

# Training Challenges Survey Series

## #2 - Global Training

October 17, 2006

### Global Training Survey Results

The second survey in the Training Challenges Survey Series, conducted by Expertus and TrainingOutsourcing.com, focused on global training – defined as training provided to employees, customers, and partners outside of an organization’s home country.

The survey was launched in September 2006. As of October 12, 2006, 268 survey responses were collected. Approximately 31% of survey respondents had between 5 and 50 locations outside of home countries and almost 20% had more than 50 locations outside of home countries.

### Survey Highlights

- While a vast majority of companies (82%) are now involved in global training, most training dollars are still spent on training delivered within home countries. Almost half of responding companies spend less than 10% of their annual training budgets on training delivered outside of home countries. In 37% of responding companies, employees outside of home countries receive less training than those employees located within home countries.
- 62% of companies managed global training through a centralized learning organization. However, 42% of respondents had training staff located in U.S. and non-U.S. countries.
- English is by far the most commonly used language for training (95%). Almost 40% of companies use Spanish, 30% use French, 25% use Chinese, and 25% use German.
- In 58% of companies, all employees have access to e-learning.
- The top challenges identified by respondents are budget constraints (48%), content localization and translation (40%), effective learning delivery (39%), and maximization of e-learning (34%).
- Training delivery (36%), content development (35%), and technical services (26%) are the most frequently outsourced services.

# Global Training Results

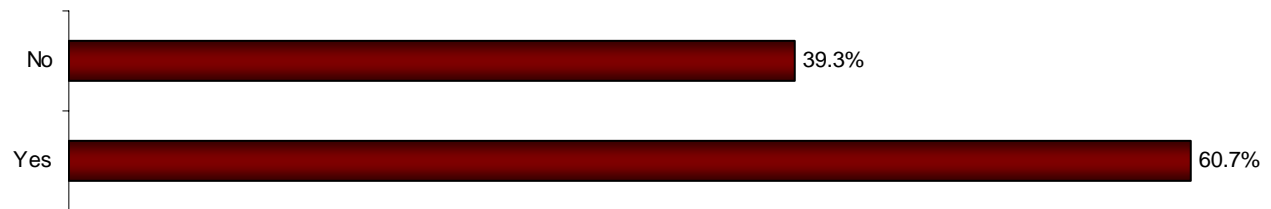
1. Does your company have employees, partners, and/or customers outside of its home country?



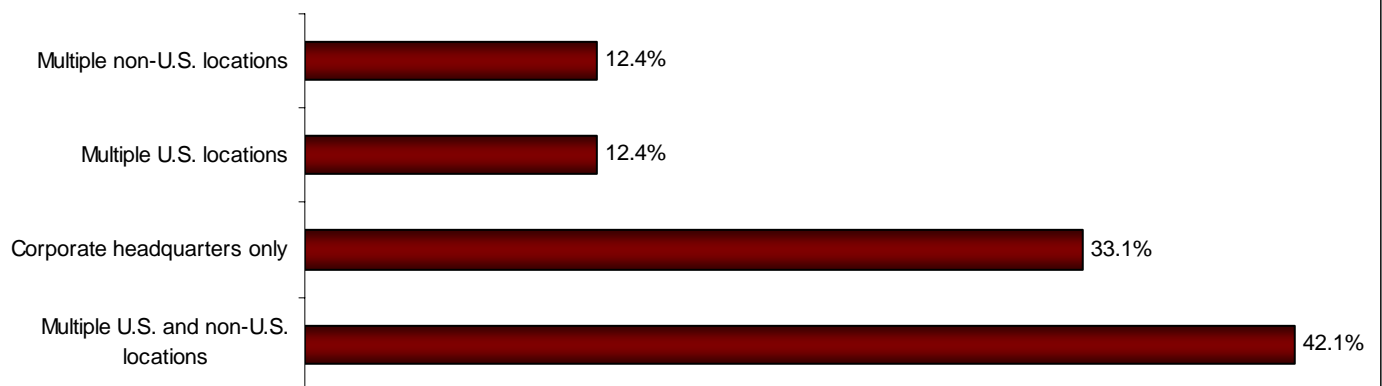
2. If yes, does your company provide training to any of these audiences?



3. Does your company have a centralized learning organization that manages training for audiences inside AND outside of your home country?

