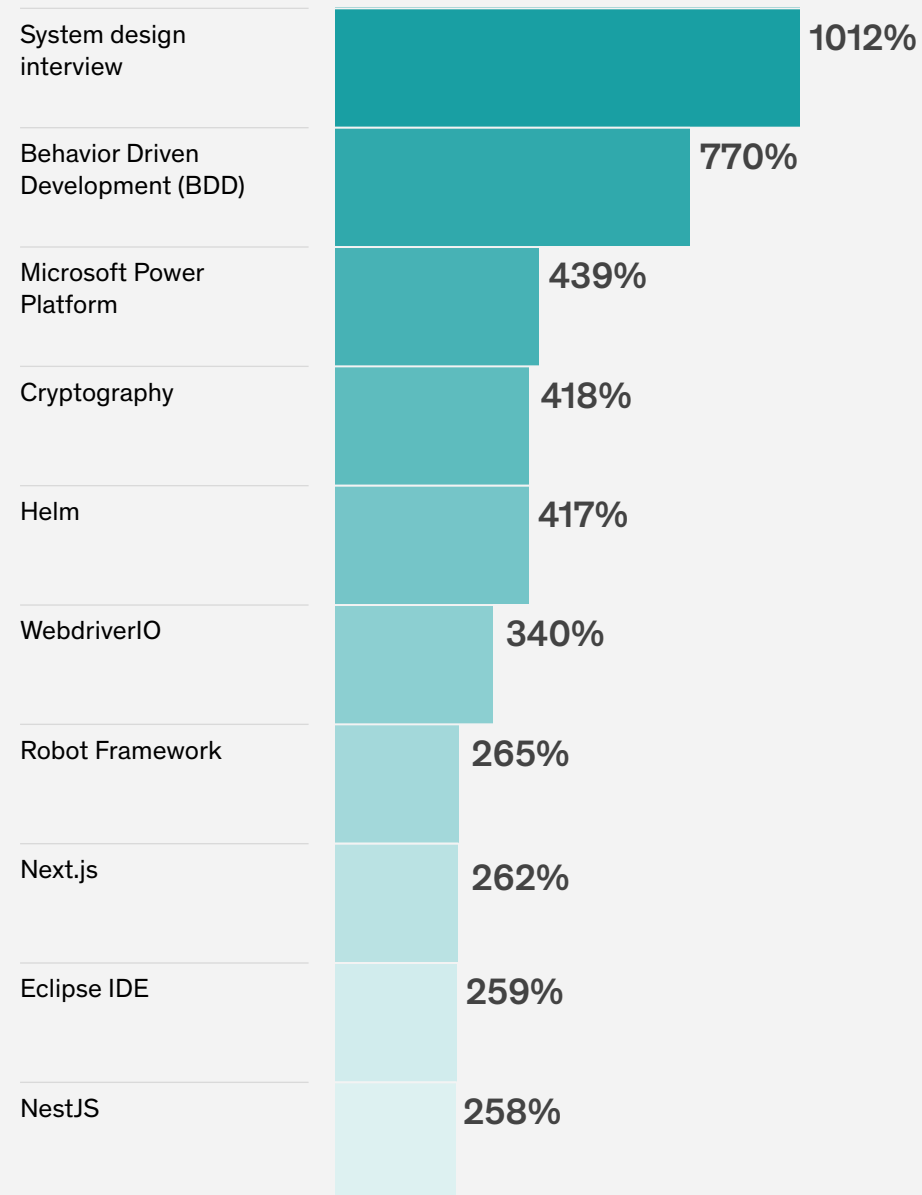
Python is the most consumed development skill for its applications in both software development and data science projects. It's also a [beginner-friendly development language](#), making it an appealing place to start for reskilling employees. Sometimes used by hiring managers to prepare for interviews, the surge in popularity of system design interview is also a reminder to leaders that the Great Resignation isn't over and needs to remain top of mind for tech leaders.

## React tops Angular:

React sees more hours of consumption than Angular in the battle of the web frameworks. According to [Bonnie Schulkin, Udemy React Instructor](#), developers love React for its ease of use, excellent performance, and large ecosystem containing high-quality libraries that support complex React apps.

