

How Language Training
Amplifies Employee Experience:

A Global Strategy

Features sessions from:

ACCELERATE CONFERENCE

**Amplifying
Employee
Experience**



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Amplifying Employee Experience through Language Training

Amplifying the employee experience through language training has never been more relevant than today in developing talent. HR professionals know this for a fact because proficient language skills aren't just for expatriates anymore. In an increasingly global economy, *having workers who can communicate effectively across cultures is vital for organizations to thrive.*

By enriching the language capabilities and fluency of your employees, *you're equipping them with relevant knowledge and job-specific skills, helping them grow in their roles, improve their performance, and seize more opportunities.* Not only that but you're also giving them the proper tools to do their work in a multicultural environment.

This helps minimize communication barriers when dealing with international clients and co-workers and encourages better diversity, equity, and inclusion (DE&I) in the workplace.

Another key benefit companies are seeing with language training is that it drives employee engagement. So by giving employees a hyper-personalized language training experience with relevant, industry-specific content, and is delivered on the latest technology, the more you'll be able to increase engagement. And when people are confident and motivated, their success will shine through in their work for the entire business.

These reasons, and more, are what make language training a vital feature of the employee experience. It ultimately *helps enrich your people's personal and professional growth while bearing more productivity.*

Which is a big plus for any company!

Foster an agile, engaging, and inclusive workplace culture with global language training.

In this eBook, learn how a digital language learning program for employees plays a role in building a fully equipped employee experience in a series of discussions from goFLUENT's Accelerate Conference 2021 featuring various global organizations in different industries.



7 Key Elements of Employee Experience

Remember:

Enriching your employees' experience goes beyond just providing them with a language learning program. More than your tools and content, a lot of other intrinsic factors should be present.

Here are 7 essential elements of a winning employee experience.

1. Authenticity

Showing one's full and true self that encourages the honest sharing of thoughts, feelings, and experiences at work

2. Engagement

Involvement and enthusiasm of employees in both their work and workplace

3. Optimism

Solution-focused mindset that propels positive action, actively working to approach challenges with a growth-oriented mindset

4. Purpose and meaning

Recognition that one's work is meaningful and has a higher purpose in achieving overall company goals

5. Social connection

Deep connections with one's coworkers that fosters a culture of inclusivity, helps build stronger teams, and boosts collaboration

6. Belonging

Employee's perception of acceptance in the workplace, believing they are valued and taken care of in the company

7. Resilience

Key strategy to bounce back and thrive from major challenges, and tackle stress and workplace conflicts

To achieve these, start by putting a language training strategy in place. In this eBook, learn how impactful language training can be on your company's diversity, equity, and inclusion (DE&I), internal mobility, engagement, and digital transformation. On top of that, [get key insights on how you can amplify your employee experience based on our Accelerate Conference 2021 session highlights.](#)

Let's get onto them!

Diversity, Equity, and Inclusion in the Workplace

Companies today are finding that **diversity, equity, and inclusion** (DE&I) efforts are giving them an edge over their competitors.

According to research, senior executives are agreeing that a diverse set of experiences, perspectives, and backgrounds is crucial to innovation and the development of new ideas that help drive success to their organizations.!

So, how can one advance DE&I in their workplace?

An increasingly popular way companies are showing they value DE&I is by providing language training access for all their employees. **This initiative is proving to build cultural awareness, provide access to career growth, and boost confidence levels across their companies.**



Confidence is the most important factor for the success of employees when speaking another language.

