

How English empowers your tomorrow

SAUDI ARABIA REPORT

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 speaks 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 Saudi Arabia, 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 employees and businesses back. Formal education is currently not preparing students 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 in Saudi Arabia 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.¹

The introduction of new technologies and Artificial Intelligence, 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.”²

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.

² [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 programme 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

Bandar Alshamrani

Marketing Manager, Pearson Languages

Nationality: Saudi

“

The first time I needed English for my job was when I worked as a hotel receptionist in Saudi Arabia during my college years. Even though I was studying English at college, it was a real eye-opener for me to see the English that was being used in that hotel setting – quite unlike the English that I was learning and using at university.

I needed to communicate with guests on any number of topics and had to understand English to use the hotel's management technology, from booking rooms to operating the security system. Today I work as a Marketing Manager for Pearson – and that means a whole other set of terminology and expressions to master. In my role, I want to be sure to find exactly the right vocabulary to convey the messages in presentations and communications. If I'm honest, this is still a challenge but no longer one that scares or daunts me. Having to work in English every day means that using English has become part of my routine – and there is no better way to improve than through practice. My role requires me to use all of the skills in English – reading, writing, listening and speaking – but I agree with the findings of

this research that speaking is the most challenging for Saudi nationals and the skill that is most often neglected by the state education system. Like many of my countrymen and women, I watch English TV and movies to keep on learning outside of work. It's great listening practice and helps to develop your vocabulary and grammar. Speaking English has meant that I can travel with ease outside of the Arab region and experience new cultures.

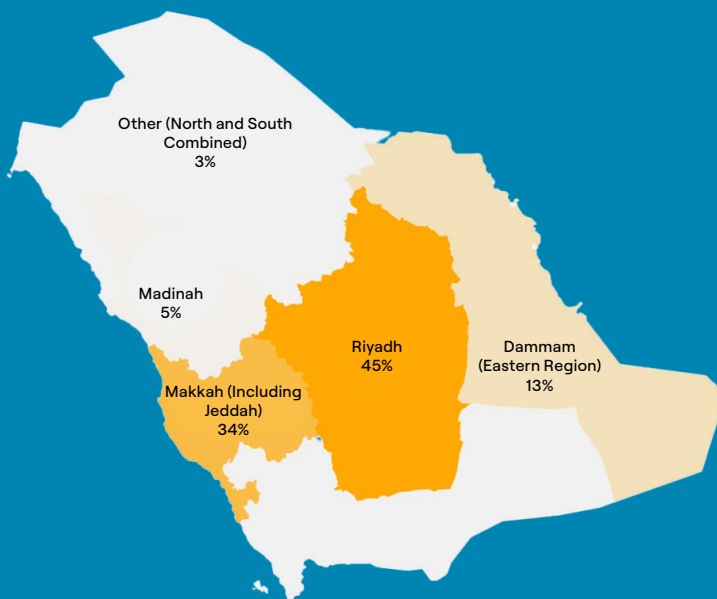
It has enabled me to take my passion for Blues and Jazz to new levels. It has given me financial security. It is now part of who I am as a person. It has quite literally changed my life.”

”

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 Arabic in Saudi Arabia and in English and Spanish in the US.

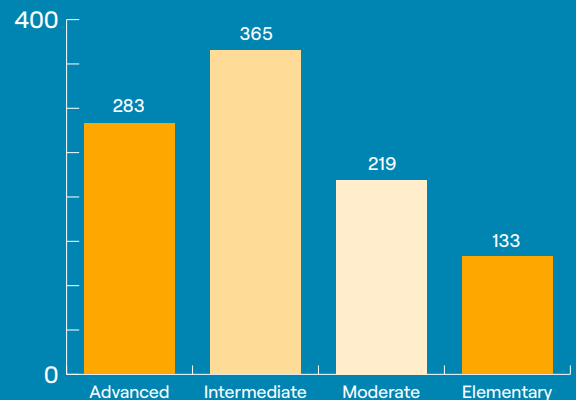
This particular report focuses on the research carried out in Saudi Arabia. The survey audience comprised 78% of Saudi nationals and 22% of other residents of Saudi Arabia who speak English as a second language. In a number of cases, it is interesting to see how the Saudi data compares with the data collected in the other countries. For the purposes of these comparisons, the US (Florida) has not been included in the "Overall Average" figures. Given that the US is an English-speaking country, the experience of using English at work is quite different to 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**: Very basic knowledge or little to no English

Respondents' English proficiency



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 | Saudi Arabia |
|--|--------------|
| Accounting, Consulting, Financial Services, Insurance, Legal, Professional Services | 139 |
| Administrative and Support Services, Law Enforcement, Recruiting and Staffing Services | 43 |
| Advertising/Marketing, Public Relations | 27 |
| Agriculture, Mining | 17 |
| Architecture, Engineering and Related Services, Construction, Real Estate, Trade Services | 164 |
| Automotive, Manufacturing, Transportation/Logistics/Distribution | 66 |
| Communications, Journalism/News, Telecommunication | 23 |
| Creative/Arts/Design, Entertainment (Theater, Film, Music, etc.), Fashion/Beauty, Photography, Printing/Publishing | 24 |
| Education (Early Childhood and K-12), Education (University, Training and Others) | 97 |
| Energy or Utilities | 26 |
| Healthcare, Life Sciences, Pharmaceutical | 106 |
| Technology, IT | 135 |
| Food/Beverage Service, Hospitality, Retail (excl. Food Service) | 83 |
| Other | 50 |

