

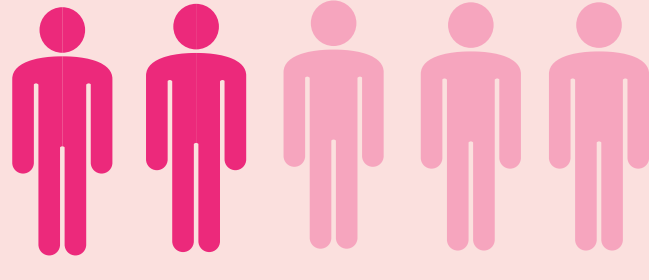
Motivations and Expectations

Attraction and Engagement Research



Motivations for learning

2 out of 5 employers say motivating employees to upskill is one of the biggest challenges to supporting learning



I recognise the need to continue learning as the insurance world and customer needs are changing rapidly.

24%



24% of employees describe themselves as motivated by rewards such as higher remuneration and career progression

68%

Are keen to learn about insurance



65%

Are looking forward to and enjoy learning about insurance



76%



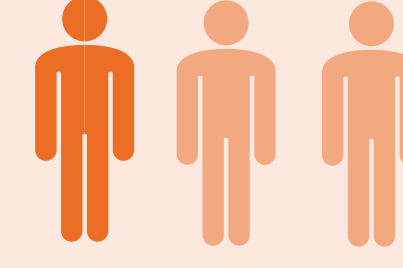
76% indicated they are motivated to learn and grow through internal motivation factors such as doing their current job well

A tight labour market

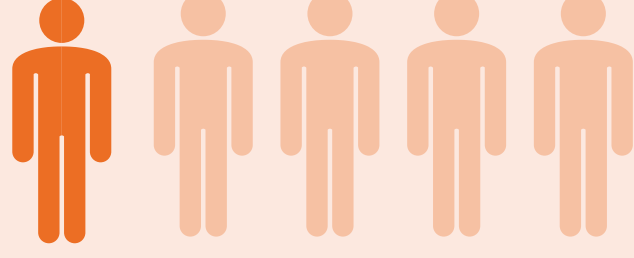


Remuneration and flexibility are the most important factors when assessing their employment options

1 in 3 professionals have been approached by a recruiter or organisation directly over the past 12 months.



1 in 5 have attended an interview for a new role in the last 12 months



60%

Over 3 in 5 insurance professionals have taken steps to change their employment in the last 12 months

3 in 5 businesses believe that it is harder to retain employees over the last 12 months



It's now about roles that fit me, not roles as part of a career path.



Expectations for professional development

42% of people say that professional development has become more important to them over the last 12 months



Despite looking for work, a majority would prefer to stay with their existing employer

53% Insurance professionals want financial and operational support and time dedicated to training with 53% of training currently done in work time.



Only 30% of employers say they currently support employees with external professional development of their choice.

30%



Work is so busy and expectations for volumes are huge, would be nicer if I felt I had the support and time to invest into my learning and development.



Shifting workplace expectations

74% of people surveyed say their expectations in relation to employment have changed over the last 12 months. Of these people, of highest importance was:

73%



Flexible workplaces

64%



Supportive management

66%



66% of people say they can productively work remotely 3-5 days per week



I expect to be able to work from where I choose as suits the day I have ahead, with my manager trusting me to make decisions around where that is.

