Training Needs Discussion
Agenda

• Training survey
• Discussion
• Future trends
• PSC training products overview
FY20 training needs

- In response to the volume of requests for training support PSC has received, the May TLC and the May 21 TGC were advised of the need for a Department-wide training refresh.
- The need is driven by the volume of changes to the ETS, attrition, policy changes, etc.
- TGC concurred that a refresh would be supported.
- PSC agreed that it would work with the OpDivs to clarify training needs and set priorities for the year.
Training survey

• We’ll start the discussion with a thought primer presented as a survey
• Please take a moment to log in to: https://presentain.com/psc
Workplace generations in 2025*

- The Greatest Generation (1901-1927) – 2%#
- Baby Boomers (1946-1964) – 9%
- Generation X (1965-1980) – 17%
- Millennials (1981-2000) – 50%
- Generation Z (>2001) – 22%

*https://www.navexglobal.com/blog/article/formal-introduction-five-generations-employees-your-workforce/
# Includes the “Silent Generation” born ~1925-1942
The future of training

Training needs of Gen Z and Millennials*

• >70% of the global workforce in 2025
• **High** Technological Skillset
• Enter *TRAINment*
• Micro-learning
• Attention differences to other generations
• Soft Skills Focus (75% of long term job success for Millennials**)

Training trends

- Increase in Virtual Instructor-Led Training
- Electronic micro-learning
- Re-focus on “gamification”
- Adaptive content delivery
- Instant training answers
PSC training products

- Regular Virtual Instructor-Led Trainings
  - New employees or employees new to performing Temporary Duty
  - Basic/refresh Travel Arrangers
  - Basic/refresh Federal Agency Travel Administrators (FATAs)
- Computer-Based Trainings
  - All travelers
    - Take *anytime*
    - Online job aids
      - Available for anyone
      - Step-by-step instructions on most questions regarding the ETS
PSC training products, cont’d

• Gamification
  • Inserted into all Virtual and Computer Based Trainings
  • Focused on both understanding and application of concepts

• Micro-learning
  • “Travel in a Minute” series
  • “Cards in a Minute” series
  • Recordings
    • ETS labs and hands-on training
      • All travelers
      • Learn best practices
Summary

• Your training needs
• How can we help?
• What can we offer
  • Now
  • Coming soon