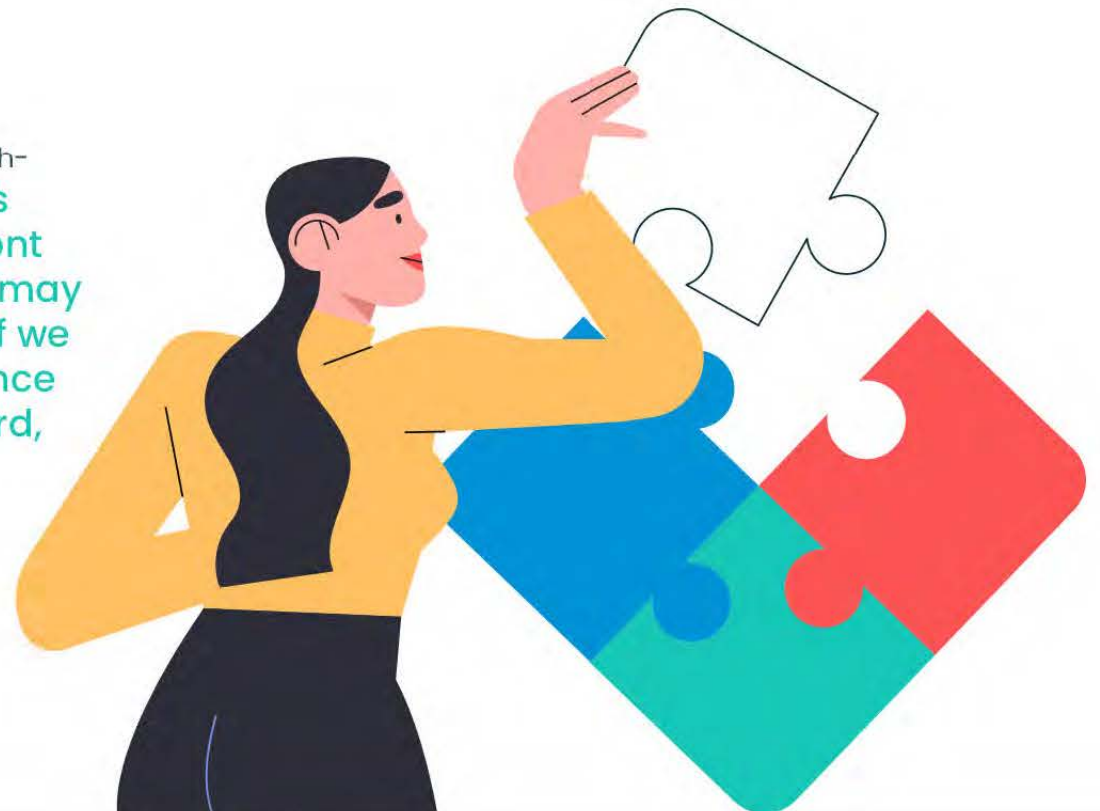


Christophe Ferrandou
goFLUENT CEO

Speaking from experience as a non-native speaker in an English-speaking world of work, he adds, **“It is intimidating for us non-native speakers to express ourselves in front of native speakers in English. And although we may feel that we won’t shine as much as we would if we were speaking in our native language, confidence is really what helps us take action, move forward, and succeed.”**

Organizations today are more diverse than ever before, and it’s important to amplify your employees’ voices to help them communicate better and give them more opportunities to succeed in their work.

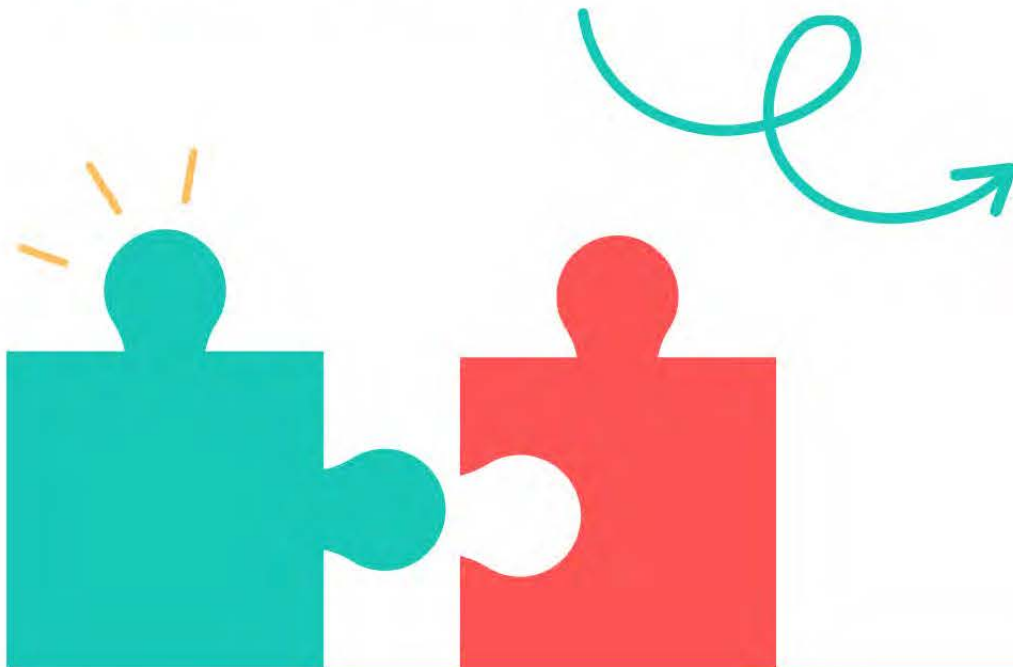
In fact, language learning encourages employees to learn more about each other’s diverse backgrounds, cultures, and business practices, aiding in better collaboration and productivity.



3 Ways Language Training Fosters DE&I

Working in a diverse environment, we should aim for the highest level of understanding and consistency possible. This is where language training can transform DE&I in your organization.

Here are 3 ways on how can language training can affect DE&I in the workplace:



Diversity

Offering a multi-language training program within your organization will educate your employees about different languages and cultural nuances.

Not only does this show that your company values diversity, but it also promotes better understanding and communication in a global work environment.²

Equity

With English as the global language of business, many companies require English skills from their multinational employees. But oftentimes, talented employees who may not have the necessary language skills get overlooked and outshined by native-speakers.

Language training acknowledges this imbalance and opens up better opportunities for more diverse employees to succeed in your workplace.

Inclusion

Learning is for all and not only for a select few! And did you know that inclusive companies are **1.7 times more likely** to be innovation leaders?³

By promoting diversity and enabling equity within your organization, language training for all doesn't only foster an inclusive workplace learning culture, but also empowers your company and the individual employee with a competitive advantage.

How does your company develop diversity, equity, and inclusion with Language Training?

LEGRAND



Within the Legrand Group, diversity of cultures plays a key role, and it's part of our group's strategy.

Today, diversity is at the heart. So, it was very important for us to be able to provide to all employees language training, but taking into account all languages available within the group because we are a multinational, present in many countries.



Corinne Htanisch Ribeiro,
Group Training & Development Head, Legrand



LILLY

Fostering language skills is absolutely needed. In our case, because we are an American company, the language we need to use is English.

Without English, there is a moment in your career where you are probably not going to be able to go further. Without English, you cannot perform in global teams. Could I be in a position like this without speaking English? Definitely not.

When we companies offer an opportunity to our employees to develop their language skills, you're helping them to be more employable.