Career level

| Workplace seniority level | Saudi Arabia |
|---------------------------|--------------|
| Individual Employee | 298 |
| Manager | 344 |
| Head Manager | 166 |
| Head of Department | 139 |
| Head of Company | 53 |

Jobs

| Job Roles | Saudi Arabia |
|---|--------------|
| Accounting/Auditing, Finance | 132 |
| Administrative, Customer Support, Human Resources, Training | 143 |
| Advertising, Marketing | 24 |
| Agriculture | 6 |
| Analyst, Consulting | 17 |
| Art/Creative, Design, Writing/Editing | 21 |
| Aviation | 3 |
| Business Development, Sales, Strategy/Planning | 36 |
| Communications, Public Relations, and Crisis Management | 20 |
| Construction, Engineering | 96 |
| Education, Social Work | 81 |
| Event Planning, Hospitality | 14 |
| Food Services | 9 |
| Governance, Legal | 10 |
| Healthcare Provider | 69 |
| Information Technology (IT) | 105 |
| Distribution, Logistics, Purchasing, Sourcing, Supply Chain, Transportation | 35 |
| Maintenance | 4 |
| Management, Product Management, Project Management | 60 |
| Manufacturing, Operations, Production, Quality Assurance | 54 |
| Mining | 5 |
| Research and Development, Science | 13 |
| Service | 8 |
| Other | 35 |

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.³ We know from this research what employers and recruiters have said, but what do employees think about the role of English in the workplace?

The message coming from survey respondents in Saudi Arabia is very clear: English is extremely important today – and will become increasingly important over the next five years. 98% of Saudi respondents said English was important for their work life today – well above the global average of 85%. This figure of 98% is the same when they were asked to think about its importance in five years' time – again, well above the global average of 88%. The mastery of English language in Saudi Arabia is clearly a vital skill for professional success.

When asked about the importance of English today and in the future, percentages were fairly even across both seniority levels and generations in Saudi Arabia. Globally, younger generations felt English would become increasingly important in 5 years' time, suggesting a trend towards more roles requiring the use of English and a gradual generational shift in the importance placed on English in the workplace. The local data suggests that this trend is already well-established in Saudi Arabia.

