

# LEAN INTO LEARNING

*A look back on the state  
of learning in 2023*

skillsoft®



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# Section I: The State of Skilling







*Here are some of the trends we're seeing:*

## GENAI IS THE GREAT DISRUPTOR

According to a [Deloitte report](#), 94% of executives surveyed believe AI will be critical to business success over the next five years. Learning can bridge the skills gap and help employees step forward into the roles of the future.

Consider this: Last year's *Skillsoft IT Skills and Salary Report* didn't even mention GenAI. In the space of less than a year, GenAI has drastically changed what we learn, how we learn, and how we work — which means organizations need to redefine relevant skills to stay competitive and meet their customers' demands.

In our most recent [IT Skills and Salary Report](#), 38% of IT decision-makers worldwide identified AI and Machine Learning as a key area of focus. In fact, it rated highest of 30 focus areas reported, outpacing Cybersecurity, Cloud Computing, and more. And, in years to come, we believe that focus will continue to grow.



**ORLA DALY**  
Chief Information Officer,  
Skillsoft

“Organizations are at a critical point where they need to be deliberate and proactive about building skills and capabilities, especially related to AI, or risk falling behind in the coming year. Interactive training experiences where professionals learn by doing will unlock rich possibilities, creating business value while increasing team member engagement and morale.”

## SKILLS GAPS — INCLUDING GAPS IN POWER SKILLS — CONTINUE TO CHALLENGE

According to our *IT Skills and Salary Report* findings, organizations are still experiencing skills gaps. In fact, 66% of IT decision-makers report no improvement since last year.

Again, much of this can be attributed to GenAI; the most common reason cited for gaps is that technology is changing faster, so fast that skills development programs simply can't keep up. And, the future promises more of the same, with more than half of IT decision-makers reporting they anticipate a skills gap in the next one to two years. According to our *IT Skills and Salary Report*, IT leaders agree that power skills like empathy, agility, creativity, and resilience are just as important as hard technical and task-related skills. However, only a small percentage (7%) say power skills will see a significant investment in the near future. This disconnect may seriously hamper the successful adoption of GenAI which, as we've noted, must involve acquiring and fine-tuning business skills beyond programming.

The truth is, all employees need a balance of hard tech skills and power skills such as creativity, collaboration, and modern leadership. Yet, 72% of IT leaders rank their existing teams' leadership skills as medium to low, presenting both a challenge and an opportunity. Both in terms of skills needed for the business to thrive, and in terms of employee satisfaction and retention.

Forty-three percent of IT employees say that the reason behind wanting to change employers is due to a lack of growth and development. The message is clear: develop your employees, position them for growth, provide them with skills training, and they'll be more likely to stay with — and contribute to — your organization.

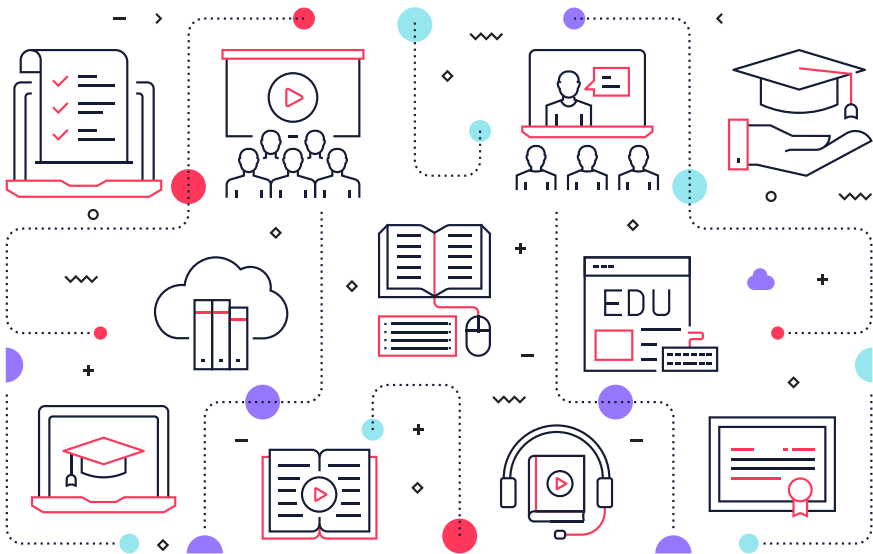
CERTIFICATIONS MATTER

In our *IT Skills and Salary Report*, 97% of IT leaders say certified staff adds value to their organization. While the percentage of respondents reporting that they hold at least one certification dipped slightly, that mark still hit 88% (down from 91% in 2022). More significant, the average number of certifications held by IT professionals in our survey jumped from four to nearly seven.

As GenAI begins to mature, we anticipate increased interest in related certifications, such as Microsoft’s Azure AI Engineer Associate or Natural Language Processing Specialist. And, for good reason.

Sixty-two percent of those we surveyed feel that the quality of their work improved thanks to certification. They are also more engaged at work (47%) and perform their duties faster (45%). That’s good news for employers. Other key benefits include decreased errors, receiving a raise or promotion, and getting a new job.

And, while other factors impact compensation, certifications are a credible validation of a professional’s experience, signaling to employers that candidates can effectively do the job.



ESG IS NO LONGER OPTIONAL

ESG has become core to an organization’s strategy and can significantly impact a company’s financial performance and long-term health.

Environmental, Social, and Governance (ESG) and Corporate Social Responsibility (CSR) initiatives have evolved into strategic imperatives to satisfy expectations of customers, employees, and other stakeholders. In fact, **77% of consumers** are motivated to purchase from companies committed to making the world a better place. Our **Corporate Social Responsibility at Work Report** reveals how organizations across the globe are working to combine doing well with doing good. And, our **ESG Impact Report** reflects our own journey.

One significant way many businesses are addressing environmental issues is by offering sustainability training to employees. In fact, we’ve observed a 60% year-over-year increase in the number of new learners acquiring green skills and competencies using Skillsoft’s AI-powered learning platform.

While CSR remains important, and philanthropic activities continue, 50% of respondents say ESG efforts are replacing CSR efforts, although 70% still publish an annual CSR report. Meanwhile, ESG risks and opportunities are intricate and varied, influenced by industry, organization size, location, and additional factors.



**ASHA PALMER**  
Senior Vice President,  
Compliance Solutions,  
Skillsoft

“Serving as a central reference point for organizational expectations and behaviors, your organization’s global code of conduct helps employees and stakeholders alike work more effectively and ethically across geographic and cultural boundaries. It is not just to fulfill a legal requirement, it is to protect people and organizations, and ensure continued, sustainable cultural transformation.”



## CYBERSECURITY TRAINING AND AWARENESS IS STILL ESSENTIAL

Today, cybersecurity affects everyone in your organization — not just IT and compliance. With data breaches reaching record highs, businesses must invest in comprehensive cybersecurity training and education. The thing is, AI can make everyone more productive — including hackers. An explosion of new malware strains and social engineering scams may be right around the corner. It may even be starting already. Keeping up with cyber threats was difficult enough in the pre-AI days.

*How can cybersecurity pros stay ahead of the hackers now?*

Skillsoft's [Cybersecurity Awareness Report](#) highlights the increasing demand for cybersecurity skills and certifications, shedding light on the industries at the forefront of prioritizing learning and development. Here's what we learned:

As organizations increasingly migrate their operations to the cloud, it becomes crucial that they understand and leverage the security measures implemented by their cloud service providers. Meanwhile, the organizations themselves take responsibility for securing their applications, data, and operating systems.

Our report finds that cybersecurity certifications have increased by more than 100% since 2022. Possible factors include employees' desire for career advancement, specialization, and personal satisfaction. And, consumption of security and infrastructure/operations courses showed the most significant gain in 2023.

With continuous cybersecurity training, and the creation of sound data security policies, you can help to prevent unauthorized or unintentional disclosure of data across your organization — protecting your customers, your people, and your reputation.