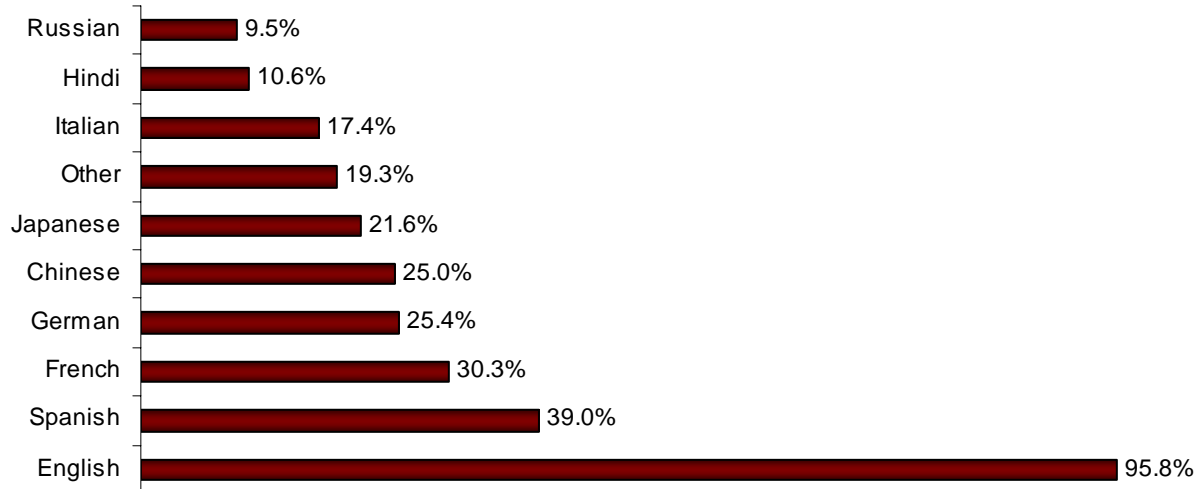


4. Where does your company's training staff reside?

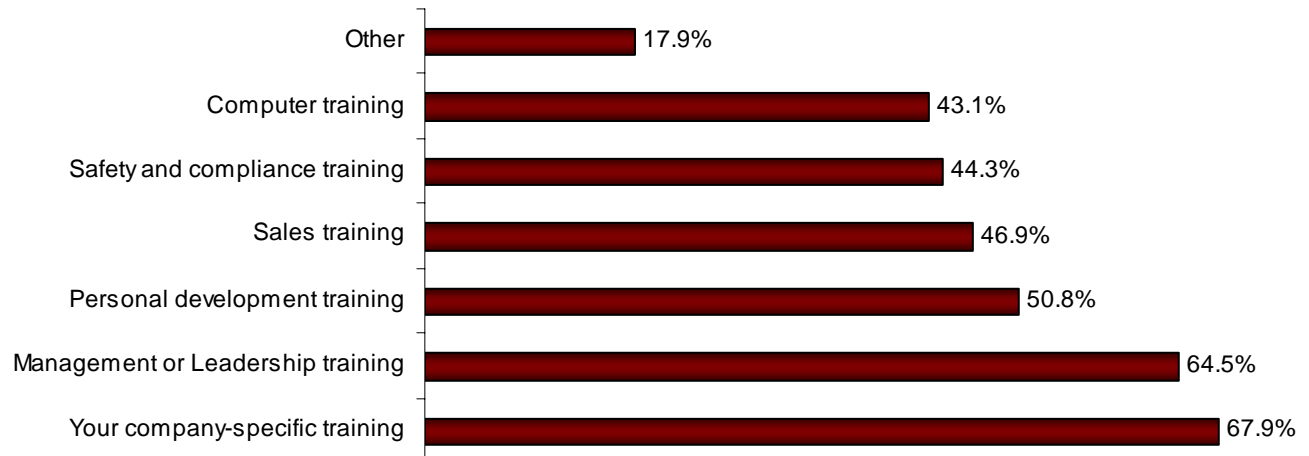


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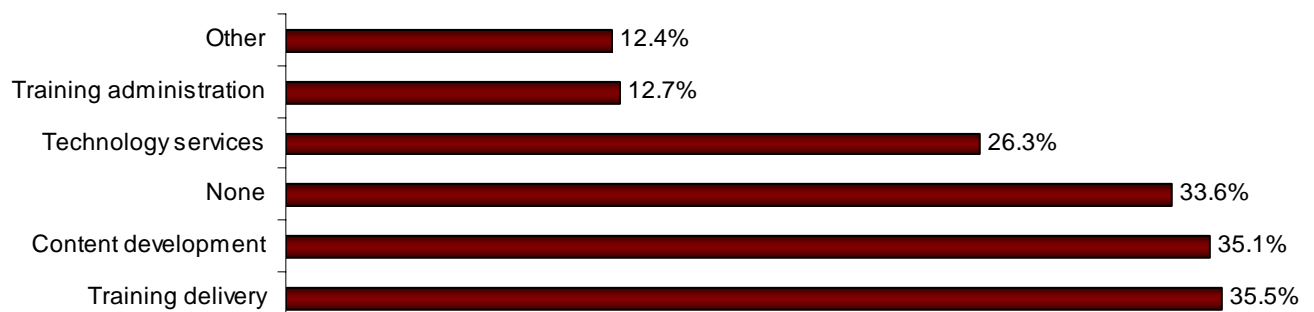
## 5. In what languages does your company provide training?



## 6. What are the most common types of training subject areas that are delivered globally within your country?