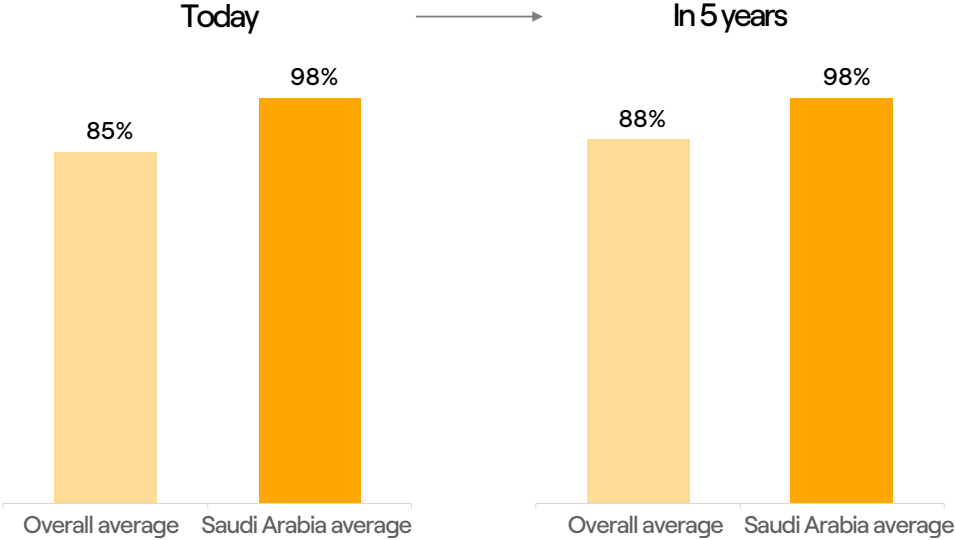
98%

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

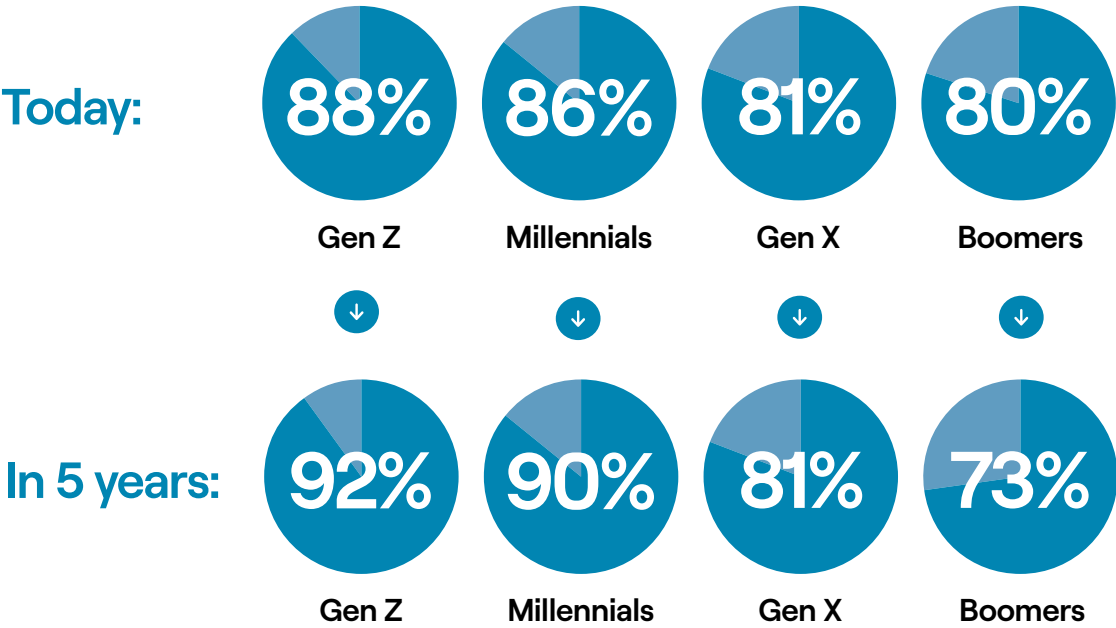
98%

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

Importance of English: professionally



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.⁴

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 – and that figure is even higher in Saudi Arabia, rising to 93%. Additionally, 55% of Saudi respondents said they were learning English to find roles that offer higher salaries reflecting the financial motivation for learning English. English is clearly seen as a key to unlocking workplace mobility and new professional

experiences – with employers willing to pay a premium for those who have a good mastery of the language.

Our research involved employees from all levels within organizations, and we can assume that their 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 Saudi survey respondents themselves. Whilst 43% of those who identified as having limited English were in manager roles, this number almost doubled to 82% for those with advanced English skills.



Takenobu Miki
TORAIZ Inc. President,
Japan

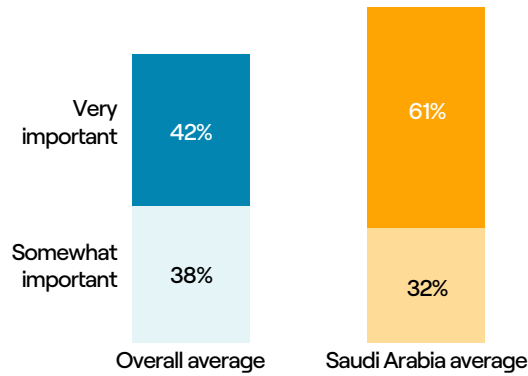


Being able to speak English is directly linked to international business success

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.



Perceived importance of English skill on earning potential



Professional/work related motivators to learn English - by proficiency level

| | Global average | Saudi Arabia average | Elementary | Moderate | Intermediate | Advanced |
|--|----------------|----------------------|------------|----------|--------------|----------|
| To enable me to advance to more senior positions within my current field of work | 40% | 56% | 48% | 56% | 58% | 58% |
| To enable me to access a wider range of job roles | 51% | 55% | 55% | 47% | 59% | 57% |
| To enable me to access jobs that are paid more | 50% | 55% | 55% | 51% | 56% | 56% |
| To help me build stronger relationships with the people I work with | 35% | 50% | 40% | 46% | 52% | 54% |
| To help me be competitive in the marketplace as more jobs are lost to technology/AI automation | 38% | 49% | 41% | 49% | 52% | 49% |
| To be better prepared to find a new role in case I lose my job to technology/AI automation | 36% | 44% | 50% | 43% | 46% | 40% |



Emanuela Spernazzati
 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 in many countries, 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.⁵ 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. Of these, 61% of Saudi respondents said English is “very important” in determining earning potential – compared to a global average of 42%.

Around a half (45%) of Saudi respondents believe that those who can communicate effectively in English can earn up to 50% more, with a similar number (48%) believing this increase could be as high as 100%. 8% said that a good level of English proficiency would see their salary double or more.

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. 85% of those with advanced English said they were satisfied as opposed to 60% who had limited English.

These findings once again correlate with the demographic information provided by survey respondents. The average annual salary of people with a low level of English was reported as 147000 SAR as opposed to 279000 SAR for those with an advanced level of proficiency. Only 11% of those with limited English reported earning over 300000 SAR per year, but for those with a high level of English proficiency, this figure rises to 42%.