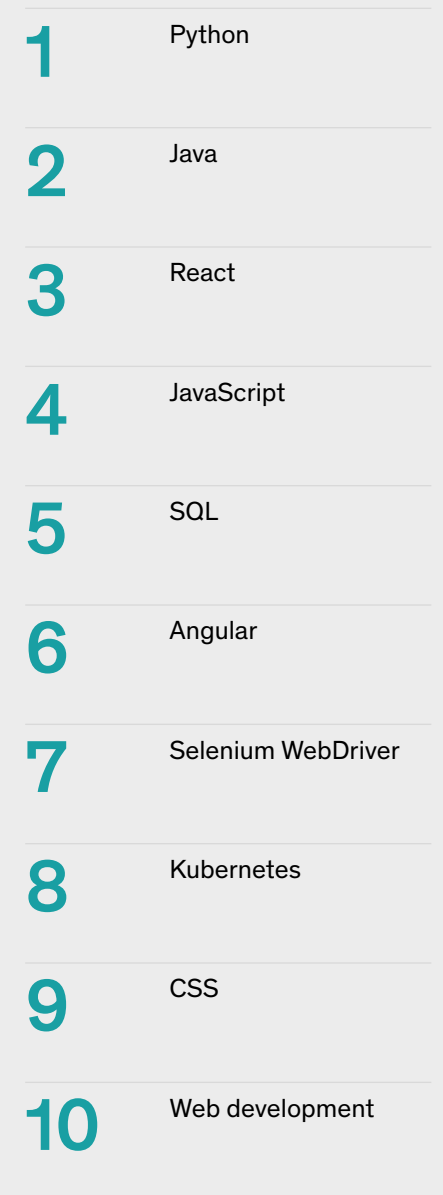
## Top 10 surging development skills

Ranked by increase in consumption



## Top 10 consumed development skills

Ranked by total consumption



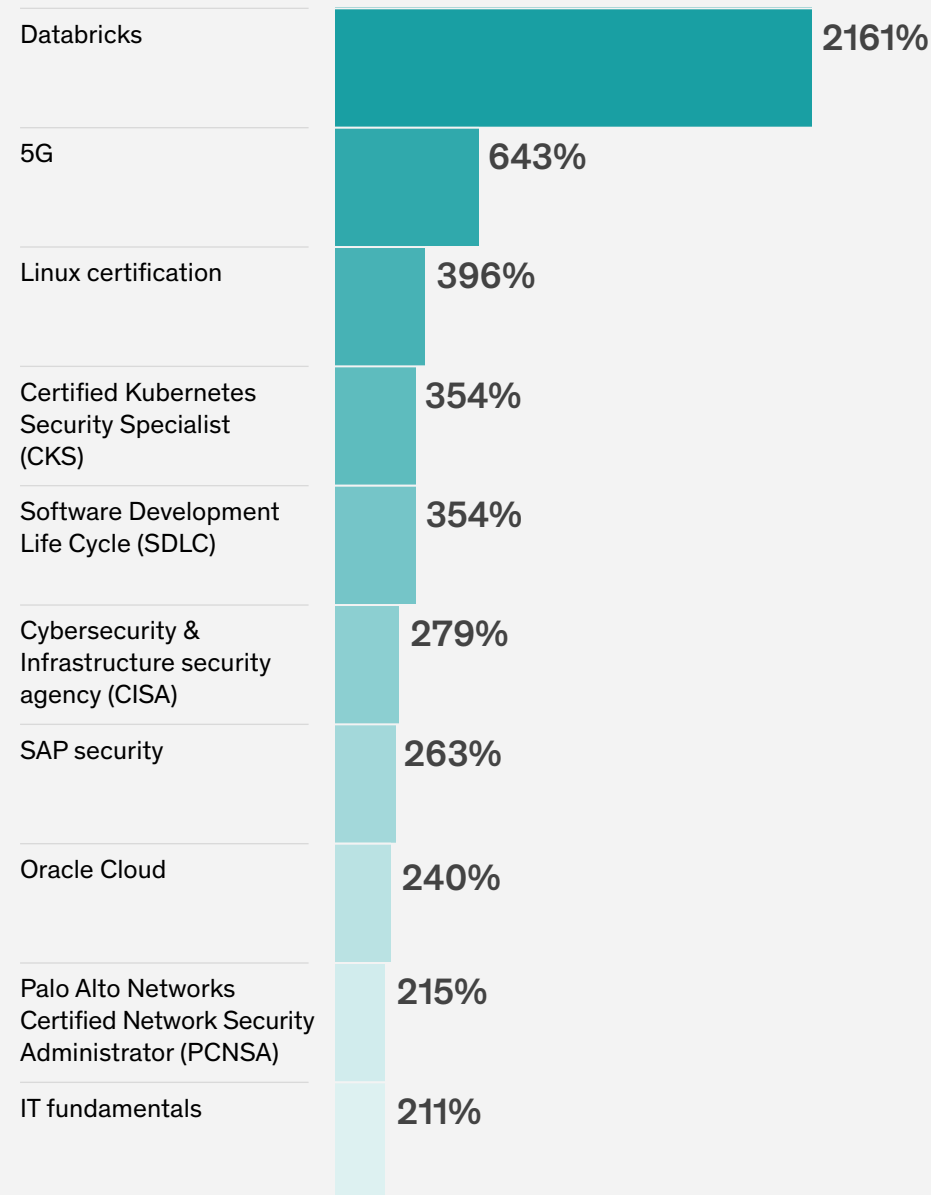
## 2.2 / TECHNICAL SKILLS

# IT operations

A company's digital ecosystem depends on IT operations. From employee enablement to product development to secure systems for customers, IT ops are foundational. Employees are leaning into cybersecurity, as cyber threats remain a near-constant presence across industries. 5G is a standout in the skills growth category, especially for its unique place in the market. While still in nascent stages for consumer cellular use, large enterprises are growing their investments in 5G to promote advanced connectivity that enhances user experiences and increases productivity in industries such as mobility, healthcare, and manufacturing.