**OKEY OBUDULU**  
Chief Information  
Security Officer,  
Skillsoft

“To fully harness the potential of AI in cybersecurity, organizations must weave AI into their formal processes and policies. Security teams need access to ongoing training to stay on top of the latest developments in AI technology. In the age of AI, cybersecurity pros who fail to adapt will be outflanked by hackers and their peers who embrace AI.”



## CUSTOMER STORY

# Vodafone's learning and development transformation

Vodafone embarked on a significant learning and development journey two years ago, driven by the need to adapt to the evolving post-pandemic business environment. The company established a dedicated skills-based learning organization to drive internal growth, particularly focusing on skills, talent, people performance, and leadership development.

Vodafone's goal was to equip employees with the necessary skills and boost digital and technical competencies while resetting and accelerating performance, succession, and talent development activities.

To achieve this, Vodafone partnered with Skillsoft to bolster its learning programs. The collaboration aimed to create an AI-driven learning management system that democratizes learning access across the organization, catering to employees at all levels.

Vodafone's learning and development strategy, coupled with their partnership with Skillsoft, illustrates a concerted effort to empower their workforce in a rapidly evolving digital era. Their commitment to addressing skills gaps and fostering a culture of learning demonstrates a proactive approach to staying ahead in a competitive landscape.

Vodafone's learning program focused on ten priority skills critical for the company's transformation. In partnership with Skillsoft, they developed skill labs and accelerators offering various proficiency levels, combining advanced and intermediate content to ensure employees had the right skill-building resources available.

The company witnessed a substantial increase in learning hours per employee over a two-year period, with learning hours increasing by 66% globally. This surge in learning hours demonstrated increased employee engagement and a culture of continuous learning.

Moving into 2024, Vodafone aims to maintain its focus on critical skills while strengthening leaders' abilities to lead teams through change, with all teams focused on customer impact. They emphasize continuous skills development to adapt to evolving job roles and industry demands.



“At Vodafone, we see AI as a pivotal tool in learning and development, aiding in content creation, personalized learning experiences, and by providing real-time, in-the-moment solutions to build skills. Complementing the irreplaceable value of human interaction, particularly in coaching and empathetic communication.”

**CARL CLARKE**

*Director Talent, Learning, Leadership, Skills & People Performance, Vodafone*



# Section II: Reskilling and Upskilling

Reskilling and upskilling have become more important than ever before, building resilient teams in the age of skills disruption.



# Building resilient teams in the age of skills disruption



**CIARA HARRINGTON**  
Chief People Officer, Skillsoft

Organizational leaders around the globe recognize that we're living through a time of pervasive skills disruption. And consequently, the traditional trajectory of careers — and their requisite skills — is undergoing a seismic shift.

As a chief people officer deeply invested in nurturing talent, I'm acutely aware of the fundamental changes impacting the modern workforce. Consider the typical career progression: fresh graduates often embark on their professional journey supporting more seasoned individuals within an organization; they're primarily engaged in administrative tasks. This phase supports an invaluable learning curve, exposing them to the inner workings of their managers' roles, roles they may someday assume themselves.

Over time, this progression leads to a pivotal transition where they evolve from executing administrative tasks to managing others, thereby coming full circle from trainee to trainer.

Digital transformation has ushered in an era where virtually all roles are being reshaped by disruptive technologies.

Yet, here lies a growing concern — what happens when this conventional pathway ceases to exist? The advent of disruptive technologies, such as GenAI, has the potential to render those initial learning roles in our conventional job structures obsolete. Individuals may find their roles fundamentally altered or displaced due to the advent of automation.

And, while this automation could eliminate the need for those task-oriented skills, it will also require that employees build a foundation of power skills, like leadership, agility, problem-solving, and resilience.

As a steward of talent development, I have to think through how we address this impending shift. It's quite daunting, considering the need for learning is greater than ever. Yet, we've moved away from the fundamental structure of traditional learning on the job.

How can we equip our teams with skills imperative for the future — both the technical prowess to leverage emerging technologies and the critical leadership skills needed to navigate and sustain progress?

Furthermore, how do we instill ethical and governance skills to ensure responsible utilization of these technologies?



An intricate interplay between skills, roles, and proactive training is required to prepare individuals for the future workforce. And, we're sorely in need of a new paradigm for how we approach talent development.

We must adopt a holistic approach that blends technical proficiency with power skills such as emotional intelligence, adaptability, and a profound understanding of ethical considerations. And we have to do so in a work environment that doesn't afford us the familiar set-up of a manager teaching and a subordinate learning.

Identifying skill gaps is merely the first step; the subsequent imperative lies in actively bridging these voids, and that starts with reimagining how we teach these skills. Providing new opportunities for skill enhancement and experiential learning is pivotal. For instance, we can create opportunities for individuals to gain customer-facing experience, to shadow cross-functional roles, or participate in mentorship programs.

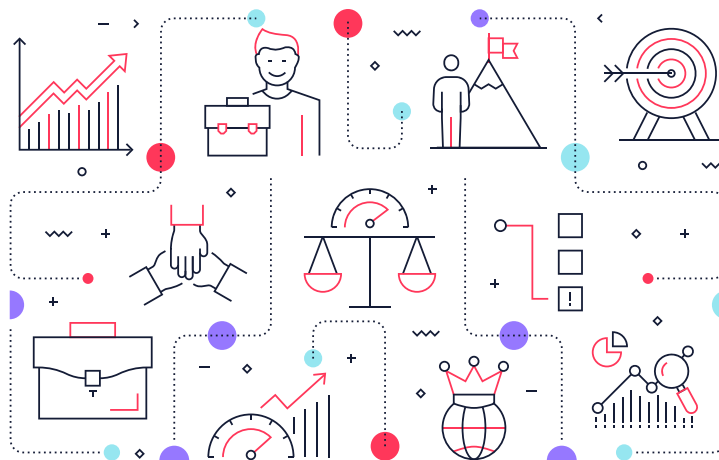
Experiential learning such as Skillsoft's recently released Skillsoft CAISY™ Conversation AI Simulator allow employees to refine their communication through simulated conversations. Interactive learning enables individuals to actively engage and immerse themselves in practical application, ensuring that their learning is not only highly effective but also memorable.

The way we teach becomes even more important when it comes to the development of power skills. Take communication, for instance. This skill is often the key to success for employees, but can also be the most challenging to put into practice.

To navigate skills disruption, organizations must transcend conventional career trajectories and foster an environment that champions continuous learning, agility, and adaptability. Hard skills must be kept up to date and power skills that can support ever-evolving technology and changing roles will be central to success.

This demands a strategic realignment of talent development initiatives to focus on reskilling, upskilling, and fostering a culture that embraces lifelong learning.

Through this concerted effort we can fortify our teams to thrive, ensuring not just organizational resilience, but also individual empowerment in the face of change.



## CUSTOMER STORY

# DS Smith centralizes learning for its distributed workforce



DS Smith, a global packaging company with over 30,000 employees, places significant emphasis on unlocking the potential of its workforce.

A central focus of their mission is developing the potential of their people, covering areas from safety training to upskilling leaders and subject matter experts.

Based on this, DS Smith sought to expand learning opportunities for all employees through comprehensive training and development for its diverse workforce, spread across various locations.

Recognizing the increasing demand for technical competencies, DS Smith took advantage of Skillsoft's diverse tech skills offerings, such as Microsoft Office certifications, IT training, and project management, to address skill gaps across the organization.

They also introduced bespoke materials, attracting engagement and revealing previously undiscovered learning pathways.

The introduction of an AI tool for language conversion and subtitles has widened accessibility, providing local languages and addressing the challenge of varied levels of proficiency. This initiative propelled DS Smith's learning portfolio, fostering a culture of learning and professional development across all of its geographies.

The program generated impressive engagement metrics, with over 12,000 active users out of 15,000 with online access, demonstrating a 75% engagement rate — a significant new achievement in promoting learning within the organization. And, the success metrics extended beyond mere consumption with an 89% application rate indicating the practical impact of training.



