



The Top HR and L&D Challenges eLearning Can Solve



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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?

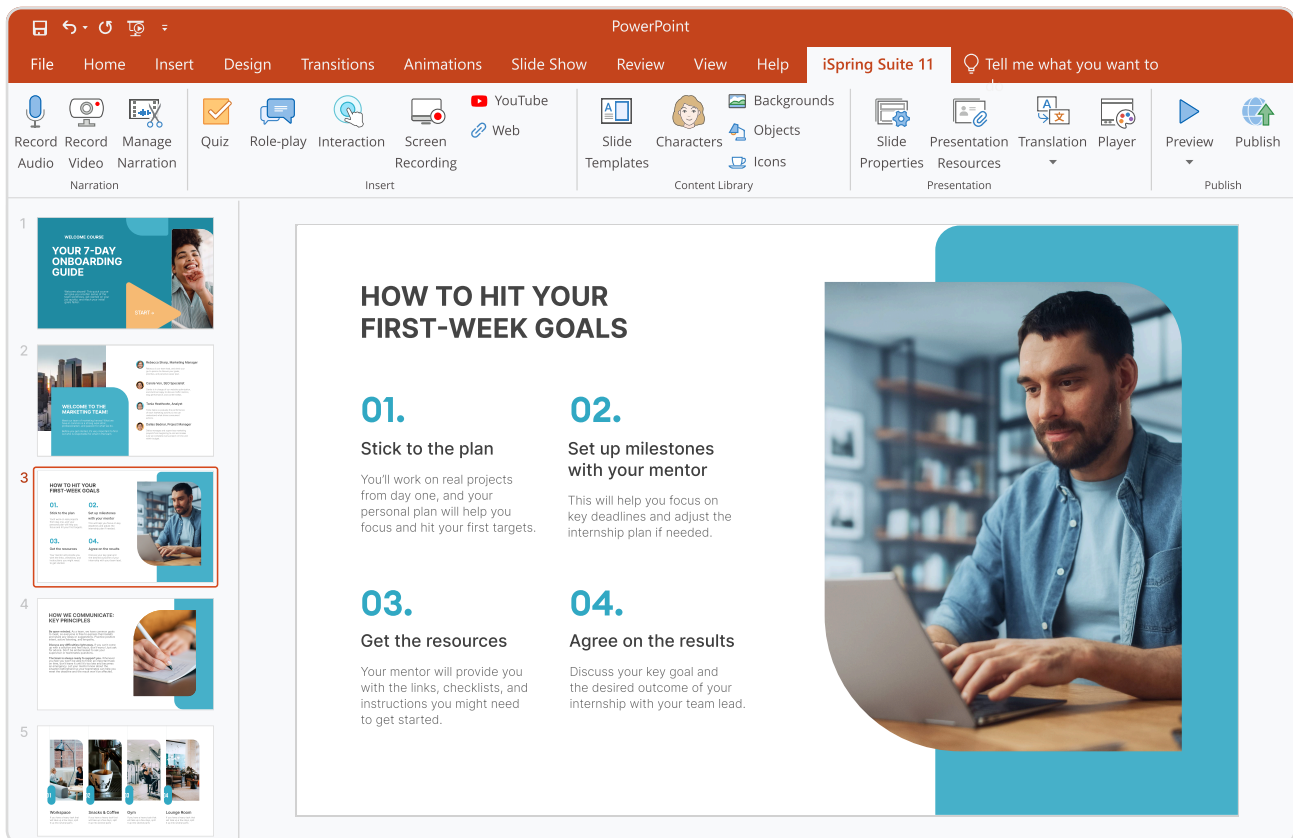
This is software designed to create learning content, such as online courses, video lectures, and quizzes.

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:



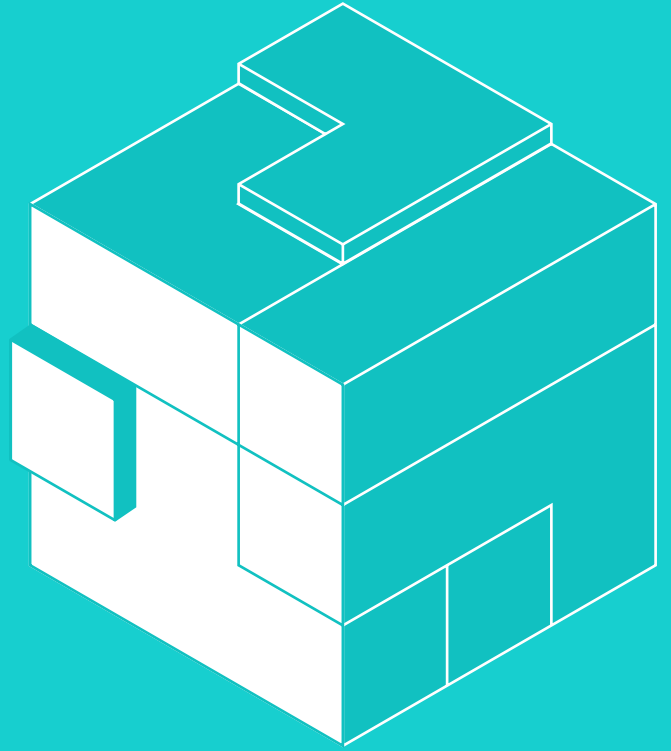
Higher workload. Those who stay are forced to do more work until you find a replacement. Moreover, new employees will not be able to work at maximum efficiency from the first days at the company, so your staff's productivity will definitely be reduced.