45%

believe that someone that can communicate effectively in English can earn up to 50% more than someone that cannot

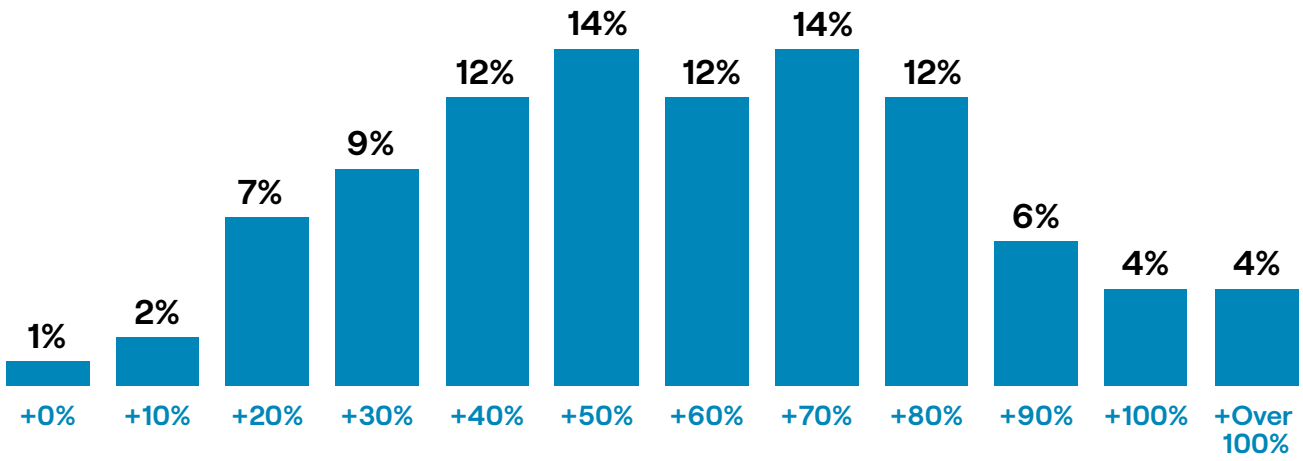
48%

believe that someone that can communicate effectively in English can earn 60-100% more than someone that cannot



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.

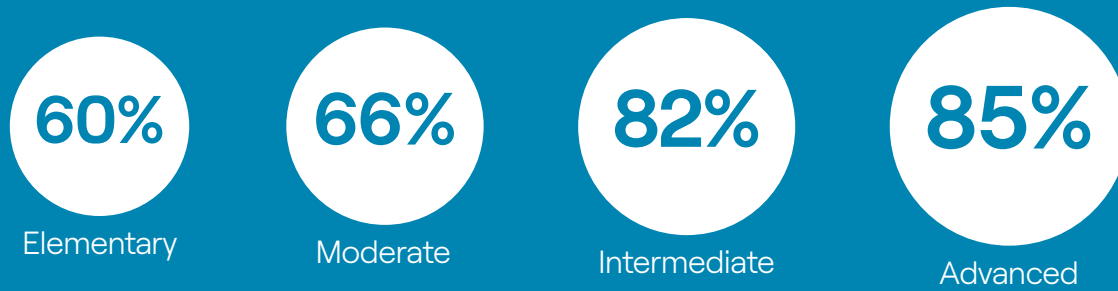
Perceived salary impact (% increase as a result of better English)



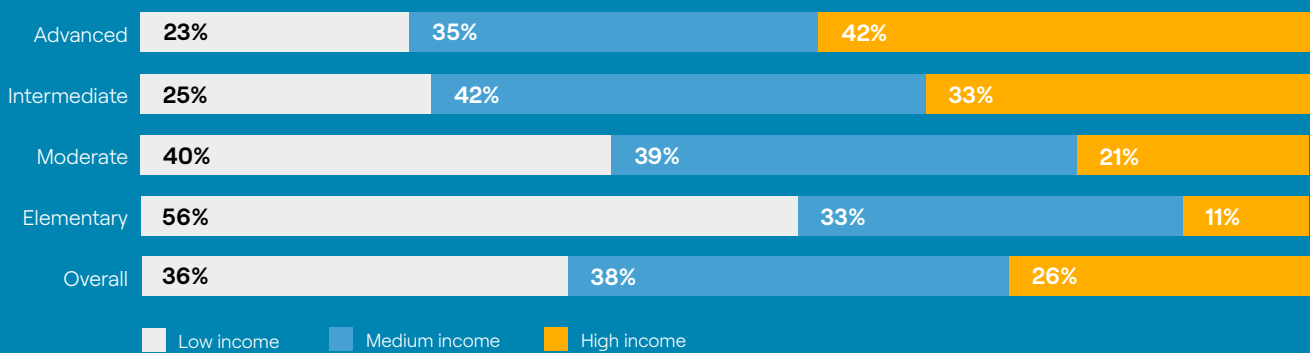
Younger learners are more inclined to see a larger impact than older generations, up to a 60-100% increase.

