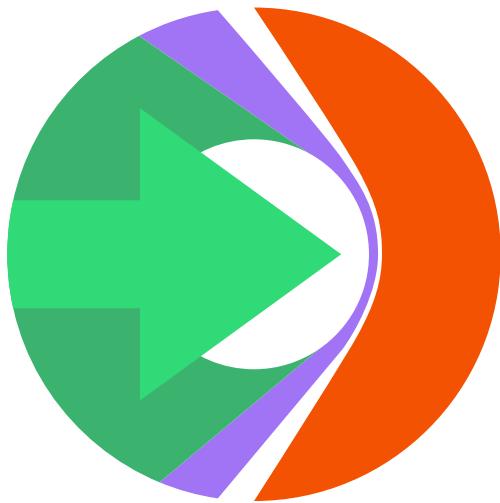




# The Top HR and L&D Challenges eLearning Can Solve



# The Top HR and L&D Challenges eLearning Can Solve

The field of Human Resources (HR) is constantly evolving, with new challenges emerging every day. Whether it's recruitment, talent development, or employee retention, these issues require state-of-the-art solutions. And this is where eLearning comes in.

Check out this guide to learn how organizations can leverage eLearning technologies to address the most common challenges and drive business success.

# The Most Common HR and L&D Challenges

Regardless of the industry, HR and L&D professionals in most companies encounter the following issues:

**Challenge 1.** High employee turnover

**Challenge 2.** Employee resistance to training

**Challenge 3.** Inaccurate Comprehension of Employee Knowledge and Skills

**Challenge 4.** Scattered Resources and Poor Knowledge Management

## How eLearning Can Help

To address these challenges, companies around the world are counting on eLearning.

eLearning refers to the use of digital technologies to deliver training and development programs to employees. Digital solutions provide numerous benefits for both businesses and employees. They help employers and HR professionals create cost-effective, easily scalable, and consistent training programs, and provide employees with a comprehensive environment where they can acquire all the knowledge and skills they need to do their jobs effectively.

Although there are many eLearning tools on the market, companies mostly use learning management systems (89%) and authoring tools (40%) to meet employee training needs.

## What is an LMS?

This is a platform designed to make corporate training consistent, well-organized, and readily accessible. It allows you to store all your training materials in a single place, automatically assign them to learners, and receive detailed statistics on their progress.

Advanced LMSs offer additional features that can improve the employee learning experience and provide more value to the organization. Some examples include social learning, gamification, mobile learning, and integrations with other tools, such as HRIS, calendar, or CRM.

## What is an authoring tool?

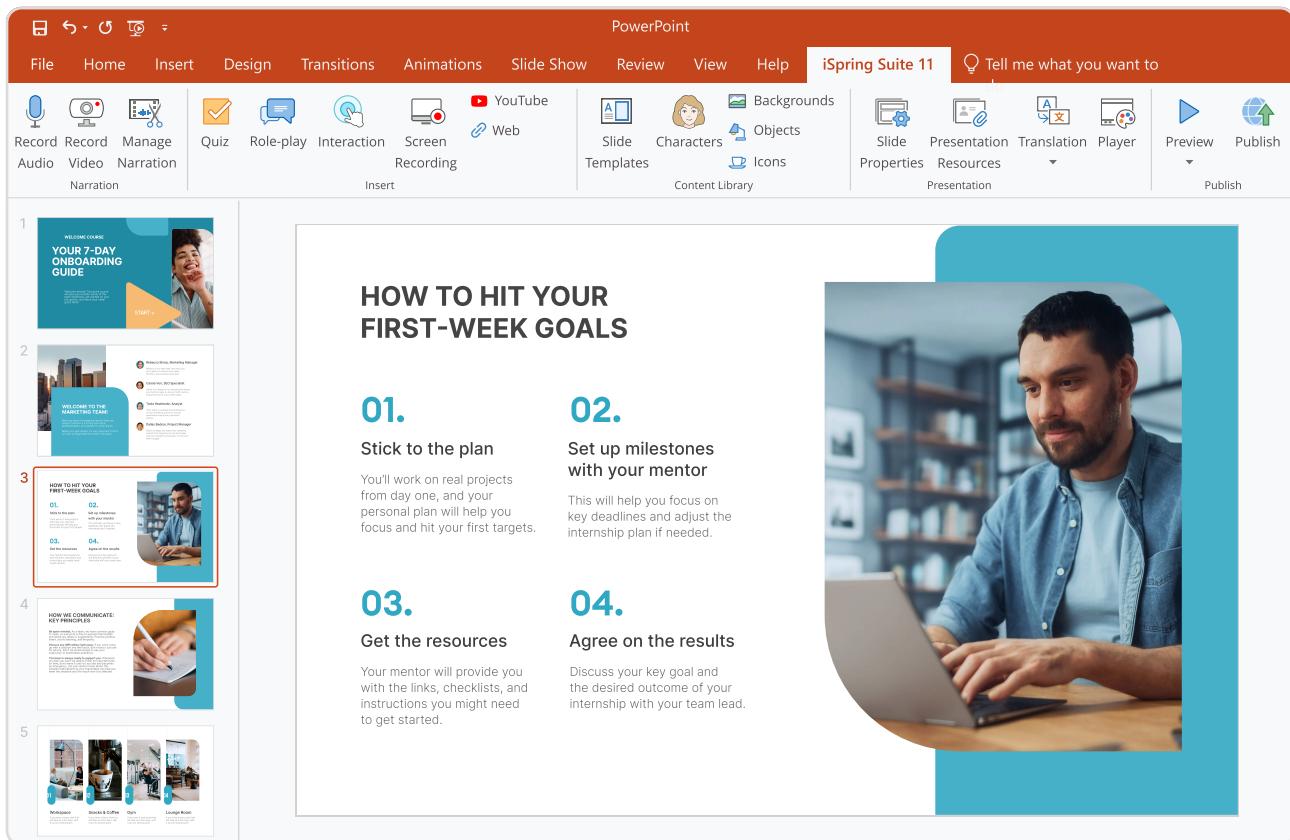
This is software designed to create learning content, such as online courses, video lectures, and quizzes.

Authoring tools typically come with an ample range of features, allowing you to create content using ready-made templates, add assessments, and publish courses to different platforms. Some of them allow you to build branching scenarios, track analytics, add gamification, or even incorporate VR and AR technologies.

There are many tools on the market. However, if you're creating eLearning content for the first time, it's better to choose a solution that is highly intuitive but can still implement all your authoring ideas.

For example, you don't need to be a designer or technician to create professional-looking content with [iSpring Suite](#). It works directly in PowerPoint and lets you create online courses, quizzes, role-plays, video lectures, screencasts, and interactions in the blink of an eye.

Once you install it on your computer, you will see the iSpring Suite tab in the PowerPoint ribbon with all the available tools.



## Useful resources:

- [What Is an LMS? Definition, Features, and Use Cases](#)
- [What Is an Authoring Tool?](#)

To see exactly how these eLearning solutions will help you with HR and L&D needs, let's break down each challenge.

