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Lean Into Learning

LOOKING AT LEARNING IN THE FEDERAL MARKET IN 2023

DRIVING EFFICIENCY:

Reviewing the Top Courses Completed by Federal Agencies in 2023

Today, the multifaceted challenges posed by evolving technology and societal expectations require a workforce that is not just technically adept, but also possesses the skills to lead the way forward.

Federal agencies are not exempt from this opportunity. In fact, over the last year we've seen government organizations assume a leading role in rebuilding and refining their learning initiatives to take advantage of the opportunities afforded by artificial intelligence (AI) and other new technologies.

A recent catalyst to this approach was an **Executive Order** issued in October 2023 by President Biden that encouraged federal agencies to harness the potential of artificial intelligence.

We know that AI requires a diverse range of skills and expertise. For instance, developing an AI system requires knowledge of computer programming, data science, machine learning, and statistics, among other things. It can be a challenge to find professionals who possess all these skills.

At the same time, new developments and innovations in AI are happening at a rapid pace, which means that AI professionals need to keep up with the latest trends and technologies in the field.

So, how do we help our federal workforce realize the benefits of generative AI with training?

First, we need to take stock of what federal employees are learning right now – and then we can look at how these skills might benefit them in the future.

The Executive Order underscored the necessity for responsible government use of AI and the need to modernize federal AI infrastructure – a topic that has been top-of-mind since the sudden and sustained popularity, and now ubiquity, of artificial intelligence.

GOVERNMENT AGENCIES ARE TAKING A STRATEGIC APPROACH TO LEARNING

Skillsoft's 2023 *Lean into Learning* report, "Continuous Workforce Transformation in an Era of Skill Disruption," revealed that learning is the foundation upon which organizations can build resilience, adaptability, and the capacity to thrive.

And not surprisingly, Government/Military was included among the top industries leveraging learning and development to stay ahead in 2023 – ranking fourth on the list.

Government agencies that take a strategic approach to training and employee development have a higher probability of driving efficiencies, reducing risk, and keeping employees safe — yielding a greater opportunity to further their mission.

LEAN INTO LEARNING

A look back on the state of learning in 2023

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See our full Lean Into Learning report **here**.

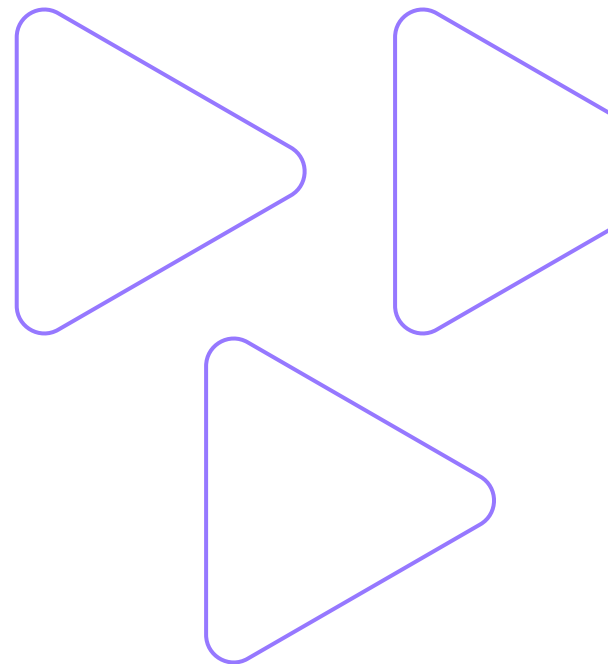## WHAT GOVERNMENT AGENCIES LEARNED IN 2023

Federal customers rely on the full spectrum of courses offered by Skillsoft, including courses related to leadership, technology, and risk. Look at the top ten courses completed by the federal sector in 2023 within Skillsoft's library of courses, below.