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

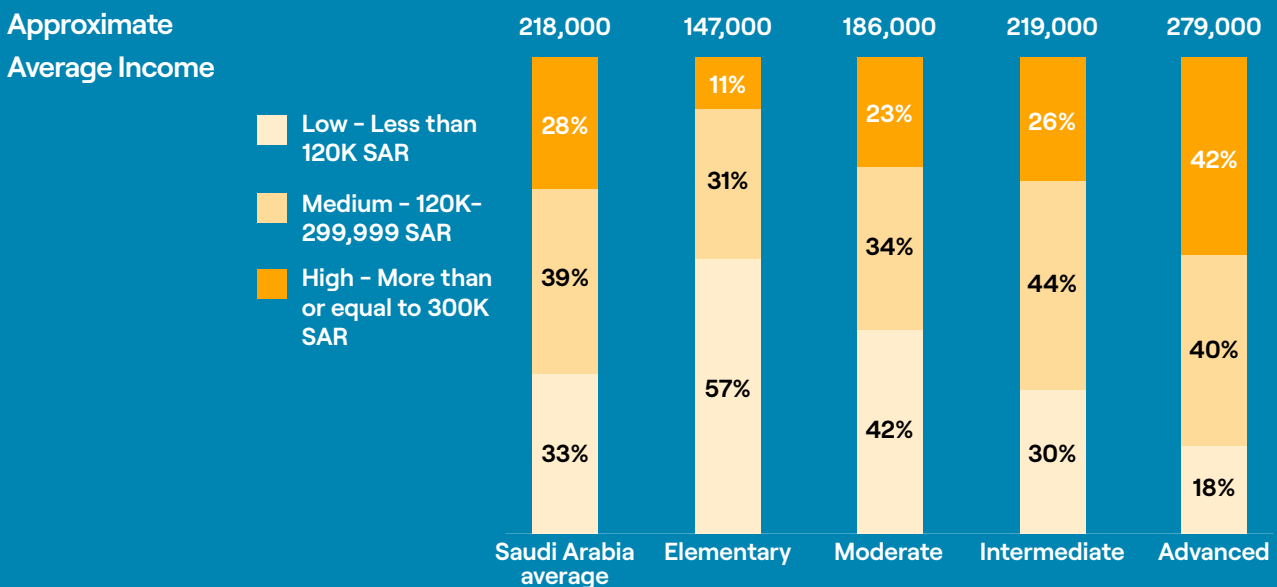
Salary satisfaction by English proficiency level



Respondent income by proficiency level



2022 personal salary/income by proficiency level

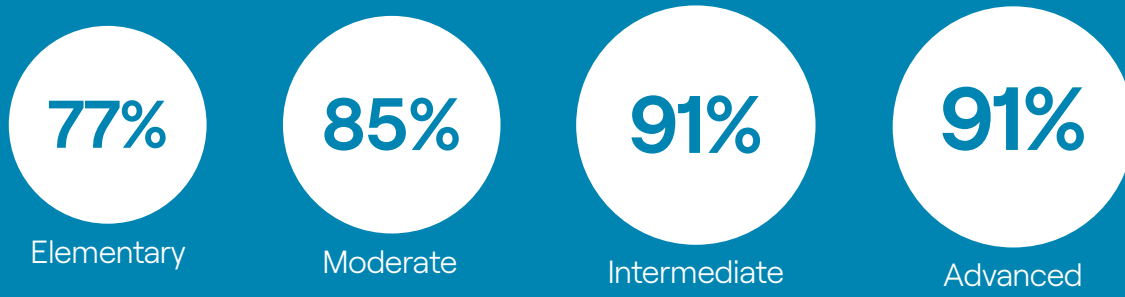


Job satisfaction is closely linked to better English and the provision of language training at work

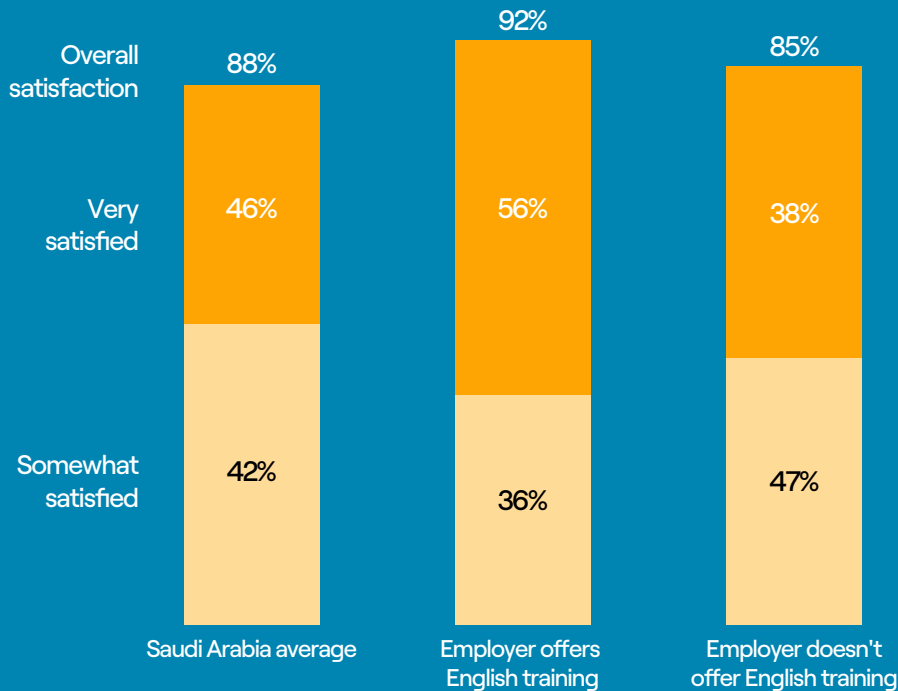
A key concern for employers is staff engagement and retention. According to Gallup, only 23% of employees worldwide are actively engaged at work, whilst 6 in 10 are “quietly quitting” (meaning they have psychologically disengaged from work)⁶. In Saudi Arabia, 53% of employers admit that