# Challenge 1.

## High Employee Turnover



Staff turnover is the number of employees leaving your organization over a certain period. This is what increasing turnover can lead to:



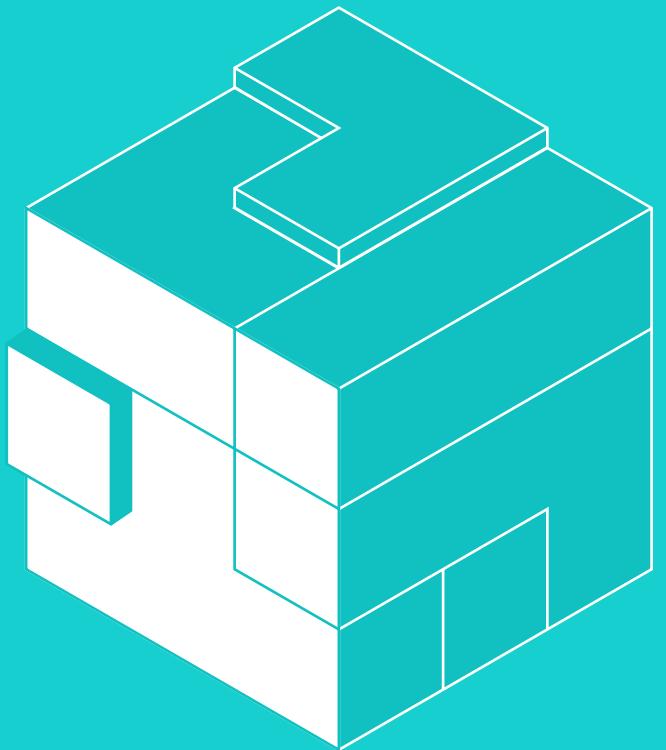
**Higher workload.** Those who stay are forced to do more work until you find a replacement. Moreover, new employees will not be able to work at maximum efficiency from the first days at the company, so your staff's productivity will definitely be reduced.



**Extra costs.** When people leave, it takes time to recruit, onboard, and train a replacement. In financial terms, total costs associated with turnover range from 90% to 200% of the new employee's annual salary.



**Negative brand image.** High turnover lowers morale and leads to employees potentially hearing negative feedback from frustrated staff. So, high turnover can not only demotivate your current employees, but also hold you back from hiring top talent in the future.

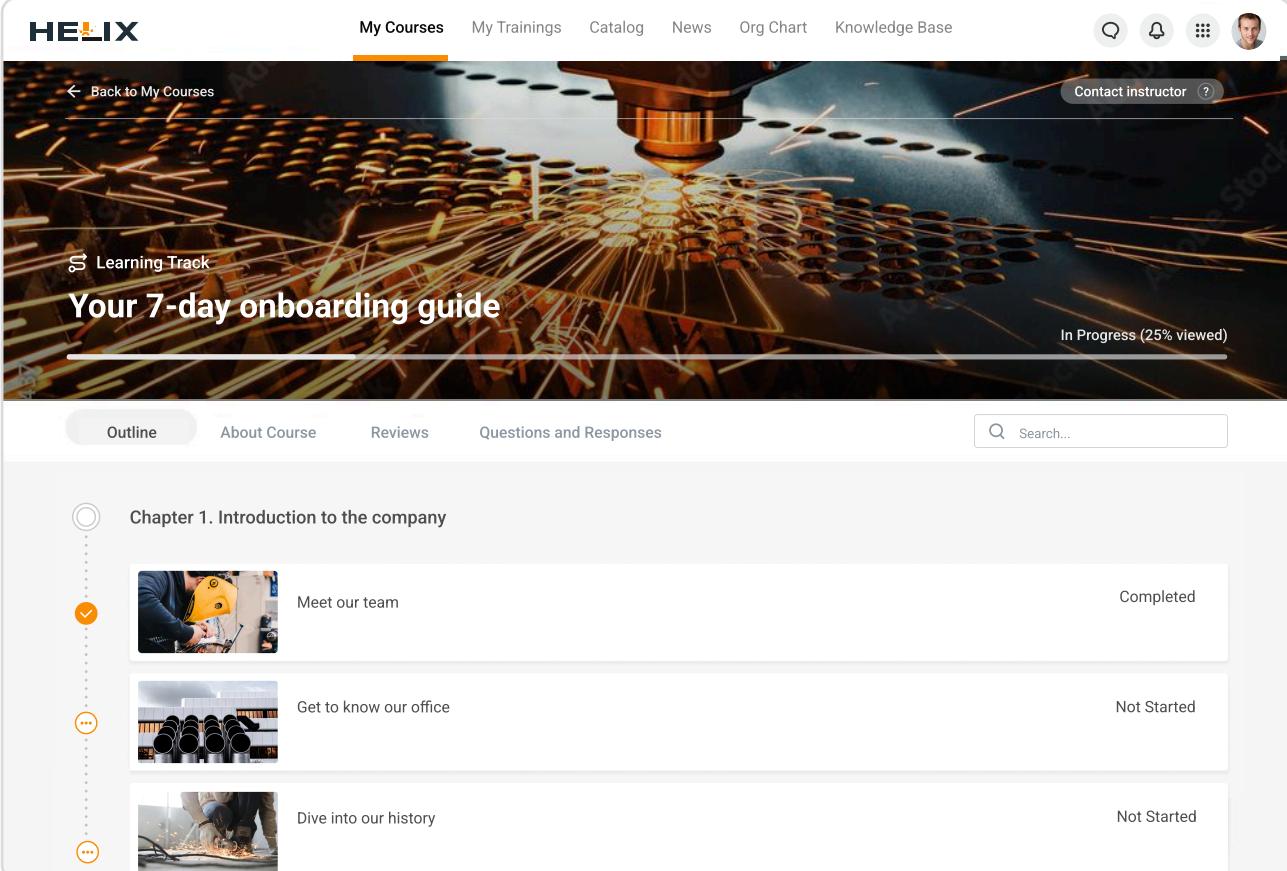


# Solution

# Quality onboarding

It's unlikely to get rid of turnover completely, but you can reduce it significantly. According to statistics, [over 30% of new employees](#) quit within the first six months. This is a time when newbies need to get all the knowledge and tools necessary for productive work. Therefore, you should take an onboarding period seriously.

The best way to make the onboarding experience faster and more efficient is to implement an LMS. For example, with [iSpring LMS](#), you can create a comprehensive 30 or 90-day onboarding program:



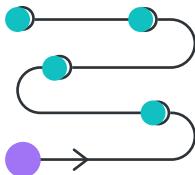
The screenshot displays the iSpring LMS interface. At the top, there is a navigation bar with links for 'My Courses', 'My Trainings', 'Catalog', 'News', 'Org Chart', and 'Knowledge Base'. On the right side of the top bar are icons for a search bar, notifications, and a user profile. The main content area features a large image of a robotic laser cutter with sparks, with the text 'Your 7-day onboarding guide' overlaid. Below this, there is a progress bar indicating 'In Progress (25% viewed)'. The 'Learning Track' section shows a list of three items: 'Meet our team' (Completed), 'Get to know our office' (Not Started), and 'Dive into our history' (Not Started). Each item has a small thumbnail image and a circular progress indicator.

Section	Content	Status
Meet our team	Meet our team	Completed
Get to know our office	Get to know our office	Not Started
Dive into our history	Dive into our history	Not Started

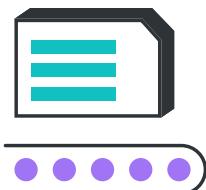
You can upload all the materials new hires need to study and courses they need to take, such as those on the company's products, values, and internal regulations onto the platform, combine them into a step-by-step learning track, and assign it to all new arrivals.

You can also create different learning tracks for each department and add specific courses to them, such as social media strategies for the marketing department or the secrets of effective client communication for the sales team's newcomers.

With the iSpring LMS, your onboarding will be:



**Straightforward.** If you combine onboarding courses into learning tracks, employees will proceed through them sequentially: they won't get confused with a bunch of different courses. Plus, you can set the track up so that each course will open only after the previous one has been completed.



**Automatic.** Onboarding will take place without your constant involvement: the system will notify new employees of assigned courses, remind them of deadlines, and schedule meetings with a mentor or supervisor. You can also create such a program just once and assign it to each new employee automatically when they are added to the LMS.



**Measurable.** You'll be able to monitor your employees' progress in real time with easy-to-read reports. In this way, you'll be able to spot those who encounter difficulties easily and provide them with help.



# iSpring LMS

Automate corporate training and improve employee performance.

