

The Real Cost of Inadequate Training and Development

SUMMARY

Every leadership team knows training matters, but here's what may be missed: when employees don't receive adequate training, they don't just fall behind on skills - they conclude their company doesn't care about their growth.

Our most recent Learning, Skills, and Talent Mobility Study reveals that this perception problem cascades into performance damage. Workers who don't get proper training are 5x more likely to believe their company cares more about 'extracting results' than investing in people. That perception triggers disengagement, lost productivity, and retention risk - the very outcomes that prevent organizations from executing on the business results they're pursuing.

The Perception Problem: "They Don't Care About Me"

When employees don't receive adequate training, they draw a harsh conclusion about leadership priorities:

52%

52% OF INADEQUATELY TRAINED WORKERS BELIEVE MANAGEMENT ONLY CARES ABOUT BUSINESS RESULTS, NOT EMPLOYEE DEVELOPMENT

10%

COMPARE THAT TO **JUST 10% OF PROPERLY TRAINED WORKERS** WHO FEEL THIS WAY.

5x

WORKERS WHO RECEIVE PROPER TRAINING ARE 5X MORE LIKELY TO BELIEVE THEIR COMPANY CARES ABOUT THEIR GROWTH.

This perception gap matters because once employees believe you don't care, they stop caring back.

How "They Don't Care" Kills Performance

The perception that leadership doesn't care about development triggers a performance collapse:



DISENGAGEMENT

ONLY **34% OF INADEQUATELY TRAINED WORKERS** FEEL DRIVEN TO MAKE A DIFFERENCE, COMPARED TO **76% OF PROPERLY TRAINED WORKERS**.

WORKERS WITH PROPER TRAINING ARE **2.2X MORE LIKELY** TO FEEL MOTIVATED IN THEIR WORK.

That means the majority of inadequately trained employees are showing up without the drive to contribute meaningfully.



LOST PRODUCTIVITY

ONLY **16% OF INADEQUATELY TRAINED WORKERS** STRONGLY AGREE THEY CAN ACHIEVE EXPECTED PRODUCTIVITY, VS. **43% OF PROPERLY TRAINED WORKERS**.

23% VS. 81% HAVE THE SUPPORT AND RESOURCES TO ADAPT TO CHANGING WORK CONDITIONS.

When workers lack training, they can't perform at the level the business needs, even when they want to.



RETENTION RISK

WORKERS WITH PROPER TRAINING ARE **3.3X MORE LIKELY** TO STAY AND BE SATISFIED (**66% VS. 20%**).

76% OF EMPLOYEES PLAN TO QUIT WHEN THEIR COMPANY DOESN'T PRIORITIZE A CULTURE OF LEARNING.

The 80% who aren't happy but haven't quit yet? They're actively disengaged, dragging down team performance and culture while looking for their next opportunity.

The Confidence Collapse

Inadequate training doesn't just affect how employees feel about their company—it destroys their confidence in their own capabilities and future:



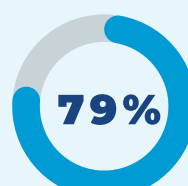
Inadequately Trained



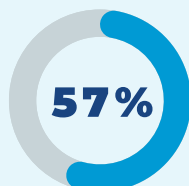
Only **25% of inadequately trained workers** are confident in their company's ability to grow their skills.



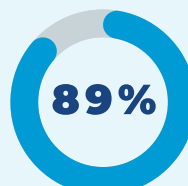
Properly Trained



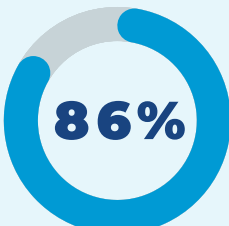
79% of properly trained workers are confident in their company's ability to grow their skills.



57% are confident their skills align with employer needs.



89% are confident their skills align with employer needs.



Workers with proper training are **86% more likely** to describe themselves as adaptable to change

Employees who lack confidence in their skills become risk-averse, resist change, and can't execute on the agility strategies leadership puts in place.

CONCLUSION

Training isn't just about building skills - it's how you signal to employees that you're invested in their future. When workers don't receive adequate training, they conclude that management doesn't care. That perception triggers disengagement, lost productivity, and retention risk that undermines every agility initiative you've built.

Companies with cultures that actively promote development see employees who are **3.3x more likely to stay and be satisfied, 2.7x more likely to meet productivity expectations, and 86% more likely to adapt when business conditions change.** These aren't just better workplaces - they're businesses built for growth.

SOURCE:

2024 Lighthouse Research & Advisory Learning, Skills, and Talent Mobility Study

(n=1,172 employers; n=1,000 employees)