"We've seen a massive impact on our learning portfolio and our overall appetite for learning.

The engagement metrics are remarkable, indicating not just volume but the practical application of learning — a perfect outcome from an L&D perspective."

**ANN-LOUISE HANCOCK**

*Group Head of Learning and Development, DS Smith*

DS Smith's partnership with Skillsoft empowered a high portion of its workforce to engage in continuous learning and development. By integrating diverse content, leveraging AI tools for language support, and employing strategic marketing efforts, DS Smith successfully cultivated a culture of learning and skill enhancement across its global operations.



# 2023 Skillsoft Learning Trends

Last year, we saw a surge in learning as organizations sought to foster a stronger social compact among their employees.

Skilling, reskilling, and upskilling were central to adopting new technology, establishing or renewing sustainability initiatives, and supporting hybrid workplaces.

In 2023, the emphasis on learning and development picked up even more speed. And, for good reason.

Technology never slows down. New innovations, faster methods, better outcomes — these are keys to success.

But, how do you stay ahead, let alone keep pace with ever-evolving technology?

*The answer is simple: don't stop.*

The fact is, if you slow down, technology will pass you by. Organizations that embrace change and find ways to learn — and leverage — it, will emerge as the leaders of tomorrow.

## UNDERSTANDING LEARNING CONSUMPTION TRENDS

This report compares and summarizes changes in Skillsoft learning consumption from 2022 to 2023. Consumption data reveals learning topics that emerged as new trends, topics that attracted less interest, and those that remained static. Notably, even with Skillsoft's GenAI courses releasing mid-way through the year, we see AI-related themes appearing consistently throughout learning trends.

This information will provide you with valuable insights into the challenges you may personally face, as well as the skills gaps that your organization is experiencing.

By understanding these gaps, you can effectively address current needs and capitalize on future opportunities.



# TOP 20 COMPLETED SKILLSOFT ASPIRE JOURNEYS

It’s clear that learners want to build upon existing skills to better themselves and fulfill a clear vision for their career path. Aspire Journeys provide a roadmap that builds on today’s skills, develops tomorrow’s, and creates an open — and accessible — pathway to achieve goals.

Although several Aspire Journeys appear on lists for both 2022 and 2023, the number one and two spots this year, **Practical ChatGPT: From Use Cases to Prompt Engineering and Ethical Implications** and **Generative AI Business Transformation**, demonstrate just how important GenAI skills have already become.



TOP ASPIRE JOURNEYS 2022		TOP ASPIRE JOURNEYS 2023	
#1	First Time Manager Journey	#1	<b>Practical ChatGPT: From Use Cases to Prompt Engineering &amp; Ethical Implications</b>
#2	Leadership Development Core Journey	#2	<b>Generative AI Business Transformation</b>
#3	Agile for Software Development	#3	Leadership Development Core Journey
#4	Delighting Customers with Design Thinking	#4	Customer Service Representative Journey
#5	Mid-Level Manager Journey	#5	Agile for All
#6	5G Technologies and Practices	#6	First Time Manager Journey
#7	Virtual Work in the New Normal	#7	Agile for Software Development
#8	Customer Service Representative Journey	#8	Automated Testing with Selenium
#9	Corporate Trainer Journey	#9	Rookie to Rockstar: Mastering Professional Effectiveness
#10	Agile for All	#10	Corporate Trainer Journey
#11	Creating an Inclusive Culture of Trust and Belonging	#11	Sustainability and Restoring Our Earth
#12	Building Resilience in Your Personal and Professional Life	#12	Percipio Certification: Admin Essentials Journey
#13	Sustainability and Restoring our Earth	#13	Delighting Customers with Design Thinking
#14	Automated Testing with Selenium	#14	Human Resources Journey
#15	Enriched Web Development with Angular 11	#15	Building Resilience in Your Personal and Professional Life
#16	Finance for Non-Financial Professionals Journey	#16	5G Technology Practices
#17	Administrative Assistant Journey	#17	Creating An Inclusive Culture Of Trust and Belonging
#18	Forging New Paths: Women's Advancement in Life and Work	#18	Administrative Assistant Journey
#19	Product Management Journey	#19	Virtual Work in the New Normal
#20	Leader of Leaders Journey	#20	Scrum Team Member to Scrum Master

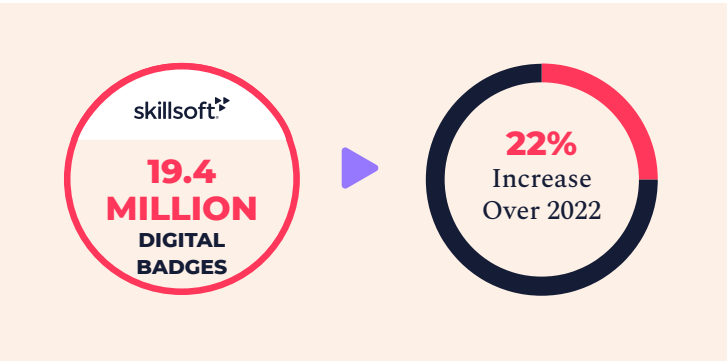


# TOP 20 SKILLSOFT DIGITAL BADGES EARNED

Just as they did in 2022, learners in 2023 want their learning accomplishments to be formally recognized. Digital badges showing their achievements were posted, shared, and celebrated on social media.

In 2023, learners earned a total of **19.4 million** digital badges, marking a **22% increase** from the **15.8 million** earned in 2022.

The biggest difference lies in the subject matter, with a significantly greater emphasis on Diversity, Equity, and Inclusion (DEI), communication, and other power skills, which make up the entire top 20.



TOP SKILLSOFT DIGITAL BADGES 2022		TOP SKILLSOFT DIGITAL BADGES 2023	
#1	The Open Web Application Security Project (OWASP) Top 10 List Items	#1	Becoming a DEI Ally and Agent for Change
#2	Cloud Security Fundamentals: Cloud Application Security	#2	Workplace Diversity, Equity, and Inclusion in Action
#3	API Security	#3	Communicating with Confidence
#4	Application Security Awareness & Validation	#4	Understanding Unconscious Bias
#5	Secure Application Architecture & IAM	#5	Become a Great Listener
#6	Become a Great Listener	#6	The Art and Science of Communication
#7	Communicating with Confidence	#7	Trust Building through Effective Communication
#8	Trust Building through Effective Communication	#8	Writing Effective Emails and Instant Messages
#9	Workplace Diversity, Equity, and Inclusion in Action	#9	Recognizing and Addressing Micro-Behaviors in the Workplace
#10	Becoming a DEI Ally and Agent for Change	#10	Being an Effective Team Member
#11	The Art and Science of Communication	#11	Maximize your Productivity by Managing Time and Tasks
#12	Writing Effective E-mails and Instant Messages	#12	Developing Emotional Intelligence
#13	Aligning Goals and Priorities To Manage Time	#13	Aligning Goals and Priorities to Manage Time
#14	Agile Principles and Methodologies	#14	The Art of Staying Focused
#15	Developing Emotional Intelligence	#15	Make The Time You Need: Get Organized
#16	SOLID & GRASP	#16	Clarity and Conciseness in Business Writing
#17	Understanding Unconscious Bias	#17	Your Role in Workplace Diversity
#18	Cloud Computing Fundamentals: Introduction	#18	Developing a Mindset of Growth and Learning
#19	Maximize Your Productivity by Managing Time and Tasks	#19	Making an Impact with Non-Verbal Communication
#20	Automated Software Testing	#20	Choosing The Right Interpersonal Communication Method to Make Your Point

# TOP 20 INDUSTRIES THAT LEVERAGED LEARNING

The top industries, including Business Services/Consulting, Telecommunications, Government/Military, Manufacturing, and Retail, demonstrated consistency year-over-year as the leading sectors.