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:

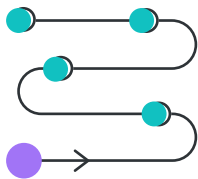
The screenshot displays the HELIX LMS interface. At the top, there is a navigation bar with links for 'My Courses', 'My Trainings', 'Catalog', 'News', 'Org Chart', and 'Knowledge Base'. A user profile icon is visible in the top right corner. Below the navigation bar is a large banner image of a laser cutting machine with the text 'Your 7-day onboarding guide' and 'In Progress (25% viewed)'. A 'Contact instructor' button is also present. Below the banner, there are tabs for 'Outline', 'About Course', 'Reviews', and 'Questions and Responses'. The main content area shows 'Chapter 1. Introduction to the company' with a vertical progress indicator. The course items are as follows:

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

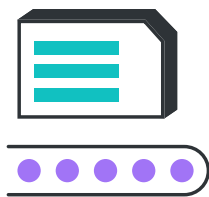
You can upload all the materials new hires need to study and courses they need to take, such as those on the company's products, values, and internal regulations onto the platform, combine them into a step-by-step learning track, and assign it to all new arrivals.

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 laptop screen shows the iSpring LMS dashboard. At the top, it says "My Courses" with tabs for "Enrolled" and "Completed". A search bar is visible. The main content area features a course titled "Support Team Onboarding" with a progress bar indicating "In Progress (15% viewed)". Below this, there are two summary cards: "Team Progress" showing a donut chart at 80.2% and "Employee Results" showing a progress bar at 45/50.

The mobile phone screen shows the iSpring LMS app interface. It displays "My Courses" with filters for "Assigned 5", "Offline", and "Completed 3". A course card for "The Foundations of Customer Support" is visible, along with a "Continue training" button. Below the course card, there are three sub-courses: "The Support Mission", "The Support Workflow", and "Handling Difficult Situations". A bottom navigation bar includes icons for "Courses", "Events", "News", "Search", and "More".

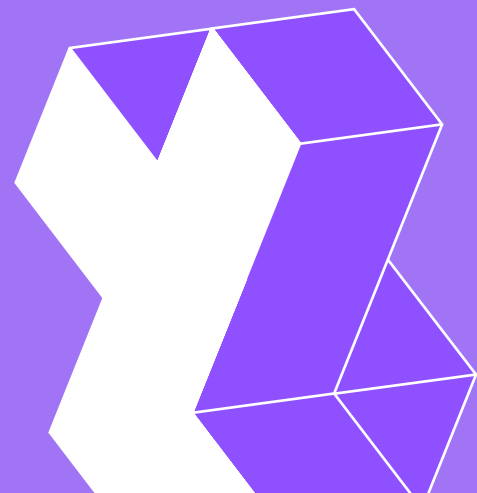
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Challenge 2.

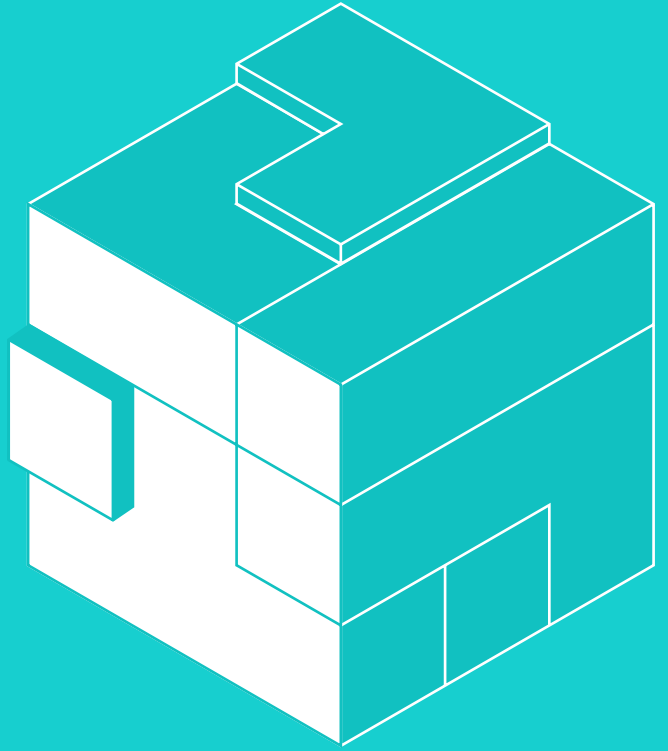
Employee Resistance
to Training



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 shows a presentation slide with the following content:

HOW TO HIT YOUR FIRST-WEEK GOALS

<p>01. Stick to the plan</p> <p>You'll work on real projects from day one, and your personal plan will help you focus and hit your first targets.</p>	<p>02. Set up milestones with your mentor</p> <p>This will help you focus on key deadlines and adjust the internship plan if needed.</p>
<p>03. Get the resources</p> <p>Your mentor will provide you with the links, checklists, and instructions you might need to get started.</p>	<p>04. Agree on the results</p> <p>Discuss your key goal and the desired outcome of your internship with your team lead.</p>

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

The right sidebar shows a navigation menu with the following items:

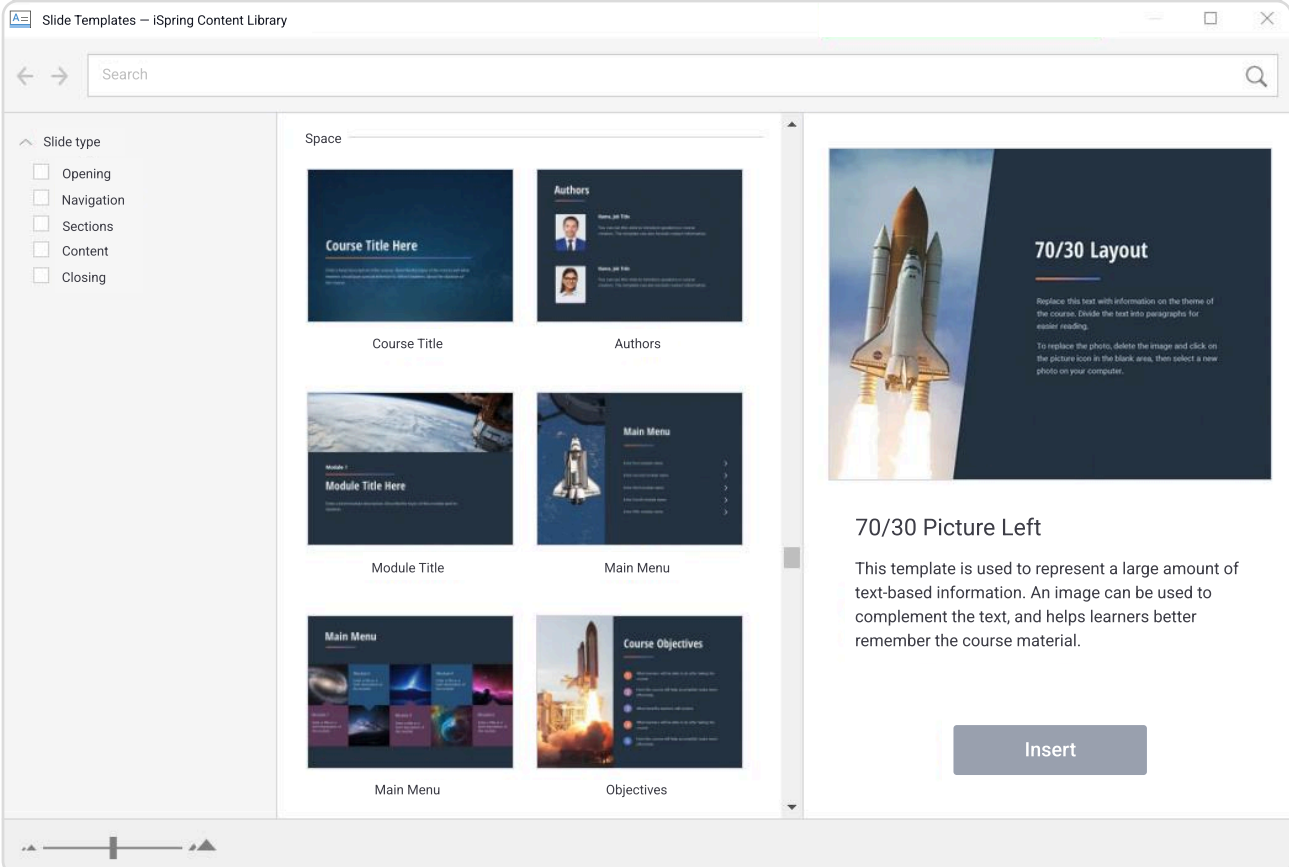
- Slides
- Notes
- 1. Your 7-day onboarding guide
- 2. Welcome to the team!
- 3. How to hit your first-week goals (highlighted)
- 4. How we communicate
- 5. Team KPIs
- 6. Team traditions

At the bottom, there are playback controls including a play button, a 1x zoom level, a CC icon, a progress indicator showing '4 of 6', and a 'Next >' button.

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.



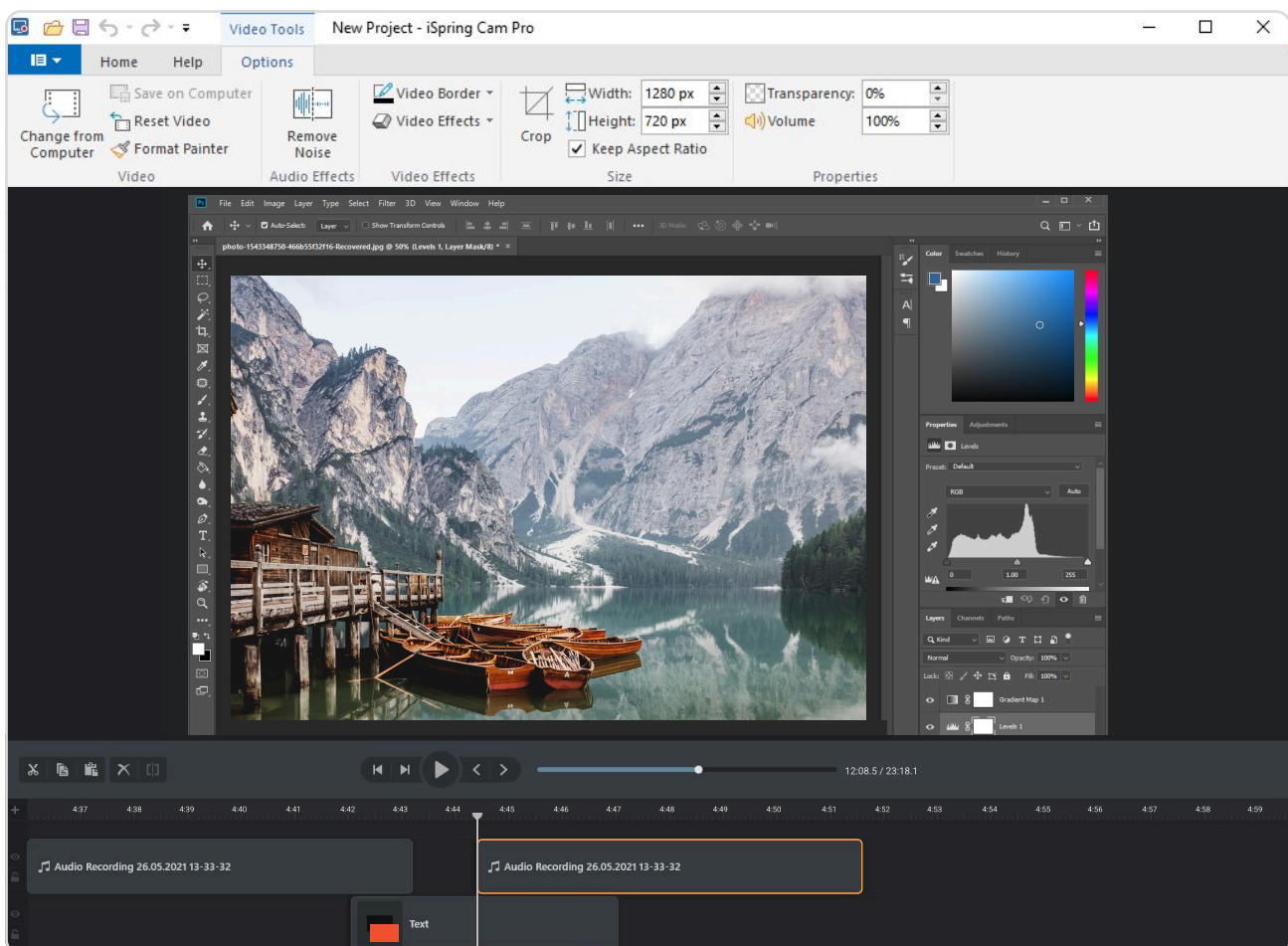
The screenshot displays the iSpring Content Library interface. The window title is "Slide Templates - iSpring Content Library". A search bar is located at the top right. On the left, a "Slide type" filter is visible with the following options: Opening, Navigation, Sections, Content, and Closing. The main area shows a grid of slide templates under the "Space" category. The templates are:

- Course Title
- Authors
- Module Title
- Main Menu
- Main Menu
- Objectives

The "70/30 Picture Left" template is selected and shown in a larger view on the right. It features a large image of a space shuttle on the left and a dark blue area on the right containing the text "70/30 Layout". Below the image, there is a description: "This template is used to represent a large amount of text-based information. An image can be used to complement the text, and helps learners better remember the course material." An "Insert" button is located at the bottom right of the template preview.

Video presentations, lectures, and screencasts

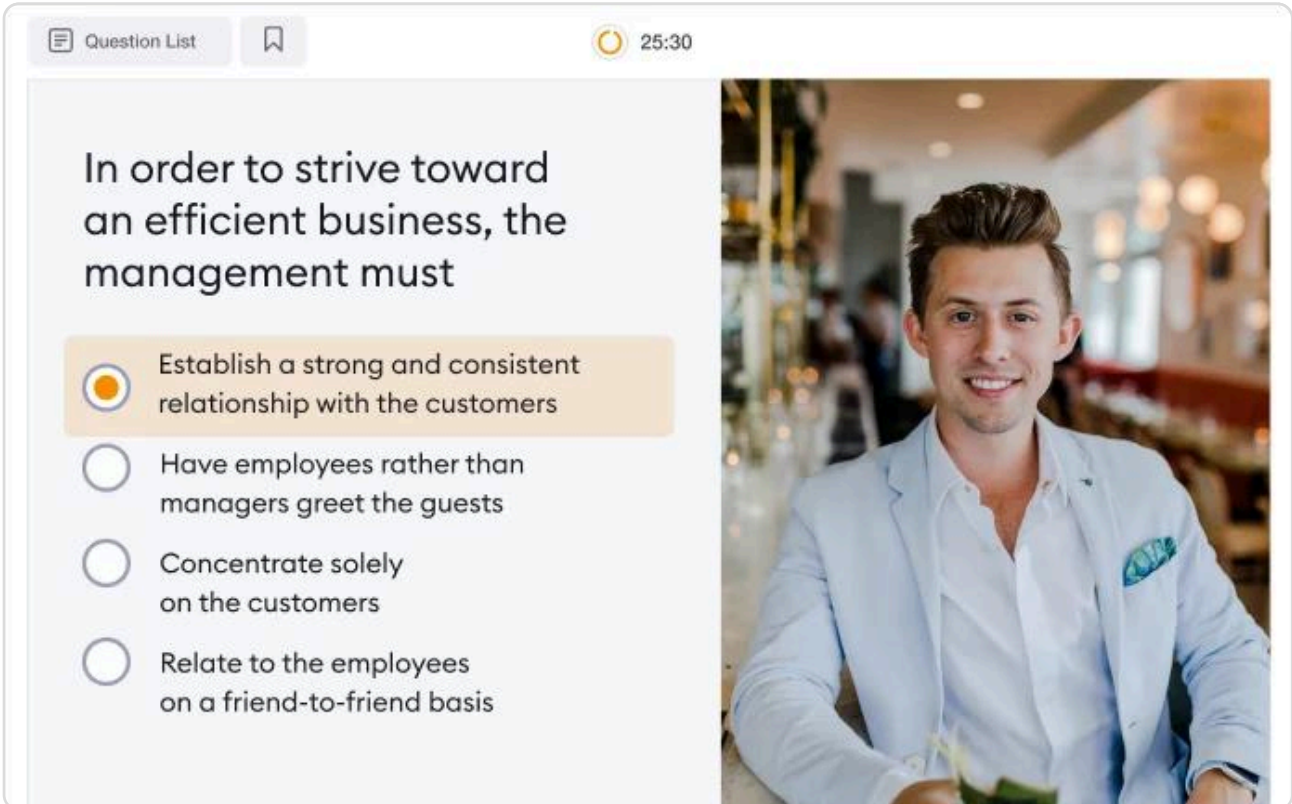
Sometimes it's better to show or tell, so enrich your training materials with video or audio. With iSpring Suite, you can create a complete video presentation by combining your webcam video with PowerPoint slides or recording a separate video lecture on a topic.