they have an issue with recruiting and retraining staff. NEW Gallup estimates that the cost of lack of engagement to the global economy is around \$8.8 trillion each year. So how satisfied with their jobs were our survey respondents?

Job satisfaction by proficiency level



Job satisfaction



⁶ State of the Workplace: 2023 Report (State of the Global Workplace Report - Gallup)

Overall, 88% of Saudi respondents said they were very satisfied or somewhat satisfied with their current role – higher than the global average of 77%. On closer inspection of the data, however, there is a clear correlation between job satisfaction and level of English proficiency, with a 14-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.⁷

This message does not seem to have been heard by employers. We see from our data

that only 44% of companies are currently providing language upskilling to their employees in Saudi Arabia – higher than the global average of 1 in 3, but still under half. 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 likely to say that they are very satisfied with their job (56%) than those working for companies that do not offer any language training (38%). 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.

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.



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. 

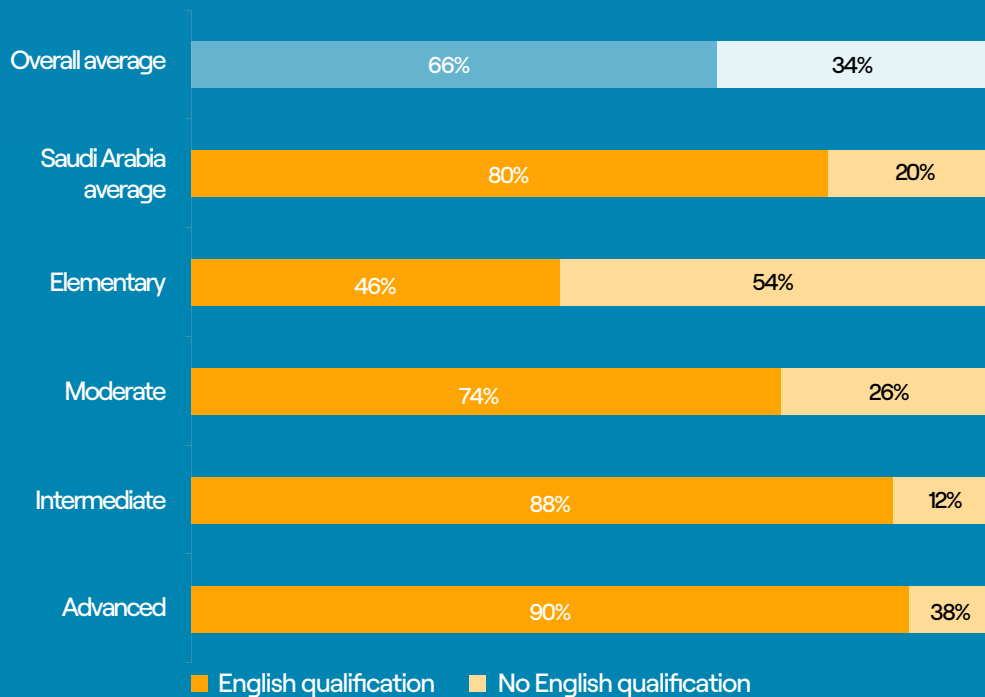


Better English skills lead to more confidence at work

English proficiency is a requirement for many jobs.⁸ Job ads frequently specify the need for an English qualification and in our survey sample, many Saudi candidates meet this criteria: 80% of respondents stated that they had an English qualification. 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.⁹

English qualification



⁸ 2022 Power Skills Survey, Pearson (2022)

