

# How English empowers your tomorrow

The life-changing impact of learning English on your career and beyond

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# Mastering English is not just a business necessity, but a transformative investment that shapes both professional and personal lives.

## Executive summary

Almost 20% of the world's population speak English as a first, second or additional language with many using it in their jobs. It is therefore not surprising that today, English has solidified its status as the global language of business. This latest research provides an up-to-date snapshot of the evolving landscape of English in the workplace, exploring the impact of language proficiency on career opportunities in 2024, the availability and importance of on-the-job language training, and employee confidence in using English in their work.

The findings contribute employee data to a growing body of research that points to the financial and motivational benefits of increased proficiency in English whilst at the same time highlighting a skills gap that is holding back employees and businesses. Formal education is currently failing to prepare learners adequately for the world of work and this research underscores two key actions that need to happen: the need for changes in the way English language is taught at school, college and university to develop those skills needed for the

workplace, and a call for employers to prioritize language training as a way to maximize, engage and retain their talent. An investment in language training is an investment in the future of an organization, leading to better communication, improved collaboration and a richer working culture. Looking to the future, English is seen as critical to future-proofing careers in an age of new technologies and AI.

The benefits of speaking English are not limited to the workplace and the research reveals how these benefits also spill over into other parts of people's lives, enabling access to more travel opportunities, entertainment and social media, larger friendship groups and generally making people happier and more confident.

Mastering English is not just a business necessity, but a transformative investment that shapes both professional and personal lives.

“English is unquestionably the language of the international business community”

## Introduction

In 2024, there are more than 1.5 billion speakers of English and over half of those speakers are people who have learned English as a second or additional language. Many of those are using English for their work and today, more than ever, English is unquestionably the language of the international business community.<sup>1</sup>

The introduction of new technologies and Artificial Intelligence (AI), the globalization of countries' economies and the impact of the Covid pandemic have all combined to remove the traditional physical borders that once influenced business decisions, with many organizations now outsourcing to other countries, trading with overseas customers and recruiting from a global talent pool of employees who are now able to work remotely.



But as one set of barriers is removed, another set appears: barriers to effective communication.

As far back as 2014, the Harvard Business Review highlighted the importance of a common language in “every aspect of organizational life” but claimed “leaders of global organizations – where unrestricted multilingualism can create friction – often pay too little attention to it in their approach to talent management.”<sup>2</sup>

In this latest piece of research, carried out by Pearson in collaboration with PSB Insights, we wanted to see how, if at all, the situation has changed in 2023. Have employers started to take language training more seriously? Are employees feeling more confident about their day-to-day use of English in the workplace? Have they been better prepared at school and university for the language skills they need to perform their jobs? What impact does their level of English proficiency have on career opportunities, salary and overall job satisfaction? Are they feeling threatened by the introduction of AI? And if so, does English proficiency give them any additional job security?

Whilst the focus of our research is very much on English in the workplace, the findings also provide interesting insights into the impact that learning English has on people’s personal lives, the ways in which they have learned English and their key motivations for continuing on a language learning journey.



This report is divided into three sections, highlighting the key findings in each of the following areas:

- 1. How English empowers your work and career**
- 2. How English empowers your personal life**
- 3. Your language learning journey**

Before we delve into the findings of our research, let’s hear from three Pearson colleagues who come from different linguistic and cultural backgrounds, are from different generations and have followed different career paths – but are united in their belief that English has been critical in getting them to where they are today.

<sup>1</sup> 2022 Power Skills Survey, Pearson (2022)

<sup>2</sup> What’s Your Language Strategy?, Harvard Business Review (2014)



Foreword by

**Giovanni Giovannelli**

President, Pearson Languages

Nationality: Italian

“

**English changes lives and careers. It's a simple statement, but it's true. And why do I believe this? My lived experience – what I know about how my proficiency in English has changed my life.**

I am Italian and come from a small town and a tight-knit family where everyone spoke beautiful Italian at home, but no other languages. My curiosity about English was ignited when I was seven, when a British lady called Wendy moved to my hometown and started giving English lessons in group classes. Even at that age I was fascinated by the sounds and shapes of the unknown English words and wanted to know more.

I studied and I studied. At times it was really hard but I was determined to master English. I took every opportunity I could to practice with my classmates and Wendy was a marvelous first teacher.

Where did my English take me? First to the US, to study at Harvard Summer School when I was only 18; then for a semester at NYU, with an exchange program scholarship when I was attending Bocconi University. Then right after graduation, my English opened up the opportunity for me to migrate initially to the US, where I worked at a bank for five years, then to Brazil where I led four different businesses

over the course of eighteen years. In Brazil, I learnt Portuguese and I started to build my family and the next chapter in my life. My expertise in English facilitated my ongoing career in multinational corporations where English was the language of the business and in time I was appointed to my current role, leading Pearson's English Language Learning division.

My career has enabled me to travel the world, experience a wide variety of cultures and build connections with new friends and colleagues in many different countries. English is the language that connects us all.

**However, the love of language that Wendy ignited was not just for English. Once I started with learning one language, my passion for learning continued and I can now happily chat to people in Portuguese, Spanish and French as well.**

So Wendy, wherever you are now, thank you. Thank you for sparking my interest in English and my lifelong love of languages. Without my ability to speak English, my world could be very different. Every day I'm grateful for the breadth, depth and joy that English has brought to my life, well above and beyond the unique career opportunities that it opened up for me!

”



Foreword by

## Lauren Gomez Casadiego

Vice President Global Human Resources,  
Pearson Languages

Nationality: Colombian

**In the ever-changing world of work, dealing with English as a second language speaker is like navigating a complex maze.**

Picture this scenario: diverse accents, language backgrounds, and communication styles coming together in conversations that demand not just a simple understanding of the message but the grasp of every subtle nuance.

Welcome to my world! Today I hold a global VP role in a British company, but my first language is Spanish.

**Early on in my career, I struggled to communicate in English and relied on others translating for me – until one fateful day when there was no one there to translate! It was scary, but a pivotal moment in my career when I realised that I needed to master this language to get ahead. Sure, I studied English at school but that didn't prepare me for the real language demands of the professional world.**

The skills I need at work go beyond what is taught in textbooks. In HR, I need to understand discussions in detail, I need to listen actively and ask questions to check understanding of some difficult and personal issues, and I need to express my ideas clearly and precisely in both speaking and writing.

As my English improved, I was able to do my day-to-day job with greater confidence and ease. And it's not only my work life that has got better – English has enabled me to relocate to an English-speaking country, make new friends and give my son the educational and career opportunities that I didn't have growing up in Colombia.

To fellow English learners, I say: embrace the vulnerability of the learning journey. It won't be easy but you will reap benefits beyond what you can imagine today. Mastering English is not just about learning a language. It's about broadening your horizons and transforming your life.



Foreword by

**Leticia Li**

Marketing Executive, Pearson Languages

**Nationality: Chinese**

**Embarking on the adventure of working in English when it's not your first language is like diving into choppy waters when you've just learned to swim. All the more so when surrounded by first language speakers.**

All the different accents, expressions not used in day-to-day conversation, unknown cultural references – it can be quite overwhelming. This is exactly the situation I found myself in when relocating to Australia for my role at Pearson.

Whilst my English education in China provided me with a lot of the basics – like grammar and vocabulary – the actual use of the language to communicate my thoughts and ideas was quite another thing.

I was fortunate enough to study at a bilingual school in China where classes were delivered in English – but even this did not prepare me for the skills I need at work. Writing is key in my job as a Marketing Executive and clarity of message is what I strive for. I am always looking for the right word or expression to convey the meaning I have in my head.

I learned early on that translation from Chinese is not going to help me there! Speaking can also be challenging in the business world, finding the right formality for the context. I don't want to sound impolite, but the wrong level of formality can make communication strained and lead to misunderstandings. This deeper understanding and use of English is something that I continue to work on every day. It's an ongoing challenge but one that has brought with it so many rewards.

Thanks to English, I got to realize my dream of living and working in Australia. Thanks to English I have had my eyes opened to new and diverse perspectives on life. Thanks to English I believe I have become a more logical thinker. Every challenge has been worth it.

**For all the fellow English language learners out there, my advice is simple: keep going! Know that first, language speakers of English still make mistakes. Perfection is an illusion – be confident in your abilities and I guarantee you will reap the benefits.**



## Research overview

This research took the form of an online survey, carried out by PSB Insights, in five countries across different geographies: Japan, Italy, Saudi Arabia, Brazil and the US (Florida). The survey was conducted between 4-26 October 2023 with 1000 respondents in each country. Respondents were all speakers of English as a second or additional language and were from a wide variety of industries, career levels and age groups. Quotas were also monitored to ensure an even representation of male and female participants.

Surveys were conducted in local language in Italy, Japan and Brazil. Surveys were offered in English and Spanish in the US, and in English and Arabic in Saudi Arabia.

For the purposes of this global report, the US (Florida) has not been included in the "Overall" figures but included separately as its own data set. Given that the US is an English-speaking country, the experience of using English at work is quite different from that of using it in a country where English is not the first or official language.



**English proficiency** is based on self reported data, defined as follows:

- **Advanced:** Can easily participate in conversations on a wide range of topics with few to no mistakes
- **Intermediate:** Can participate in conversations on a limited range of topics with some occasional/minor mistakes
- **Moderate:** Can carry out limited casual conversations/can only operate independently in basic conversations
- **Elementary:** Has basic knowledge or little to no English

The **generation** sub audiences are defined as follows:

- **Gen Z:** Aged 18-26\*
- **Millennials:** Aged 27-42
- **Gen X:** Aged 43-58
- **Boomers:** Aged 59+

\*Note this is a working age Gen Z definition – standard definitions of Gen Z include younger people (down to age 11) who are not included in this study.

# Demographics

## Industry sector

Industry	Overall*	Japan	Saudi Arabia	Brazil	Italy	US (Florida)
Accounting, Consulting, Financial Services, Insurance, Legal, Professional Services	513	110	139	115	149	139
Administrative and Support Services, Law Enforcement, Recruiting and Staffing Services	256	100	43	53	60	30
Advertising/Marketing, Public Relations	105	10	27	28	40	38
Agriculture, Mining	48	8	17	11	12	5
Architecture, Engineering and Related Services, Construction, Real Estate, Trade Services	376	75	164	60	77	107
Automotive, Manufacturing, Transportation/Logistics/Distribution	487	212	66	84	125	88
Communications, Journalism/News, Telecommunication	98	26	23	25	24	16
Creative/Arts/Design, Entertainment (Theater, Film, Music, etc.), Fashion/Beauty, Photography, Printing/Publishing	188	51	24	51	62	55
Education (Early Childhood and K-12), Education (University, Training and Others)	299	69	97	53	80	73
Energy or Utilities	52	8	26	9	9	6
Healthcare, Life Sciences, Pharmaceutical	275	57	106	36	76	94
Technology, IT	585	83	135	274	93	86
Food/Beverage Service, Hospitality, Retail (excl. Food Service)	423	110	83	124	106	162
Other	295	81	50	77	87	101

## Career level

Workplace seniority level	Overall*	Japan	Saudi Arabia	Brazil	Italy	US (Florida)
Individual Employee	1,821	650	298	345	528	543
Manager	996	154	344	232	266	182
Head Manager	433	41	166	142	84	76
Head of Department	424	93	139	137	55	75
Head of Company	326	62	53	144	67	124

## Generation

Generation	Overall*	Japan	Saudi Arabia	Brazil	Italy	US (Florida)
Gen Z: Aged 18-26	836	161	196	282	197	128
Millennials: Aged 27-42	1,963	450	603	479	431	444
Gen X: Aged 43-58	1,058	328	188	215	327	363
Boomers: Aged 59+	143	61	13	24	45	65

\*The overall data does not include the US

## Section 1

# How English empowers your work and career



## English is the language of the workplace and will become increasingly important over the next five years

A number of studies have highlighted the importance of English in a globalized economy, concluding that it will remain the lingua franca of business for the foreseeable future.<sup>3</sup> We know from this research what employers and recruiters have said, but what do employees think about the role of English in the workplace?