| TOP 10 LEADERSHIP COURSES	
#1	Trust Building through Effective Communication
#2	Developing Emotional Intelligence
#3	The Art and Science of Communication
#4	Influencing through Positive Leadership
#5	Facing Challenges as a First-time Manager
#6	The Reality of Being a First-time Manager
#7	Expert Insights on Being a First-time Manager
#8	Customer Service: Adapting to Your Customers' Cues
#9	Becoming an Accountable Professional
#10	Customer Service: Discovering Customer Needs

TOP 10 TECHNOLOGY COURSES

#1   CompTIA Network+: OSI Model Layers & Data Encapsulation

#2   CompTIA Network+: Network Types

#3   CompTIA A+ 220-1001: Networking Tools

#4   CompTIA A+ 220-1001: Basic Cable Types

#5   ENCOR: WLAN Layer 1 & Access Point Concepts

#6   Backup & Recovery: Enterprise Backup Strategies

#7   CompTIA A+ 220-1001: Installing Hardware & Display Components

#8   CompTIA A+ 220-1002: Comparing Common Operating Systems

#9   Windows Server 2016 Networking: DHCP Configuration

#10 Defining Cloud Computing for Decision-makers: Cloud Computing Principles

TOP 10 RISK COURSES

#1   Defensive Driving 2.0

#2   Collision Avoidance

#3   Distracted Driving 2.0

#4   Emergency Situations While Driving

#5   Urban Driving

#6   Safe Vehicle Backing

#7   Back Safety and Injury Prevention 2.0

#8   Developing Your Business Ethics

#9   The No FEAR Act

#10 Workplace Harassment Prevention for Federal Employees 2.0
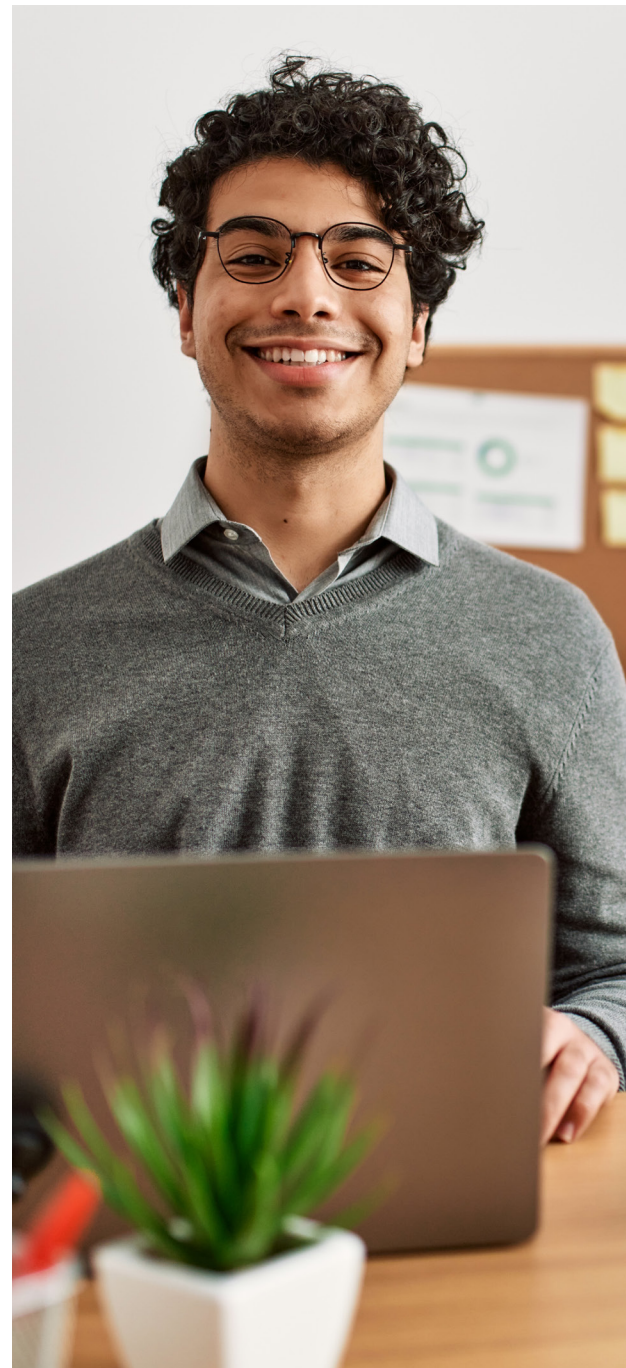
From a leadership standpoint, federal agencies are focused on skills such as improving communication, education for first-time managers, and customer service. Top technology courses completed relate to the CompTIA Network+ information technology certification exam. And employees are learning a lot about safe driving from a risk perspective.