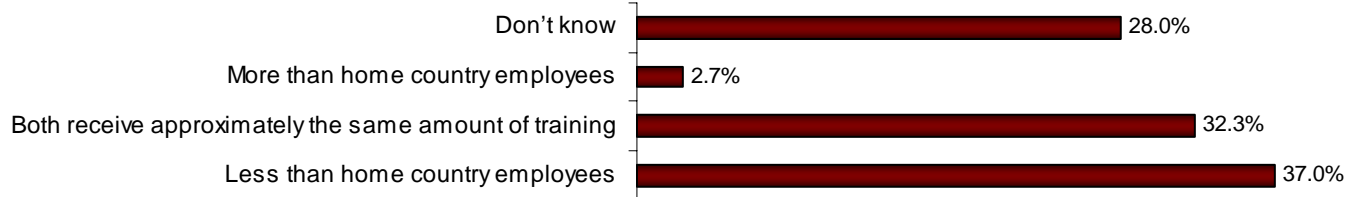


## 7. What parts of your global training program does your company outsource?

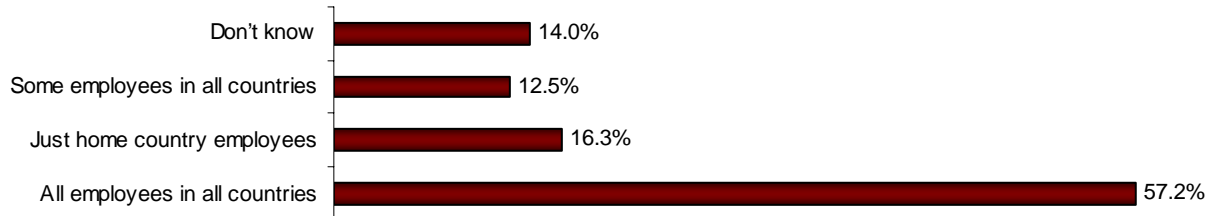


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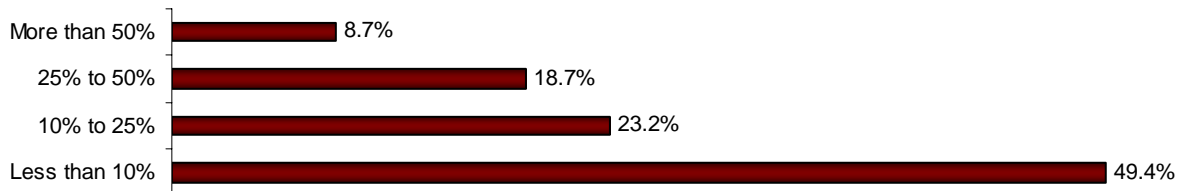
## 8. How much training is available to your employees outside of your company's home country?