Across all countries, 85% of respondents said English was important for their work life and that it would continue to be so in the foreseeable future. 88% of employees think that its importance will continue to grow in the next five years, illustrating its role as a vital skill for professional success.

Whilst percentages were fairly even across generations when asked about the importance of English today, a higher percentage of younger generations (Gen Z and Millennials) felt it would become increasingly important in 5 years' time (92% compared with 73% of Boomers). This suggests a trend towards more roles requiring the use of English and a gradual generational shift in the importance placed on English in the workplace.

# 85%

of respondents said English was important for their work life and that it would continue to be so in the foreseeable future

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# 88%

of employees think that its importance will continue to grow in the next five years, illustrating its role as a vital skill for professional success

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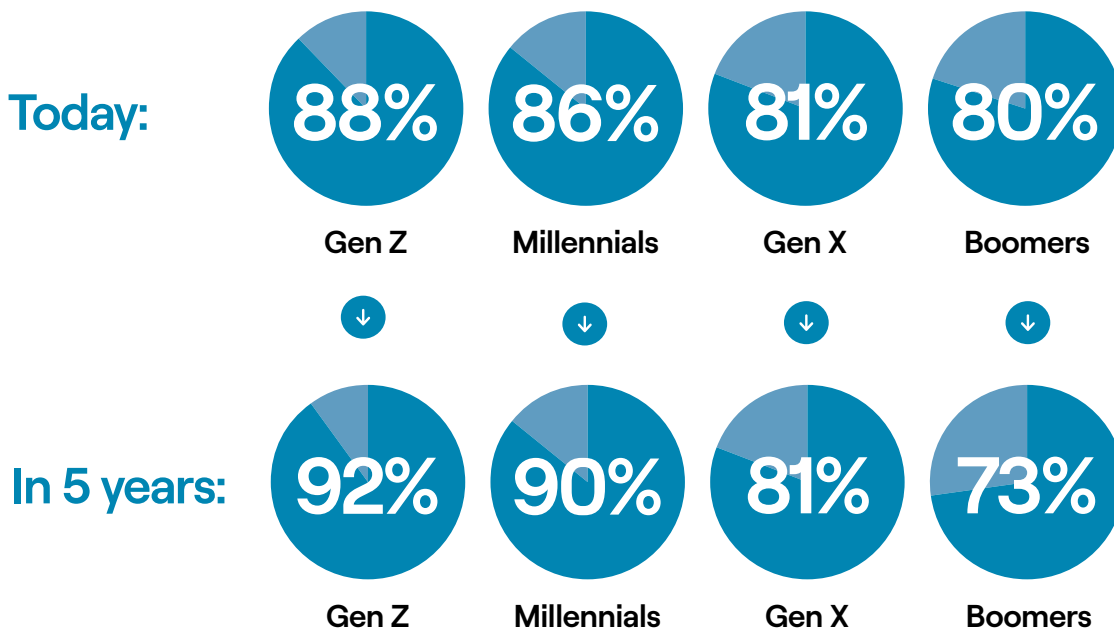
# 92%

of Gen Z respondents felt English for work would become increasingly important in 5 years' time

## Importance of English for work

	Today	In 5 years
Overall	85%	88%
Japan	56%	67%
Saudi Arabia	98%	98%
Brazil	94%	97%
Italy	91%	88%
US (Florida)	98%	98%

## Perceived importance of English for work by generation



Younger generations, who are going to be in the workforce the longest, believe English proficiency is only going to become more important for work.

## Better English brings access to better jobs, better career prospects and better pay

Our research shows that employees at all levels view increased proficiency in English as a way of unlocking career opportunities. This supports one of the trends we are seeing around the use of English at work: that it is becoming a requirement at all levels, including entry-level positions, and is no longer the preserve of more senior roles.<sup>4</sup>

80% of all respondents globally believe that there is a connection between English ability and earning potential, stating that proficiency in the language is very or somewhat important in determining how much they could earn.

51% said they were learning English to access a wider range of roles and, more specifically, access to roles that paid more. The financial motivation for learning English rises to 58% in the US and 60% in Brazil.

### Professional motivators for learning English

Motivator	Overall	Japan	Saudi Arabia	Brazil	Italy	US (Florida)
To enable me to access a wider range of job roles	51%	52%	55%	51%	44%	57%
To enable me to access jobs that are paid more	50%	43%	55%	60%	42%	58%
To enable me to advance to more senior positions within my current field of work	40%	21%	56%	50%	34%	50%



**Takenobu Miki**  
TORAIZ Inc. President,  
Japan



### Being able to speak English is directly linked to international business success

In today's increasingly globalized society, English proficiency is key to communicating with people from diverse cultures and backgrounds, while expanding career possibilities. According to the results of a survey of TORAIZ graduates, around one third said that their salary had increased because of learning English, further confirmation that English proficiency has a direct impact on salary and career advancement.

Our research involved employees from all levels within organizations and we can assume that the answers reflect the reality of the respondents' own experiences as well as the environment in which they are working. So how does their belief in the impact of English on career opportunities align with their current role?

The view that a higher proficiency in English opens doors to a greater number of better-paid roles correlates closely with the demographic data provided by the survey respondents themselves. Whilst 32% of those who identified as having limited English were in manager roles, this number more than doubled to 76% for those with advanced English skills.

With the exception of Saudi Arabia, fewer respondents (40%) said they were learning English to access more senior roles within their current field of work than those looking to access a wider range of jobs in general (51%). This is further evidence that English proficiency is seen by many as the key to unlocking workplace mobility and new professional opportunities.

# 51%

**said they were learning English to access a wider range of roles and, more specifically, access to roles that paid more**

We also found **those with higher levels of English proficiency are more likely to be in more senior or leadership roles: 32% of those with limited English proficiency are in a management role vs 76% of those with advanced English skills.**



**Emanuela  
Spennazzati**  
Career Consultant  
and Human Resources  
Manager, Italy

“

### English is key to business expansion

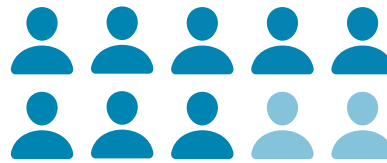
English fluency is an essential skill for companies that want to expand into new markets. Meanwhile for employees, English language proficiency enables workforces to improve both their soft and hard skills, take advantage of career opportunities and make the most of new technologies, including artificial intelligence.”

## Mastering English is a lucrative investment in your earning potential

Against a backdrop of political instability and economic uncertainty, it comes as no surprise to learn that concerns around finances are key for many of our survey respondents, particularly those belonging to the younger generations.<sup>5</sup> Our research findings indicate that many are looking to upskill in English language proficiency as a way to find a better paid job and ensure financial security.

Globally, 8 in 10 respondents believe that English proficiency is directly linked to earning potential, rising to over 9 in 10 in Saudi Arabia and the US.

More than half (56%) of all respondents believe that those who can communicate effectively in English can earn up to 50% more, with a fifth believing that this figure could rise to an increase of over 80%.



**8 in 10 respondents believe that English proficiency is directly linked to earning potential**

# 56%

**of all respondents believe that those who can communicate effectively in English can earn up to 50% more**



**Emil A. Estorninos**  
Director Talent Acquisition,  
18 years in the BPO  
Industry, Philippines

“

**Investing in English language training offers opportunities to both employees and businesses**

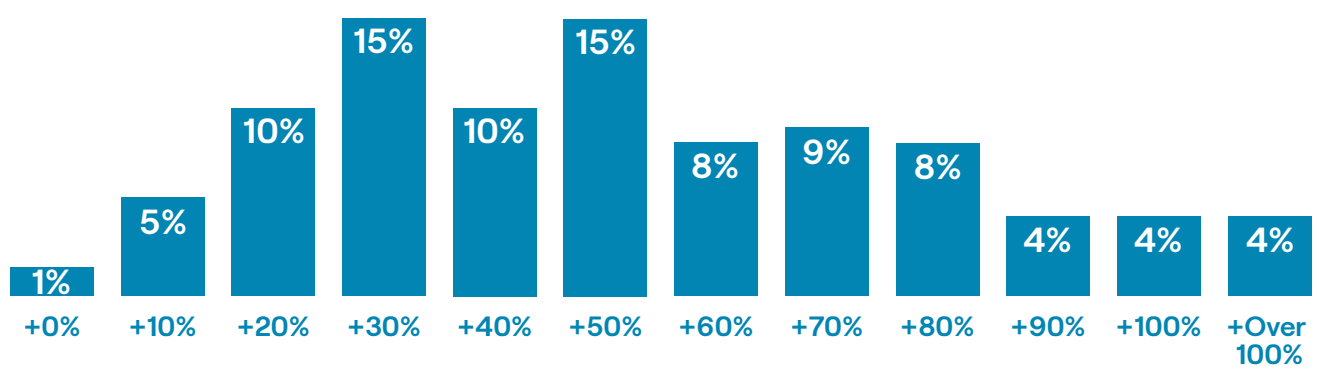
This study validates that speaking the English language is an advantage in the workplace. It's clear that investing in learning the language and speaking it well increases career opportunities for individuals. Departments such as HR, operations and recruitment teams, should be aware of the importance of English at work and take note of these in-depth insights. ”



When analyzed by age group, younger generations saw English as having a greater impact on salary. 39% of Gen Zs felt they could earn between 60-100% more if they were able to perform well at work in English – almost double the percentage of Boomers who felt the same (23%). This again speaks to a generational shift in the importance placed on English for career advancement.