These industries have committed to investing in learning and development to stay ahead. However, there were a few notable changes, such as the inclusion of hospitality, which may suggest a continued focus on upskilling and professional growth across various sectors with industries adapting to evolving needs and trends. This is particularly evident in response to the rapidly advancing technologies like GenAI.



TOP INDUSTRIES 2022		TOP INDUSTRIES 2023	
#1	Business Services/Consulting	#1	Business Services/Consulting
#2	Telecommunications	#2	Telecommunications
#3	Government/Military	#3	Manufacturing
#4	Manufacturing	#4	Government/Military
#5	Retail	#5	Retail
#6	Banking/Finance	#6	Banking/Finance
#7	Education	#7	Education
#8	Medical	#8	Transportation
#9	Insurance	#9	Medical
#10	Technology (e.g. computers, software, ISP, etc.)	#10	Training and Development
#11	Transportation	#11	Insurance
#12	Training and Development	#12	Technology
#13	Non-Profit	#13	Hospitality
#14	Health Care	#14	Construction
#15	Pharmaceuticals	#15	Non-Profit
#16	Mining	#16	Legal
#17	Construction	#17	Health Care
#18	Oil & Gas	#18	Pharmaceuticals
#19	Legal	#19	Oil & Gas
#20	Aerospace	#20	Mining

## CUSTOMER STORY

# Putting skills to work at Ericsson



Ericsson's L&D strategy revolves around three global goals: building an easy ecosystem, creating a culture where learning matters, and enabling business growth.

They recognize that their employees learn for a reason, and that's to build skills to fulfill careers, enable employee mobility, and deliver individual and business impact.

The organization started its journey with an outdated career and competence model that was complicated, manual, and rarely updated, and an annual learning planning process that lacked a focus on the skills that were critical to the business.

A decision was made back in 2020 to begin the shift to becoming more of a skills-based organization.

This strategic shift aligned with the evolving needs of the business, ensuring relevance and agility in skill development.

Ultimately, working with skills to date has been about solving problems such as the need to better understand the skills in the organization, what upskilling matters most for the business, how to better plan for the skills needed in the

future, and perhaps most importantly, to open up the transparency and speed of internal mobility to create true career growth for people.

As a skills-driven organization, Ericsson focuses on global critical skills, skills key to the future of the business, and job role-critical skills that are essential to a specific job role.

So, they needed a learning organization that could look through both lenses — align learning content with global critical skills while also helping to build job role critical skills journeys.

Partnering with Skillsoft as a key global preferred learning solutions provider, Ericsson works at a global level with eight critical skills that matter to the business and 15 critical skills that are the foundation for success for each job role and level.

The other key area that Ericsson has focused on is automation. The organization established a talent marketplace, putting the skills ecosystem to work.



"We measure success through skills progression, emphasizing how skills development impacts both individuals' career growth and organizational performance. We're committed to a skills-based approach, which will enhance employee engagement, retention, and performance while fostering a fair and equitable environment based on skills."

**PETER SHEPPARD**

*Head of Global L&D Ecosystem,  
Ericsson*



As Ericsson transitions to a skills focus, the most common question asked is:

*“Didn’t we already do that with our competence focus?”*

They answer this question by emphasizing the simplicity of skills. As Peter Sheppard, Head of Global L&D Ecosystem at Ericsson, explains:



“For many years, we used the word competence. In fact, when I started in 1997, this was already established,

but it became a catch-all term for skills, behaviors, mindsets, and tasks. Skills is simpler and focuses on what someone can do.”

Ericsson has also connected this marketplace to its LXP, resulting in a seamless employee experience.

Looking ahead, Ericsson’s focus lies in further enhancing its skills-based organization agenda.

The focus is on putting skills to work by identifying skills-based people practices — large and small changes to ways of working in planning, recruiting, learning, development, and mobility.

By introducing these changes, Ericsson is steadily using skills to solve problems and improve the employee experience.

This will mean more skills-based learning journeys for global and job-based critical skills and an emphasis on project-based and experiential learning.

In short, more learning with a purpose: to build skills.

Ericsson’s commitment to fostering a dynamic learning ecosystem centered on skills-based development sets the stage for a transformative journey. Through strategic partnerships, automation, simplification, and a dynamic approach to skills and organization, Ericsson is poised to navigate ever-evolving technology while nurturing a workforce prepared for future challenges.



# TOP 20 TRENDING TOPICS ACROSS DISCIPLINES VIA SKILLSOFT PERCIPIO

A top trend for 2023 is the development of power skills — communication, time management, listening, and team building, which have become particularly important in the age of GenAI.

Learners are also interested in exploring social issues such as unconscious bias and DEI.

And, while pandemic related topics of new normal and remote work are still trending, we anticipate that AI will take center stage in 2024.



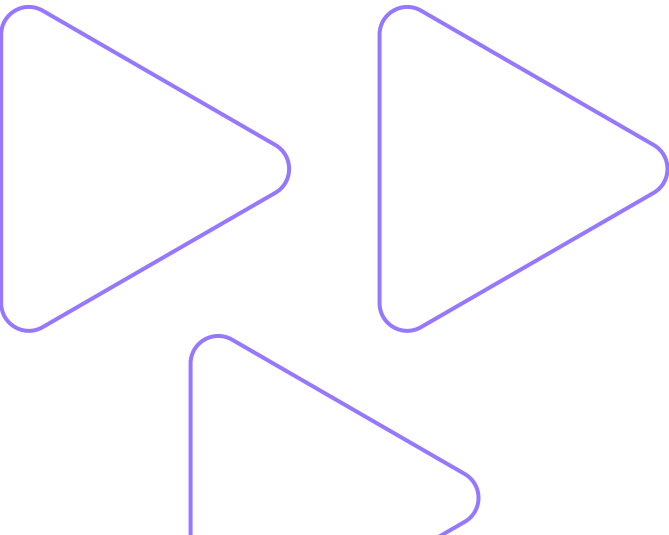
TOP TRENDING TOPICS 2022	TOP TRENDING TOPICS 2023
#1 Excel	#1 Written Communication
#2 Written Communication	#2 Technical Support Specialist
#3 Unconscious Bias	#3 Unconscious Bias
#4 Virtual Work in the New Normal	#4 Speaking
#5 Cloud Security	#5 Communication Essentials
#6 Working Remotely	#6 Working Remotely
#7 Communication Essentials	#7 Virtual Work in the New Normal
#8 Essential Customer Service Skills	#8 Excel
#9 Time Management	#9 Security Core Concepts
#10 Learn Agile Fundamentals	#10 Listening
#11 Fostering Diversity, Equity & Inclusion	#11 Time Management
#12 Inspiring Engagement and Resilience	#12 Fostering Diversity, Equity & Inclusion
#13 Web App Vulnerability Analyst	#13 Expert Insight Courses
#14 Networking Core Concepts	#14 The Art of Great Consulting
#15 IT Hardware Technician	#15 Managing Yourself
#16 Java	#16 Working Effectively on a Team
#17 Presentation Skills	#17 Inspiring Engagement and Resilience
#18 Cloud Basics	#18 Self-Development
#19 Scrum	#19 Cisco Networking
#20 Working Effectively on a Team	#20 Microsoft Certified Azure Fundamentals

SKILL BENCHMARKS

A major contributor to skills gaps is the disconnect between current in-house skills and evolving company strategies, goals, markets, or business models. And, hiring new talent to bridge these gaps is time-consuming and expensive — and, often not sustainable. That’s why continuously reskilling your existing workforce is essential. But, before training begins, organizations need to be able to have the ability to assess, fortify, index, and track in-house skills to align with business needs.

Skillsoft Skill Benchmarks offer a transformative diagnostic approach, measuring proficiency against objective standards rather than comparing learners to peers. Skill Benchmarks empower organizations to make strategic, data-driven decisions based on existing talent — saving time and resources and offering employees opportunities for growth.