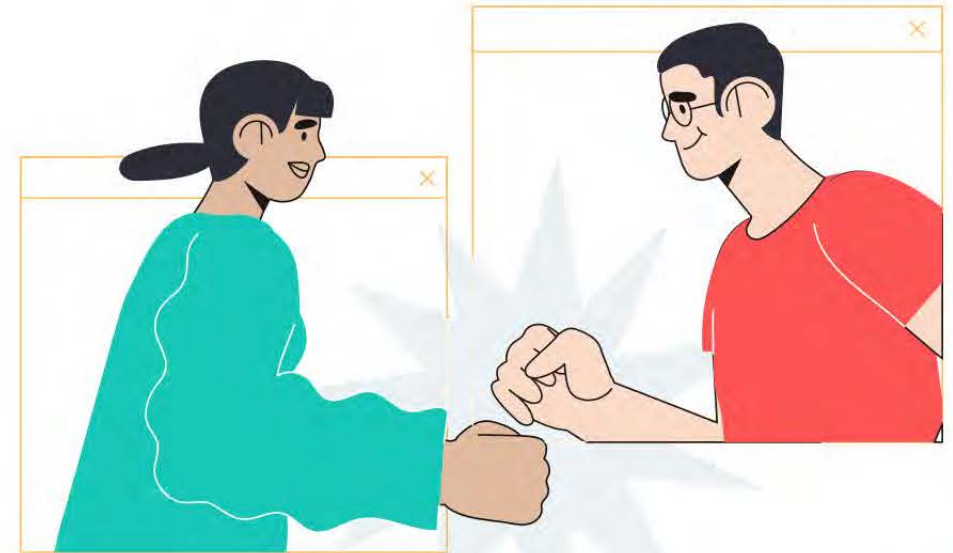
Fernando Lanzaco, Global Leadership
Development Consultant, Lilly

[Watch the Virtual Roundtable](#)

DE&I and Language Training at a Glance with Legrand and Lilly

Providing More Opportunities For Growth and Performance with Language Training | Legrand

- Language is a key aspect of business performance. It's not only to take into account all cultures, but it's also to give the opportunity for all employees to improve their business performance.
- goFLUENT's key differentiator for Legrand was the capacity **they provide to give all employees the possibility to participate in Conversation Classes.** Besides self-directed online learning, people can participate in these free virtual classes on a regular basis, which is key to their ability to speak a language.
- Globally, employees were very happy about the initiative. It was the first time they provided group language training opportunities for all countries.



If you want to succeed in an international career, you need to speak English. You have to have enough English capability to succeed.



Corinne Htanisch Ribeiro,
Group Training & Development Head, Legrand

Gaining Essential Language Skills For Employee Learning and Development| Lilly

- Lanzaco emphasized that **the more diverse** you are as a company, **the more opportunities you have to be productive and open-minded, bringing in experiences and learnings** that help employees interconnect and work effectively as a team.
- As a global company, Lilly needed to ensure that their employees develop the English skills they need to become future leaders. Encountering great talents that do not speak the language well, Lanzaco pointed out that not helping them gain those essential language skills will be unfair and unproductive.
- Lanzaco further explained that when companies offer up the opportunities for employees to develop their language skills, they are more likely to be more employable. They are learning knowledge not only for the company's gain, but also for themselves.

Check out goFLUENT's articles on Language Training and Diversity, Equity, and Inclusion:

- Bridge communication gaps in the workplace with these helpful tips
 - ✓ Read more of the **"Promoting Diversity and Inclusion Through Language Training"**
- Know the benefits of a culturally diverse team and how it can drive success to your business
 - ✓ Learn more in the **"Benefits of Cultural Diversity in the Workplace"** infographic