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 screenshot displays a quiz interface with a top navigation bar containing a 'Question List' button, a bookmark icon, and a timer showing '25:30'. The main content area features a question: 'In order to strive toward an efficient business, the management must'. Below the question are four radio button options. The first option, 'Establish a strong and consistent relationship with the customers', is selected and highlighted with an orange background. 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 text is a photograph of a smiling man in a light blue blazer, likely a hotel employee, in a restaurant setting.

Question List  25:30

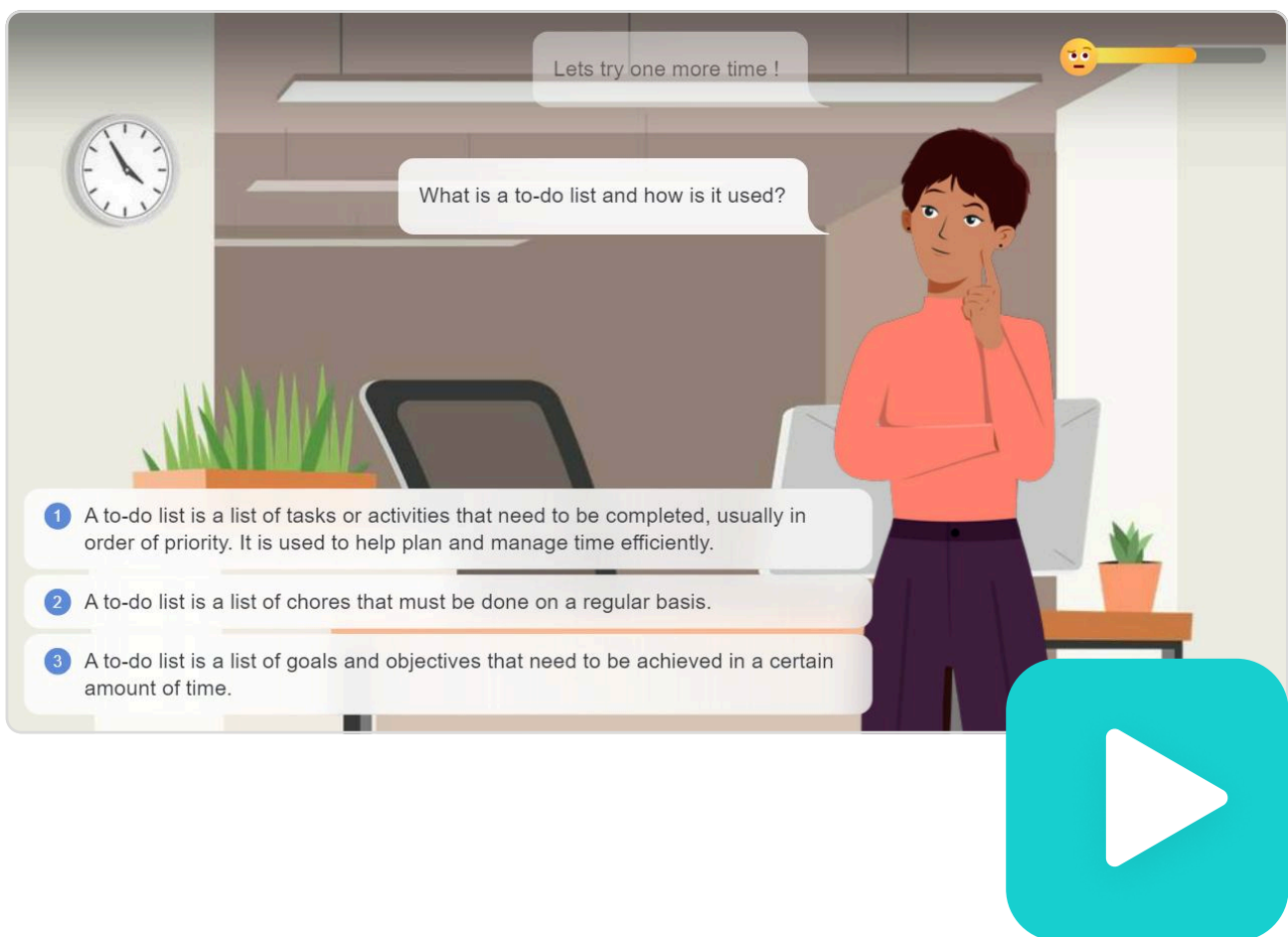
In order to strive toward an efficient business, the management must

- 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

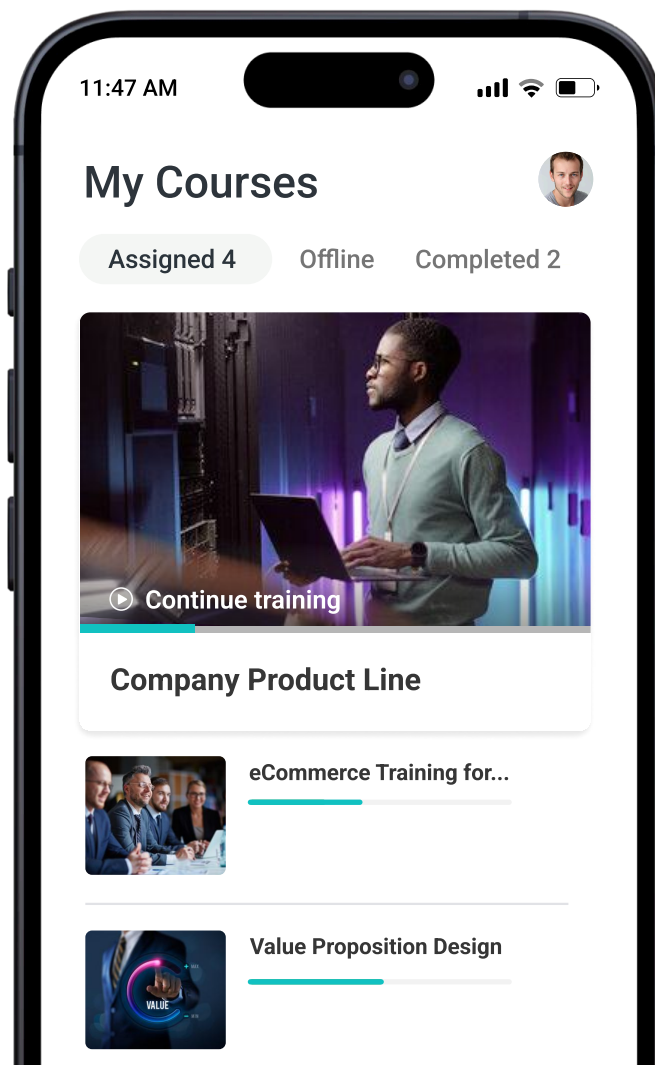
In addition to quizzes, you can quickly create role-play simulations to boost employees' communication skills and let them practice conversation skills in a safe-to-fail environment. iSpring Suite has an intuitive drag-and-drop editor and offers plenty of ready-made objects, including characters, backgrounds,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