In 2023, top benchmarked skills highlighted the importance of skillful communication and emotional intelligence, revealing that employers are prioritizing power skills across organizations. And, in 2023, adaptability made the top 10, not surprising in these times of rapid change.



TOP SKILL BENCHMARKS 2022		TOP SKILL BENCHMARKS 2023	
#1	Communication Essentials	#1	Communication Essentials
#2	Customer Service Essentials	#2	Customer Service Essentials
#3	Presentation Skills	#3	Time Management & Managing Priorities
#4	Excel 365 (2021)	#4	Emotional Intelligence and Tact
#5	Oral Communication	#5	Written Communication
#6	Python Programming Proficiency	#6	Oral Communication
#7	Written Communication	#7	Critical Thinking
#8	Agile Methodologies	#8	Excel 365 (2021)
#9	Excel 2019	#9	Presentation Skills
#10	Innovation & Creativity	#10	Adaptability
#11	Driving Performance	#11	Problem Solving & Decision Making
#12	Microsoft Teams 2022	#12	Giving and Receiving Feedback
#13	Effective Teamwork	#13	Analytical Thinking
#14	Security+: Architecture and Design Competency	#14	Building Collaborative Relationships
#15	Time Management & Managing Priorities	#15	Innovation & Creativity
#16	Problem Solving & Decision Making	#16	Finance and Budgeting Skills
#17	Adaptability	#17	Listening
#18	Security+: Attacks, Threats, and Vulnerabilities Competency	#18	Effective Teamwork
#19	Building Collaborative Relationships	#19	Driving Performance
#20	Managing Yourself	#20	Managing Yourself



TOP 10 COURSES: AI

Since the resounding debut of ChatGPT in November of 2022, we’ve seen a paradigm shift in the tech skills deemed essential for the workforce, and our course data bears this out. This AI coach provides employees with a safe and emotionally supportive environment to practice important business conversations, guided by an AI-powered trainer. To stay ahead, organizations must invest in upskilling to foster a workforce that is agile, collaborative, and well-equipped to thrive amidst both the bold opportunities and the ethical challenges presented by AI.

TOP SKILLSOFT CAISY™ SCENARIOS

Not only is AI influencing what we learn, but it is also serving as a valuable tool in how we learn, particularly when it comes to developing power skills. For example, skills like communication will always be crucial for employee success, yet they can be challenging to master as they are difficult to practice.

In September, Skillsoft introduced the Skillsoft CAISY™ Conversation AI Simulator, an innovative tool powered by generative AI that simulates business and leadership conversational skills. This simulator provides employees with a safe and emotionally supportive environment to practice important business conversations, guided by an AI-powered trainer. As we witnessed in 2023, the use cases for this practice tool are truly unique.

TOP COURSES 2023

- #1 Harnessing the Disruption of Generative AI
- #2 Generative AI and Its Impact to Everyday Business
- #3 ChatGPT & Its Practical Use Cases
- #4 Fundamentals of AI & ML: Introduction to Artificial Intelligence
- #5 ChatGPT Prompt Engineering Examples & Use Cases
- #6 Creating Advanced ChatGPT Prompts
- #7 Machine & Deep Learning Algorithms: Introduction
- #8 Generative AI APIs for Practical Applications: An Introduction
- #9 Ethical, Privacy, & Intellectual Property Considerations for ChatGPT
- #10 The Role of ChatGPT in Shaping Our Future

TOP SCENARIOS

- #1 Cultivating Empathy and Connection
- #2 Coaching a Struggling Employee
- #3irate Customer
- #4 Coaching an Absent Employee
- #5 Change Management
- #6 Sales Motion
- #7 Leading Through Change
- #8 Customer Service - Refund Request
- #9 Product Launch Decisions
- #10 Making Time for Wellness through Delegation

## TOP 10 COURSES: INSTRUCTOR-LED TRAINING (ILT)

Building a culture of continuous learning can sometimes require adapting to your learners’ needs in a blended experience. Combining the best of your digital learning content with an instructor-led course can take the mastery of a topic to a higher level. Simply put, some subject matters and programs require more conversation and interaction to reinforce learning, a valuable human touchpoint in a digital world.

Skillsoft now offers instructor-led training to help create the perfect corporate training experience. Offering live courses both virtually and in-person, businesses are reaching their strategic goals more comprehensively today with a unique blended learning approach — and reaching learners where they are.

## TOP COURSES: COURSES SUPPORTING WOMEN

Despite overall employment gains post-pandemic, the World Economic Forum’s 2023 [Gender Gap Report](#) highlighted a 10% drop in women in senior leadership positions across the globe. But studies consistently show that diverse teams, including gender diversity, lead to improved business performance. That’s why enabling women to access training and leadership opportunities at work is not just a matter of fairness; it’s a smart investment that positively impacts organizational performance, innovation, and overall workplace dynamics.

Our report data showed an encouraging trend: in 2023, the top women’s courses focused on leadership, forging new pathways for women’s careers.

TOP ILT COURSES 2023	
#1	ITIL® 4 Foundation
#2	AWS Cloud Practitioner Essentials
#3	Microsoft Azure Administrator
#4	Architecting on AWS
#5	VUE Testing AWS
#6	Microsoft Azure Fundamentals
#7	Implementing and Administering Cisco Solutions
#8	Agile Project Management Foundation and Practitioner
#9	AWS Discovery Day
#10	Microsoft Security, Compliance, and Identity Fundamentals

TOP COURSES 2022		TOP COURSES 2023	
#1	Women in Leadership: Moving Beyond Gender Roles as a Leader	#1	Leadership Insights on Developing Women Leaders
#2	Leadership Insights on Development Women Leaders	#2	Women in Leadership: Moving Beyond Gender Roles as a Leader
#3	Women in Leadership: Building your Infrastructure for Leadership	#3	Women in Leadership: Mastering Key Leadership Competencies
#4	Expert Insights on Women in Leadership	#4	Women in Leadership: Building Your Infrastructure for Leadership
#5	Women in Leadership: Mastering Key Leadership Competencies	#5	Expert Insights on Women in Leadership

## TOP 10 COURSES: DIVERSITY, EQUITY, AND INCLUSION (DEI)

Diversity, equity, and inclusion in the workplace means making employees feel involved, included, and engaged so they can be their whole, authentic selves both in and outside of the office. By building DEI skills, organizations can cultivate a culture centered around the needs of all of its employees. In turn, they can learn, inspire, and do their best work, which directly translates to an organization’s success.

More and more organizations are adding DEI to their learning and development curriculum. And, for good reason. Diverse companies outperform their less diverse peers. According to [McKinsey & Company](#), organizations in the top quartile for ethnic/cultural diversity among executives are 36% more likely to achieve above-average profitability.

TOP COURSES 2022		TOP COURSES 2023	
#1	Workplace Diversity, Equity, and Inclusion in Action	#1	Understanding Unconscious Bias
#2	Becoming a DEI Ally and Agent for Change	#2	Your Role in Workplace Diversity
#3	Understanding Unconscious Bias	#3	How Culture Impacts Communication
#4	Moving from Bias to Inclusion in a DEI Journey	#4	Take a Deep Breath and Manage Your Stress
#5	Adopting an Inclusion Mindset at Work	#5	Using Communication Strategies to Bridge Cultural Divides
#6	How Culture Impacts Communication	#6	Overcoming Unconscious Bias in the Workplace
#7	Using Communication Strategies to Bridge Cultural Divides	#7	Overcoming Your Own Unconscious Bias
#8	Overcoming Your Own Unconscious Biases	#8	Expert Insights on Communication Essentials
#9	Your Role in Workplace Diversity	#9	Acting with Diplomacy and Tact
#10	Expert Insights on Communication Essentials	#10	Bridging the Diversity Gap





TOP 10 TRENDING TOPICS: TECHNOLOGY SKILLS

Our top Codecademy for Enterprise technology courses in 2023 have shifted focus from Security to Fundamentals — reflecting the evolving needs of the workforce.