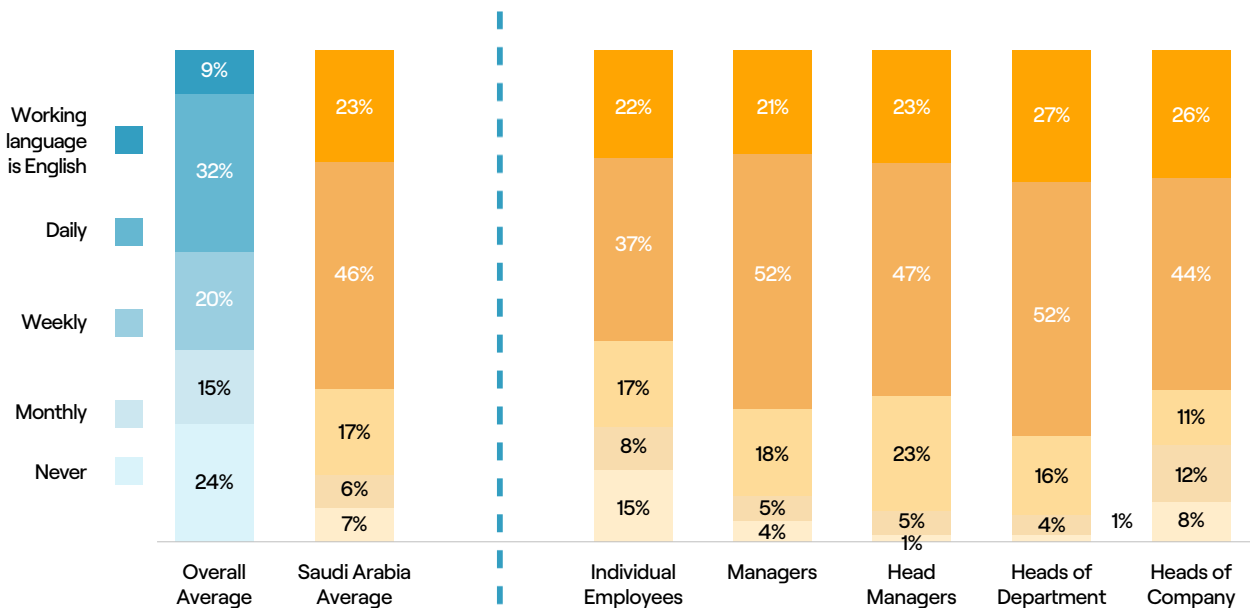
⁹ English at work. Global analysis of language skills in the workplace (Cambridge 2016)

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

23% of respondents in Saudi Arabia work for a company that has adopted English as the working language, well above the global average of 9%. In addition, a further 46% told us they use English every day at

work to communicate with customers and colleagues. Many of the top uses of English in the workplace require employees to speak or write in English.

Frequency of English use in the workplace



Top applications of English in the workplace by proficiency

| | Saudi Arabia average | Elementary | Moderate | Intermediate | Advanced |
|---|----------------------|------------|----------|--------------|----------|
| Communicating with customers, client | 33% | 23% | 29% | 38% | 36% |
| Reading documents, articles, reports, instructions, manuals, etc. | 31% | 16% | 19% | 35% | 42% |
| Attending meetings | 28% | 12% | 19% | 32% | 36% |
| Utilizing specialist computer programmes, software, or tools | 28% | 21% | 23% | 32% | 31% |
| Writing informal internal communications | 27% | 8% | 19% | 33% | 35% |
| Giving direction and/or instruction to others | 25% | 11% | 19% | 28% | 30% |
| Writing long form documents, papers, presentations | 23% | 11% | 14% | 25% | 31% |

Employees are least confident in speaking and writing

When asked about their confidence levels in using English at work, 42% of Saudi respondents felt confident in all four skills (Listening, Reading, Speaking, Writing) – well above the average of 25%.

Unsurprisingly, this figure falls to 9% for those Saudi respondents with low levels of proficiency.

Confidence in reading and listening to English is consistently higher around the world than for speaking or writing, and Saudi data follows this pattern, albeit with

higher percentages for each skill. Around 30% of those surveyed in Saudi Arabia said they were not confident to produce spoken English and slightly more (35%) lacked confidence in writing. The figures are particularly high for those who said they had elementary levels of proficiency, with around 70% saying that they lacked confidence in producing spoken and written English.

Confidence using English in the workplace

| | Overall Average | Saudi Arabia average | Elementary | Moderate | Intermediate | Advanced |
|------------------------|-----------------|----------------------|------------|----------|--------------|----------|
| Understanding Others | 57% | 77% | 65% | 72% | 81% | 83% |
| Reading | 62% | 74% | 48% | 63% | 79% | 87% |
| Speaking | 48% | 70% | 29% | 57% | 78% | 89% |
| Writing | 48% | 65% | 32% | 49% | 70% | 86% |
| Confident in ALL areas | 25% | 42% | 9% | 20% | 45% | 70% |



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. ”



Social media use boosts Gen Z confidence in English

Across the generations, younger respondents (Gen Z) are generally more confident than their older peers (Gen X) when it comes to understanding others, 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.

Generational differences in confidence

| | Overall | Saudi Arabia average | Gen Z | Millennials | Gen X |
|------------------------|---------|----------------------|-------|-------------|-------|
| Understanding Others | 57% | 77% | 80% | 78% | 71% |
| Reading | 62% | 74% | 68% | 76% | 72% |
| Speaking | 48% | 70% | 68% | 71% | 67% |
| Writing | 48% | 65% | 61% | 65% | 67% |
| Confident in ALL areas | 25% | 42% | 39% | 43% | 40% |

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, 90% of Saudi respondents said they would find their job easier if they had better English.