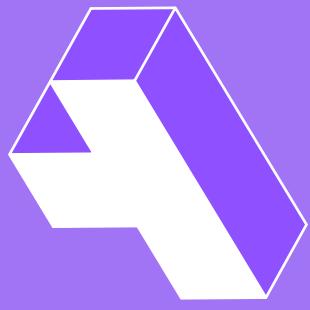
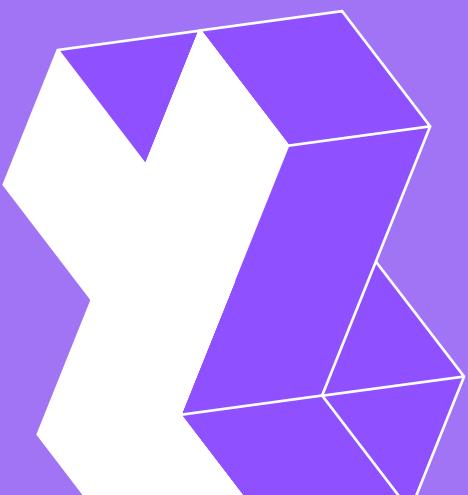
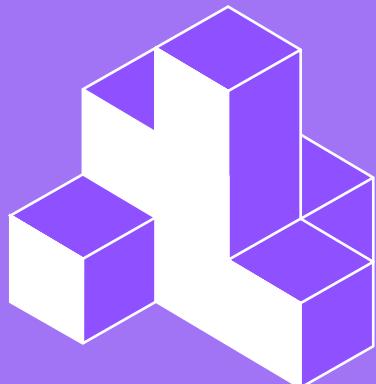
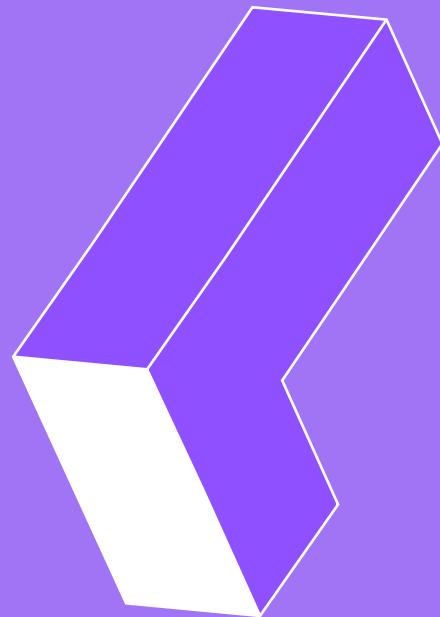
The image displays the iSpring LMS platform on a tablet and a smartphone. The tablet screen shows the 'My Courses' dashboard. At the top, there are tabs for 'Enrolled' and 'Completed'. Below this, a course card for 'Support Team Onboarding' is shown, featuring a thumbnail of people working together, a duration of '1 hour • 15 modules', and a completion status of 'In Progress (15% viewed)'. To the right of the course card is a 'Search' bar. Below the course card is a 'Team Progress' section with a donut chart showing 80.2% completion and a list of courses and trainings with their respective completion percentages: 78.5%, 3.1%, 2.6%, and 2%. To the right of the team progress is an 'Employee Results' section with a gauge chart showing a score of 45/50. The smartphone screen shows a similar 'My Courses' dashboard with course cards for 'The Foundations of Customer Support', 'The Support Mission', 'The Support Workflow', and 'Handling Difficult Situations'. The bottom of the smartphone screen shows a navigation bar with icons for 'Courses', 'Events', 'News', 'Search', and 'More'.

[Get Free Trial](#)

[Learn more →](#)

# Challenge 2.

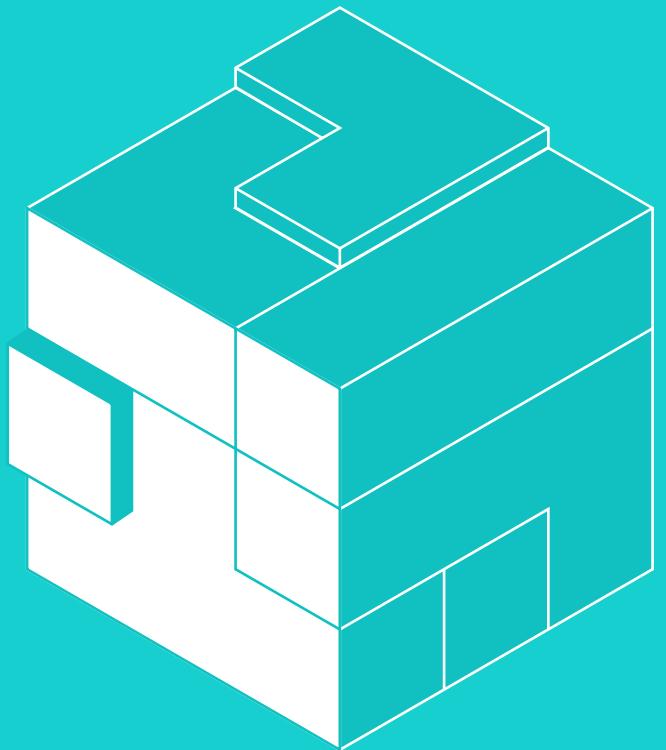
Employee Resistance  
to Training



Learner disengagement can be a huge obstacle to effective employee training. If you've never been in the HR field, you might think that employees generally aren't fans of training. But that's not actually the case.

According to a [Gallup report](#), **59% of millennials** consider learning and development opportunities to be extremely important when applying for a job. However, as [our research has shown](#), employees aren't always ready to invest their time and energy into corporate training, mostly because of a lack of time, useless materials, and boring learning formats.





# Solution

# Engaging training materials

Not all training topics have to be interesting by default, but that's no excuse for making the learning process unbearably boring.

Every third employee considers uninspiring content a barrier to learning. So, the first thing you can do is ensure that your training materials are presented in an engaging manner.

Play around with different formats. You can do this readily with the iSpring Suite authoring toolkit:

The screenshot displays the iSpring Suite interface. At the top, there are buttons for 'Resources' and 'Presenter Info'. Below the slide content, there are navigation icons for '1x', 'CC', and '...'.

**HOW TO HIT YOUR FIRST-WEEK GOALS**

**01.** Stick to the plan  
You'll work on real projects from day one, and your personal plan will help you focus and hit your first targets.

**02.** Set up milestones with your mentor  
This will help you focus on key deadlines and adjust the internship plan if needed.

**03.** Get the resources  
Your mentor will provide you with the links, checklists, and instructions you might need to get started.

**04.** Agree on the results  
Discuss your key goal and the desired outcome of your internship with your team lead.

The slide features a large image of a city skyline at sunset.

**Slides**   **Notes**   **Search**

1. Your 7-day onboarding guide

2. Welcome to the team!

3. How to hit your first-week goals

4. How we communicate

5. Team KPIs

6. Team traditions

4 of 6   **Next >**

## Slide-based courses

To provide employees with the basic information on any topic, you can create an online course to that end.

iSpring Suite makes this process extremely easy and fast. The authoring toolkit comes with ready-made slide templates, so you just need to add text and visuals.

Slide Templates – iSpring Content Library

Search

Slide type

- Opening
- Navigation
- Sections
- Content
- Closing

Space

Course Title

Authors

Module Title

Main Menu

Main Menu

Objectives

70/30 Layout

70/30 Picture Left

Replace this text with information on the theme of the course. Divide the text into paragraphs for easier reading.