As organizations increasingly rely on cloud services for security measures, fundamentals such as technical support, networking, and server management gain prominence. Organizations and employees need to adapt to these shifts and stay updated with the latest trends in order to thrive through digital transformation.

TOP 10 TRENDING TOPICS: LEADERSHIP AND BUSINESS SKILLS

It shouldn't come as a surprise that the top trending topics in leadership and business focus on power skills that help individuals increase core competencies. While 2022 saw an increased interest in adjusting to a changing workplace, 2023 learners want to be the change.

They're looking for career skills that will propel them up the ladder. Whether that's to help them develop a communication style or an ability to work well with others. These are skills that will help them set themselves apart and get noticed. Developing written communication skills continues to be the number one topic for the second year running. Working in an equitable workplace also continues to gain attention with unconscious bias making the top 10 list for the third year in a row.

TRENDING TOPICS 2022	TRENDING TOPICS 2023
#1 Cloud Security	#1 Technical Support Specialist
#2 Networking Core Concepts	#2 Security Core Concepts
#3 IT Hardware Technician	#3 Cisco Networking
#4 Java	#4 Microsoft Certified Azure Fundamentals
#5 Cloud Basics	#5 Scrum
#6 Scrum	#6 Cloud Security
#7 Security Core Concepts	#7 AWS Certified Cloud Practitioner - Foundational
#8 Oracle Certified Professional, Java SE Programmer	#8 Networking Core Concepts
#9 Microsoft Certified Azure Fundamentals	#9 Cybersecurity
#10 Linux Administration	#10 Windows Server
TRENDING TOPICS 2022	TRENDING TOPICS 2023
#1 Written Communication	#1 Written Communication
#2 Unconscious Bias	#2 Unconscious Bias
#3 Virtual Work in the New Normal	#3 Speaking
#4 Working Remotely	#4 Communication Essentials
#5 Communication Essentials	#5 Working Remotely
#6 Essential Customer Service Skills	#6 Virtual Work in the New Normal
#7 Time Management	#7 Listening
#8 Learn Agile Fundamentals	#8 Time Management
#9 Fostering Diversity, Equity and Inclusion	#9 Fostering Diversity, Equity & Inclusion
#10 Inspiring Engagement and Resilience	#10 Expert Insight Courses

TOP 10 COURSES: COMPLIANCE

We continue to see an increase in compliance and risk management course consumption. Across the globe, it’s clear that complying with government or industry mandates isn’t to be taken lightly. Effective compliance training protects employees and employers alike. In fact, employee and/or customer safety is not just a matter of incident prevention; it’s a strategic advantage.



TOP COURSES 2022	TOP COURSES 2023
#1 Active Shooter	#1 Active Shooter
#2 Information Security and Privacy	#2 Fire Safety and Prevention
#3 Anti Corruption Compliance	#3 Bloodborne Pathogen Awareness
#4 US Professional Conduct and Anti-Harassment Compliance   US Employees	#4 Hazard Communication: An Employee's Right to Understand
#5 Professional Conduct and Anti-Harassment in the Global Workplace   Employees	#5 Global Workplace Harassment Prevention for Employees
#6 Cybersecurity Short: Avoiding Phishing Attacks	#6 Harassment Prevention for US Employees – Office 2
#7 Fire Safety and Prevention	#7 Cybersecurity Short: Avoiding Phishing Attacks
#8 Level 2 Information Security and Privacy Compliance	#8 Back Safety and Injury Prevention
#9 Bloodborne Pathogen Awareness	#9 Defensive Driving
#10 Back Safety and Injury Prevention	#10 Slips, Trips, and Falls

The top trending courses in compliance last year shifted towards fire safety, workplace harrassment, and cybersecurity, reflecting the ongoing commitment to maintaining a safe and secure work environment.

## CUSTOMER STORY

# WTW leans into transformative learning at scale

Willis Towers Watson (WTW) is a global advisory, brokerage, and solutions powerhouse. It empowers clients to navigate risk, nurture talent, and optimize benefits, while safeguarding and fortifying both institutions and individuals.

This also means an unwavering commitment to investing in the professional development and personal growth of their own people.

When the pandemic struck and the world pivoted to remote work, WTW embarked on a transformative journey to enhance global talent development, recognizing the need for scalable, customizable, and equitable learning experiences.

Based on their deep commitment to developing tomorrow's leaders, WTW needed a streamlined learning platform that offered transformative, interactive learning experiences to empower career and personal development along with skill proficiency.

Working with Skillsoft, WTW launched the Manager Effectiveness Program in 2023, in multiple languages and featuring over 100 offerings across five modules. Evolving into a virtual Academy, it also gave rise to a comprehensive curriculum for transformative leadership development, translated into a digital format to reach thousands of leaders. In addition, WTW has proactively developed programs that actively support underrepresented talent, fostering inclusivity and diversity within their initiatives.

WTW has continued to expand and enhance their learning and development strategy through the utilization of Skillsoft Coaching.

Initially crafted for senior leaders, the coaching program has since evolved to also encompass mid-level employees from various business units and programs at WTW and is now an integral part in key leadership development initiatives across the company, including their Women's Leadership Program.



“We launched Skillsoft Percipio when the world was facing a lot of change and stress. It has proved invaluable in streamlining content delivery, enhancing efficiency, and aligning with our LMS, Oracle. And Percipio has been critical in achieving modern workforce transformation during these challenging times.”

**MARICAR OBIETA**

*Global Head of Learning and Development,  
WTW*

The coaching strategy at WTW was designed with a clear mission in mind: to go beyond the surface and delve deep into enhancing compatibility, learning reinforcement, and depth of experiences in order to develop tomorrow's leaders.



Results are impressive, with WTW experiencing key growth-oriented outcomes:

- **Global Reach:** Skillsoft facilitated global reach, enabling employees worldwide to access training in multiple languages.
- **Efficiency and Streamlining:** The platform's integrative capabilities provided behind-the-scenes value, making content delivery more efficient and consistent.
- **Custom Channels:** The ability to create custom channels allowed diverse business units to tailor learning experiences, leading to immensely positive feedback from employees.
- **Just-in-Time Learning:** Accessibility through browsers and apps ensured just-in-time learning, enabling employees to acquire relevant skills anytime, anywhere.

Looking ahead, WTW plans to continue expanding Skillsoft Coaching across the organization, and exploring opportunities in artificial intelligence (AI) with a specific focus on integrating Skillsoft CAISY™, our AI conversation coaching simulator, into their employees' daily workflow.



“Through Skillsoft’s personalized coaching and the integration

of a women’s self-assessment tool, our leadership development program for women achieved remarkable success.

The depth of the coaching, aligned with tailored assessments, empowered these leaders to navigate their careers, advocate for themselves, and overcome feelings of Impostor Syndrome.”

**CLARK BACKUS**

*Global Head of Leadership Development, WTW*



WTW successfully utilized Skillsoft to address its talent development challenges. The platform's customizability, global reach, and integration of coaching programs enable transformative learning experiences at scale, imbuing breadth of learning with richness, meaning, and depth.

# REGIONAL LEARNING CONSUMPTION

We measured the top trending topics across geographic regions as determined by company headquarters in each region. Technical support skills are important in North America, APAC, the UK and India. Recruiting and hiring is top-of-mind in France, while project management and team management are trending in Germany, Austria, and Switzerland. We’re eager to see what next year’s lists will look like with the rapid emergence of GenAI.