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.

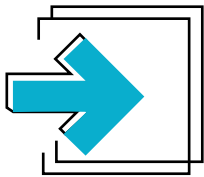
**Inaccurate
Comprehension
of Employee Knowledge
and Skills**



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:



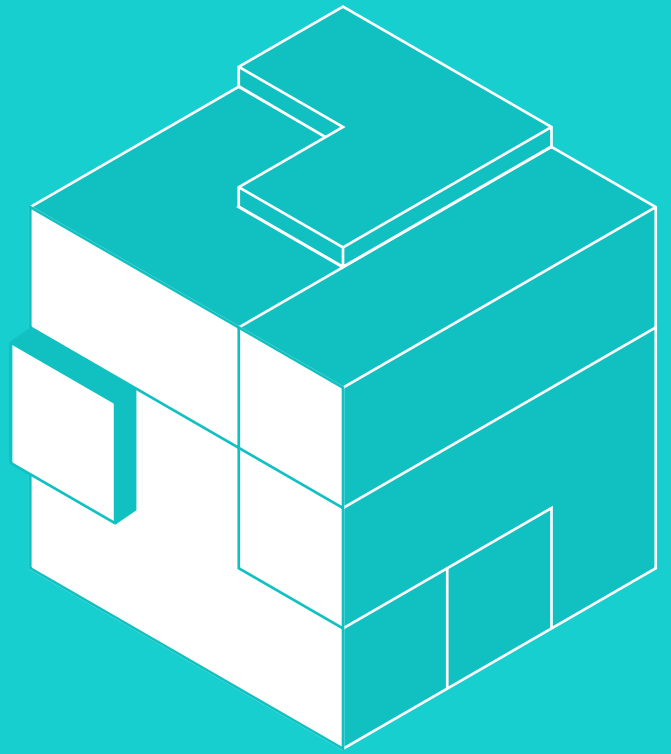
Helps identify areas for improvement. [Over 70% of employers](#) name skills gaps as the top indicator that necessitates training. When you have reliable tools to assess employees' training progress and overall competency, you can provide more focused corporate training to address weaknesses.



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.

Learner Progress

Add Filter
Enrollment type: All
Learning Item Name: All
Start Date: Last 90 days
Export
Bookmark
Refresh
More

Trained 65.3%	Passed 213	Failed 28	In Progress 28	Not Started 171	Overdue 18
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Learners selected: 1

Learner Results
Learner's Enrollment History
Edit User
More

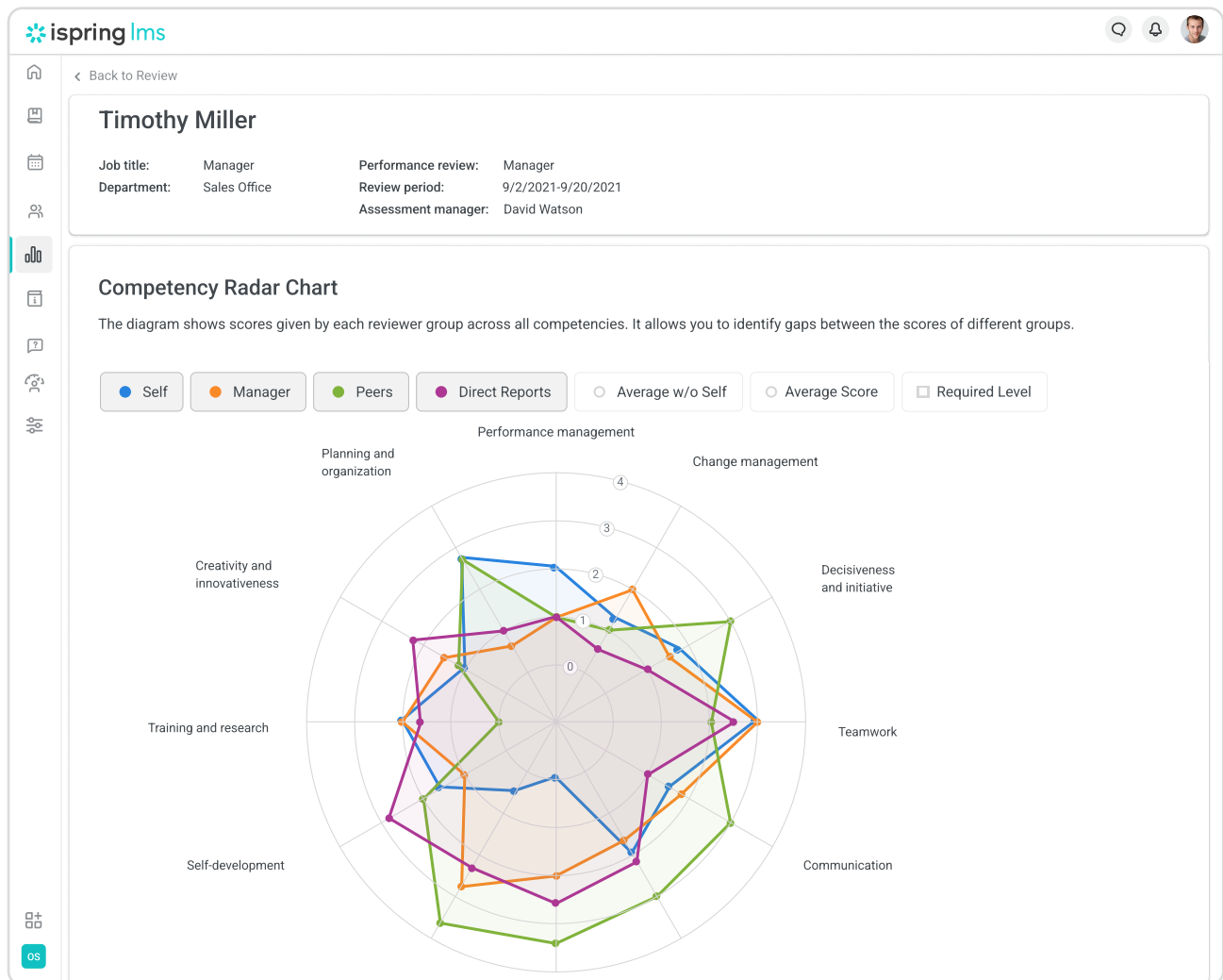
<input type="checkbox"/>	Full Name ↑	Department	Trained ↓	Enrollments	Completed	In Progress
<input checked="" type="checkbox"/>	Robert Lamb	Sales	92.4%	27	26	1
<input type="checkbox"/>	Michelle Norman	Tech Support	85.5%	26	24	2
<input type="checkbox"/>	Alisha Mills	Sales	84.2%	24	22	2
<input type="checkbox"/>	Kristina Hunt	Logistics	81.7%	28	24	1
<input type="checkbox"/>	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.