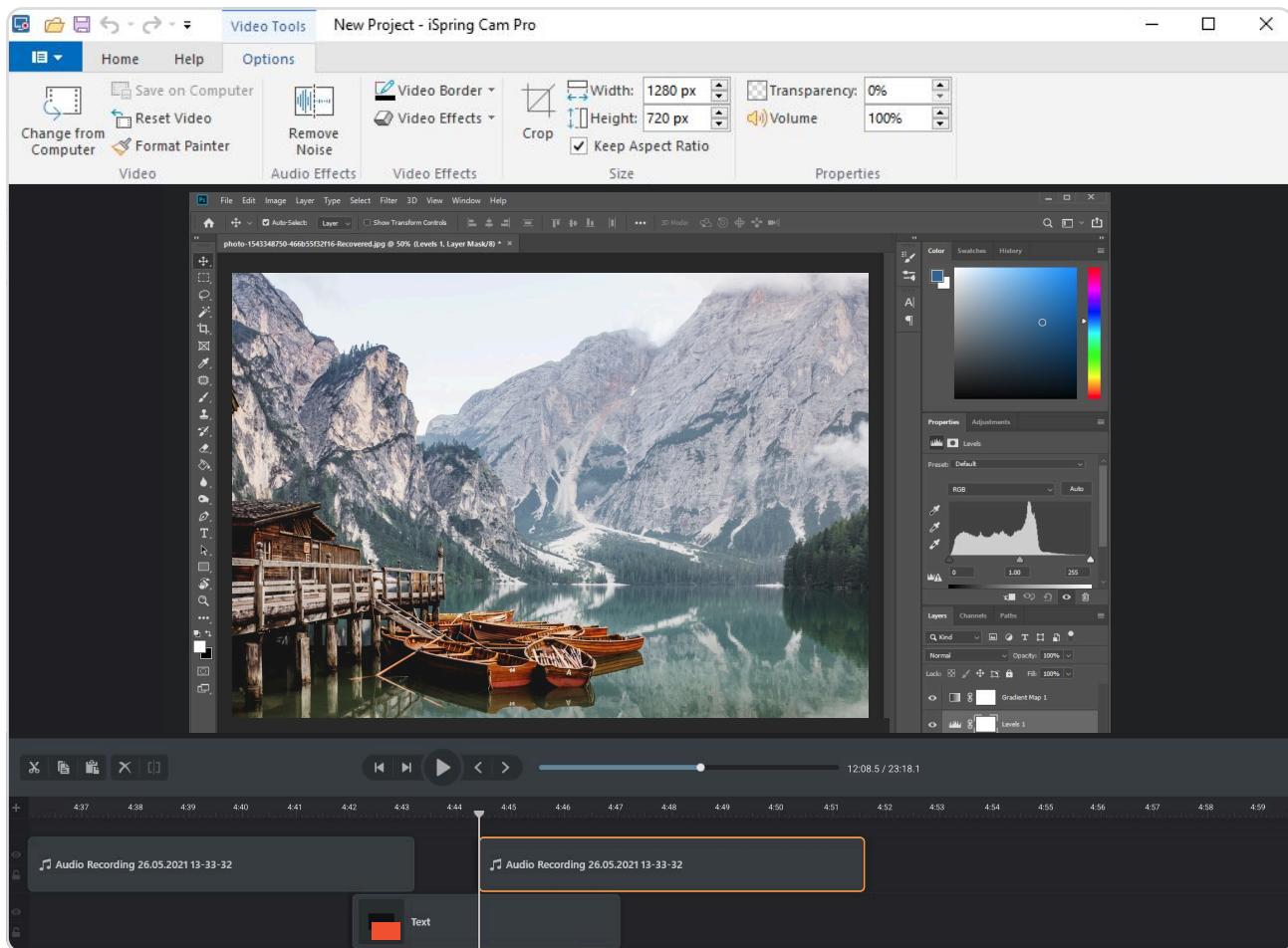
To replace the photo, delete the image and click on the picture icon in the blank area, then select a new photo on your computer.

Insert

The screenshot shows the 'Slide Templates – iSpring Content Library' interface. On the left, a sidebar lists 'Slide type' options: Opening, Navigation, Sections, Content, and Closing. The main area is titled 'Space' and displays several slide templates. On the left, there are two slides: 'Course Title' (with a dark blue background and a placeholder 'Course Title Here') and 'Authors' (with a dark blue background showing two placeholder author profiles). In the center, there are two slides: 'Module Title' (with a dark blue background showing a placeholder 'Module Title Here') and 'Main Menu' (with a dark blue background showing a placeholder 'Main Menu'). On the right, there are two slides: 'Main Menu' (with a dark blue background showing a placeholder 'Main Menu') and 'Objectives' (with a dark blue background showing a placeholder 'Course Objectives' and a bulleted list). At the bottom right, there is a large slide titled '70/30 Layout' featuring a large image of a space shuttle launching and a dark blue text area on the right with placeholder text and instructions. A large 'Insert' button is located at the bottom right of this slide.

# Video presentations, lectures, and screencasts

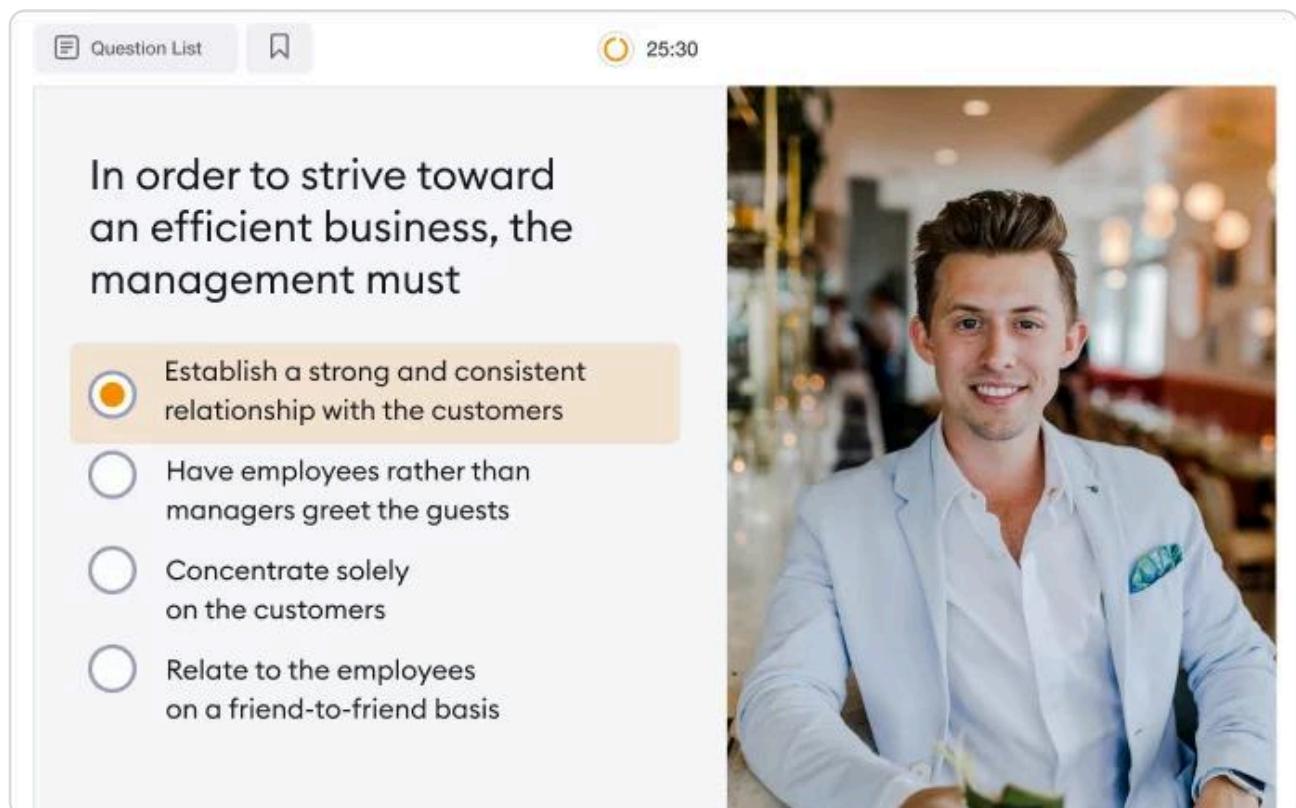
Sometimes it's better to show or tell, so enrich your training materials with video or audio. With iSpring Suite, you can create a complete video presentation by combining your webcam video with PowerPoint slides or recording a separate video lecture on a topic.