## TOP 20 TRENDING TOPICS IN AUSTRALIA, PHILIPPINES, SINGAPORE, AND NEW ZEALAND

- #1 Technical Support Specialist
- #2 Disruptive Technologies
- #3 Career Planning
- #4 Working Remotely
- #5 Self-Development
- #6 Ethics, Integrity, & Trust
- #7 Certified Business Analysis Professional (CBAP®)
- #8 IT Software Technician
- #9 Cisco Networking
- #10 Speaking
- #11 Cross-Functional Collaboration
- #12 Security Core Concepts
- #13 Working with Google Cloud SQL
- #14 PMI-ACP®
- #15 Excel
- #16 Project Management Professional (PMP®)
- #17 Unconscious Bias
- #18 Virtual Collaboration
- #19 Marketing in the Digital World
- #20 Managing Yourself

## TOP 20 TRENDING TOPICS IN GERMANY, AUSTRIA, AND SWITZERLAND

- #1 Project Management Professional (PMP®)
- #2 Communication Essentials
- #3 Project Management Fundamentals
- #4 Presentation Skills
- #5 Time Management
- #6 Leadership Foundations
- #7 Working Remotely
- #8 Speaking
- #9 Managing Yourself
- #10 Self-Development
- #11 Written Communication
- #12 Technical Support Specialist
- #13 Excel
- #14 Managing & Developing People
- #15 Working Effectively on a Team
- #16 Virtual Work in the New Normal
- #17 Unconscious Bias
- #18 Listening
- #19 Working with Google Cloud SQL
- #20 Leadership Transitions

## TOP 20 TRENDING TOPICS IN FRANCE

- #1 Recruiting & Hiring
- #2 Excel
- #3 Expert Insight Courses
- #4 Overcoming Unconscious Bias
- #5 Working Remotely
- #6 Leading DEI In The Workplace
- #7 Time Management
- #8 Leadership Transitions
- #9 Virtual Work in the New Normal
- #10 Communication Essentials
- #11 Leadership Foundations
- #12 Managing Yourself
- #13 Working with Google Cloud SQL
- #14 Ethics, Trust, & Integrity
- #15 Listening
- #16 Presentation Skills
- #17 Unconscious Bias
- #18 Google Cloud Developer
- #19 Self-Development
- #20 Technical Support Specialist

## TOP 20 TRENDING TOPICS IN INDIA

- #1 Speaking
- #2 Technical Support Specialist
- #3 Communication Essentials
- #4 Cisco Networking
- #5 Expert Insight Courses
- #6 Virtual Work in the New Normal
- #7 Listening
- #8 Written Communication
- #9 Excel
- #10 Working Remotely
- #11 Managing Yourself
- #12 Security Control Assessor
- #13 The Art of Great Consulting
- #14 Time Management
- #15 Leadership Foundations
- #16 Yellow Belt
- #17 Marketing in the Digital World
- #18 Software Development Core Concepts
- #19 Email Productivity
- #20 Inspiring Engagement and Resilience





## TOP 20 TRENDING TOPICS IN NORTH AMERICA

- #1 Technical Support Specialist
- #2 Written Communication
- #3 Speaking
- #4 Unconscious Bias
- #5 Communication Essentials
- #6 Excel
- #7 Security Core Concepts
- #8 Virtual Work in the New World
- #9 Working Remotely
- #10 Listening
- #11 Time Management
- #12 Fostering Diversity, Equity & Inclusion
- #13 Scrum
- #14 Microsoft Certified Azure Fundamentals
- #15 The Art of Great Consulting
- #16 Working with Google Cloud SQL
- #17 Managing Yourself
- #18 Working Effectively on a Team
- #19 Security Control Assessor
- #20 Inspiring Engagement and Resilience

## TOP 20 TRENDING TOPICS IN THE UNITED KINGDOM

- #1 Technical Support Specialist
- #2 Mindfulness at Work
- #3 Unconscious Bias
- #4 Communication Essentials
- #5 Speaking
- #6 Excel
- #7 Virtual Work in the New Normal
- #8 Fostering Diversity, Equity & Inclusion
- #9 Working Remotely
- #10 Written Communication
- #11 Listening
- #12 Time Management
- #13 Leading DEI in the Workplace
- #14 Working Effectively on a Team
- #15 Inspiring Engagement and Resilience
- #16 Essential Customer Service Skills
- #17 Embracing Diversity
- #18 Leading with Emotional Intelligence
- #19 Leadership Foundations
- #20 Web Accessibility



## CUSTOMER STORY

# Apexon unifies its culture and improves collaboration



Acquisitions are vital to the growth strategy at Apexon, an IT services and consulting firm. After closing one of its biggest mergers, melding five distinct companies into a single business, the organization needed a new solution to unite everyone around a shared set of cultural values — and a shared understanding of what the company does.

The global talent development team had two challenges to address. Developers were interacting with clients without really understanding how to talk to them. And, consultants from legacy businesses weren't aware of the entirety of the enterprise. It was imperative that the now-combined workforce understand all of Apexon's offerings and how solutions were developed and delivered. The organization was missing out on key opportunities to upsell, cross-sell, and effectively address clients' pain points.

Apexon identified Skillsoft as the partner to help them build an organization-wide learning initiative that ensures every employee understands the business's core values and operations. Working with a committee of leaders from across the company and representatives from Skillsoft, the talent development team designed Elevate Essentials. The program is a custom Aspire Journey that blends Skillsoft content and internal

Apexon materials to cover two key subjects: Consulting Essentials and Agile Essentials.

In Consulting Essentials, employees learn about the importance of understanding client needs and Apexon's unique value propositions. Meanwhile, Agile Essentials focuses on Apexon's agile process for developing IT solutions. Consultants and developers alike take both parts of the program. Upon completion, they earn a custom Digital Badge to recognize their accomplishments.

While Elevate Essentials is a mandatory assignment for employees, Apexon has built buy-in and engagement by encouraging team leaders to act as internal champions. And, by cross-training developers and consultants on the skills of each other, Apexon has unified its culture and improved collaboration.



"Our partnership with Skillsoft has been one of the most efficient

learning partnerships we've had. The platform is very easy and very adaptable. It's plug-and-play. That has allowed us to cover a lot of ground in a short time."

**ROHIN KUMAR**

*HR Leader, Global Talent Development, Apexon*

Following a major merger, Apexon built a custom training program to align employees around a shared business strategy. The custom Elevate Essentials solution provides critical training across two of its most important roles: developers and consultants.

# CODECADEMY CONSUMER LEARNING CONSUMPTION

Codecademy enables millions of people across the globe to acquire the latest technology skills necessary to start or advance their careers in a tech-centric environment.

Through hands-on learning and an ability to move at a pace that aligns with their schedules, Codecademy learners are not only advancing their skills, but also moving their careers forward and positioning themselves for future growth.

By examining search and course consumption in Codecademy’s learner-driven platform, we’re able to discover leading tech learning trends.

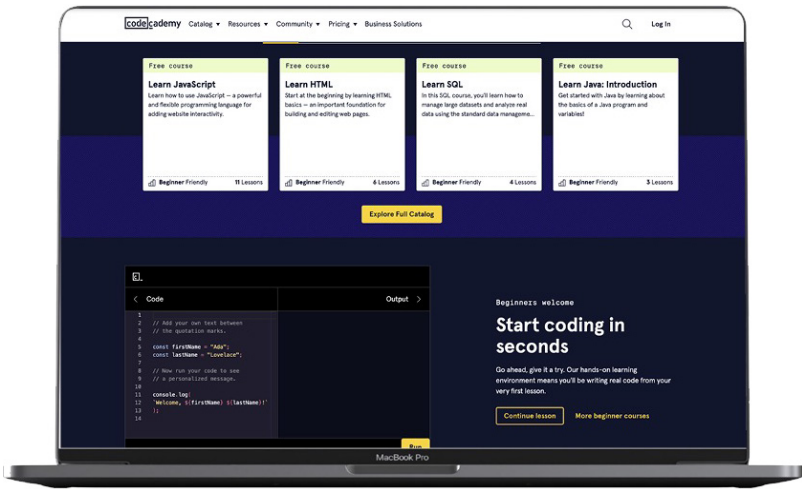
Top courses for the entire 2023 calendar year track much the same as those for 2022 with Python taking the lead spot for the most searched category. Web Development and Data Science revisited the number one and two spots for top subject by path enrollment, which are designed for those who want to develop in-depth foundational knowledge for a career in web development, computer science, or data science. Just like in 2022, Learn Python 3 was the top course by enrollment and Full-Stack Engineer was the top path by enrollment.