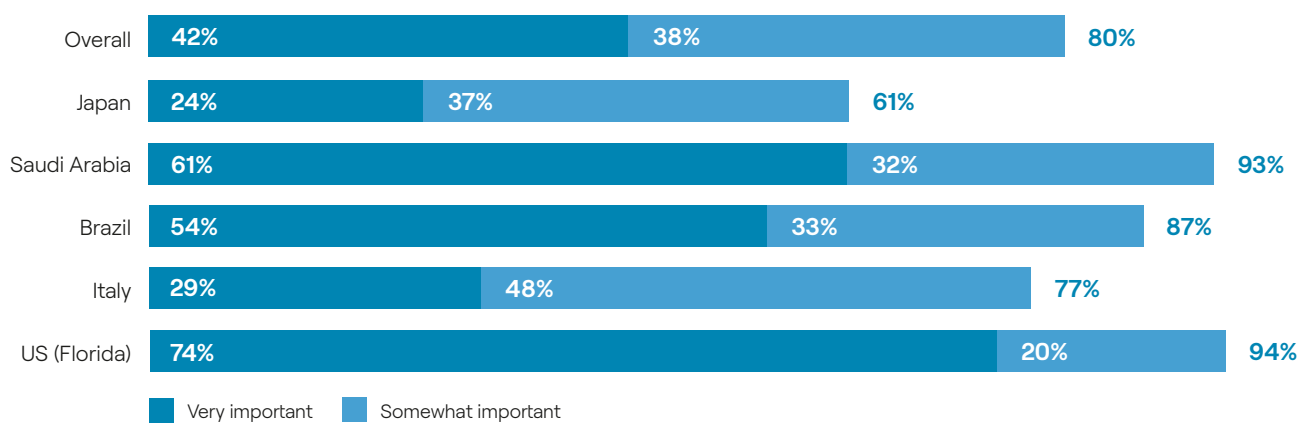
### Perceived salary impact (% increase as a result of better English)



Younger learners are more inclined to see a larger impact than older generations, up to a 60-100% increase.

Gen Z: 39%  
 Millennials: 36%  
 Gen X: 24%  
 Boomers: 23%

### Impact of English proficiency on earning potential



When asked how satisfied they were with their current salary, respondents with higher levels of English proficiency expressed greater satisfaction than those with lower levels of English proficiency. Three quarters of those with advanced English said they were satisfied, as opposed to fewer than 50% who had limited English.

# 42%

of global respondents with advanced English fell into the “high income” bracket, whilst this figure was only 11% for those with limited English

## Satisfaction with current salary by proficiency level

47%

Elementary

56%

Moderate

67%

Intermediate

75%

Advanced



**Billie Jago**

ELT Writer and Teacher  
Trainer, United Kingdom



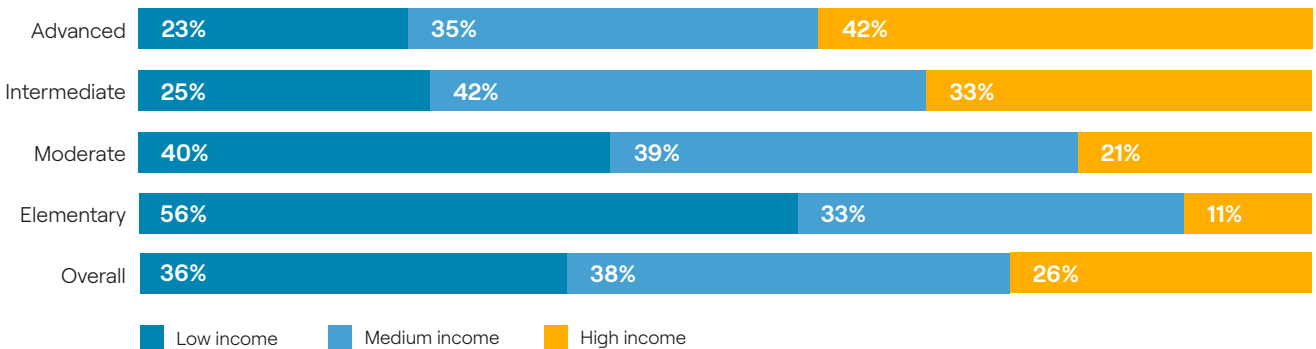
### Language skill development equals employee satisfaction

Employees are keen to have more professional development opportunities and it's clear that this would influence the levels of job satisfaction. By offering English language training in their respective industries, employers can support their current and future workforce, as younger adults want to improve their language skills, enabling access to wider financial and professional benefits. ”

These findings once again correlate with the demographic information provided by survey respondents. Salaries vary from country to country and it is therefore difficult to compare actual numbers. For the purposes of data analysis, we divided local salaries into three brackets: high, medium and low.



### Respondent income by proficiency level



**Kris Lynne D. Tinaza**  
Vice President for  
Talent Acquisition,  
MicroSourcing, Philippines



#### Don't let language limitations hold you back

Limited English skills can restrict you in all areas of your life, including socially, personally and even when it comes to accessing quality education. Without strong English, jobs requiring international communication often become "off-limits," hindering career advancement and income potential. It's like locking yourself out of higher-paying opportunities.

The good news is you can unlock these doors. Invest in improving your English and watch your world expand. Connect confidently, learn freely, and reach your full potential.



# Job satisfaction is closely linked to better English and the provision of language training at work

A key concern for employers is staff engagement and retention. According to Gallup, only 23% of employees worldwide are actively engaged at work, whilst 6 in 10 are “quietly quitting” (meaning they have psychologically disengaged from work).<sup>6</sup> Gallup estimates that the cost of this to the global economy is around \$8.8 trillion each year. So how satisfied with their jobs were our survey respondents?

Overall, 77% said they were very satisfied or somewhat satisfied with their current role. On closer inspection of the data, however, there is a clear correlation between job satisfaction and level of English proficiency, with a 24-point difference between those with the lowest and highest levels of English.

Learning and development is a priority for many in the workforce and of particular importance to younger generations (Gen Z and Millennials). 94% of employees say that they would stay at their company longer if employers invested in training and development.<sup>7</sup>

Employee wishes, of course, need to be set against a background of economic uncertainty in which many organizations are having to scale back their learning and development strategy (L&D) as a result of budget reductions.<sup>8</sup> As businesses look to prioritise L&D activities, language training is often one of the first to be cut. Many employers view language training as more personal rather than professional development, failing to see the direct business benefits for their organization. We see from our data that only one in three companies is currently providing language upskilling to their employees.

Those companies not currently offering language training should take note: our survey results show that those employees who work for a company that offers language training are more than twice as likely to say that they are very satisfied with their job than those working for companies that do not offer any language training.

## Job satisfaction by proficiency level

64%

Elementary

75%

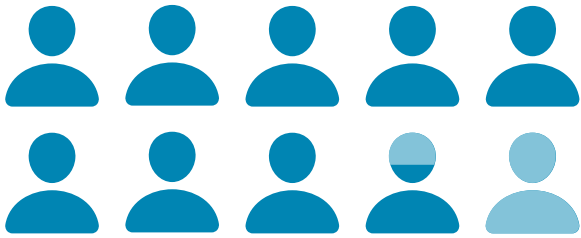
Moderate

82%

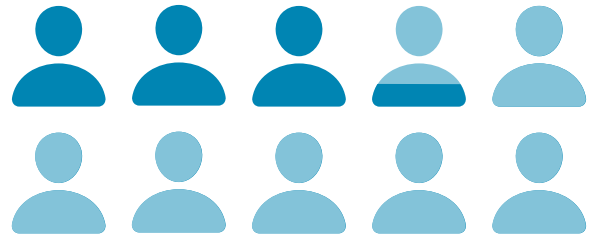
Intermediate

88%

Advanced

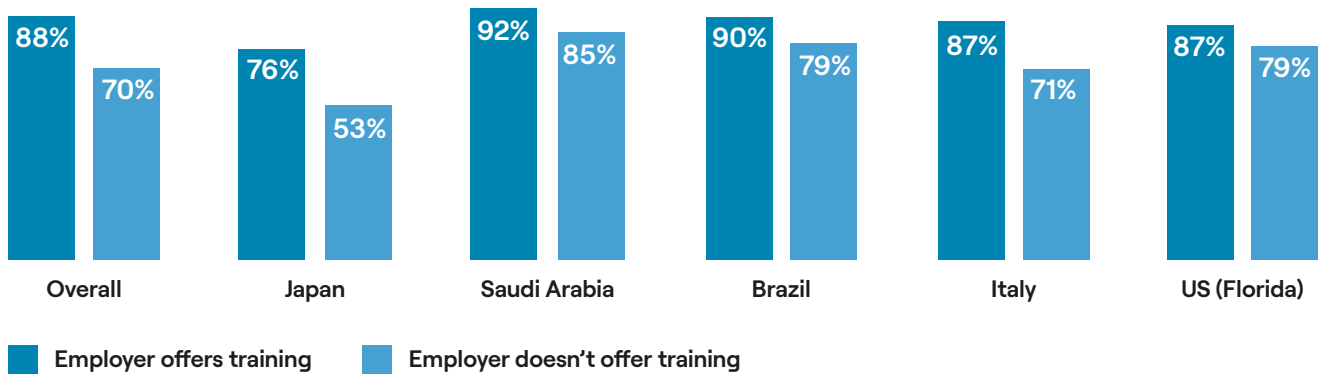


88% of learners believe on-the-job English learning is important



However, only 33% of learners say their employer offers training

**Employees who state they are satisfied, or somewhat satisfied, with their job**



**The message to employers is clear: seriously consider language training for employees as part of your retention and engagement strategy. Language skills serve not only as a workplace asset for employers, but they are a key factor in your employees' professional fulfillment.**



**Eva Lopez**  
Learning and Development Associate, Publicis Global Delivery, Colombia



**Language training is critical for retaining a younger workforce**

Our workforce consists mostly of Generation Z and Millennials and we want to retain this talent. We designed our Learning and Development program with English language training at its core, to meet both the business need to improve our employees' use of English at work, and to improve staff retention by offering language training as a benefit.



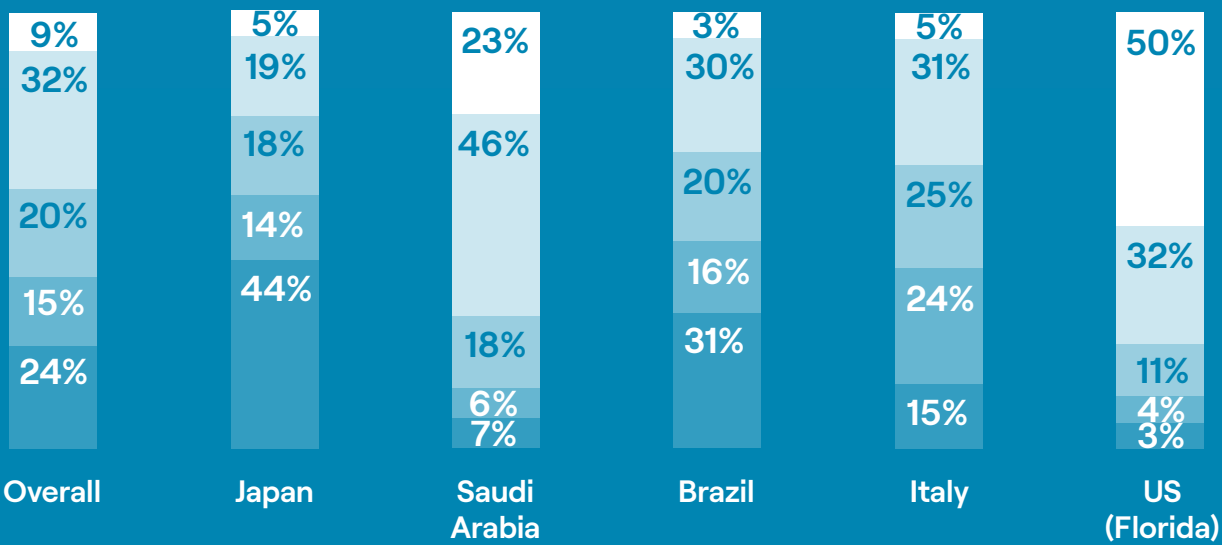


## Better English skills lead to more confidence at work

English proficiency is a requirement for many jobs.<sup>9</sup> Job ads frequently specify the need for an English qualification and in our survey sample, many candidates around the world meet this criteria: two thirds of respondents stated that they had an English qualification (rising as high as 80% in Saudi Arabia).