For example, you can record screencasts and combine them with audio or webcam video to show new hires how to navigate in HRIS, the task tracker, or other software. Then, you can simply edit your video in a built-in editor: delete unwanted fragments, add annotations, or provide automatic visual hints.

## Smart quizzes

To perform a midterm or final knowledge assessment and check if employees understand a product's features or company values correctly, you can create smart quizzes. This tool offers 14 ready-made templates for multiple-choice, sequence, and drag-and-drop questions, so you only need to type in your questions and answer options, set scoring rules, and the quiz is ready:



The image shows a screenshot of a quiz software interface. At the top, there are navigation buttons for 'Question List' and a bookmark icon, and a timer showing '25:30'. The main content area contains a question and four answer options. The question is: 'In order to strive toward an efficient business, the management must'. The first option, 'Establish a strong and consistent relationship with the customers', is highlighted with a yellow background and has a radio button that is selected (filled with orange). The other three options are: 'Have employees rather than managers greet the guests', 'Concentrate solely on the customers', and 'Relate to the employees on a friend-to-friend basis'. To the right of the question is a photograph of a smiling man with dark hair, wearing a light blue blazer over a white shirt. He is holding a small green plant in his hands.

In order to strive toward an efficient business, the management must

- Establish a strong and consistent relationship with the customers
- Have employees rather than managers greet the guests
- Concentrate solely on the customers
- Relate to the employees on a friend-to-friend basis

## Interactive role-play simulations

In addition to quizzes, you can quickly create role-play simulations to boost employees' communication skills and let them practice conversation skills in a safe-to-fail environment. iSpring Suite has an intuitive drag-and-drop editor and offers plenty of ready-made objects, including characters, backgrounds, and icons, to make this process easier.

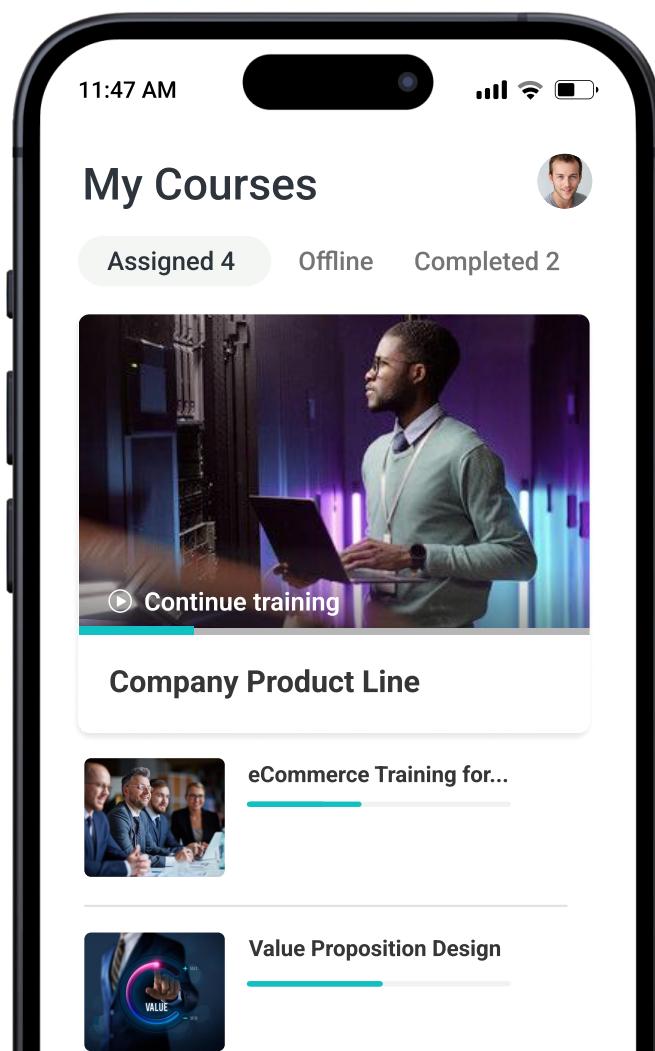
The image shows a screenshot of an interactive role-play simulation. A woman with short dark hair, wearing a pink long-sleeved top and dark purple pants, stands in an office setting. She is looking thoughtful with her hand on her chin. In the background, there is a desk with a computer monitor, a potted plant, and a chair. To the left, there is a clock on the wall and a window with blinds. A speech bubble above her says "Let's try one more time!" and another speech bubble to her left asks "What is a to-do list and how is it used?". At the bottom left, there is a list of three options: 1. A to-do list is a list of tasks or activities that need to be completed, usually in order of priority. It is used to help plan and manage time efficiently. 2. A to-do list is a list of chores that must be done on a regular basis. 3. A to-do list is a list of goals and objectives that need to be achieved in a certain amount of time. At the bottom right, there is a large teal play button icon with a white triangle pointing to the right.

- 1 A to-do list is a list of tasks or activities that need to be completed, usually in order of priority. It is used to help plan and manage time efficiently.
- 2 A to-do list is a list of chores that must be done on a regular basis.
- 3 A to-do list is a list of goals and objectives that need to be achieved in a certain amount of time.

# Mobile learning

When we interviewed employers around the world, 81% claimed their employees are too busy to learn. So, the next thing you can do to increase employee engagement is to let them learn on their schedule, on any device they like.

Choose an LMS that comes with a mobile app and allows employees to learn bite-sized pieces of information at their convenience: during breakfast, on the subway, or before they go to sleep. For example, iSpring LMS's mobile app looks super intuitive and enables learners to take courses – even without an internet connection:

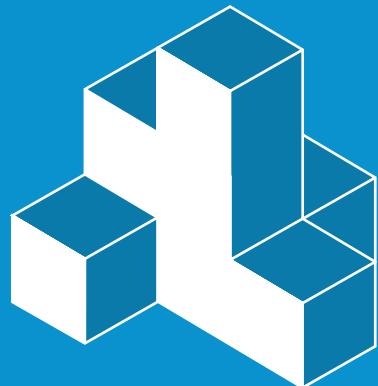


# Individualized training programs

When training is one size fits all, it's unlikely to motivate learners for long. [32% of employers admit](#) that their staff frequently neglects training because it doesn't correspond to self-perceived competence.

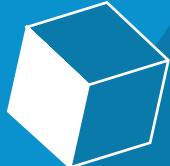
To make the training process more targeted, you can create learning tracks for different positions or even individual employees based on their competencies and training needs.





# Challenge 3.

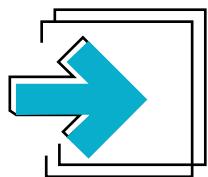
## Inaccurate Comprehension of Employee Knowledge and Skills



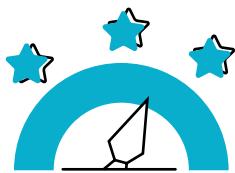
Corporate training should be organized in such a way that it's possible to collect detailed statistics on learners' progress at any time. A serious approach to employee evaluation has lots of potential benefits:



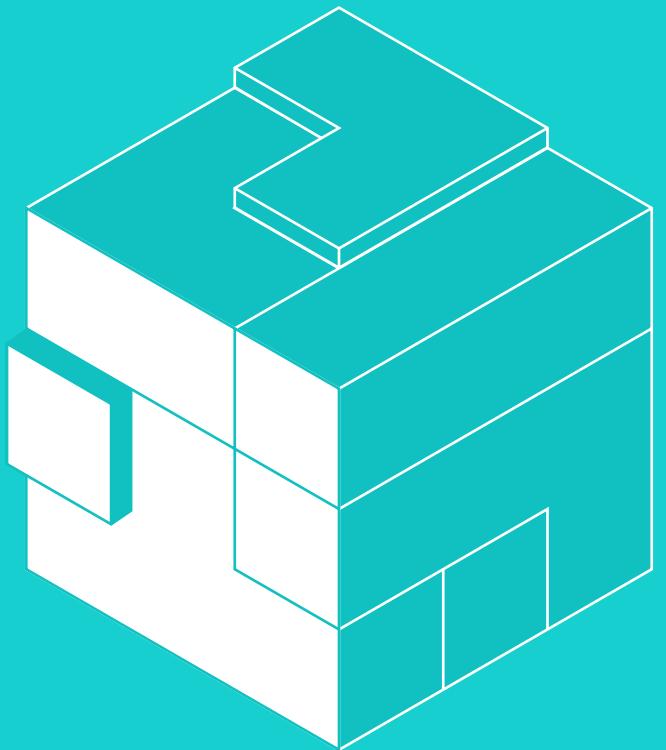
**Helps identify areas for improvement.** Over 70% of employers name skills gaps as the top indicator that necessitates training. When you have reliable tools to assess employees' training progress and overall competency, you can provide more focused corporate training to address weaknesses.