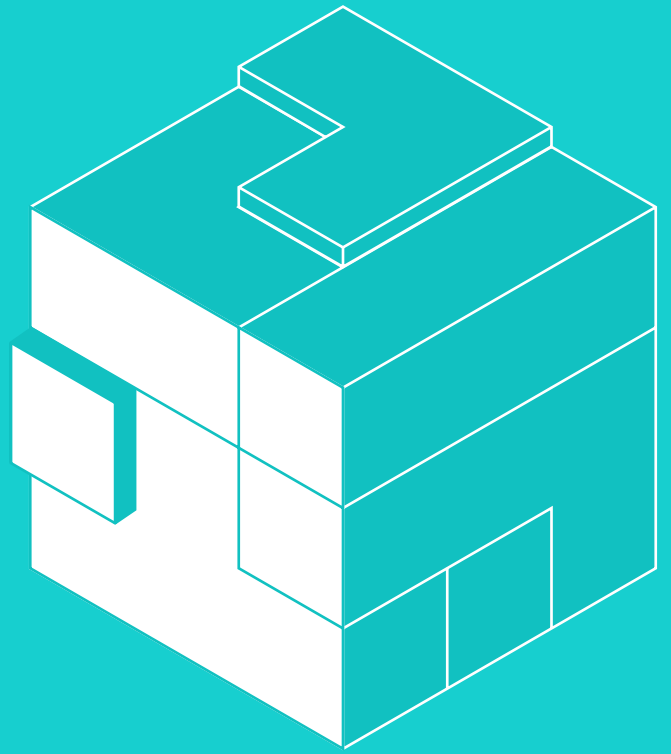
**Scattered Resources
and Poor Knowledge
Management**



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

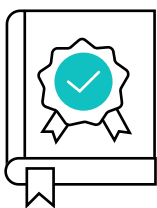
The easiest way to provide employees with the same documents, handbooks, employment Q&A, and anything else they may need is to create a knowledge base in your LMS. This is your corporate wiki – an online library where you can access, manage, share important information, and be confident that:



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.