Over **40%** told us they use English every day at work, rising to almost 70% in Saudi Arabia

### Frequency of English use in the workplace



Rarely/Never
  Monthly
  Weekly
  Daily
  Working language is English

## Reading, writing, speaking and listening are all essential skills at work

At the same time, many employers have expressed frustration that the English ability benchmarked by a qualification does not reflect the English that is actually needed in the workplace. Research suggests that there is up to a 40% skills gap in English language ability across industries.<sup>10</sup>

Whilst the top need for English at work is to understand documents, articles, reports, instructions etc., almost three quarters of the top uses of English in the workplace require employees to speak or write in English (such as dealing with customers, giving presentations, writing emails, giving instructions to others).

### Top contexts for using English at work

	Overall	Japan	Saudi Arabia	Brazil	Italy	US (Florida)
Reading documents, articles, reports, instructions, manuals, etc.	31%	25%	31%	40%	29%	41%
Communicating with customers, clients and/or members of the public	28%	23%	33%	25%	31%	45%
Utilizing specialist computer programs, software, or tools	25%	11%	28%	36%	26%	29%
Attending meetings	20%	14%	28%	22%	14%	36%
Writing informal internal communications	20%	11%	27%	20%	23%	31%
Writing long form documents, papers, presentations	15%	13%	23%	15%	12%	21%
Giving direction and/or instruction to others	15%	8%	25%	13%	15%	34%



**Isaac Johnson**  
CEO, EduGuide,  
Saudi Arabia



### English is an essential skill for the future

English language training around the world has never been in such high demand. High-quality English training that uses technology to personalize learning should be the standard for every HR department and educational institution. ”

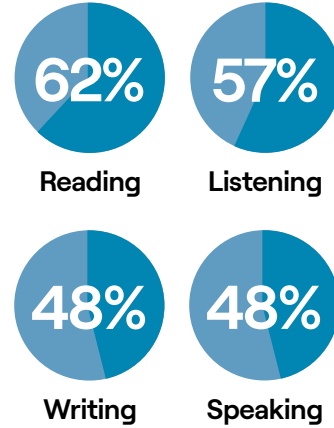
<sup>10</sup> English at Work: Global analysis of language skills in the workplace, Cambridge (2016)

## Employees are least confident in speaking and writing

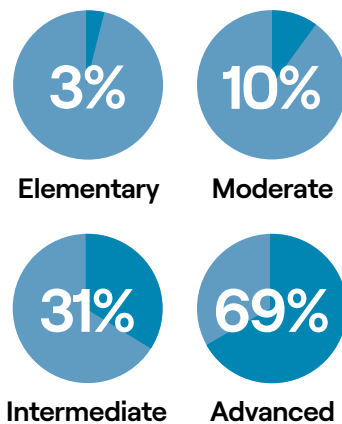
When asked about their confidence levels in using English at work, only 25% of respondents felt confident in all four skills (listening, reading, speaking, writing). This figure is as low as 3% for those with low levels of proficiency.

Confidence in reading and listening to English is consistently higher than for speaking or writing. Over half of those surveyed said they were not confident to produce spoken or written English, a figure which rises to over 60% for those who have a low level of proficiency.

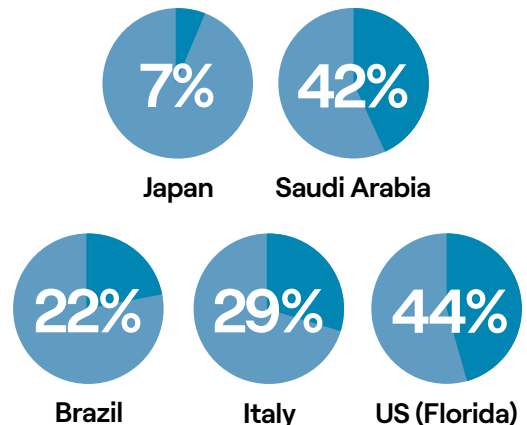
### Confidence in each of the four skills



### Confidence using all of the four skills by proficiency level



### Confidence using all of the four skills by country



Only **25%**

say they feel confident in all four skills

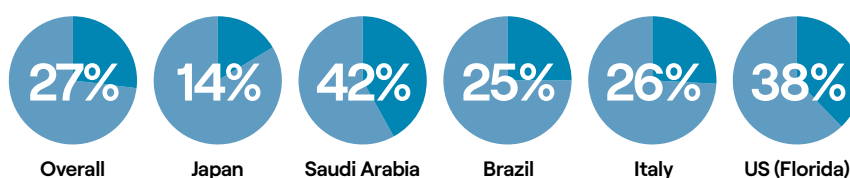


## Social media use boosts Gen Z confidence in English

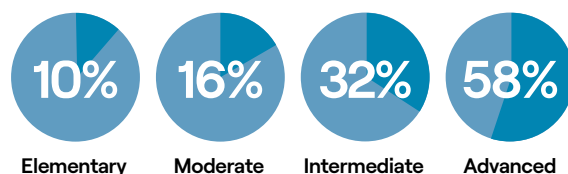
Across the generations, younger respondents (Gen Z and Millennials) were generally more confident than their older peers (Gen X and Boomers). This is possibly due to the introduction in the 1980s of a more communicative approach to language teaching and learning, or the fact that Gen Z and Millennials have grown up with increased exposure to English movies, music and social media.

Gen Z also express slightly more confidence in understanding others speaking English than in reading English, where other generations are more confident with reading. Overall, Gen Z appear more confident than other generations when it comes to English proficiency, benefitting from their immersion in social media and avid consumption of English movies on platforms like Netflix and English music on channels such as Spotify.

### Learners' confidence in expressing themselves fully at work by country



### Learners' confidence in expressing themselves fully at work by proficiency level



### Generational differences in confidence

	Overall	Gen Z	Millennial	Gen X	Boomer
Reading documents, articles, reports, instructions, manuals, etc.	48%	56%	48%	44%	30%
Communicating with customers, clients and/or members of the public	36%	35%	35%	37%	42%
Utilizing specialist computer programs, software, or tools	49%	59%	48%	44%	50%
Attending meetings	45%	50%	44%	43%	36%
Writing informal internal communications	47%	53%	48%	44%	39%

## Poor English language skills impact self-esteem at work

Working in English when it is not your first language can lead to a number of frustrations. Day-to-day work tasks become more challenging, as does communication with colleagues and customers. In our survey, 72% of respondents said they would find their job easier if they had better English.

Furthermore, only 10% of employees with limited English proficiency felt they could express themselves fully at work and almost double that figure, 19%, said they felt stupid because of their English skills.

# 10%

**of employees with limited English proficiency felt they could express themselves fully at work**

# 72%

**of respondents said they would find their job easier if they had better English**

As well as impacting self-esteem, a low level of English proficiency means that employees are unable to showcase their true skills and may avoid certain tasks such as speaking in meetings or writing up notes or reports due to the amount of effort required.

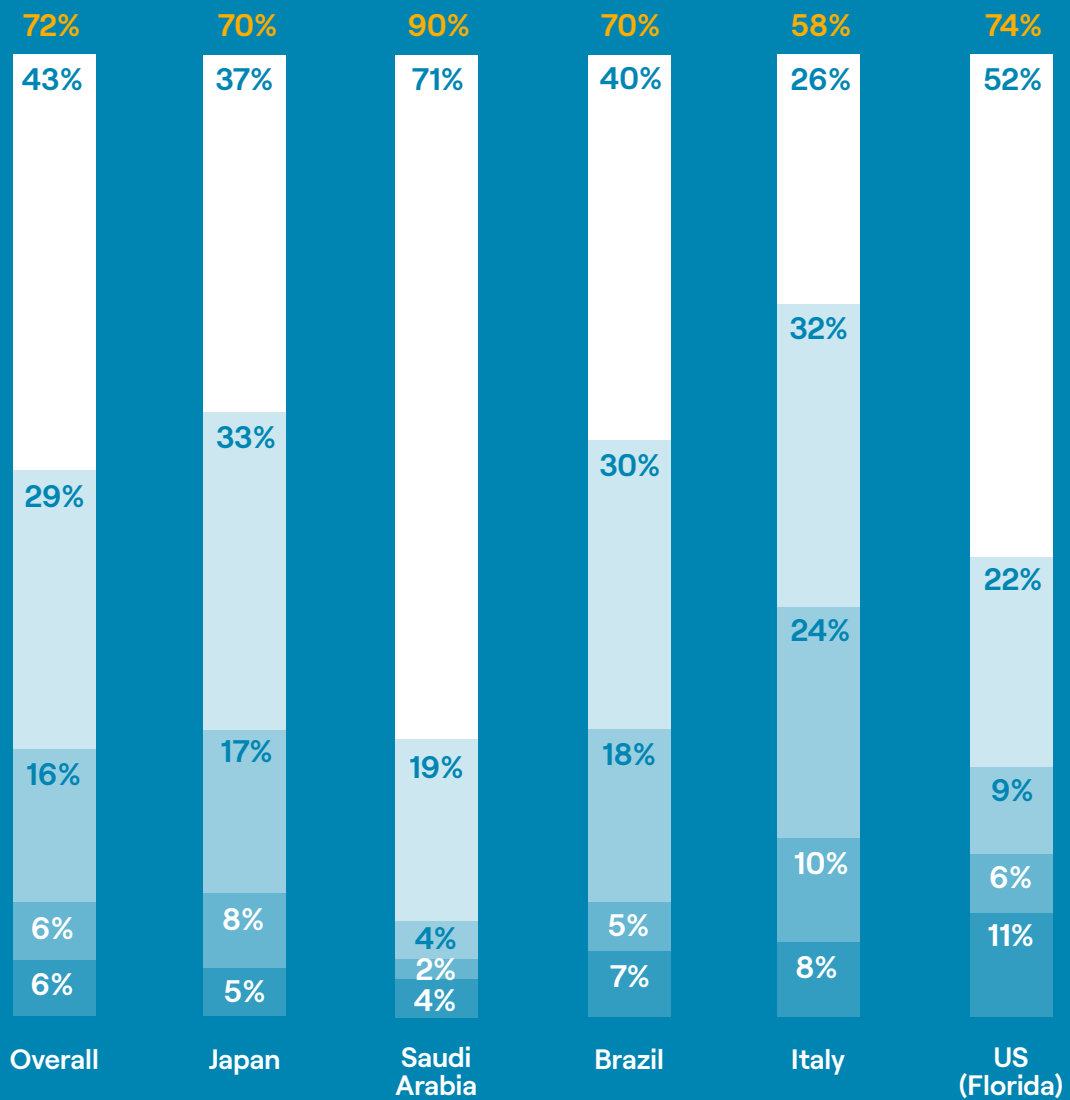
Poor communication costs the average organization \$62.4 million per year in lost productivity.<sup>11</sup> By raising English proficiency levels among second language speakers, organizations will not only improve productivity but also maximize the potential of their talent that is struggling to work effectively in English.