**Improves learners' engagement.** If you track training regularly, learners aren't likely to ignore it. Plus, if an employee is not performing well, you can assign them individual courses to fill in their knowledge gaps or conduct 1:1 review sessions. Such an approach will help them perceive training as more than a formality and make them feel more committed to their jobs.



**Increases ROI.** If you evaluate training effectiveness and employee proficiency regularly, you can provide better experiences to learners and realize a return on the investment in training in the form of high productivity and strong employee competencies..

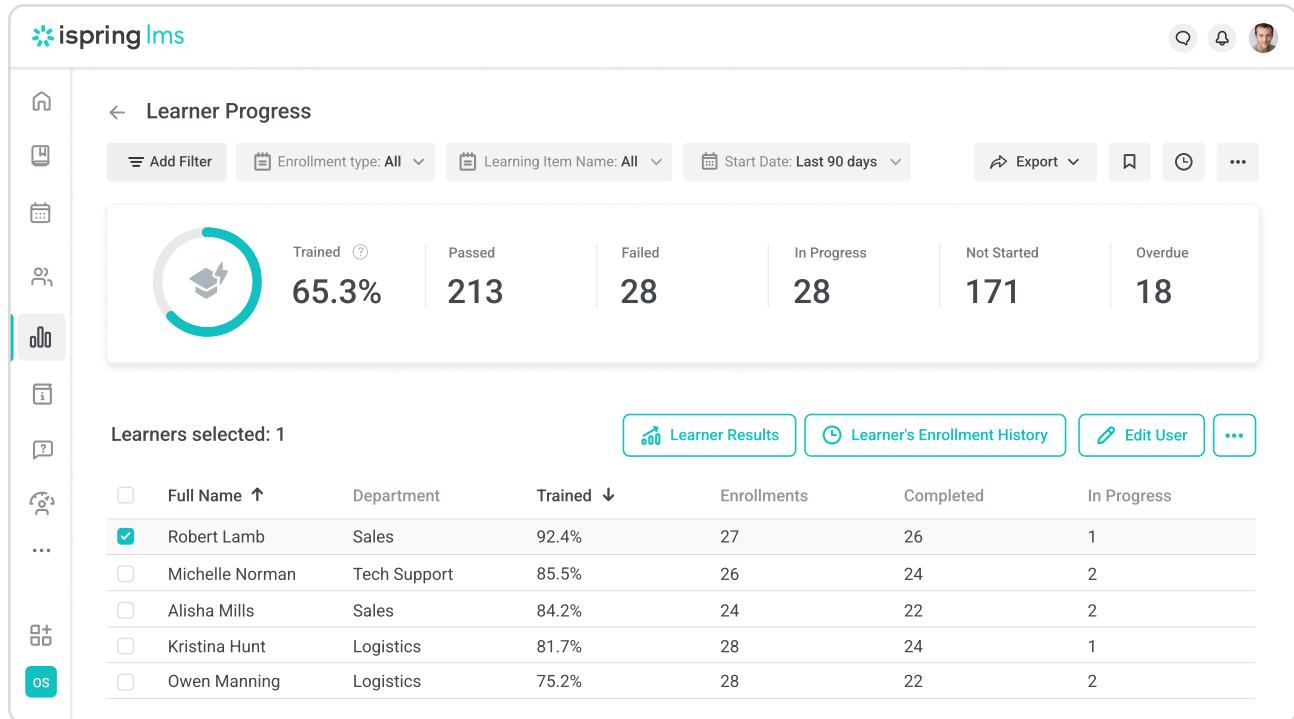


# Solution

# Detailed LMS reports

If you conduct employee training programs via an LMS, you'll keep track of completion rates and assessment scores with ease to understand where your training program might be falling short.

iSpring LMS provides you with [over 20 reliable reports](#) on groups, departments, and individual users. You can track how they perform in courses, learning tracks, or separate quizzes, and get automatic email notifications when learners complete a quiz or assigned material.



The screenshot shows the 'Learner Progress' report in the iSpring LMS. The top navigation bar includes the iSpring LMS logo, a search icon, a notification bell, and a user profile. The main title is 'Learner Progress' with a back arrow. Below the title are filter options: 'Add Filter', 'Enrollment type: All', 'Learning Item Name: All', 'Start Date: Last 90 days', 'Export', and a three-dot menu. A large summary card displays a circular progress icon with a graduation cap, 'Trained 65.3%', 'Passed 213', 'Failed 28', 'In Progress 28', 'Not Started 171', and 'Overdue 18'. Below this, a table lists 'Learners selected: 1'. The table has columns: 'Full Name ↑', 'Department', 'Trained ↓', 'Enrollments', 'Completed', and 'In Progress'. The single row shows Robert Lamb (Sales, 92.4%, 27, 26, 1). At the bottom of the table are buttons for 'Learner Results', 'Learner's Enrollment History', 'Edit User', and a three-dot menu.

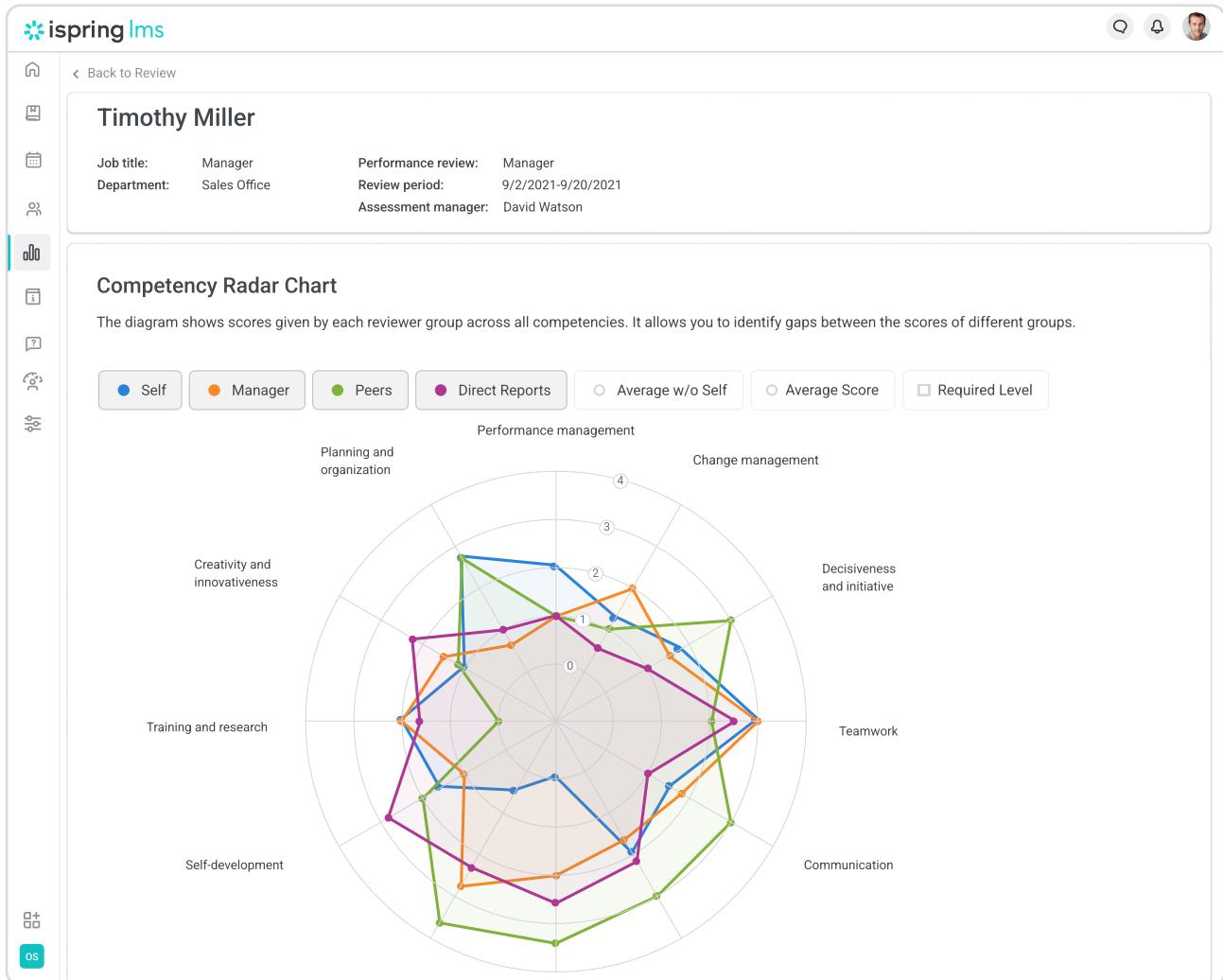
Full Name ↑	Department	Trained ↓	Enrollments	Completed	In Progress
Robert Lamb	Sales	92.4%	27	26	1
Michelle Norman	Tech Support	85.5%	26	24	2
Alisha Mills	Sales	84.2%	24	22	2
Kristina Hunt	Logistics	81.7%	28	24	1
Owen Manning	Logistics	75.2%	28	22	2

