



FOR IMMEDIATE RELEASE

## **International survey by Kelly Services shows more robust training needed to compete in a global economy**

**TROY, Mich. (April 29, 2009)** – The effects of a global recession and a rapidly changing workplace are creating anxiety among individuals who are apprehensive that their skills might not be adequate to help them find work and compete in a global market, according to a recent workplace survey.

The survey, by global workforce solutions leader Kelly Services, finds that more than 80 percent of individuals surveyed are concerned that their current skill levels will not sustain them for more than five years. Almost half of the respondents say training currently provided by employers is not sufficient to enable them to upgrade their skills and advance their careers.

The findings are part of the *Kelly Global Workforce Index*, which obtained the views of approximately 100,000 people in 34 countries covering North America, Europe, and Asia Pacific.

Kelly Services Executive Vice President and Chief Operating Officer, George Corona says the need to advance skills is vital in today's global labor market. "With new technology and the increased competition for jobs, people are keenly aware that their current skills must be enhanced," Corona says.

The survey also shows that Gen X workers (aged 30-47) feel most threatened by the erosion of skills, yet they and the older baby boomers (aged 48-65) say that they receive less support from their employers than the younger Gen Y group (aged 18-29).

"The overall results show that skills and training remain vitally important. Many organizations may be tempted to cut back on training in the present climate but that could be a grave mistake which would adversely impact performance once the economy emerges from the recession," Corona concludes.

For more information on the survey results, visit [www.kellyservices.com](http://www.kellyservices.com)

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### **About the Kelly Global Workforce Index**

The Kelly Global Workforce Index is a survey revealing opinions about work and the workplace from a generational viewpoint. Results of the current findings from across Kelly's global operations in North America, Europe, and Asia Pacific will be published throughout 2009 in a series of six releases.

**About Kelly Services**

Kelly Services, Inc. (NASDAQ: KELYA, KELYB) is a world leader in workforce management services and human resources, offering temporary staffing services, outsourcing, vendor on-site and full-time placement to clients on a global basis. Kelly provides employment to nearly 650,000 employees annually, with skills including office services, accounting, engineering, information technology, law, science, marketing, creative services, light industrial, education, and health care. Revenue in 2008 was \$5.5 billion. Visit [www.kellyservices.com](http://www.kellyservices.com).

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# KELLY GLOBAL WORKFORCE INDEX

## Sustainability of Talent: Key Global Findings

### North America

- 82 percent say that their skills will need to be upgraded within five years to keep pace with changes in the workplace.
- United States employers are among the world's best for the level of training provided.
- The preferred form of training is on-the-job (39 percent), followed by professional development courses (31 percent), self initiated learning (19 percent), and formal university or college qualifications (12 percent).
- The vast majority (79 percent) say training is a joint responsibility between the employer and employee.
- Almost half (47 percent) say HR departments have not helped them to achieve their employment goals.

### Europe

- A significant share of baby boomers (59 percent) are not satisfied with the level of training provided by employers.
- European employees prefer professional development courses ahead of on-the-job training.
- The vast majority (82 percent) agree that their skills will need to be upgraded within the next five years to keep pace with changes in the workplace.
- More than half (56 percent) say that HR departments have not helped them to achieve their goals.

### Asia Pacific

- 86 percent of Gen X say that their skills will need to be upgraded within five years to keep pace with changes in the workplace.
- Almost half of Gen Y identify on-the-job training as the preferred option.
- Almost two-thirds of baby boomers say their HR departments have not been helpful in assisting them to achieve their employment goals.