## Top 10 IT operations skills

Ranked by increase in consumption



## Top 10 consumed IT operations skills

Ranked by total consumption



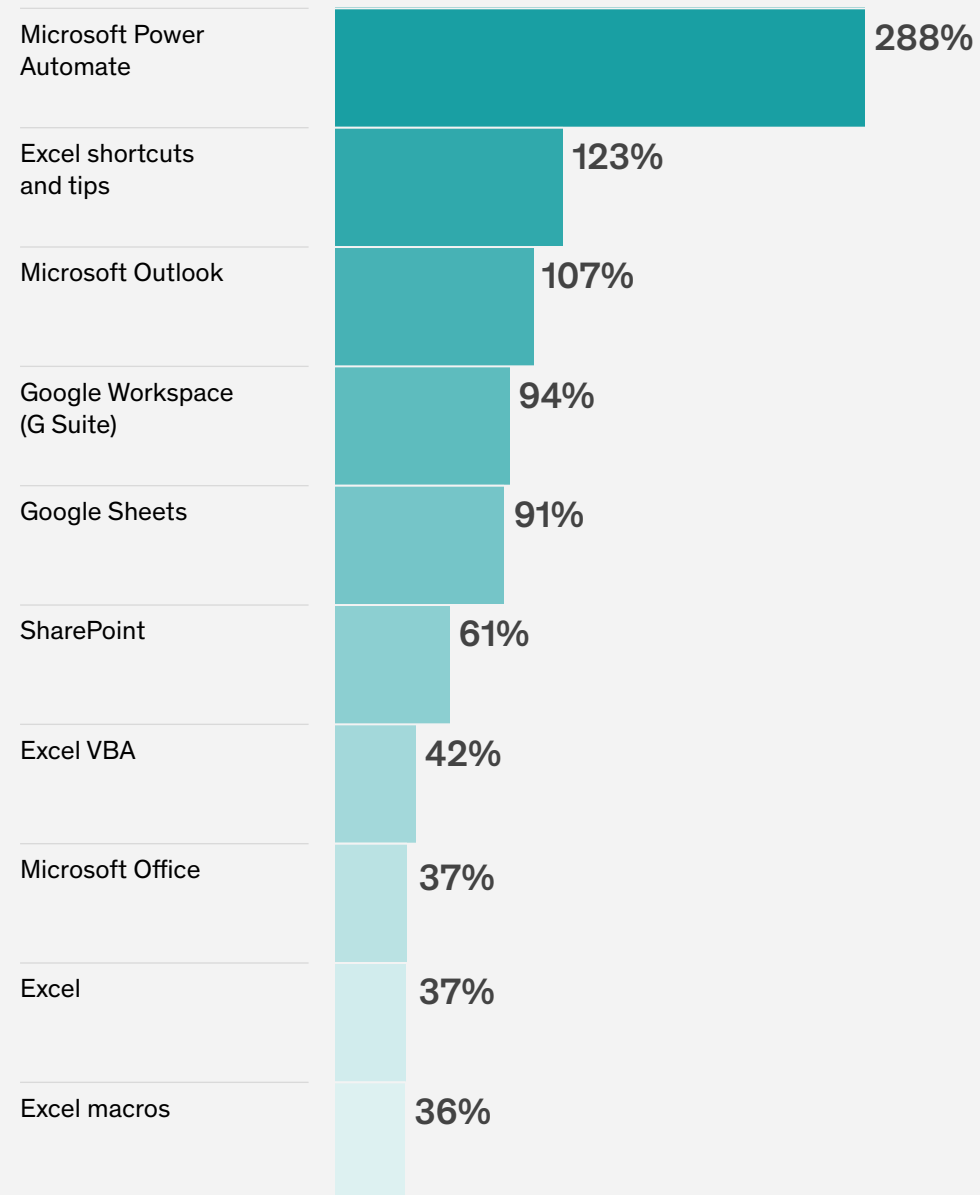
## 2.2 / TECHNICAL SKILLS

# Office productivity

In today's digital economy, employees need to navigate the many data streams and millions of data points captured every day. As data science teams focus on complex data infrastructure and storage, the general workforce population is gaining experience in the analysis and storytelling side. They are learning data skills like Excel formulas and pivot tables to quickly navigate around spreadsheet cells. These citizen data skills will only become more critical to productivity in the modern workplace. By 2025, [McKinsey](#) expects nearly all employees to regularly leverage data to support their work.

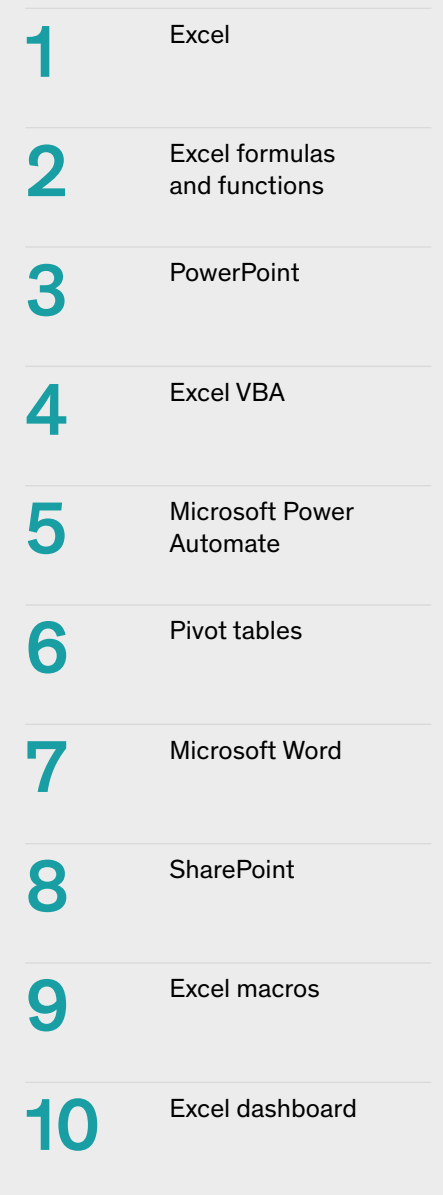
## Top 10 office productivity skills

Ranked by increase in consumption



## Top 10 consumed office productivity skills

Ranked by total consumption



## 2.3 / PERSONAL SKILLS

# Digging into personal skills to elevate work life

We've seen growing overlap between personal and professional lives throughout the pandemic. While we call these personal skills, and they do matter for the personal lives of learners, most of these skills really position them for success in the workplace.

Learners are placing heavy emphasis on acquiring English language skills for today's global workplace and leadership requirements. Skills to help employees manage workplace stress, avoid burnout, and live fuller lives — in or out of the office — are pulling learners in. So are skills that empower them to navigate the workplace more effectively and do their jobs more efficiently.

Among the top consumed and top surging personal skills, there are some clear patterns that emerge.

## 3/10

### Prioritizing English learning:

- 3 of the top 10 surging skills
- 4 of the top 10 consumed skills

## 4/10

### Personal skills to leverage in the workplace:

- 4 of the top 10 surging skills
- 4 of the top 10 consumed skills

“”

We really see Udemy Business as a reward for our team members, giving them a chance to take control of their career progression and invest time in their personal well-being. And ultimately, if we're helping our team members perform better in their roles, that benefits our company and our customers.

**Amine Beji**

Remote-First Learning & Development Coordinator, [Cimpress & Vista](#)