# 360-degree evaluation

To prepare for audits, find weak points, or spot those who deserve a promotion, HR and L&D departments should assess personnel beyond the training process. One of the most progressive ways to get a clear picture of employees' true competencies is to conduct a 360-degree appraisal. This approach helps evaluate personnel from different perspectives: find out how they perceive themselves and collect feedback from their inner circle.

iSpring LMS enables you to launch such a survey online. The platform gathers anonymous inputs from an employee's coworkers, subordinates, and supervisors and, as a result, provides you with a detailed competency radar chart:

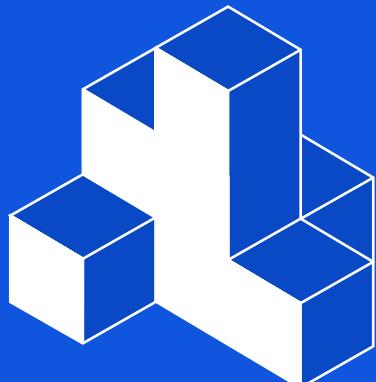




The LMS will do everything for you: there's no need to query employees in person and analyze feedback manually. Instead, you can focus on making decisions based on the assessment results and map out personal development plans.

# Challenge 4.

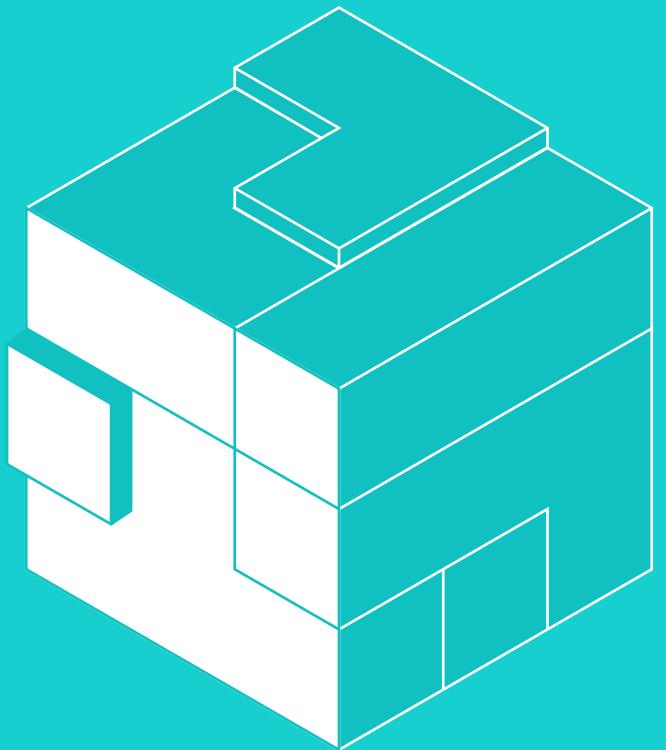
## Scattered Resources and Poor Knowledge Management



In mid-sized companies or large enterprises with branches scattered over a large area and lots of remote workers, the question often arises: How is it possible to keep employees on the same page when they're not in the same place?

In order to organize their collaboration successfully, you need to be 100% sure that everyone has the same access to resources and current data. This task may seem difficult, but with the right technology, it's entirely achievable.

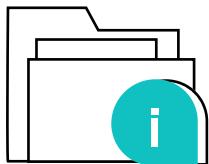




# Solution

# Knowledge base in an LMS

The easiest way to provide employees with the same documents, handbooks, employment Q&A, and anything else they may need is to create a knowledge base in your LMS. This is your corporate wiki – an online library where you can access, manage, share important information, and be confident that:



**All information is in one place.** Employees won't use outdated regulations or spend hours searching for a document. A knowledge base with data from all departments is organized and accessible 24/7.



**Employees don't make mistakes.** If the community manager forgets how to prepare the webinar room or the HR newbie is confused about what to ask at the initial interview, they can easily find this information in the knowledge base.

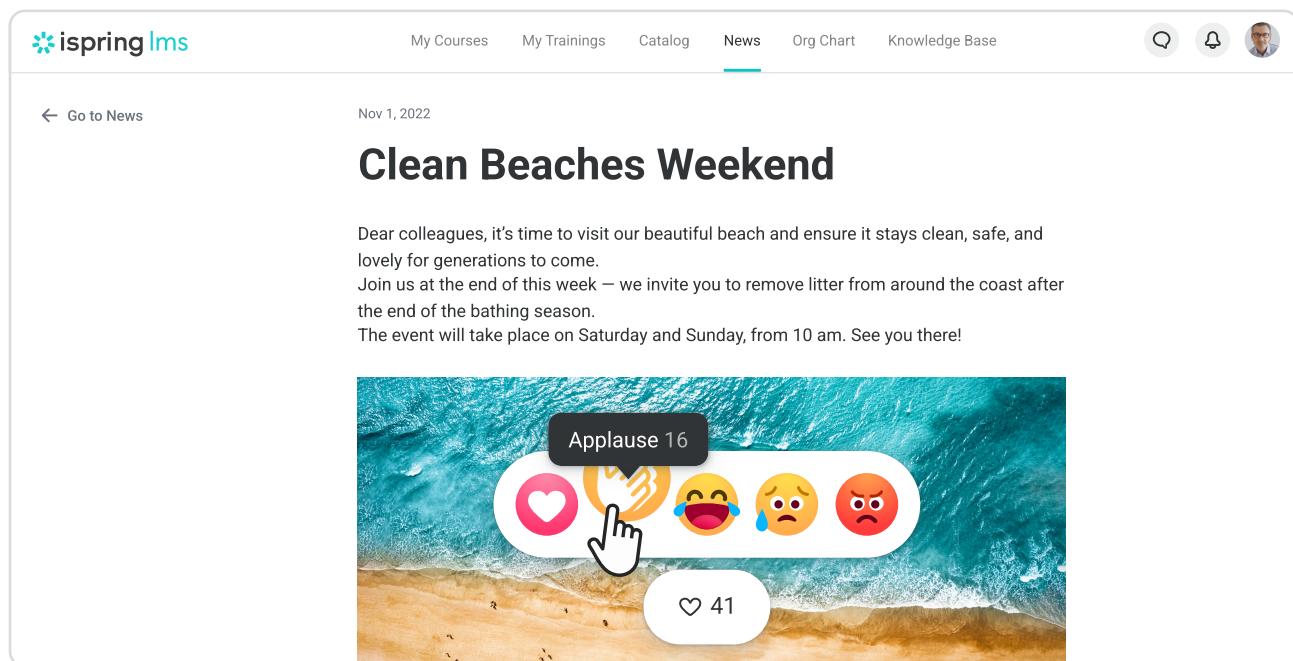


**Everyone works according to common standards.** This eliminates confusion and helps employees work as a well-coordinated team.

iSpring LMS comes with a knowledge base where you can store any material, from text files and presentations to videos and links to web pages. Your employees will have access to all documents using any device and will be able to download any material they need.