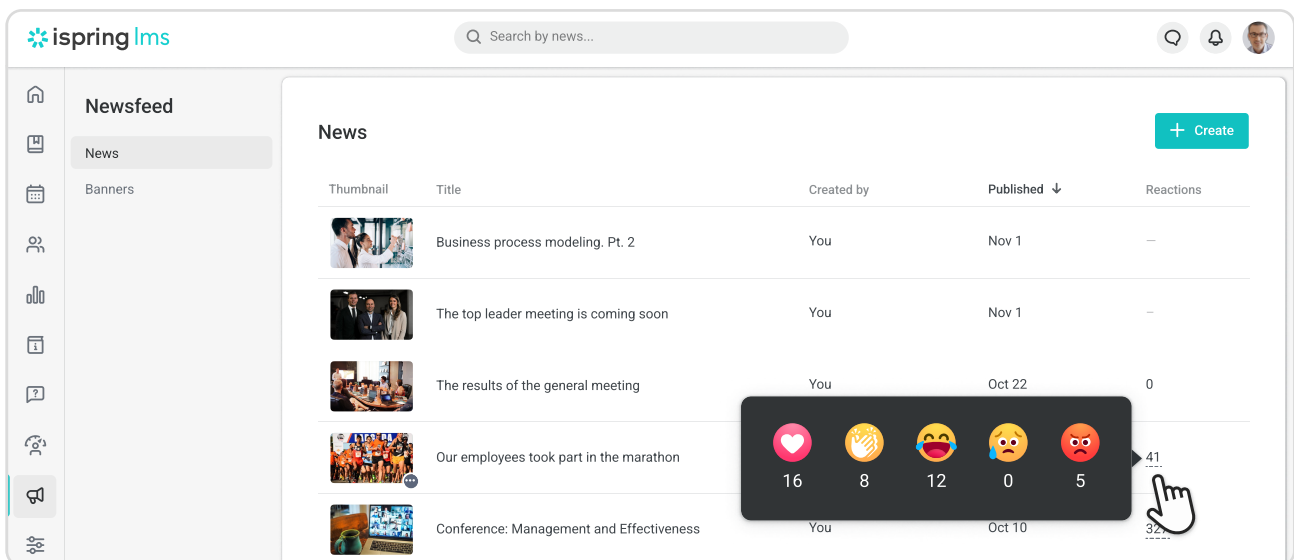
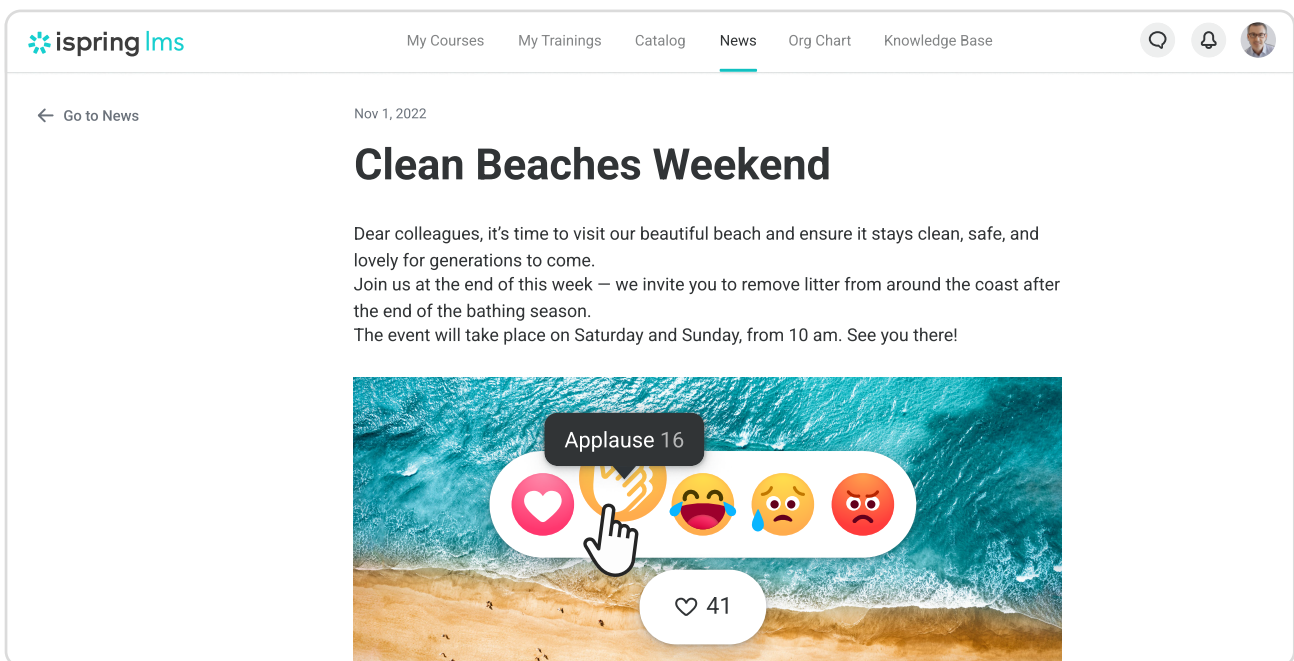


Everyone works according to common standards. This eliminates confusion and helps employees work as a well-coordinated team.

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.

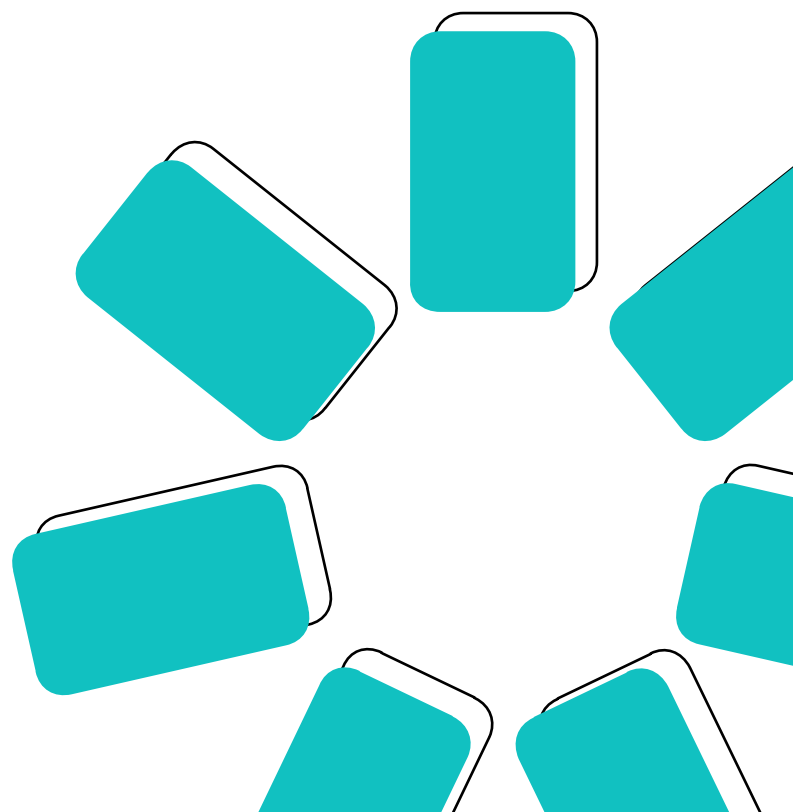


Summary

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.

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