# \$62.4m

**Poor communication costs the average organization \$62.4 million per year in lost productivity**



## Employees who would find their jobs easier if they had better English



Strongly disagree   
  Somewhat disagree   
  May or may not agree  
 Somewhat agree   
  Strongly agree   
Total in agreement



**Kelvin Ro**  
 Talent Acquisition Manager / Executive Sourcing Recruiter (ex-Disney TA head/ex-Amazon executive recruiter), Japan



### Job mobility is dependent on confident English use

For global company employees in Japan, career success requires both exceptional job performance and English communication. Every chance to communicate with stakeholders in English is a career advancement opportunity: meetings, town halls, emails, and 1:1s. Without English language proficiency and the confidence to use it, career opportunities will be negatively impacted.



## Employers need to step up and offer employees language training at work

If English is indeed the lingua franca of business, how are organizations accounting for this in their training strategy? Over ten years ago, the Harvard Business Review asked that very question: What is your language strategy?<sup>12</sup> We know that employers set English language requirements as part of the recruitment process, but we are also aware that many are frustrated that the English qualifications used to demonstrate proficiency do not equate with the use of English in the workplace. The Harvard Business Review goes one step further in encouraging employers to provide necessary language training as part of their L&D strategy, to avoid ruling out top talent:

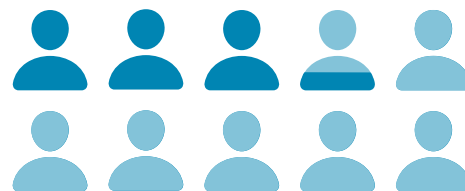
**“To ensure that you are hiring the best people, you may need to accept some limitations on language capabilities and be prepared to provide training to meet both global and local language needs.”<sup>12</sup>**

(Harvard Business Review)

So, has the situation improved since this report was published almost ten years ago?

Sadly, our survey results suggest not. Whilst there is demand for English language training at work, not much is currently being offered by employers. In our research, 9 in 10 employees felt it was important for employers to provide language training, but only a third currently had access to such training. This aligns closely with other Pearson research carried out in 2022 in which we found that over 60% of organizations did not have a language training program or strategy in place.<sup>13</sup> This is clearly an issue that employers need to address. Little progress has been made since the publication of the Harvard Business Report and it's now time for employers to step up and listen to what their staff want. Employees are craving language training at work and employers ignore this request at their peril. They risk losing their talent to the 30% of organizations who have taken this employee feedback on board.

**A majority of learners say their employer doesn't offer English language training**



**Only 33% said their employer does offer training**

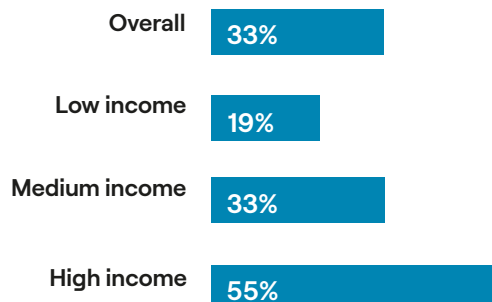
Further analysis of the data also suggests a lack of equity in language training across job levels and incomes. Those in more senior positions and with higher income are more likely to be offered language training by their employer (55%) than those who have a lower income (19%). Managers and department heads are also more likely to be offered language training than individual employees. As companies increasingly start to address Diversity, Equity and Inclusion (DE&I) issues within the workforce, such data suggests hidden discrimination within the L&D strategy.

Investment in language training has potential benefits at all levels of an organization. Investment in more junior staff would, for example, help build better leaders for the future:

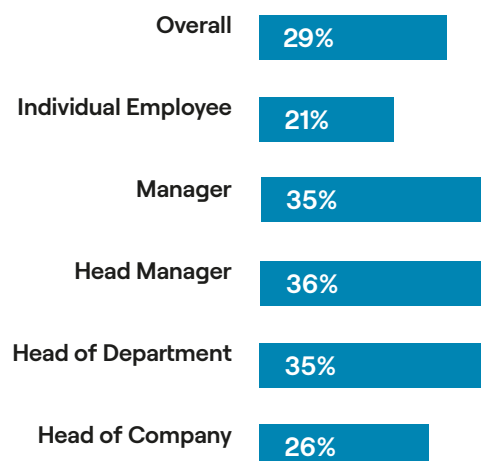
**“Companies often find that entry-level hires ultimately become their best leaders, because they have been trained from an early stage in company culture and practices.”<sup>12</sup>**

(Harvard Business Review)

### Proportion of employees being offered language training by income



### Employer-paid training by seniority



**Lukasz Pakula**  
CEO and Head of Studies  
choices®, Poland

**“There’s no shortcut to language proficiency, but workplace language training can rectify the failings of formal education**

Many employers are turned off language training due to a combination of unrealistic outcomes and low-cost but ineffective training options. They need to understand that investment in language training is a long-term strategy. In my experience working with in-company training, organizations see language development resulting in better communication between colleagues and closer teams.”

## Better English skills make your career more AI-proof

Much has appeared recently in the news about the impact of generative AI on people's jobs, with a focus on roles that will be lost as a result of the integration of this new technology. New research from Pearson reveals that AI will have the greatest impact on white collar jobs over the next 10 years but the story is not all doom and gloom.<sup>14</sup> The impact will, in fact, be positive as long as employers and employees prepare for the skills that will be needed in the workplace of the future – namely, a combination of technical skills and those uniquely human skills that cannot currently be replaced by AI, such as communication and collaboration.

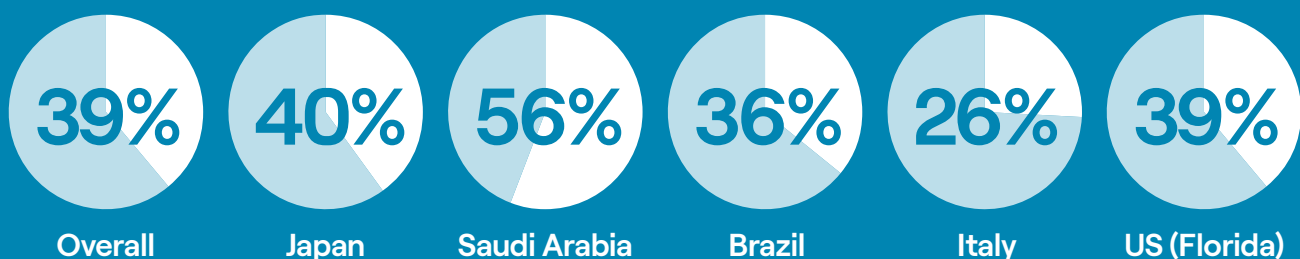
# 40%

**of Gen Z and Millennials are concerned about losing their jobs to AI**

How then did our participants feel about AI and its impact on job security?

Almost 40% of survey respondents believe their job is likely to be replaced by AI within the next 5 years – rising to 56% in Saudi Arabia. Younger generations (Gen Z and Millennials) are more concerned (43%) about losing their jobs to AI than Gen X (32%) and Boomers (21%).

### Percentage of people who believe their job will be replaced by AI





### Alan Malcolm

Head of Partnerships -  
New Ventures,  
Udemy, Japan

## Learning English opens doors at all levels of your career

Leaders today are looking to drive business results in a fast-changing world by taking a skills-first approach, and English proficiency is key to moving into a skills-based economy. English competency and capability open doors for people, wherever they are in their career, while enabling businesses to capitalize on opportunities provided by technology, experience and interactions, such as the increasing engagement with generative AI.

Even though jobs may not completely disappear, certain tasks will be taken over by AI and employees are justified in prioritizing the need to upskill and reskill. Given that English is the language of business, and will continue to be so for the foreseeable future, how do employees feel about the need to improve their English as a way to ensure job security?

More than 40% say they are learning English to help mitigate the impact of AI and technology on their jobs, either as a way of keeping up with developments in technology or as a way of enhancing their skills profile to remain competitive in the marketplace.

Over **40%**

say they are learning English to help mitigate the impact of AI and technology on their jobs

## Motivations for learning English



42% said English skills are essential for keeping up with the latest developments in technology



38% said they are learning English to help them be competitive in the marketplace as more jobs are lost to technology/AI

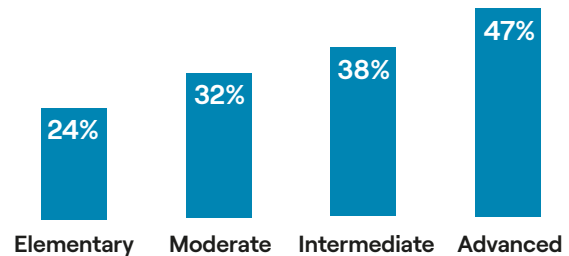


36% said they are learning English to be better prepared to find a new role in case they lose their job to technology/AI

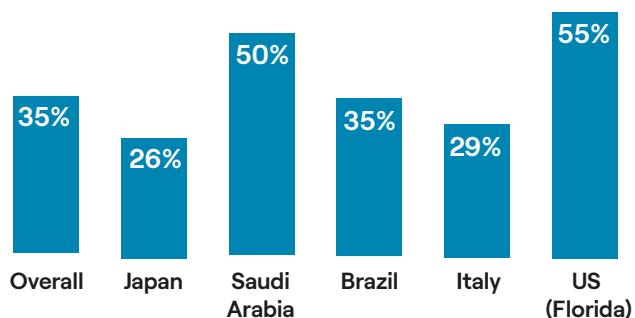
## Employees are looking to build stronger teams through language learning

Employers are actively seeking candidates with proven “human skills” – skills such as teamwork, collaboration and leadership.<sup>15</sup> By 2026, 60% of sought-after skills for the workplace will relate to relationship building. At the heart of all these skills lies good communication – and for the workplace, this means being able to communicate well in English.

**Percentage of people, by proficiency, who say stronger relationships with colleagues is a key motivation for learning English**



**Percentage of people, by country, who say stronger relationships with colleagues is a key motivation for learning English.**



In the current survey, respondents were asked about their key motivators for learning English. Around 35% said they were learning English to help build better relationships with colleagues at work, a figure that rises to 50% in Saudi Arabia and 55% in the US. Better relationships at work bring multiple benefits – from increased productivity and job satisfaction to better health and well-being.<sup>16</sup> It is encouraging to see employees in our survey highlighting work relationships as a key motivator.



**Dr. Christoph Grau**  
Co-Founder of Excedo,  
by Nikkei, Japan



**Simply ‘learning English’ is not enough to build a globally minded workforce**

Teaching employees a ‘good enough’ level of English does not create a workforce which can work globally. English language learning must be supplemented by communication skills training which not only raises the awareness of cross-cultural differences, but also helps employees adapt their communication style when they interact with international counterparts. ”



## Section 2

# How English empowers your personal life



## Better English brings new friendships and greater confidence in all areas of life

In Section 1 of this report, we saw how important English is for work – both today and in the future. Similar results were found when we asked people about the importance of English in their personal lives. Respondents agreed overwhelmingly that English is a key skill outside of work. 79% felt that English was important today, rising to 81% for its importance in five years. Younger generations in particular saw English as a must-have for the future, with 85% of Gen Z and 83% of Millennials saying that English will be important for their personal lives in five years' time.