# Corporate news feed

The LMS also has a built-in news feed, so you can share and promote any news with all employees in a way that's simpler and smarter. Your staff will learn about product releases and internal company changes immediately, get announcements about upcoming events, add reactions to the news, and be more involved in what's going on at the company.



ispring Lms

My Courses My Trainings Catalog News Org Chart Knowledge Base

Go to News Nov 1, 2022

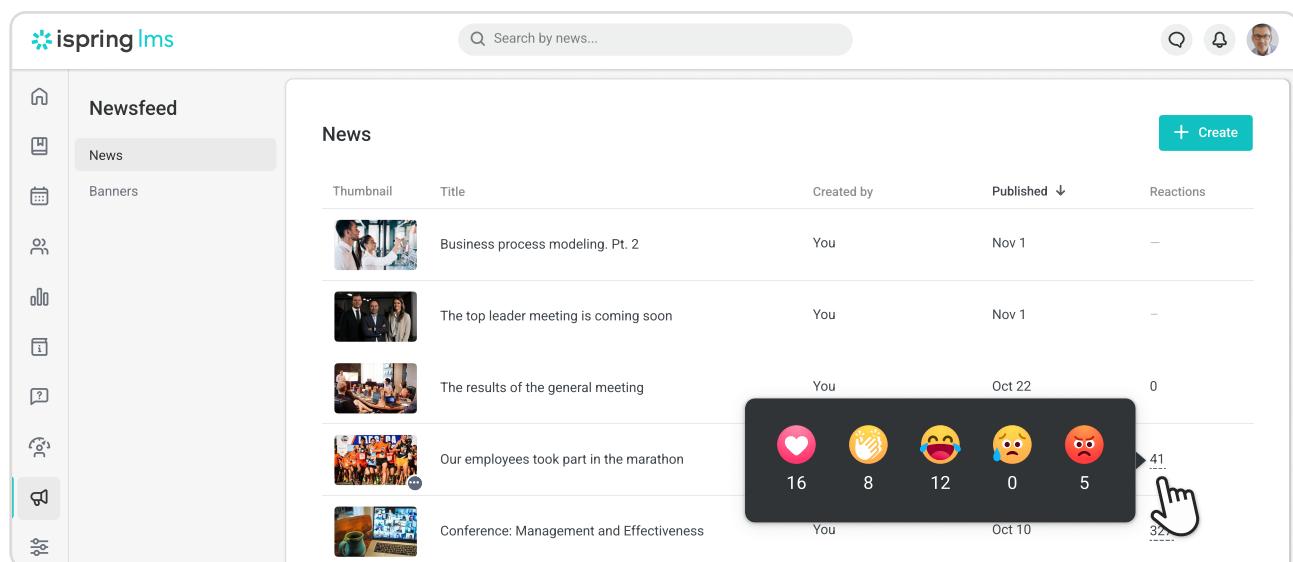
## Clean Beaches Weekend

Dear colleagues, it's time to visit our beautiful beach and ensure it stays clean, safe, and lovely for generations to come. Join us at the end of this week – we invite you to remove litter from around the coast after the end of the bathing season. The event will take place on Saturday and Sunday, from 10 am. See you there!

Applause 16

Heart 41

A hand cursor is hovering over the 'Applause' button.



ispring Lms

Search by news...

Newsfeed

News

Banners

News

News

Thumbnail	Title	Created by	Published	Reactions
	Business process modeling. Pt. 2	You	Nov 1	—
	The top leader meeting is coming soon	You	Nov 1	—
	The results of the general meeting	You	Oct 22	0
	Our employees took part in the marathon	You	Oct 10	41
	Conference: Management and Effectiveness	You	Oct 10	32

16 8 12 0 5

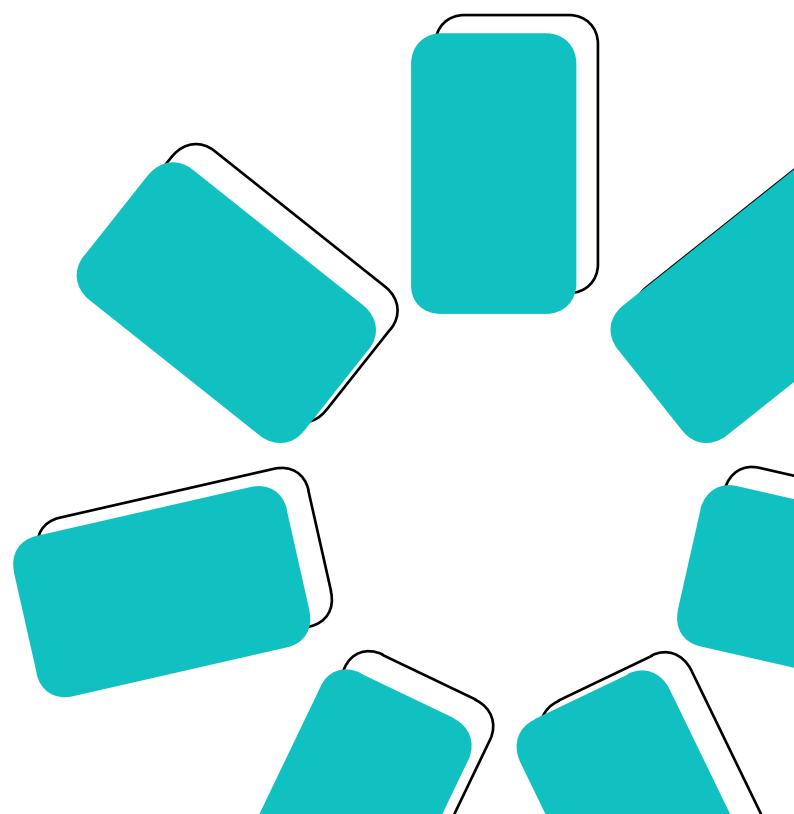
A hand cursor is hovering over the reaction count of 41.

# Summary

We hope this guide will help you address the most challenging HR and L&D issues. Follow our [blog](#) to get more insights on how corporate training can streamline your business outcomes.

To get more information about iSpring LMS's features and decide if it meets your company goals, sign up for [a brief personalized LMS demo](#) to experience our platform firsthand and see if it's a good fit for your needs.

And if you want to dive into creating engaging learning materials, [download iSpring Suite](#) and enjoy it for free for 14 days.



# Welcome to the iSpring Community!

Feel free to join and become a valuable part of a community of instructional designers and eLearning professionals who are taking training to the next level with iSpring.

Fast forward to the part of our community you like - just scan the relevant QR code.

## iSpring Learning Exchange →

Connect with others in your field, ask questions, share your own expertise, and take part in discussions.



## Blog →



Explore the exciting world of eLearning together with our helpful articles and how-tos.

## Webinars →



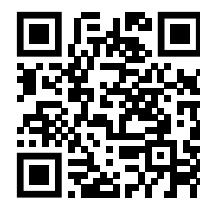
Get eLearning tips and tricks from top-notch industry experts.

## Guides →



Get step-by-step directions on how to create and launch eLearning.

## YouTube →



Enjoy weekly eLearning videos and don't forget to subscribe.