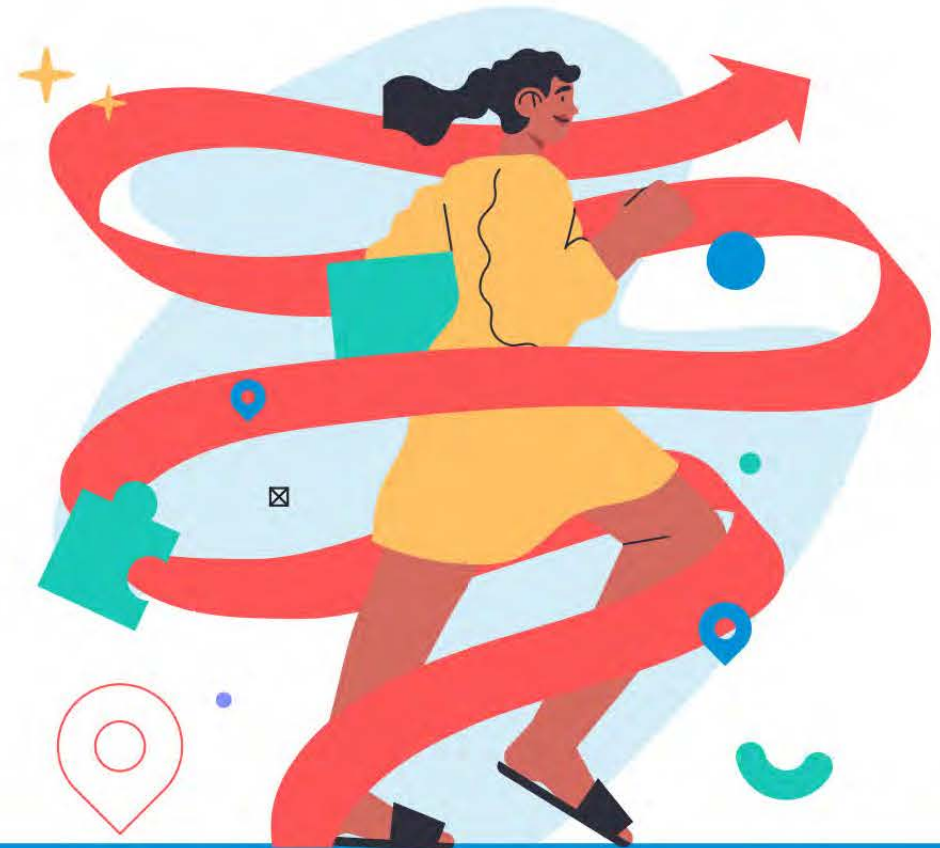


Internal Mobility in the Workplace

Research suggests that approximately 107 million workers might need to switch jobs and roles by 2030⁴ which is about 12 million more than the pre-pandemic estimate. This means that global organizations must continuously upskill and reskill⁵ to keep up with the fast-paced work environment. If not, they'll run the risk of having to let go of their employees or hire a new set of employees which can be costly!

As a refresher, internal mobility⁶ refers to the movement of employees to different opportunities within the same organization. This can manifest in different ways such as promotions, supplementary projects, expatriations, mentorships, and such career opportunities. These can help in improving the employees' experience since it addresses the challenge of stagnancy and career plateau.

Providing employees with training programs to hone their language skills is one of the ways to assist them in seizing more career opportunities and achieve lateral growth within the organization. Mastering different business languages helps employees in communicating with various clients and stakeholders in languages which opens up a lot of different paths for them to develop both professionally and personally.



Benefits of Internal Mobility

Having high internal mobility within your organization enables your employees to realize their potential and nurture their career even more.

Aside from this, [here are more advantages to promoting internal mobility in your workplace:](#)



Fill vacant positions and roles faster

Josh Bersin, renowned HR expert, said that recruiting from outside is 6 times more expensive than hiring internally.⁷ Having employees with skills and knowledge relevant to your business is key to filling up vacant positions faster, easier, and less costly!

Internal mobility is crucial, not only in making your company prosper but also in helping your organization to endure times of crisis. Having a skilled workforce can help you immediately promote and reassign your employees whenever the need arises.

Improve employee retention and engagement

80% of surveyed employees say that upskilling and reskilling has boosted their confidence.⁸ This equates to work satisfaction!

In fact, internal mobility also boosts employee engagement by as much as 30%.⁹ Employees who are developing and are given the opportunity to learn other things outside of their own fields become more engaged not only in your reskilling programs but also in your company. Engaged employees equate to better productivity for your company!¹⁰

Empower your talent pool

One great advantage of having internal career mobility is that you allow your employees to further nurture their knowledge and skills, increasing their professional competencies to match the demands of the ever-changing workplace.

Internal mobility empowers your employees and improves their employee experience to:

- ✓ Foster a culture of continuous improvement
- ✓ Increase employees' lateral growth
- ✓ Provide autonomy to employees

How important is internal mobility in boosting the foundation of your company culture?

BANK BRI

Human capital quality is the most important thing we have to focus on. We must transfer our learning process and infrastructure to develop excellent human capital.

To do this, we must provide future competencies — training and education. To make sure that we have relevant employees to face the future challenges. We can't do all things by ourselves; we have to collaborate. We have to provide learning programs that focus on behavioral change. It is related to learning in the flow of work. We prepare the training to make sure our employees have better behavior and skills set to finish their jobs.

Watch the Session



Andreas Hassim,
Chief Learning Officer, Bank BRI

VALEO

[Our] employees are very interested in the opportunity for learning and also from our viewpoint, it is very important to provide learning opportunities to retain talent.

We need to continue to improve the workplace and continue to invest with people, for the people to be satisfied; and for people to feel the benefits from the work environment.

Watch the Session



Minoru Shinohara, Japan HR Director
& Regional HR Director for Asia, Thermal
Systems Business Group, Valeo Japan

POPULAR, INC.

Our challenge is to ensure that our learners receive the training that they require to:

1. **Be competent** as the world changes around them over the next 3-5 years;
2. **Develop into new roles and responsibilities** by learning things not directly required in their current role but needed by the business; and
3. **Feel fulfilled as lifelong learners** so that we retain the best talent, maintain fitness for the present, and build resilience for the future.

Watch the Session



Victoria Thorpe, Corporate Learning
Strategy Supervisor, Popular, Inc.

3 Tips on How to Use Language Training to Achieve More Internal Mobility

1. Encourage learning in the flow of work (from Bank BRI)

As employees face various challenges brought upon by the global pandemic and with the advent of increased digitalization across the world, it's important to transition to a workplace where employees can learn new skills while they're doing their jobs. This can be seamlessly done through digital upskilling like what Bank BRI has been doing for its workforce.

Through digital language training, Bank BRI is able to address soft skills gaps (which they found to be bigger than hard skills gaps). [For them, English is an entry gate to enrich your knowledge and ability.](#) If you have a good grasp of the language, you'll have more opportunities to look for capability building. To do this, they used a modern learning approach which enables learners to choose how, when, and where they want and need to learn using technology.