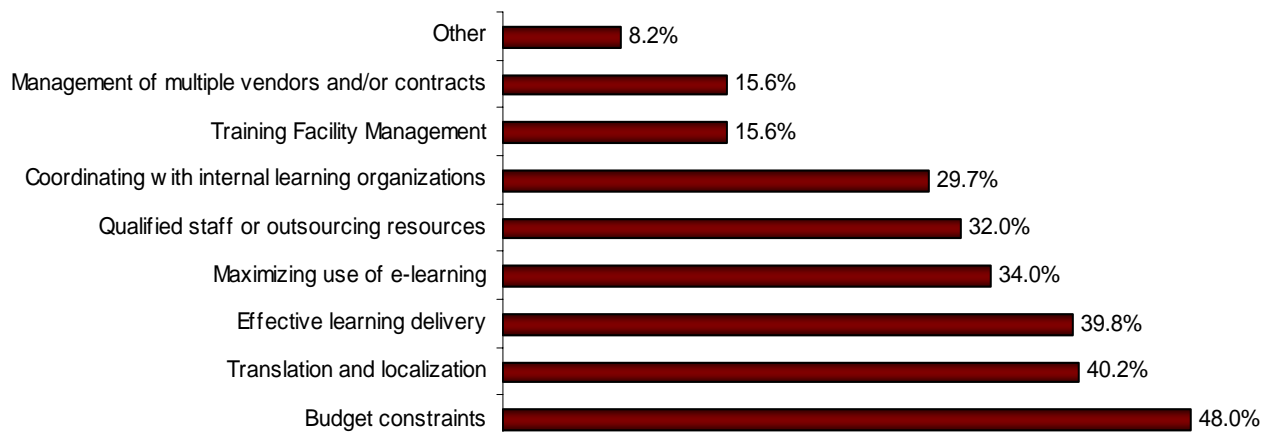
## 9. Who in your company gets access to e-learning?



## 10. Approximately what percentage of your company's overall training budget is spent on training delivered outside of its home country?

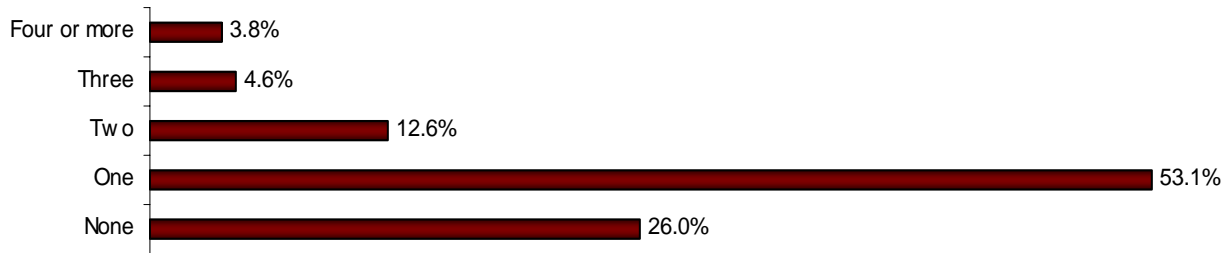


## 11. What are the top three challenges faced by your company in delivering training to global audiences?

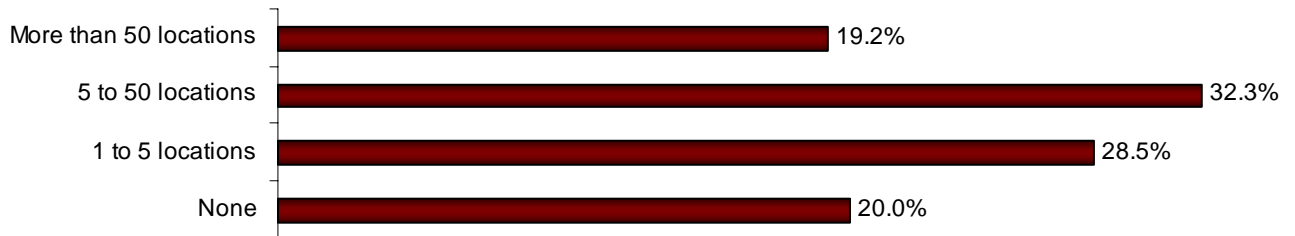


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**12. How many LMSs (Learning Management Systems) does your company use to manage and track training inside and outside of your home country?**



**13. Approximately how many locations does your company have outside of its home country?**



**14. Your company size?**