However, that only tells half the story.

## AI AND THE TOOLS TRANSFORMING OUR WORLD

As AI — and particularly GenAI — emerged as a disruptive and game-changing technology midyear, AI skills surged in demand. Dozens of new, cutting-edge courses were released, and existing AI offers grew in popularity. These courses range from beginner-friendly options like Intro to OpenAI, GPT API, and Optimizing Code With Generative AI, to the intermediate-level Deep Learning with TensorFlow, Language Models in Python, and Conversational Flow with Alexa.

In addition, certificate-based skill and career paths prepared learners for some of today’s most sought-after new roles.



### TOP SEARCH CATEGORIES

- #1 Python
- #2 Java
- #3 React
- #4 SQL
- #5 Javascript
- #6 HTML
- #7 CSS
- #8 C++
- #9 Typescript
- #10 C#



TOP SUBJECTS BY PATH ENROLLMENTS

- #1 Web Development
- #2 Data Science
- #3 Data Analytics
- #4 Machine Learning
- #5 Data Visualization
- #6 Computer Science
- #7 Artificial Intelligence
- #8 Code Foundations
- #9 Web Design
- #10 Mobile Development

TOP PATHS BY ENROLLMENT

- #1 Full-Stack Engineer
- #2 Front-End Engineer
- #3 Computer Science
- #4 Code Foundations
- #5 Analyze Data with SQL
- #6 Build a Website with HTML, CSS, and GitHub Pages
- #7 Data Scientist: Machine Learning Specialist
- #8 Data Scientist: Analytics Specialist
- #9 Business Intelligence Data Analyst
- #10 Back-End Engineer

TOP COURSES BY ENROLLMENT

- #1 Learn Python 3
- #2 Learn HTML
- #3 Learn JavaScript
- #4 learn Java
- #5 Learn SQL
- #6 Learn C++
- #7 Learn Python
- #8 Learn CSS
- #9 C#
- #10 Learn React

TOP GENERATIVE AI TRACK ENROLLMENTS

- #1 Intro to ChatGPT
- #2 Intro to Generative AI
- #3 Intro to OpenAI GPT API
- #4 Prompt Engineering for Marketing
- #5 Intro to LLMs
- #6 Language Models in Python: Generative Text
- #7 Optimizing Code with Generative AI Case Study
- #8 Prompt Engineering for Software Engineers
- #9 Intro to Hugging Face
- #10 Intro to AI Strategy



# Codecademy Learner Spotlights

## FROM QUALITY ASSURANCE INTERN TO DEI PROGRAM MANAGER

I was brought on to test our workbench platform and build out an automated test suite. Over the course of a month, I started to understand how the business operates, but still didn't have the technical skills needed to effectively perform in my position.

I told my manager that I was experiencing a little bit of impostor syndrome. She encouraged me to look into coding boot camps and workshops. I came across Codecademy and started taking some of the courses. That was really the first time that programming began to stick with me.

I wanted to learn it as soon as I could so that I could transition from being an intern who's still learning to a performing intern. My manager saw the progress I made over a few weeks. Codecademy was really one of the first programs that helped me retain the concepts that I struggled with learning.

It was also one of the tools that was instrumental in me being able to convert that internship into a full-time position.



**NEIKO LAMPKIN**

*DEI Program Manager, Expel*



## FROM INTERN TO MICROSOFT SOFTWARE ENGINEER IN 3 YEARS

I was majoring in business administration and I realized it wasn't really for me. I thought maybe I should pivot and decided to try Codecademy.

Codecademy allowed me to try coding before I pursued it in college and to refresh when I started learning Java and SQL in school. Codecademy gave me a comfortable space to work on the basics and made me feel more optimistic.

After changing majors, I wanted to push myself and become a software developer. So, I applied for an internship as a remote software engineer at Microsoft. Before the second interview, I went back to Codecademy so I could brush up on learning C#. I started in the summer of 2022 as an intern on the Azure team. I ended up working on a very big project with over 300 different teams.

Software engineering gave me a platform. It was refreshing to be in a space where I'd be able to have my ideas implemented. After graduation, I was offered a full-time position with Microsoft.



**JORDAN GUADA**

*Software Engineer, Microsoft*

# Looking Ahead



Here at Skillsoft, we deliver transformative learning experiences that propel organizations and people to grow together. For more than 25 years, we've worked to empower a future-fit workforce, skilled and ready for the jobs of tomorrow.

But none of us could have predicted how swiftly generative AI (GenAI) would disrupt every aspect of our work and our lives.

GenAI is an astounding force reshaping our world. It's estimated that at least **80%** of all knowledge worker jobs will be influenced, changed, augmented or eliminated by the technology.

Nearly every customer I speak with is grappling with the urgent challenge of preparing their organization to succeed in a world of GenAI.

Technology skills are, of course, critical, but they aren't the whole story. Power skills like creativity, agility, resilience, problem-solving, and empathy are just as important. And today's leaders must serve the needs of their organizations, their people, and the planet we share.

With continuing demands on businesses to consider environmental, social, and governance related concerns, we can't afford to lose sight of our humanity.

Organizations must equip their workforces not only with skills to harness this new technology's potential, but also with a deep understanding of how to use it safely, ethically, and with integrity. GenAI will help us accomplish our goals faster, but the work must remain driven by humans — our creativity and our judgements.

In this era of skills disruption, the organizations that embrace continuous learning will emerge as leaders in the new world of work — and leaders in a better world to come.

A handwritten signature in black ink, appearing to read 'Jeff Tarr'.

**JEFF TARR**  
*Chief Executive Officer, Skillsoft*



# Resources



## AN OVERVIEW

Find custom learning programs that transform your team, from tech skills to leadership prep.

- [Leadership and Business Skills](#)
- [Compliance and Ethics](#)
- [Technology Skills](#)
- [Support and Services](#)

### [SKILLSOFT BLOG](#)

Share our team's insights on everything from the latest learning industry research and trends to timely tips for success.

### [CASE STUDIES](#)

Read how employers in every industry across the globe have made a new compact with employees centered around growth.

### [THE EDGE PODCAST](#)

Listen to a variety of guests — from customers, to partners, to industry influencers — engaging in thought-provoking conversations and open dialogue on learning and growth in the workplace.

### [IT SKILLS & SALARY REPORT](#)

The 18th annual survey — one of the largest of its kind — asks professionals about compensation, certifications, job roles, challenges, and more.

### [CORPORATE SOCIAL RESPONSIBILITY AT WORK](#)

Skillsoft's second annual CSR survey asked professionals to share how their organizations are approaching sustainability to benchmark our collective progress.

### [2023 IMPACT REPORT](#)

Skillsoft's ESG report shows how Skillsoft is reimagining what it means to be a responsible business through the lens of our corporate values.

### [WOMEN IN TECH REPORT](#)

Findings from our in-depth survey help demonstrate how to close organizational gaps and arrive at meaningful solutions to empower women in tech.

### [INVESTOR RELATIONS](#)

Skillsoft delivers transformative learning experiences that propel organizations and people to grow together. Find the latest news, financials, stock data, and other resources for our investor community.



# About Skillsoft

Skillsoft (NYSE: SKIL) delivers transformative learning experiences that propel organizations and people to grow together. The Company partners with enterprise organizations and serves a global community of learners to prepare today's employees for tomorrow's economy. With Skillsoft, customers gain access to blended, multimodal learning experiences that do more than build skills, they grow a more capable, adaptive, and engaged workforce. Through a portfolio of best-in-class content, a platform that is personalized and connected to customer needs, world-class tech and a broad ecosystem of partners, Skillsoft drives continuous growth and performance for employees and their organizations by overcoming critical skill gaps and unlocking human potential.

Learn more at [www.skillsoft.com](http://www.skillsoft.com).

## MEDIA INQUIRIES

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