2. Follow a 70/20/10 model in training (from Morgan)

At Morgan, they followed a learning model which focused on 3 areas — [learning on the job \(70\)](#), [learning through other people \(20\)](#), and [learning through content \(10\)](#). Learning on the job entails global projects, team meetings where employees get to use English as the language of communication, among others. Learners get to learn with their colleagues in various ways such as during virtual classrooms and peer-to-peer learning. Morgan uses language learning content that focuses on grammar, vocabulary, and how-to videos and articles to enrich the language training of its learners. [Overall, this allowed their learners to build not only their professional skills but also focus on their personal growth.](#)

3. Use language training for talent attraction and retention (from Bouygues and Colas)

Having language skills and competencies indeed widen opportunities for business professionals. Bouygues and Colas used language training for them to attract the best talent from outside their organization plus also retaining their current employees by developing their language skills. With goFLUENT, Bouygues and Colas have deployed a global language training wherein they have the ability to personalize learning content based on individual needs and goals. This then targets the specific training and development needs of each employee which can then help them in expanding not only their job-specific skills but also business capabilities as well.

Engagement in the Workplace

One facet of the employee experience is employee engagement. Analytics and advisory firm, Gallup, in the report they released on the State of the Global Workplace 2021¹¹, describes this as

“the involvement and enthusiasm of employees in their work and workplace.”

The report has surveyed more than 100,000 business units and found out that employee engagement has dropped from 22% in 2019 to 20% in 2020 due to negative emotions such as stress, anger, and sadness. This decline is worrying given that it directly affects employee productivity and performance. This could eventually snowball into the organization’s business goals.

Recognizing that employee engagement is a crucial aspect that should be highlighted, however, is only the first step. The real challenge is getting to the heart of the problem and finding the right solution.

So how do we keep employees engaged, then?
How do we empower them to continue learning and working?

Here’s a suggestion:
human-centered design.



Human-centered design as a response to employee engagement

Human-centered design, when applied to L&D, puts human empathy at the forefront of training management. Key players in the organization, especially training & development leaders and managers, ensure they understand their employees—what they want and need, how they think and feel—before designing a training program.



To put your employees at the core of your training program design, **below are three questions you can answer:**

What skills do the employees need to accomplish their responsibilities?

Deciding to conduct training is already a response to engagement. There is recognition that your employees need tools and skills to thrive in the workplace.

While the human-centered design does not eliminate the business goals and training needs in the equation, the important thing is to think about the tools and mindset needed for your employee's growth.

Nowadays, language and communication skills are necessary to accomplish tasks efficiently no matter where you are and whoever you are working with. No wonder, companies are investing in it!¹²

If I were an employee, how would I want the training program to be designed?

The bulk of the research would come from creating a program design based on the wants and needs of the employees.

- ✓ What content is relevant for them?
- ✓ What platform will be most accessible for them?
- ✓ Are there unique features that they need to make the training more successful?

There are many questions to be answered when it comes to human-centered design training programs, and most of them would require listening to what your employees have to say.



How can I best design and deploy the training program given the insights I gained?

Once you have done enough research, insights can now be translated to design.

Find a middle ground between business and employee wants and needs. Don't be afraid to think outside the box.

Given your unique needs, explore solutions and services that will enable you to personalize your learning content and training experience.

Find a reliable training services provider or an expert to help you plan the best way you can design and deploy your program.



How did you address engagement through human-centered design in your language training?

With the trend of the global workplace, corporate language training¹³ has become a necessity to enhance communication skills, become confident, and increase productivity. In the changing workplace, find out how two companies designed and succeeded in creating engaging L&D programs, specifically global language training programs, by putting human empathy at the center of their solutions.

POPULAR, INC.

Engagement and Language Training Tips:

To be able to learn a second language, you minimize the employee's ability to communicate in his native tongue. Therefore, their employees would require a safe space that would make them feel comfortable to make mistakes and learn.

Popular Inc.'s response to employee engagement is kindness. Every aspect of their language training design is grounded in this principle.

BOUYGUES & COLAS

Engagement and Language Training Tips:

For Bouygues and Colas, their training is rooted in the employee's needs. That is why they included their local workforce in the conception of their content, making it highly personalized and enabling internal content to become learning resources.

By letting the local teams contribute to the program development, they begin the engagement process even before the training deployment.



Human Centered-Design Response:

Language training, in particular, requires humanity. We must also recognize that communicating in a second language can make us feel emotions that are uncomfortable, including embarrassment, vulnerability, fear, shame, frustration... We provide access to goFLUENT Virtual Classes which are anonymous — no cameras, no surname. It's easier to be vulnerable when no one knows who you are.

Simply offering resources doesn't drive results. But resources offered with humanity can be magical.

[Watch the Session](#)



Victoria Thorpe, Corporate Learning Strategy Supervisor, **Popular, Inc.**



“

Human Centered-Design Response:

We never intended to totally replace onsite with digital. We have always worked with the will to enhance and strengthen our global offer. The main reason is that training onsite is a vector of creation, sharing, and standardization of practice.

Digital training is a wonderful and very powerful tool we have seen during the lockdowns that we've all been through. It allows us to keep the link between each other, to bring closer people who are separated by thousands of kilometers.