HOW AI FITS INTO LEARNING INITIATIVES WITHIN GOVERNMENT AGENCIES

While courses that are specifically about artificial intelligence did not make federal "top 10" lists in 2023, we understand that an increasing appetite for this information exists. Since the resounding debut of ChatGPT in November of 2022, organizations across all sectors 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. Here are the top courses completed across all industries.

TOP 10 ARTIFICIAL INTELLIGENCE COURSES COMPLETED ACROSS ALL INDUSTRIES IN 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

Not only has the integration of artificial intelligence into various aspects of government operations required a broader scope of training, but we know it will require related learning, as well.

Notably, even with Skillsoft's GenAI courses releasing mid-way through the year, we see AI-related themes appearing consistently throughout learning trends.

As technology advances so too does the need to ensure that federal agencies foster inclusive and respectful environments for all employees. With the increasing intersection of technology and society, addressing these issues is not just a matter of compliance but also a reflection of an agency's commitment to ethical conduct and organizational integrity.

Learn why the federal government needs artificial intelligence now more than ever.

CONCLUSION

According to the President's Executive Order, AI is changing America's jobs and workplaces, offering not only the promise of improved productivity, but also the dangers of increased workplace surveillance, bias, and job displacement.

To mitigate these risks federal agencies need to invest in workforce training and development that is accessible to all.

Learning can help bridge the skills gap and help federal employees step forward into the roles of the future.

Technical competencies remain vital in the federal space, and the completion of courses addressing social and ethical considerations underscores the evolving landscape of compliance training within government agencies.

By embracing a holistic approach to learning, agencies can better navigate the complexities of the modern era while upholding their commitment to accountability, fairness, and ethical conduct.

METHODOLOGY

Our *Lean into Learning* 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.

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.
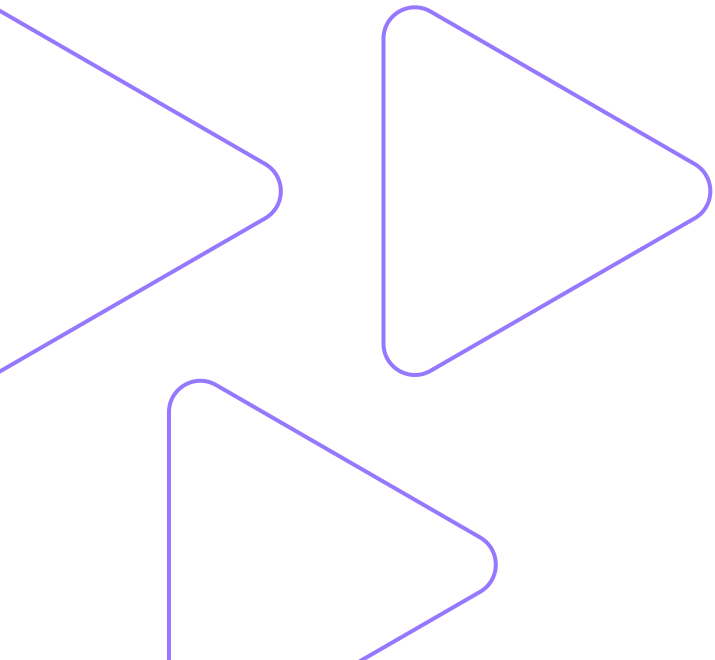
About Skillsoft

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***.