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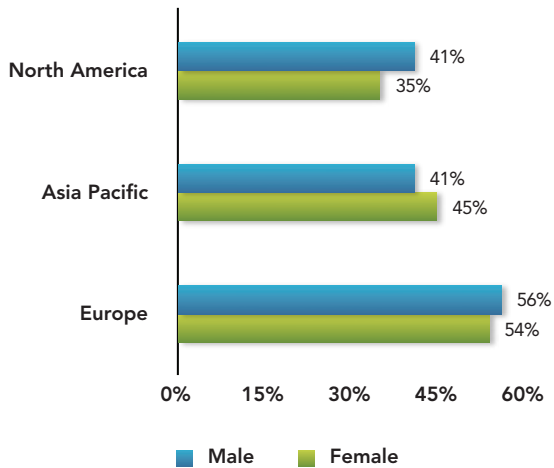
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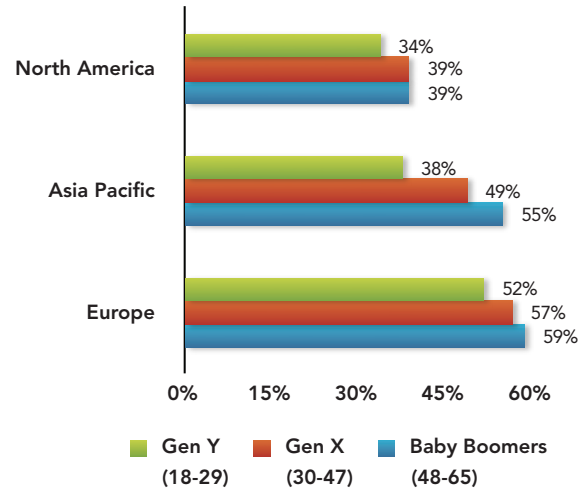
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Are you satisfied that the level of training provided by your employer is sufficient to enable you to upgrade your skills and progress in your career?

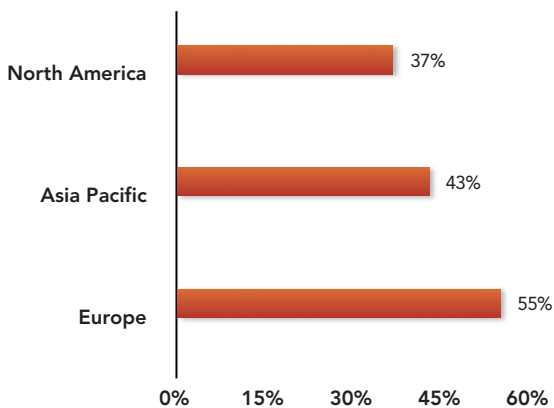
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**B** Generation (% No)



**C** Total (% No)

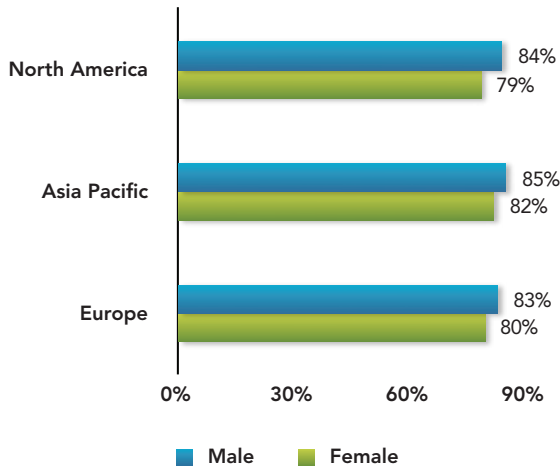




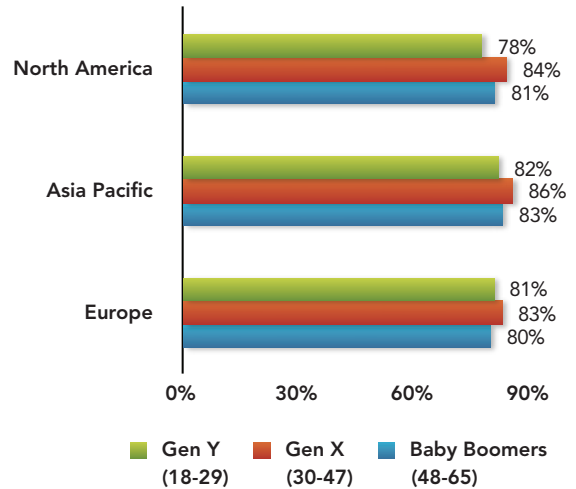
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Within the next five years, do you believe that your current skills will need to be upgraded in order for you to keep pace with advances in the workplace?