[Watch the Session](#)

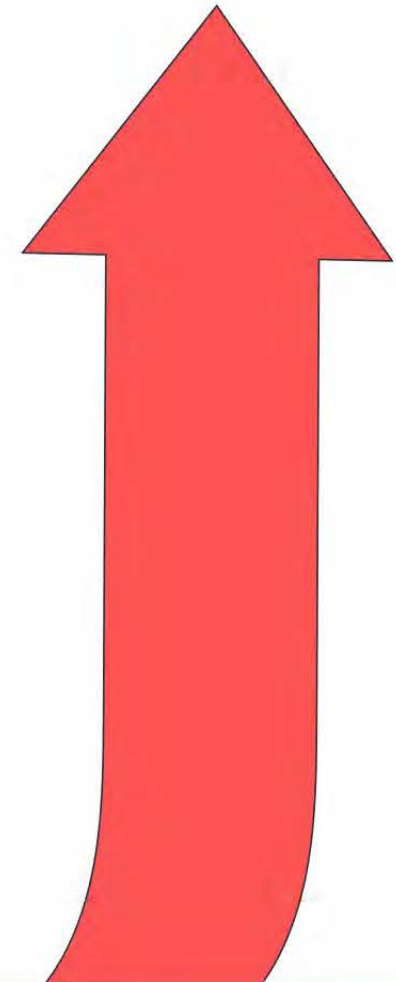
Eglantine de Nadaillac, Digital Learning Manager, **Bouygues Construction**, and Nicolas Colombini, HR Training & Development Manager, **Colas S.A.**



How can you amplify the employee experience and engagement in your language training?

Popular Inc., Bouygues Construction, and Colas S.A. have put their employees at the core of their planning and implemented human-centered design training programs successfully. Working alongside them is goFLUENT, a global language training services provider that accelerates language learning.

- Design and deploy engaging training programs with experts
 - ✓ Learn more about [Customer Success Managers](#) and [Learner Support](#)
- Connect employees worldwide through virtual group language lessons
 - ✓ Learn more about [Group Lessons](#)
- Optimize training with individual virtual language lessons
 - ✓ Learn more about [Individual Lessons](#)



Digital Transformation in the Workplace

Preparing for the upskilling and reskilling revolution coming in the next 3-5 years, **digital transformation and automation are expected to have a greater impact on the workforce globally.** Employees are now forced to adapt to new technologies and digital platforms, making face-to-face learning a thing of the past.¹⁴



As the pace of technology advancement accelerates, companies are adapting faster to the “**new learning era**” by going for digital learning; a more hands-on learning strategy that is flexible, easy to manage, and increases in **return of investment (ROI)**. In fact, the demand for digital learning from senior stakeholders has increased to 82% in 2020 alone.¹⁵

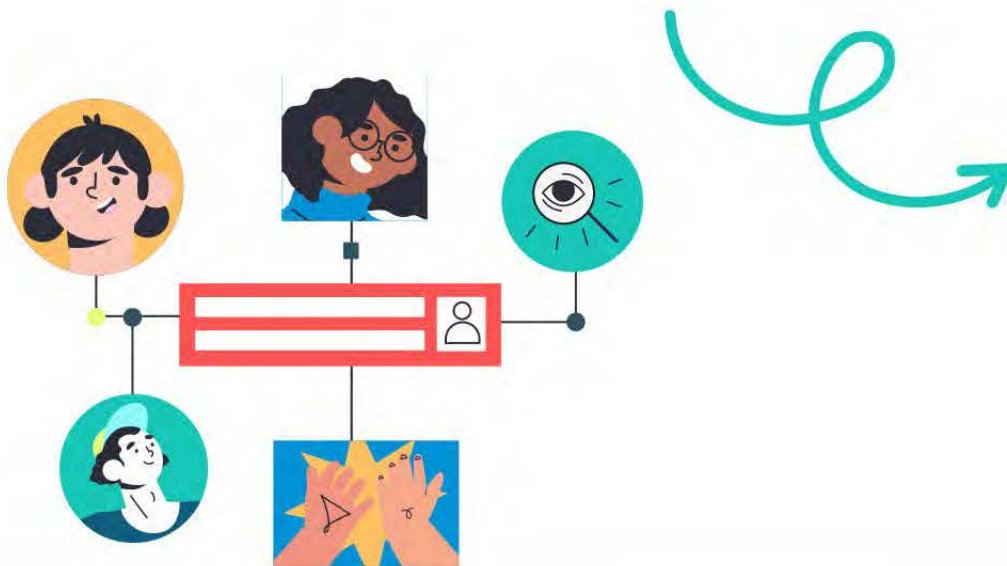
Making the switch to digital, organizations are able to deliver a more personalized, curated learning experience by leveraging AI and machine learning. With that, it's easy to see why most organizations are digitizing their L&D strategy and planning to stick with it moving forward.

3 Benefits

How Digital Transformation Impacts Language Training

As more companies are laser-focused on investing in digital language learning to effectively upskill and reskill their workforce, it's expected that both learners and L&D pros will reap the benefits.

Here are 3 reasons to get excited about virtual language learning:



Readily available and relevant content

Bulky and time-consuming lessons are a thing of the past so say hello to bite-sized activities that range from 2 minutes to 10 minutes.

A good rule of thumb is to make content short enough to be engaging, and complete enough to be effective. Because that's where learning and retention happens.

Learning flexibility

In a fast-paced world where time is in very limited supply, people want more control of when they undergo training.

Thanks to the wide accessibility of online learning, employees can learn at their own pace and convenience from any mobile device.

Performance and results tracking

Monitoring the progress of your employees' training is important to give more focus to those who need additional guidance.

With today's technology, one can readily view reports, make necessary improvements to learning content, and identify how learning paths can be optimized on individual learning goals and needs.

How did your company adapt to the new changes in technology as you train your employees?

BANK BRI

We've inspired employees' desire to learn digitally. When you stop learning, you'll be left behind. The old learning model that we have is where the company is pushing employees to join learning programs.

goFLUENT fills in BRI's internal gap in communication with English as our main language. They've given us free access to learning that's available anytime, anywhere. Making learning a joyful, flexible, and integrated service.