# 79%

felt that English was important today, rising to 81% for its importance in five years

### Current and future importance of English in personal lives

	Today	In 5 years
Overall	79%	81%
Japan	47%	56%
Saudi Arabia	90%	93%
Brazil	90%	92%
Italy	85%	85%
US (Florida)	92%	93%



**Cinthia Nespoli**  
Chief Legal Officer,  
Pearson, Brazil

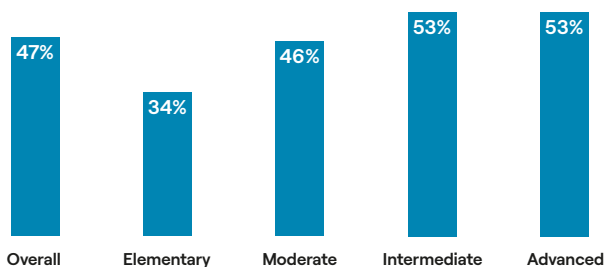
“

**I would not have been able to get to where I am on my professional path without English skills**

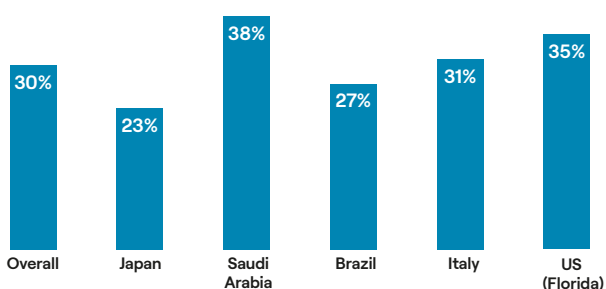
Over the years, the ability to be fluent in English, combined with a set of skills and drive, has brought me several opportunities. These have obviously reflected on my remuneration and the life I can provide for my family. It got me to a place I never, in my wildest dreams, thought I could be.

”

### Percentage of people who feel that better English makes them more confident in other areas of life



### Percentage of people who are learning English to make more friends



One third of people surveyed said that one of the motivations for learning English was to make more friends. Friendships and relationships are key to a happy and healthy life and good communication skills are positively associated with better interpersonal relationships and health outcomes.<sup>18</sup> Those with advanced levels of English in our survey were more likely to say that they had more friends because of their ability to communicate in English.

**For those with lower levels of proficiency, there is a feeling that better English would make them happier in life.**

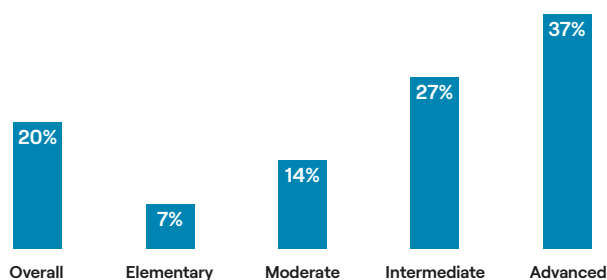
<sup>17</sup> Learning Is A Sure Path To Happiness: Science Proves It, Forbes.com (2021)

<sup>18</sup> Communication: Executive Summary for Employers, Pearson and Partnership for 21st Century Learning

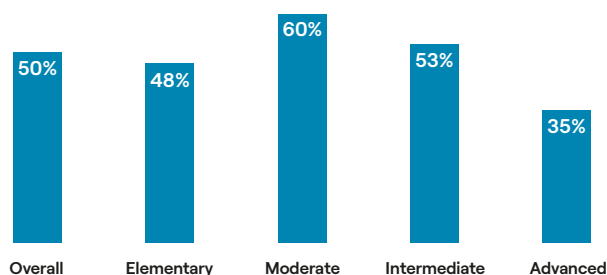
Many studies show that learning has an impact on quality of life and happiness.<sup>17</sup> Learning new skills gives us more choices and makes us more confident that we can engage with and contribute to the world around us. New skills give us a broader perspective on the world and language learning opens doors to new relationships, cultures and experiences.

We have already seen how a higher level of proficiency makes employees feel more confident at work, but this psychological boost is not restricted to the workplace. Almost half of those surveyed said that making progress in English has made them more confident in other areas of their life, outside of work, and that feeling of confidence increases with greater proficiency.

### Percentage of people who feel they have more friends thanks to their English skills



### Percentage of people who would feel happier and more satisfied if their English skills were better



## Travel and entertainment are key motivators for English language learning

The desire to travel more and access the latest English-speaking entertainment are key reasons for learning English outside of a work environment in most countries.

Around a third of people surveyed regularly watch English-speaking TV or movies (with or without subtitles) and 53% of Gen Z cite watching TV as a key motivator for learning English.

English for study purposes is also a strong motivator in Brazil (51%) and Saudi Arabia (49%). Whilst there is a certain amount of material in local languages for academic study and professional training, a lot more is available in English. Mastering the language facilitates access to a wider range of sources. At the same time, certain training courses are only available in English and not an option for those who do not speak or understand the language.

# 38%

**of Saudis and 27% of Brazilians said they were learning English to look better to those around them**

These same two countries are also above average when it comes to the social standing associated with greater English proficiency. 38% of Saudis and 27% of Brazilians said they were learning English to look better to those around them.

### Key motivations for learning English

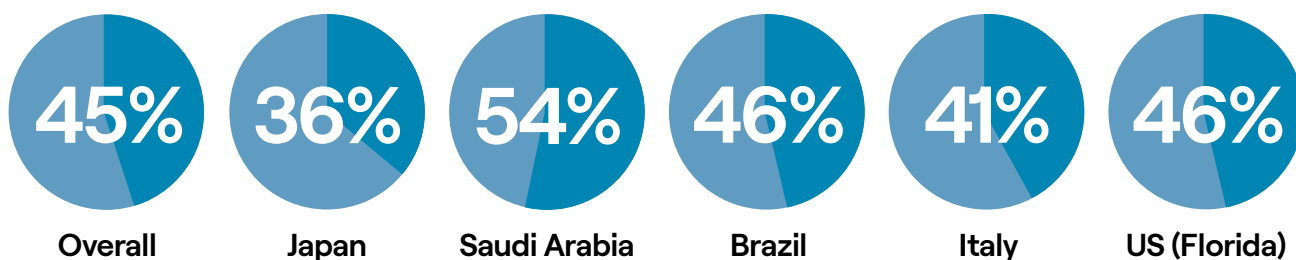
	Overall	Japan	Saudi Arabia	Brazil	Italy	US (Florida)
To travel more	55%	44%	43%	67%	69%	28%
To watch shows, movies and online content in English	50%	47%	46%	58%	49%	36%
To read English around me	48%	40%	51%	58%	45%	32%
To help me with my future studies	39%	35%	49%	51%	23%	37%
To make more friends	30%	23%	38%	27%	31%	35%
To look better to those around me	25%	18%	38%	27%	18%	22%
To keep up with my children	22%	8%	36%	24%	20%	28%
To follow my favourite influencers and online personalities	18%	10%	35%	16%	9%	16%

## English is a game changer in shaping people's interactions on social media

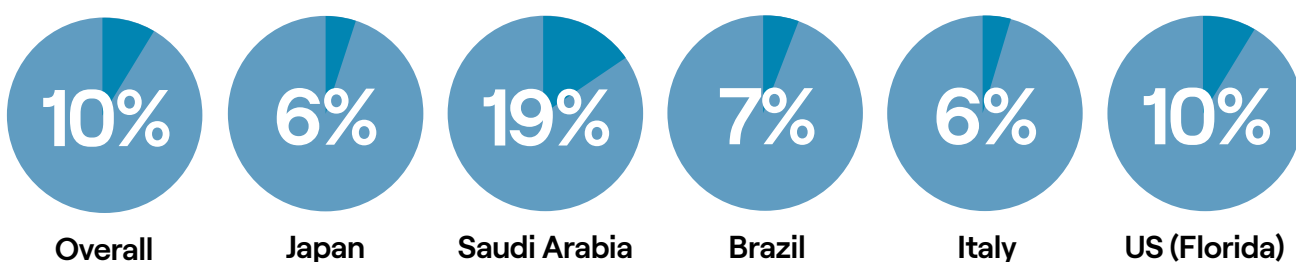
For anyone looking for information online, having strong English skills gives you an undeniable advantage. Almost 60% of all web content is in English.<sup>19</sup> Around 38% of those using the internet do so for educational purposes, with this figure rising to just over 50% for the 16–24 age category.<sup>20</sup> Over 60% of the world's population – almost 5 billion people – accessed social media channels in 2023, more than double the number who did so in 2015.<sup>20</sup>

Social media features prominently in many people's lives and one of the most popular ways to learn English in 2023 is via social media videos (see next section). Our survey respondents reported that better English also enabled them to increase their presence on social media. 10% claim to have more followers thanks to their ability to post in English, almost doubling to 19% in Saudi Arabia.

### Learners who use social media to learn English



### Learners who have more social media followers thanks to their English skills



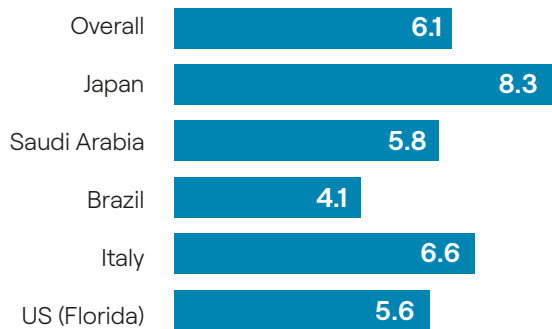
<sup>19</sup> Most used languages online by share of websites 2023, Statista (2023)  
<sup>20</sup> Social media use reaches new milestone, We Are Social UK (2023)

## Section 3

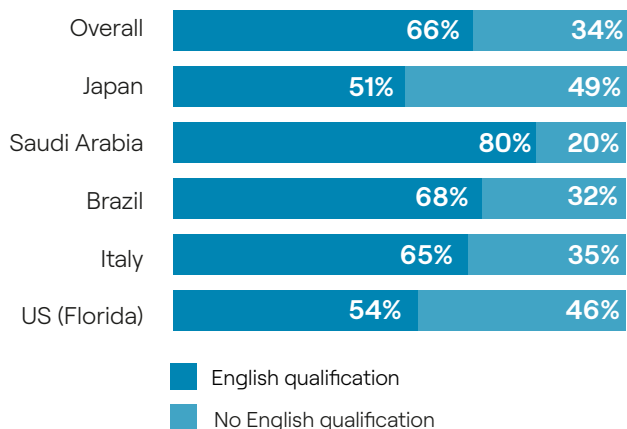
# Your language learning journey



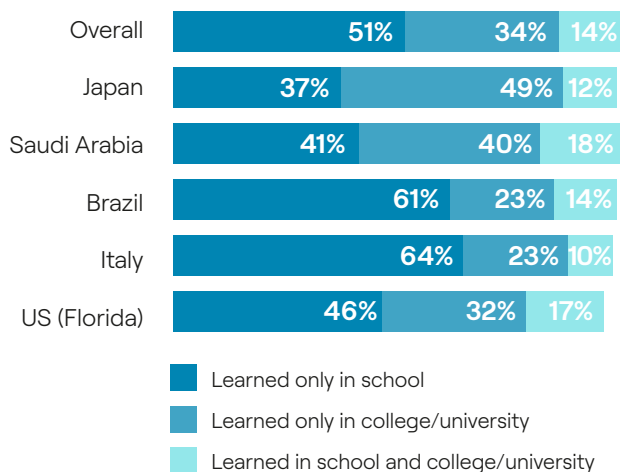
### Number of years spent studying English



### English qualification



### Learning English as part of formal education



## Alarming gulf between what you learn at school and what you need at work

Our research results suggest that education systems around the world still have a lot to do in order to adequately prepare their learners for the workplace.

