

The background is a dark teal color. On the left side, there are three vertical orange bars of varying heights. A large, thick, yellow-orange ring is positioned in the lower-left quadrant, partially overlapping the bars. On the right side, there is a large, dark blue, stylized zigzag or mountain-like shape that spans across the middle and bottom of the page.

The State of Skills Training in Tech & Cybersecurity

Executive Summary

You're not alone. Business leaders across industries are asking:



- Are we teaching our teams the right skills?
- Is anyone actually using the training we've invested in?
- How do we keep up with tech without falling behind?

To find out what's working (and what's not), we asked two groups:



Business leaders
who manage IT and
cybersecurity teams



Individual learners
who are building
real skills in tech

Who We Talked To



74% of business respondents work directly in IT or cybersecurity leadership



Companies ranged from startups to global enterprises



We also surveyed individual learners to hear directly how training affects their work and career growth

Here's what we heard:

Training matters more than ever. But to make an impact, it has to be **hands-on, flexible,** and clearly tied to business and career **outcomes.**

This report breaks down:

- What's working in training right now
- Which skills are in demand
- What teams say is missing
- How the best programs get results

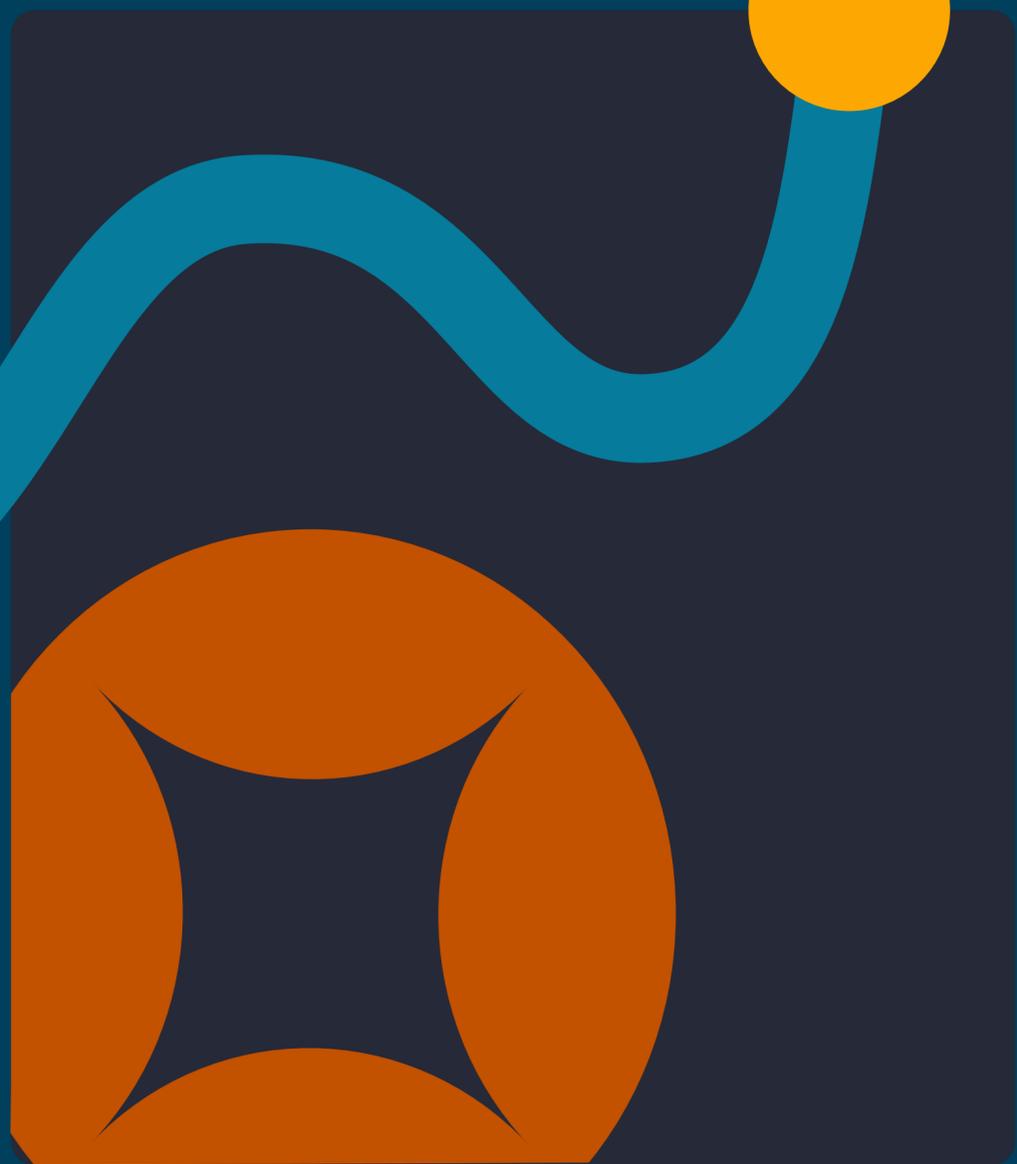


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Section 1:

What's Working And What's Not

Key Takeaways

- ✦ Training works—when it's **hands-on, relevant,** and used **consistently.**
- ✦ Business leaders made one thing clear: training isn't a checkbox—it's a **strategic tool.**