[Watch the Session](#)



Andreas Hassim,
Chief Learning Officer, **Bank BRI**

MSD

Digital learning is an opportunity where we can open language training to everybody.

Going digital, in general, gave us a lot of opportunities therefore it's crucial to upskill our employees. Together with goFLUENT, we designed a specific program called 'MSD Italy Digital Academy', wherein we have marketing, leadership, medical, and bespoke e-Learning experiences for our learners.

[Watch the Session](#)



Claudia d'Achille, Learning & Development
Associate Director, **MSD**

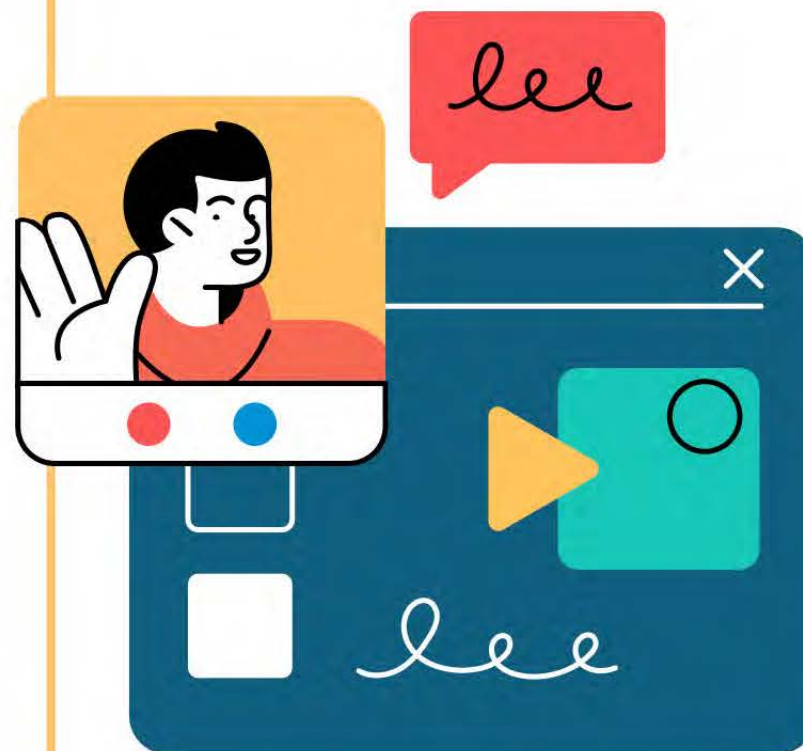
Digital Transformation and Language Training at a Glance with Bank BRI and MSD

Digital Upskilling that Enhances the Employee Experience | Bank BRI

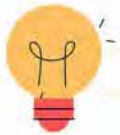
- Bank BRI recognizes the equal importance of technology and human capital. Technology is growing exponentially. However, instead of unemployment, it is predicted that by 2030, in Indonesia, automation will create more jobs. Therefore, **it is essential to upskill employees or conduct “capability building” to keep up in the changing workplace.**
- Aside from utilizing technology in their business processes, Bank BRI decided to apply digital transformation to their training. **The goal was to curate work-related learning materials that are accessible to employees anytime, anywhere.**
- To help their employees gain more knowledge from different sources, Bank BRI partnered with goFLUENT to fill the internal gap with English language training. **This opened up more opportunities for capability building and helped achieve their goal of providing free access to learning that can be used to solve their work-related problems.**

Revolutionizing the Way People Learn | MSD

- Due to the pandemic, MSD needed to equip their employees with new competencies through distance learning. This brought about four L&D priorities: **digital transformation & acceleration, agility, communication skills, and diversity & inclusion.** Their solution? **Digital upskilling that is designed to train and engage employees.**
- In their digital upskilling program, communication became a top concern. **To help employees understand technical content like research articles, collaborate with colleagues in other countries, and be more confident,** MSD partnered with goFLUENT for English training. Together, they created a personalized eLearning platform, ‘MSD Italy Digital Academy.’
- By applying digital transformation to their upskilling program, MSD deployed a language training that is aligned with their L&D priorities.



Learn goFLUENT's helpful products and services that can help your company succeed with language training:



Corporate Language Academy

Deliver corporate language training across your global organization



Integrations

Provide seamless access to language training with SCORM, SAML 2.0, or API integrations



Leveling and Assessments

Determine level and progress of each individual learner with our State-of-the-art adaptive testing tools



Accelerate Conference 2021 Takeaways

Valeo: Be sure to balance all the five features of the development pipeline as it affects employee opportunities.

Motivation, Gap Analysis, OJT, Off-OJT and Review. These five elements in the pipeline—where water is equal to employees’ capabilities—are critical for developing talent. If the pipe is wider, water flows out a lot. If the pipe is narrow, the amount of water flowing is limited. In order to have effective, efficient management, it’s important to keep the balance so that there is no waste.

Minoru Shinohara, Japan HR Director & Regional HR Director, **Valeo**

Watch the Session
“Transforming HR and Learning to Address a New Employment Strategy”

“ Morgan: Learning a new language cultivates a global team of learners.

With having many offices around the world that speak different languages, language learning has become more important for our global collaborations. Even for diversity and inclusion and personal development, I’ve never found a better tool to have than language.

Richard Li, Talent & Development Manager, **Morgan Advanced Materials**

Watch the Session
“Building Professional Skills and Improving Personal Growth through Language Training”

“ Legrand & Lilly: Through language development, people will be more confident and motivated to progress in a company.