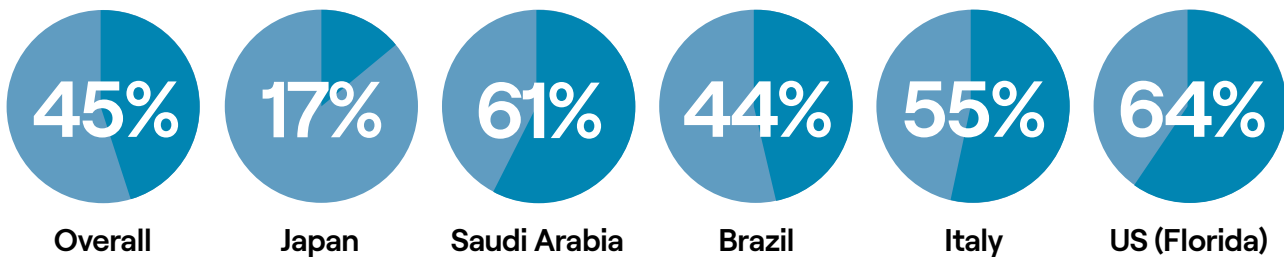
Whilst all survey respondents have some formal education in English – be that at school, college, or both – and two thirds have a formal qualification, there is concern that the English they have learned to date has not adequately prepared them for the workplace.



Across all countries, 54% of respondents felt that their formal education had not provided them with a good level of English proficiency, with some quite large differences in the data between individual countries. Only 17% of people in Japan said they felt they had reached a good level of English by the end of formal education whilst this figure rises to 64% in the US.

Across generations, Gen Z are much more confident about their English level compared to older generations. Our findings showed that more than half of Gen Z felt they had reached a good level of English compared with only 19% of Boomers. There are undoubtedly many factors which influence these results: a change in teaching approaches (from audio-visual and grammar-translation to communicative) and a greater exposure to English language content (movies, music, online) as well as the number of years that have passed since the end of formal education.

### People who felt they reached a good level of English as part of formal education



**Leonor Corradi**  
Academic Consultant,  
Argentina



#### We must revisit formal education's approach

More support must be in place to make effective change to language learning, such as helping the teaching community fully understand what changes to make and how to implement them and find the right materials to meet the challenges today's learners face. These latest research findings should be eye-opening to governments, educational experts and those in managerial positions in the workplace.





Given these statistics, however, it is somewhat surprising to find that only 25% of respondents said they felt confident in using all four skills (speaking, writing, listening, reading) in the workplace – indicating that even those with good levels of English struggle with the English required at work. This correlates with other research findings from Pearson and the Interamerican Dialogue:

**The study describes the persistent gap that exists between the education sector and the labor market in connection with English, the lack of communication and coordination, and the insufficient efforts made by some agents at the state level to try to narrow this gap.<sup>21</sup>**

# 25%

**of respondents said they felt confident in using all four skills (speaking, writing, listening, reading) in the workplace**

The gap between classroom teachings and real-world needs is hindering professional readiness and something that education systems around the world need to address as a matter of urgency.

<sup>21</sup> English for employment in Mexico: Realities and challenges, Pearson (2023)

## Language education systems are failing: not enough focus on speaking and writing

If education systems are failing to adequately prepare their learners for the workplace, what is it that needs to change?

When survey participants were asked why they felt they had not acquired the relevant skills, respondents pointed to three main reasons, all connected with the actual use of English:

- **too much focus on grammar and vocabulary**
- **not enough opportunities to use English outside the classroom**
- **not enough English spoken in the classroom.**

Issues related to the actual use of English are not restricted to the preparation of students for work. In other research, we found that teacher confidence in speaking and writing along with class size can limit the amount of time spent on teaching the productive skills of speaking and writing:

**“Another critical challenge is class size and the heterogeneity of students’ ability levels, which could limit teachers’ ability to implement some pedagogical practices, such as working with speaking practice.”<sup>22</sup>**

The introduction of the communicative approach to language learning in the 1980s aimed to address these issues – especially the overfocus on grammar and vocabulary, shifting the indicators of proficiency from theoretical knowledge to what learners can do in the language.

It is a philosophy that underpins the Common European Framework of Reference for Languages (CEFR) and Pearson’s Global Scale of English (GSE). Using language is a skill that can only be mastered by practicing that skill. Speaking and writing are especially problematic in the workplace and a key skills gap for employers. Education systems are falling short by not placing enough emphasis on these particular skills.

### Barriers to achieving greater proficiency


	Overall	Gen Z	Millennials	Gen X	Boomers
We focused on learning grammar and vocabulary instead of using English	56%	54%	56%	57%	55%
I didn't have enough opportunities to use English outside the classroom	50%	45%	48%	55%	58%
There was not enough English spoken in class by teachers or students	46%	49%	47%	46%	36%
I didn't feel as if I was making progress	26%	31%	27%	22%	24%
I didn't pay enough attention	18%	19%	18%	18%	19%
I was no good at learning English	18%	22%	18%	17%	16%
Learning English didn't seem relevant to me and I lost motivation at the time	15%	18%	16%	12%	13%
My family couldn't afford to pay for private education or lessons	15%	19%	14%	14%	11%



**Ana Laura Fontana**  
English Advisor,  
The Lifelong Learning  
Agency, Argentina



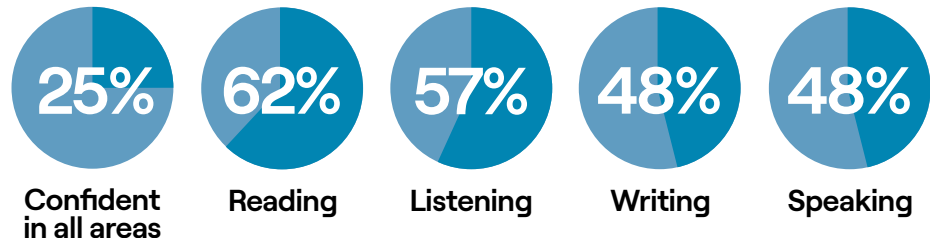
### To improve learners' language skills, educators must first identify outcomes

As educators, regardless of the age and background of our students, we must acknowledge the importance of setting specific and gradual goals for the learners to achieve. Only when they understand the purpose of what they are doing, will they constantly improve their performance. 

Our results also suggest that there is a disconnect between the English learned on a general English course and the language and skills needed in the workplace. A general background in English will not necessarily prepare an employee to be able to negotiate with customers, give instructions and feedback to colleagues and prepare reports. The British Council calls on employers to be more involved in creating the curriculum

for formal education so that employees are better equipped for the workplace.<sup>23</sup> Even if this were to happen, it would take many years to have an impact. An alternative conclusion would be for employers to recognize that a general education in English language will not adequately prepare learners for the world of work and that they need to provide on-the-job language training to upskill their staff.

### Confidence in each of the four skills



### Reasons why learners felt they didn't reach a good level of English:

**46%**

said there was not enough English spoken in class by teachers or students

**50%**

said they didn't have enough opportunities to use English outside the classroom

**56%**

said they focused on learning grammar and vocabulary instead of using English

## Self-service apps and social media are the most popular way to upskill English

Given that only a third of employees have access to language training through their employer, those looking to upskill in English need to find alternative solutions. Time and cost are given as two of the top barriers to achieving greater proficiency and EdTech appears to be the area of language training that is helping to remove those barriers.

Investment in language learning apps grew exponentially during the pandemic and today there are many self-study apps to choose from when it comes to learning a foreign language. At the same time, an increasing number of entrepreneurial English language teachers have set themselves up as online teacher-influencers, sharing lessons and learning tips via platforms such as YouTube, X (formerly Twitter) and TikTok.

### Methods for learning English

	Overall	Japan	Saudi Arabia	Brazil	Italy	US (Florida)
Self-service tools (e.g., apps, books, websites, etc.)	56%	70%	48%	56%	56%	44%
Social media videos	45%	36%	54%	46%	41%	46%
On the job training	29%	13%	45%	24%	27%	28%
Online classes in a formal program	26%	11%	32%	34%	22%	26%
Online games/chat rooms	23%	17%	24%	28%	19%	19%
In-person classes in a formal program	17%	9%	28%	15%	13%	18%
Online private tutor in a formal program	17%	12%	22%	22%	9%	14%
In-person private tutor in a formal program	12%	9%	17%	14%	7%	10%



### English proficiency is an invaluable asset in navigating the modern professional landscape



**Dr. Silvia Minardi**  
English Teacher,  
Liceo Quasimodo,  
Magenta, Italy

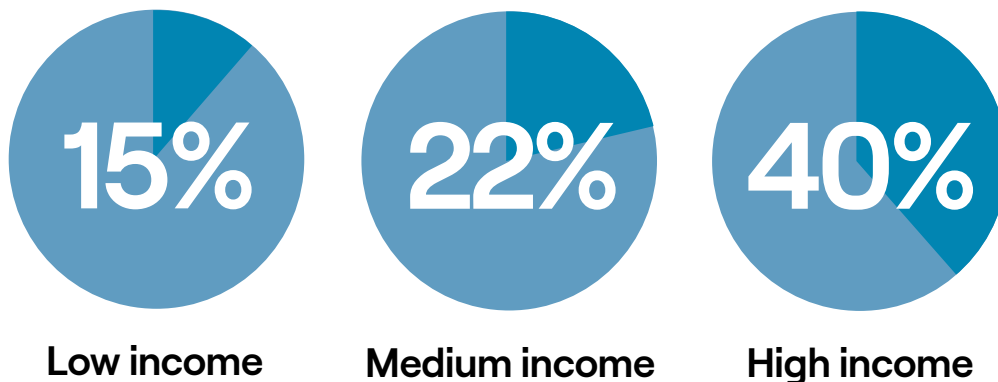
The evolving landscape of language acquisition implores language teachers to ask how they can utilize what's being learned outside of the classroom to enhance learners' preparation for the workplace. It is essential to incorporate elements within the English curriculum that empower students with the linguistic tools and workplace-oriented proficiency vital for their future careers.

Overall, more than half (56%) of employees are using self-service tools such as language learning apps, and 45% are learning English via social media videos – rising to 54% in Saudi Arabia. 47% of those using social media to learn English do so every day, rising to 87% for those using it every week.

