

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

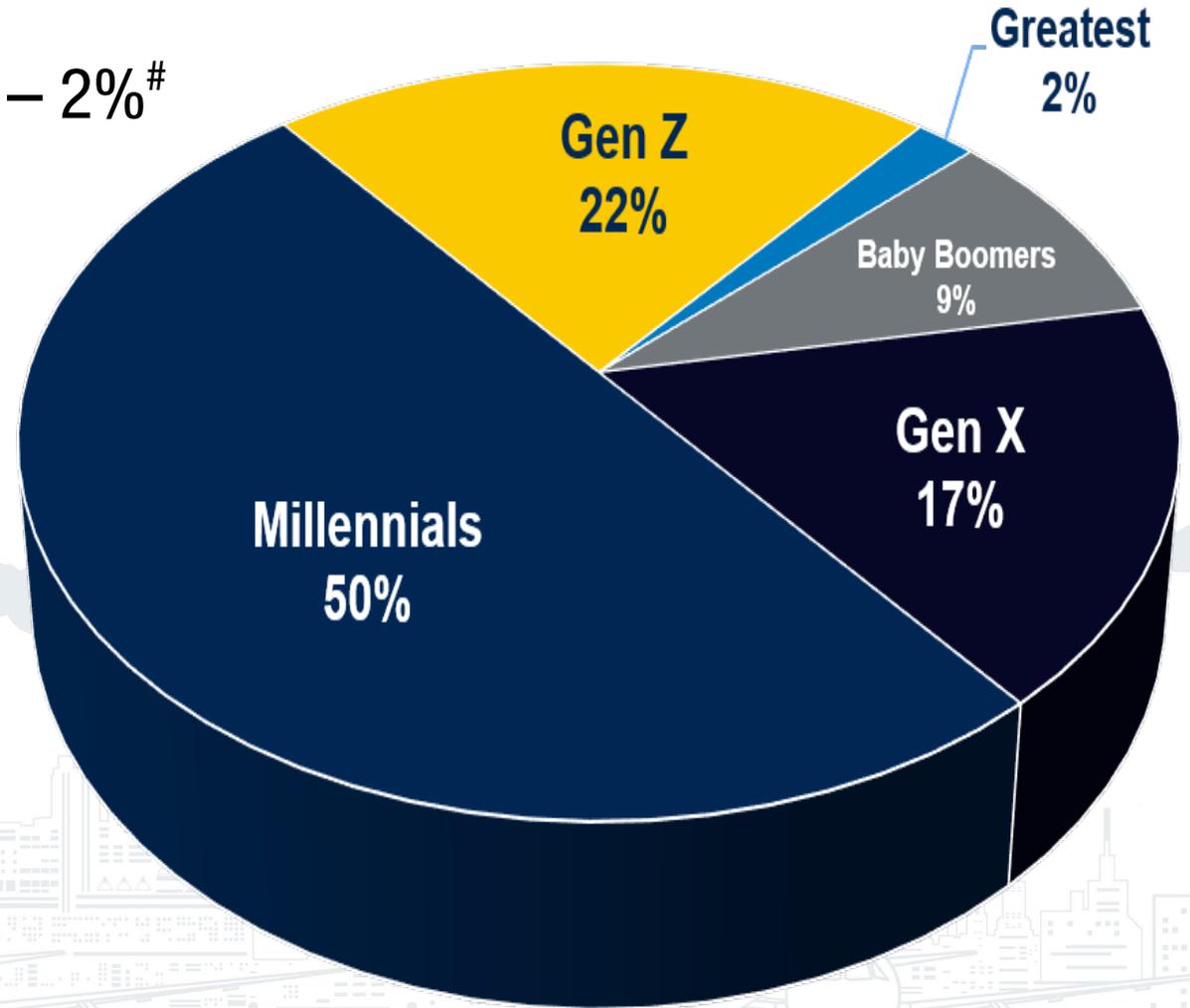
- We'll start the discussion with a thought primer presented as a survey
- Please take a moment to log in to:

<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 *TRAIN*ment
- 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

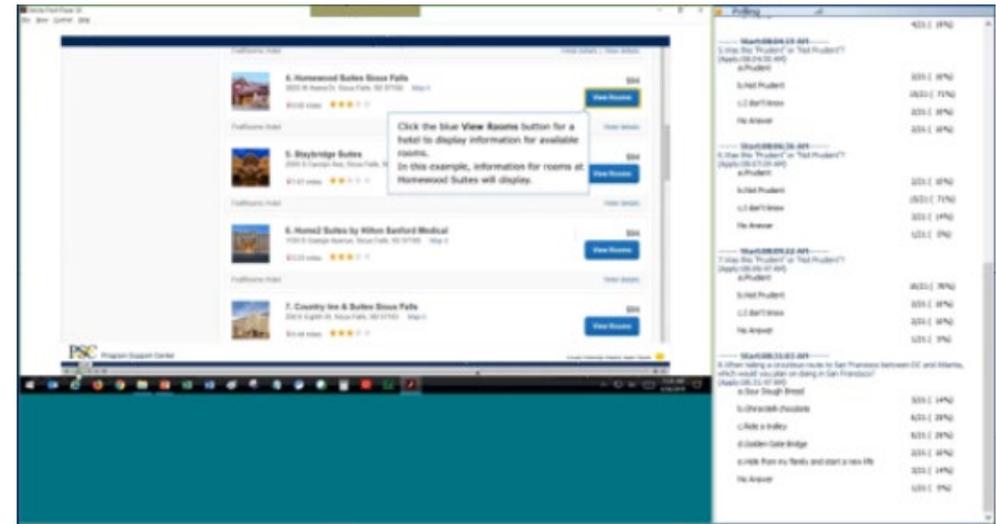


PSC training products

- 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 ✖