When we offer an opportunity for employees to develop their language skills, you’re helping them to be more employable. In the end, they are learning something that goes with them, not just in the company but in their personal interactions.

Fernando Lanzaco, Global Leadership Development, **Lilly** and Corinne Hanisch Ribeiro, Legrand Group Training & Development Leader, **Legrand**

Watch the Session
“How Communication Enhances Employee’s Performance, Equity & Inclusion at a Global Level”

MSD: Developing “virtual proximity” ensures people’s engagement and success.

Once you are involved in digital learning, it’s quite difficult to ensure the empathy which is an important part of any training activity. So we started to maximize virtual proximity to develop digital empathy, ensuring people’s engagement and success in every training.

Claudia d’Achille, Learning & Development Associate Director, **MSD Italy**

Watch the Session

“Promoting Inclusion through a Digital Upskilling Revolution”

Popular: A culture of humanity with compassionate learning builds resilience for the future.

The idea is that we don’t just deliver training with humanity, but we design it, shape it, and deliver it with the focus on human experience and a recognition of the demands of the modern workforce. And by doing so, we engender high levels of achievement.

Victoria Thorpe, Corporate Learning Strategy Supervisor, **Popular Inc.**

Watch the Session

“Humanity in Learning as a Catalyst for Development”

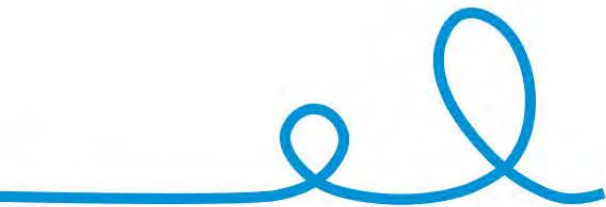
Bank Bri: Training and learning should be focused on increasing productivity and efficiency.

While the technology is growing exponentially and even more, the pandemic has triggered the use of digital technology massively... We have to equip our employees with suitable competencies... We have to relate with the daily activities. We have to be there for the employees through a digital platform. Whenever they need it, they will open the apps and look [up] the information to solve the problem.

Andreas Hassim, Chief Learning Officer, **Bank Rakyat Indonesia**

Watch the Session

“Digital Upskilling that Enhances the Employee Experience”



Bouygues and Colas: There's a great need to digitize learning programs in order to align global activities in different countries.

“

It is precisely this notion of need that is most important to me. What objectives are you trying to achieve? What skills are we trying to develop? Where do we want to bring our training in one word? If we are able to answer all these questions, then we drastically reduce the chances of getting it wrong... We try to design most of our programs – F2F and digital – for all, which means that L&D teams will be able to deploy all these programs in all our different countries and in different languages.

Eglantine de Nadaillac, Digital Learning Manager, **Bouygues Construction**, and Nicolas Colombini, HR Training & Development Manager, **Colas S.A.**

Watch the Session

“Going Global, Designing Local: Inclusive, Accessible, and Relevant L&D Programs”



[Access the full conference here.](#)

Conclusion

Employee experience encompasses various areas of concern and the efforts to amplify it comes with it. As language training becomes an increasingly valuable factor in amplifying employee experience, **it's time to equip your employees with relevant business communication skills that will boost their confidence, save time for the company, and grow talent globally.**



The State of Corporate Learning: From Now and Beyond

During our conference fireside chat with world-renowned educational technology expert, Broadway producer, and philanthropist Elliott Masie, we discussed the state of the corporate learning sphere and he answered some of our most pressing questions in our industry:

Q1: How does corporate learning differ in the world?

Elliott: The rest of the world has accepted how fast things are changing. Learning is a fundamental piece of it. Other countries are quickly realizing that universities are important and degrees are nice, but skills and readiness are critical. We'll see more shifts from asking where you studied to what you are able to do. That will be a global shift!

Q2: What do you think about language in the D&I discussion?

Elliott: Language manifests in various ways. Language can be the language of my field. I was trained as an engineer and now I'm working as a salesperson. It might also be the language of my neighborhood. I may have grown up in a neighborhood and there's a street language to me. And then there's a work language. And how do I not tell somebody their street language is wrong?

Q3: What do you think corporate learning will look like 10 years from now?

Elliott: It will go mobile. I'm going to tell you how I view a mobile device: [curiosity](#). The mobile has empowered an individual to learn new knowledge among other things. We often underestimate it, but we shouldn't.

Q4: LMS, LXP, or anything else?

Elliott: Learning systems are nice, but they can deliver bad learning as well. Good design is the best; that's where I get excited.



We are goFLUENT

goFLUENT is the world's leading blended learning solution provider for acquiring and refining communication skills in strategic business languages such as Arabic, English, French, German, Italian, Japanese, Korean, Mandarin, Portuguese, and Spanish. Dedicated to diversity & inclusion, talent development, and employee retention, our global mission is to provide all employees with an equal voice to reach their full potential, regardless of their native tongue.

We accelerate language learning by delivering hyper-personalized solutions that blend technology, content, and human interaction, available globally on any device. We integrate with all major LMSs and LXPs, and have partnerships with major providers including Degreed, Cornerstone, Skillsoft, SumTotal, and CrossKnowledge, among others.

Transforming more than 1,000 international corporations' language training approaches in 150+ countries, goFLUENT speeds up the acquisition of language skills needed to gain confidence, save time, and grow their talent on a global scale. Since it was founded in 2000, goFLUENT has helped more than two million professionals become better communicators in different business languages.

For more information, visit www.gofluent.com.



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Accelerate Language Learning