- ✦ But when it's too generic, hard to access, or left unfinished, it **loses its impact.**

What Sets Effective Training Apart

Leaders who saw the strongest results said it came down to a few key elements:



Hands-on learning:

Giving people a chance to practice what they're learning—especially through hands-on labs.



Flexible access:

Making training easy to find and fit into a busy schedule.



Clear structure:

Offering guided learning paths that align with certifications and real career growth.



Tangible impact:

Seeing real improvements in performance, productivity, and team confidence.

Top 4 Business Benefits of Training

As reported by business leaders in our survey.

1

Faster Upskilling

Teams ramp up more quickly, keeping your business agile and competitive.

2

Improved Team Performance

Training boosts collaboration, productivity, and results.

3

Increased Employee Engagement

Learning opportunities drive motivation, loyalty, and satisfaction.

4

Better Compliance & Readiness

Training helps teams meet regulatory requirements and adapt to change.

“ Training helped our team **ramp faster and take on more.** ”

What Learners Say

The **#1** outcome learners reported?

More confidence in their **technical skills**.

The **#2** outcome learners reported?

Getting better at their **current job**.

About **1** in **5** said training helped them get a raise, promotion, or new job.

What Makes Training Stick



Virtual labs

Practice in safe, realistic environments



Video-based lessons

Learn on your own time



Practice assessments

Build confidence, not just test it

“
I finally feel like I know what I’m doing—and I’m growing.”

Section 2:

What Teams Are Learning Now

Key Takeaway



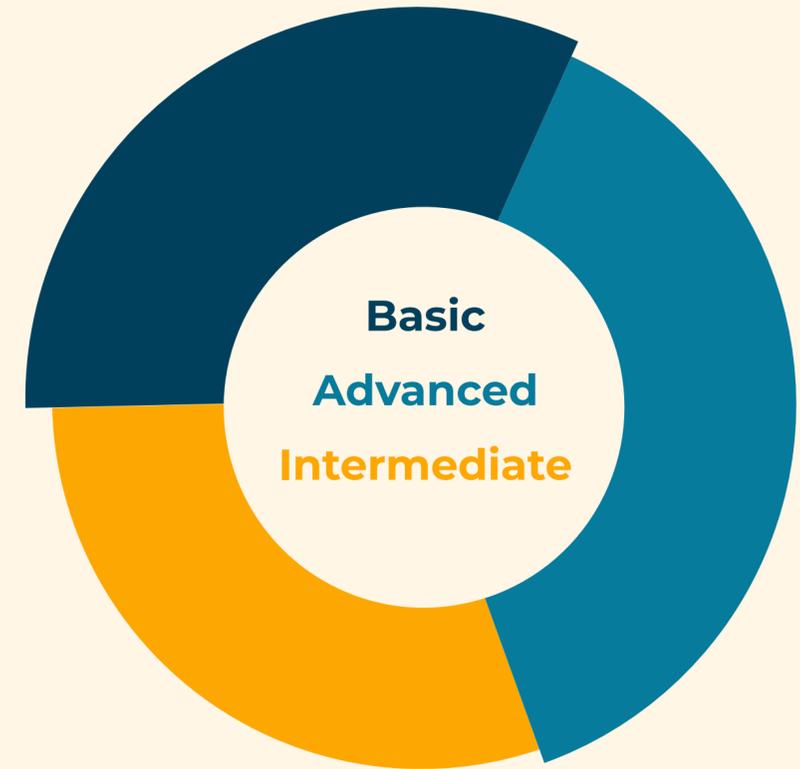
Foundational skills still matter—but AI and **cloud** are **catching up fast**.

Here's what we heard:

The basics—**networking, security, systems**—are still must-haves. But the push toward automation, cloud, and AI is growing fast. Teams are looking ahead.



And it's not just beginner-level content. Teams need training at all levels—**basic, intermediate, and advanced.**



“ We’ve got juniors and seniors. We need content that **speaks to both.** ”

Section 3:

What's Urgent in the Next 18 Months

Key Takeaway

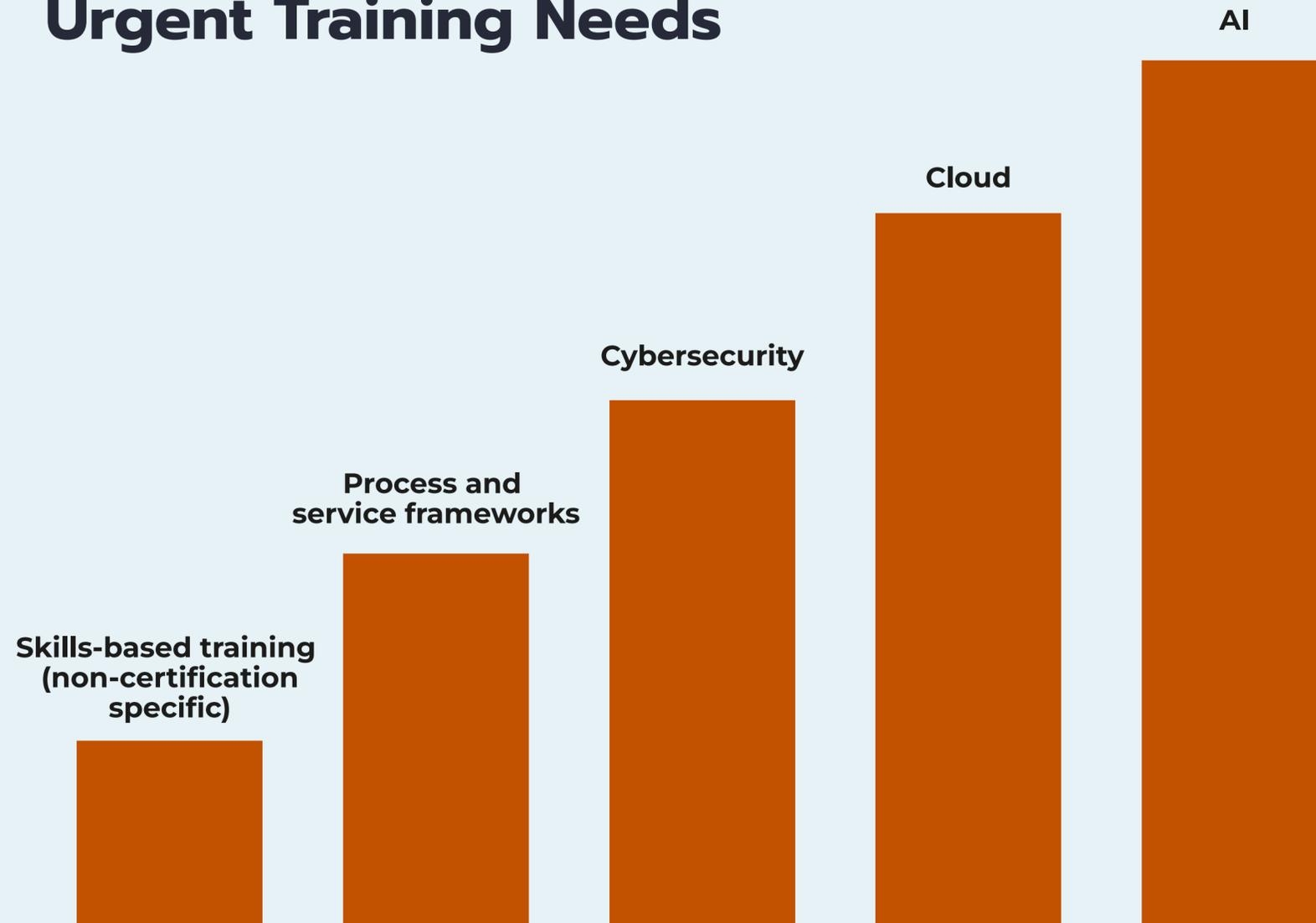


AI is no longer optional—and better process training is catching up.

Here's what we heard:

Leaders aren't just planning for the future—they're racing toward it. The **skills** they need are **shifting, and fast.**

Urgent Training Needs



AI is top of mind—but learners say the biggest impact comes from **building core confidence and applied skills.**

Section 4:

What's Getting in the Way

Key Takeaway



Even the best platform fails
if no one has time to use it.

You've got training. It
looks great on paper.
But in practice, it's not
getting used. **Why?**

Top 4 Barriers



Inflexible learning tools

Don't adapt to busy work schedules



Low visibility

People don't even know what's available



Limited advanced content

Learners hit a wall



No clear learning path

Too much guesswork, not enough guidance

The Real Problem

These aren't tech issues. They're program design issues. If training isn't **visible, prioritized, or tailored**, it won't deliver—no matter how good the platform is.

Section 5:

What's Missing

Key Takeaway



Leaders want training they can tailor to their teams—and go deeper.

Today's off-the-shelf training isn't cutting it. Leaders want tools that **match their teams' real needs**—not just a giant list of courses.

What They're Looking For

- ✓ **Depth**
Content that goes beyond surface-level learning
- ✓ **Customization**
Ability to assign and adapt by role or team
- ✓ **Discoverability**
Easy to find, start, and apply
- ✓ **Flexibility**
What you want, how you want it, when you want it

“
I don't want to
hope they find
what they need.
**I want to show
it to them.**”

Conclusion:

Training Is a Strategic Advantage —If It's Done Right

When it works, training does more than teach. It:

- Speeds up onboarding
- Keeps people longer
- Reduces escalations
- Builds a stronger, smarter culture

But it takes more than content to get there.

Here's what it takes



“ Confidence was the most common learner outcome, because **when training is done right, people grow.** ”

Methodology

To understand what's really working in tech training, ACI Learning surveyed:



Business leaders
who manage IT and
cybersecurity teams



Individual learners
who are building
real skills in tech

Respondents came from all types of companies—from startups to global enterprises—and shared both the blockers and breakthroughs they're seeing in the real world.

This report reflects both perspectives:

What leaders need.

And what learners say actually works.



Training that works—for IT, audit,
and cybersecurity professionals.

Explore more at acilearning.com.