Unsurprisingly, tech-based methods are more popular among Gen Z (53%) than among Boomers (29%). Gen Z learners are also more likely to play online games or use online chatrooms as a way of practicing English (33% as opposed to 8% of Boomers).

Access to other approaches such as tutoring is limited by income. Those on higher incomes are more than twice as likely (40%) to be studying with a tutor than those in lower income brackets (15%). Tutoring is also more likely to be online than face-to-face: 26% attend online classes as opposed to 17% who have in-person classes.

### Access to private tutoring by income



**Belgin Elmas**  
Head of the English  
Language Teaching  
Department, TED  
University, Turkey



#### A paradigm shift is crucial for teacher training

Teacher education must rethink the way it prepares future teachers. Unless teacher training focuses more on the skills needed for real-world communication, the gap between theoretical knowledge and practical application is likely to persist, leaving today's learners and tomorrow's workers frustrated with knowing the rules but being unable to use them when they need to communicate.



# Recommendations

Our research shows clearly that better English skills will lead to better jobs, a wider range of opportunities and better salaries. In short, English proficiency can improve lives and economic prospects. Better English makes people more confident in life, in friendships and at work. Despite this, employers are not investing sufficiently in

the in-work language training their employees so clearly want. And education systems around the world are not adequately preparing their learners for the realities of using English for work. So what needs to happen now? What are the implications of this report for employees, employers and educators?

## For employees/learners

**The standout takeaway from this research for employees and those learning English for work is that your ability to communicate in English will have a direct impact on your career.**

- Higher proficiency in English correlates strongly with higher salaries and better job opportunities.
- English is the language of business and an investment in English is an investment in your future career.
- Focus your learning on developing English skills (speaking, writing, listening, reading) rather than just knowledge of vocabulary and grammar.
- Find opportunities to practice these skills in order to build confidence.
- Be aware that, even with a relatively good level of general English, there will be workplace situations that require different language skills and different vocabulary.
- If business English courses are not available to you, search out apps that target those scenarios that you are likely to find yourself in – such as dealing with customers, leading internal meetings or collaborating with colleagues.
- Personalize your learning by targeting those skills that are needed in your chosen profession.



## For employers

**There is a clear message from our research that employees would value on-the-job language training in order to be more effective in role.**



- Formal education will almost certainly not have prepared your employees adequately for the use of English at work. Be prepared to upskill employees once they have been hired.
- Review your criteria for measuring English language proficiency as part of the recruitment process. Ensure that candidates have the language skills that you need.
- Be prepared to offer language training to applicants who have other skills that your business needs but may not be proficient in English.
- Language training will improve staff engagement and satisfaction.
- Language training will improve communication and raise productivity.
- Language training will give you access to a wider talent pool.
- New technologies have made in-company language training more scalable.



## For educators

**For those in formal education who are training the workforce of the future, change needs to happen.**

- Employers are looking for people who can use English in their work.
- More emphasis needs to be placed on a skills-based approach to language learning, rather than a focus on vocabulary and grammar.
- Learners need to be able to practice skills, especially speaking and writing, on a regular basis to build confidence.
- Teach general English skills that have relevance for the workplace, e.g., negotiating, giving opinions, making suggestions.
- Embrace new technologies, such as language apps and social media, to motivate and engage learners.

# What's next? How Pearson can help

As the world's largest learning company, Pearson is here to support employees, employers and educators in addressing the issues raised in this research. We bring together English language and business expertise to create products and resources to transform lives and careers through education.



The Global Scale of English (GSE) is a proficiency scale (from 10–90) to measure language ability in the skills needed for the workplace: speaking, writing, reading and listening. Sets of learning objectives, developed over the past ten years in collaboration with 6000 language experts from around the world, describe what learners can do in English at each point on the proficiency scale. The GSE is a one-of-a-kind framework that ensures English learning, teaching and assessment is as effective as possible, fast-tracking progress and building learner confidence. It underpins all of the English products and services created by Pearson Languages, powering the Pearson Connected English Language Program.

The skills needed by a learner depend very much on the context in which the language will be used. As we have seen in our survey, the English currently taught as part of formal education is not addressing the needs of English in the workplace. For this reason, we have developed a set of learning objectives specific to professional learners. [Check them out on our website.](#)

These learning objectives can be used by educators and trainers to identify the language skills needed in the workplace and to create courses that will equip employees and future employees with the language they need to be successful in their careers.

**Find out how to get started with the GSE, visit the [Pearson Languages website.](#)**

**“The Global Scale of English is the most useful tool available for teachers in the market. We encourage every single teacher to use it.”**

**Macarena Sanzano**

Coordinator of the English for Work Program,  
Ministry of Education, GCBA



“The Global Scale of English represents the most significant advance in performance-based approaches to language learning, teaching and assessment since the development of the Common European Framework of Reference.”

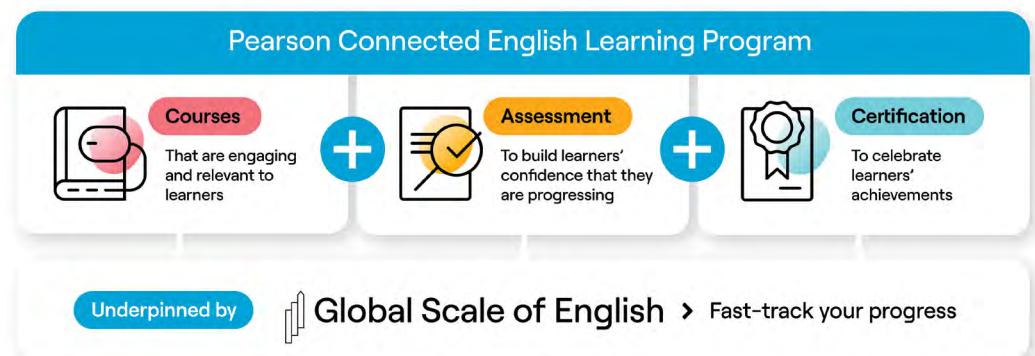
**Dr. David Nunan**

Professor Emeritus of Applied Linguistics,  
University of Hong Kong

## Pearson Connected English Learning Program

In order to ensure the most effective and efficient language development training, learners need a combination of engaging and relevant study materials and regular evidence that progress is being made. Our research shows that over half of the employees surveyed felt that formal education at school and college had failed to prepare them with the English language skills they need in the workplace, leading to a lack of confidence in communicating with colleagues and customers.

The Pearson Connected English Learning Program has been expertly designed to support educators in building English learners' confidence and fast-tracking their progress – from kindergarten to university. Underpinned by the Global Scale of English, Pearson's connected suite of courses, self-study apps, assessments and certifications boosts English learners' enjoyment and motivation to learn English so they can experience and demonstrate success in the classroom and the workplace.



**To learn more and build your bespoke learning program, head to the [Pearson Languages website](#).**



# VERSANT<sup>TM</sup>

## by Pearson

It is critical for organizations to assess the language skills that employees will actually be using in their roles. Our report highlights the skills gap when it comes to language ability in the workplace – and employees themselves are least confident about speaking and writing. Recruiting staff who have an English qualification that tests grammar, vocabulary and comprehension leads to the frustration of discovering that employees are unable to speak or write in English once in role. At the same time, the interview process for testing the English level of each candidate can be resource-intensive.

Versant by Pearson offers a range of testing and certification solutions to support recruitment. These easy-to-deliver digital assessments are already trusted by some of the world's biggest brands to measure ability on the Global Scale of English in the skills needed for the workplace: speaking, writing, reading and listening. Digital delivery makes it a scalable option for applicant vetting and progress monitoring.

**Discover the right language assessment solution for your business on our [website](#).**

# mondly

by Pearson

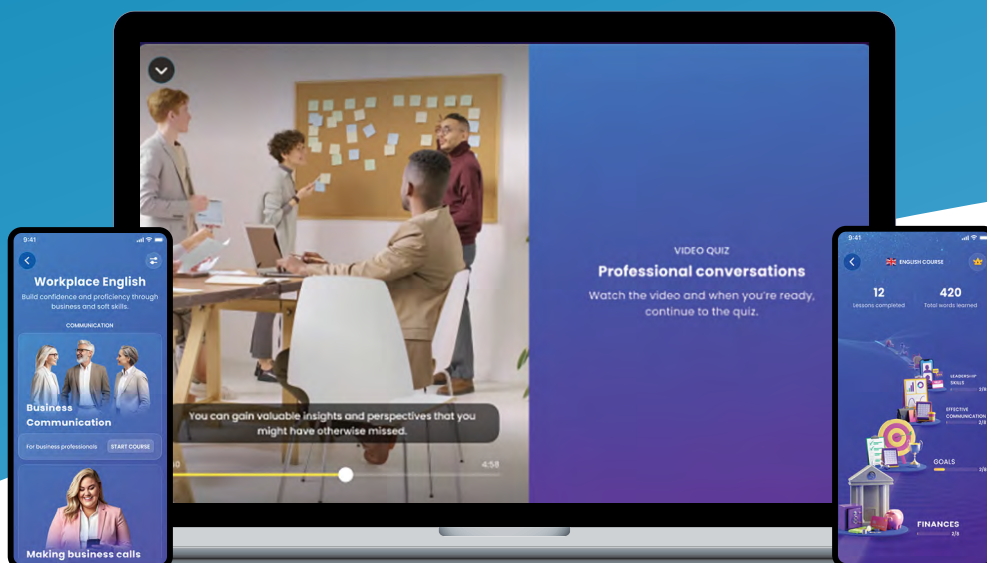
Effective communication with customers, colleagues and suppliers is essential for business growth. Our research has shown that spoken communication is the most problematic for employees and the area in which they feel the least confident. At the same time, the majority of employers are not currently providing language support for their employees – even though it is clearly sought after and valued.

We know that language training at scale can be an issue for many organizations and employees may well have a range of different proficiency levels and needs. With this in mind, we have developed Mondly by Pearson, a suite of flexible online language learning solutions, designed specifically to meet the needs of businesses.

Employees are able to study at their own pace, fitting lessons around busy workloads, whilst employers are able to assess progress on a regular basis from a central dashboard.

Powered by the Global Scale of English, Mondly by Pearson also builds employee confidence in the soft skills needed as part of effective communication and collaboration: teamwork, leadership, time management and dealing with customers. And why stop there? Live Language Tutoring is also available online to accelerate your employees' confidence in spoken communication.

**Find out how Mondly by Pearson's language learning solutions can support your workforce's needs by visiting our [website](#).**





## About Pearson

Learning is the most powerful force for change in the world. Pearson is the world's leading learning company, active in nearly 200 countries, helping everyone achieve their potential through learning. We do that by providing high-quality, digital content and learning experiences, as well as predictive technologies and assessments to help HR and business leaders understand what's coming, make data-backed decisions and upskill and reskill their people for the future.

 [pearson.com/languages](https://pearson.com/languages)

## About PSB Insights

PSB is a global insights and analytics consultancy. For more than 40 years, PSB has provided actionable insights and guidance for corporate, government and public sector clients in over 100 countries. With deep expertise across qualitative and quantitative research and social and predictive analytics, PSB brings an integrative approach to helping clients solve their most complex challenges.



## Continue the conversation



@PearsonLanguages

#PearsonImpactOfEnglish