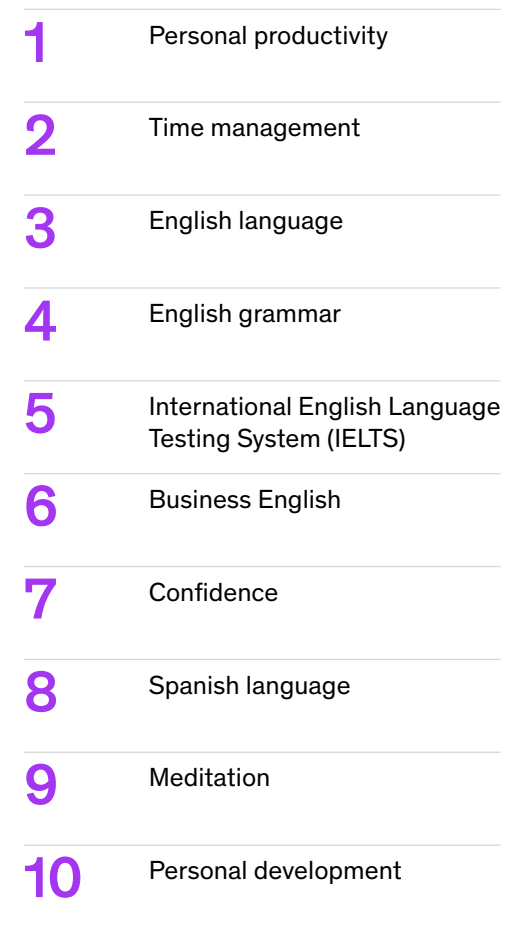
## Top 10 surging personal skills

Ranked by increase in consumption



## Top 10 consumed personal skills

Ranked by total consumption



“”

**More and more multinational companies are mandating English as the common corporate language [...] in an attempt to facilitate communication and performance across geographically diverse functions and business endeavors.**

[Harvard Business Review](#)

## Employees are setting themselves up for global leadership and workplace resilience

### The Great Resignation continues:

The skills needed to land a new job were second only to consciousness-building for workers. Employees are looking for the next great work opportunity, even if their employers don't know it, reflecting the ongoing effects of the Great Resignation and the Great ReShuffle.

**English language skills for a global business world:** Learners leaned into English, with 3 of the top 10 surging personal skills and 4 of the top 10 consumed skills focusing on acquiring a language that is essential for leadership in many global organizations.

### Skills to boost self-awareness,

**manage stress, tame burnout, and build productivity:** Many of the top personal growth skills, whether surging or top consumed overall, reflect employees' desire to manage stressors better, including the burnout which so many are feeling. They are deepening their understanding of self and others, and improving their abilities to function meaningfully in their jobs.

## CONCLUSION

Leaders who focus on the state of learning in their organizations and develop a strategy that takes into account the trends we've outlined here are giving themselves **a better opportunity to come out ahead.**

Those who support learning of essential skills as a foundational element of a stronger, more vibrant culture will see not only higher employee engagement, but a better-prepared workforce. With a comprehensive, integrated approach to learning that is fine-tuned to the needs of individual teams and learners, organizations will be poised for future growth and well-equipped to handle disruptive change from any source.

We've seen explosive growth in technical skills learning (49% year-over-year growth in total consumption) and business skills learning (39% growth in consumption) on the Udemy Business platform. This tells us that there are more skills than ever to be learned in these areas and that the demand to learn them — both from employees and their organizations — is only growing. It's clear that employees are ready to learn and understand the importance of continually pivoting to advance their skills, their careers, and meet the needs of their organizations. It's the organizations that can provide them with the time, tools, and culture to engage deeply with learning.

**Growth in technical skills learning****49%**

Growth in total consumption of technical skills learning year-over-year

**Growth in business skills learning****39%**

Growth in total consumption of business skills learning year-over-year



## METHODOLOGY

For this report, we analyzed data from thousands of our customers around the world. We calculated total consumption by UdeMy Business learners across all course topics for the year from July 1, 2021, to July 1, 2022. We calculated the percentage growth in consumption compared to the year from July 1, 2020, to July 1, 2021.

## Glossary of terms used

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### Skills categories

These map to the taxonomy of courses on our UdeMy Business platform. Business skills are the parent category, with (for example) finance & accounting, leadership & management, etc., falling under that top level category. The other primary categories are technical skills and personal skills.

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### Top surging skills

This statistic indicates the percentage growth in total hours of learning consumed for a given topic over the last year. This number is an indicator of increase in learning of a specific topic, showing us what new skills are trending upward most within a given area.

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### Top consumed skills

This is the ranking from 1 to 10 of skills by total learning hours consumed on the UdeMy Business platform, with number one being the most total hours consumed. This shows total learning of a topic overall, even if there hasn't been a big spike in consumption over the last 12 months.

## ABOUT UDEMY BUSINESS

**Udemy's mission is to provide flexible, effective skill development to empower organizations and individuals.**

Udemy Business enables employers to offer on-demand learning for all employees, immersive learning for tech teams, and cohort learning for leaders. With our integrated learning solutions and strategic partnership, we equip companies with the tools to build a future-ready workforce, increase employee engagement, and achieve critical business outcomes.

Learn more at [business.udemy.com](https://business.udemy.com)