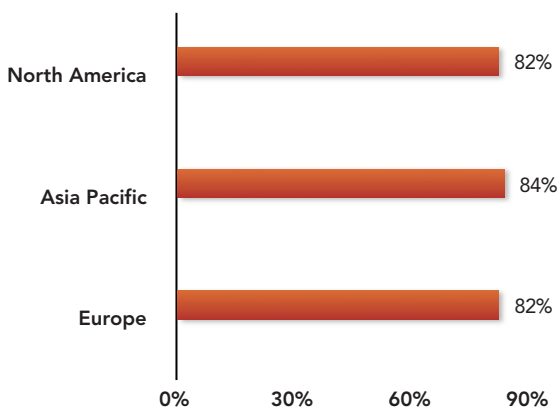
**A** Gender (% Yes)



**B** Generation (% Yes)



**C** Total (% Yes)

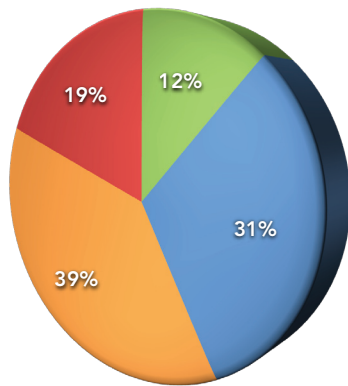




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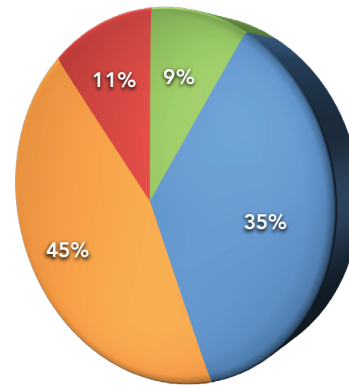
What level of re-training will be required to keep pace with advances in the workplace?

A North America



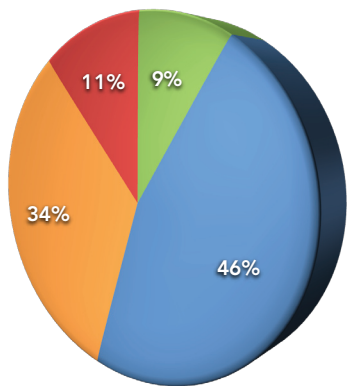
- Formal university or college qualifications
- Industry professional development courses
- On-the-job training
- Self-initiated training

B Asia Pacific



- Formal university or college qualifications
- Industry professional development courses
- On-the-job training
- Self-initiated training

C Europe



- Formal university or college qualifications
- Industry professional development courses
- On-the-job training
- Self-initiated training

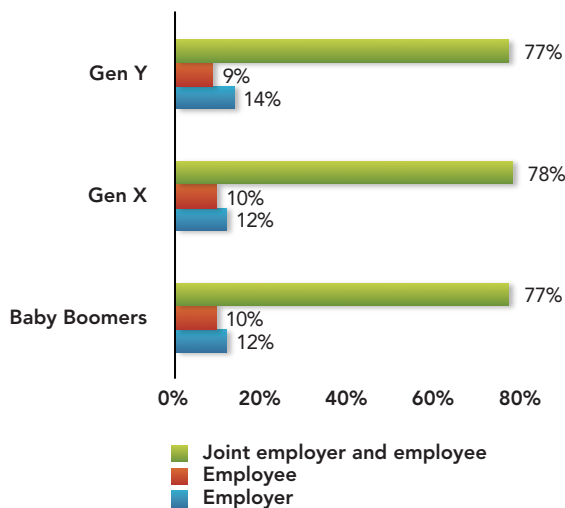
Note that percentages may not add to 100 due to rounding.



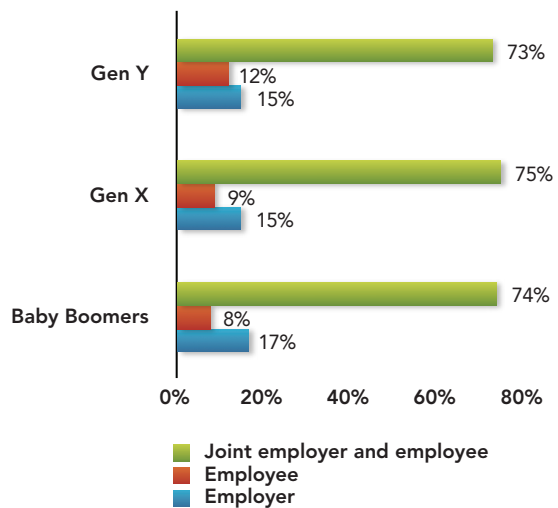
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Who do you believe is responsible for the training required to upgrade employees' skills to meet new workplace requirements?

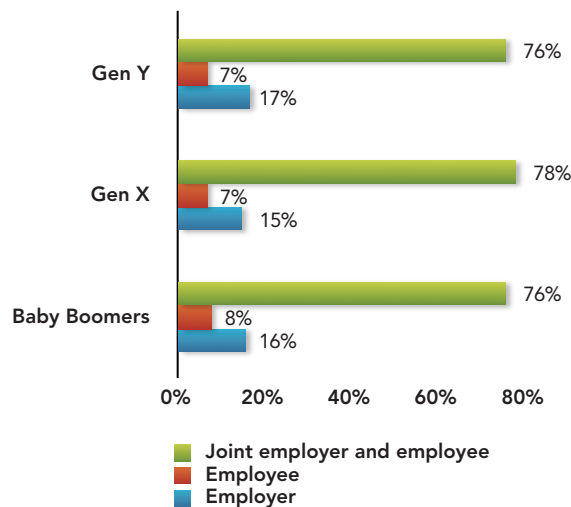
## A North America



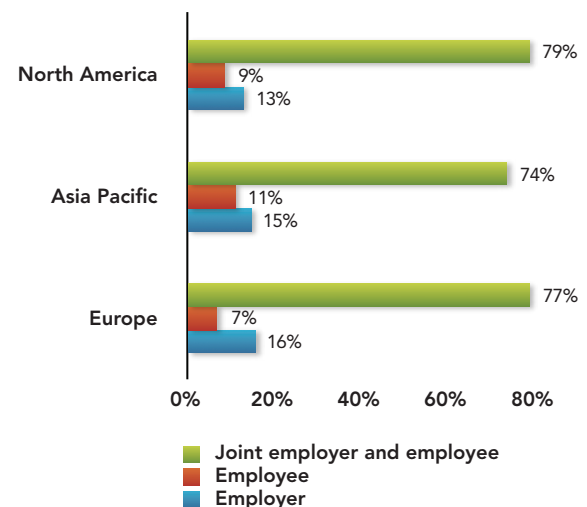
## B Asia Pacific



## C Europe



## D Total

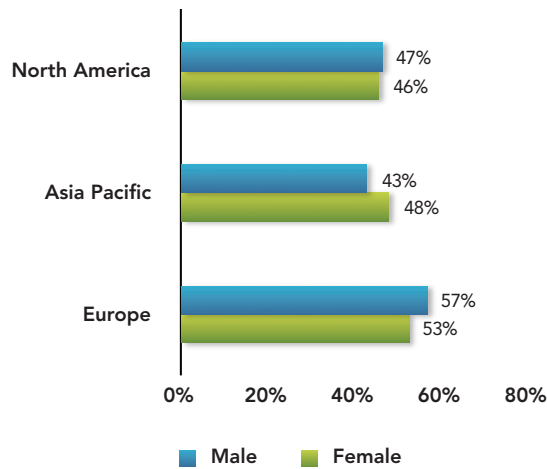




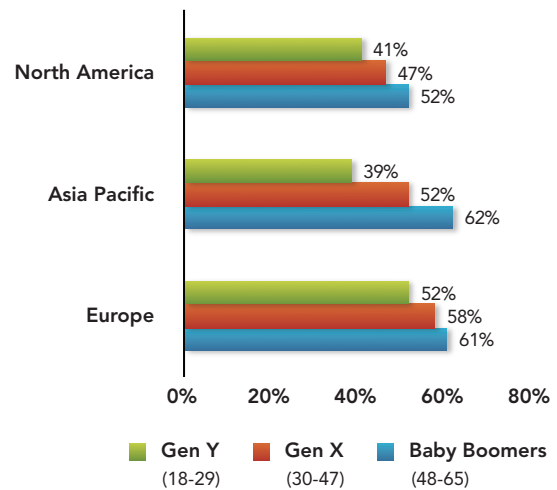
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Based on your experience, has your organization's Human Resources department been helpful in assisting you to achieve your employment goals?

**A** Gender (% No)



**B** Generation (% No)



**C** Total (% No)