Furthermore, only one third of Saudi employees with limited English proficiency felt they could express themselves fully at work and a similar number (27%) said they felt stupid because of their English skills.

Only

33%

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

90%

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.

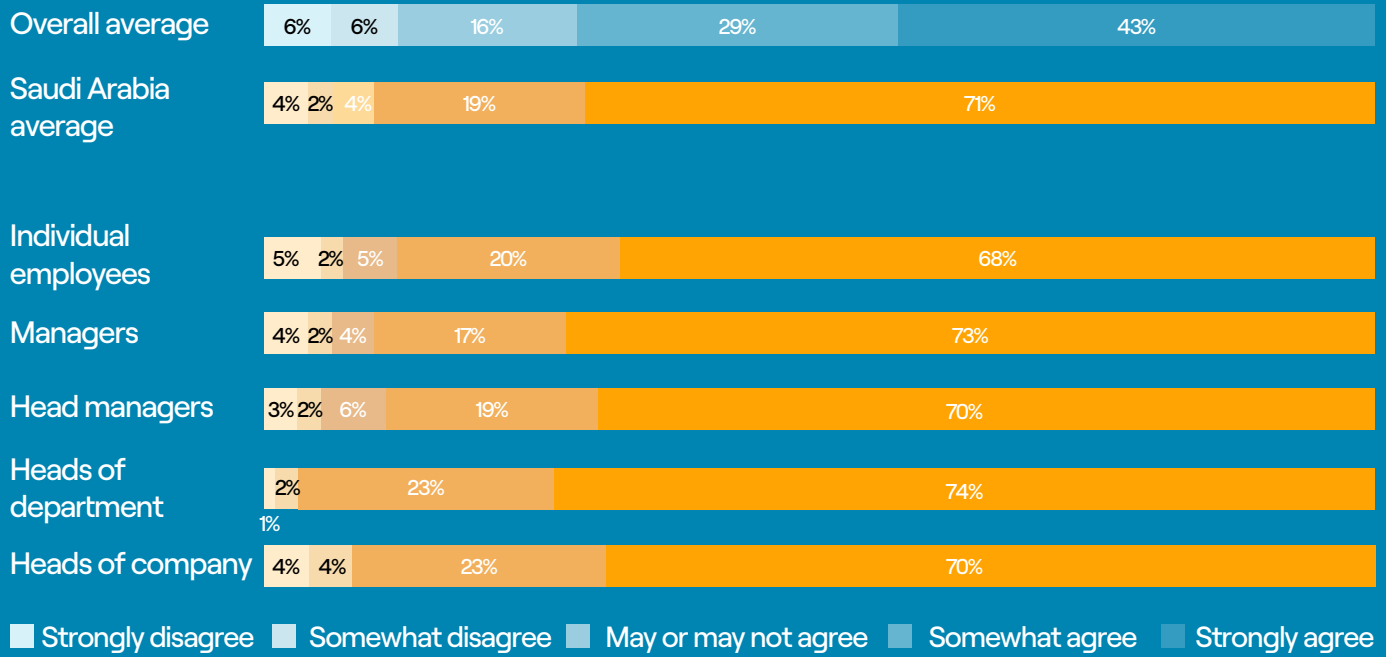
Poor communication costs the average organization \$62.4 million per year in lost productivity.¹⁰ By raising English proficiency levels among second language speakers, organizations will not only improve productivity but also maximize the potential of their talent that is struggling to work effectively in English.

\$62.4m

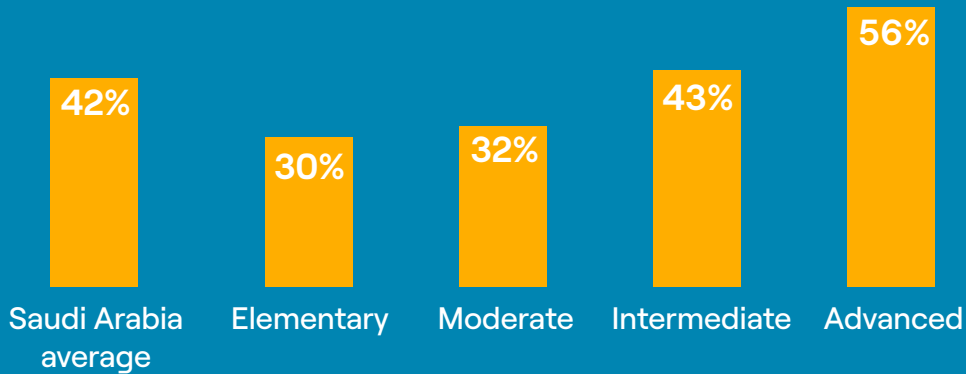
Poor communication costs the average organization \$62.4 million per year in lost productivity

¹⁰ Deloitte (Costs of Poor Communication Reach \$37 Billion. Avoid Disconnects By Implementing These 2 Things | Inc.com)

“I would find my job easier if I had better English”



‘I always feel able to fully express myself when speaking English at work’



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?¹¹ 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:

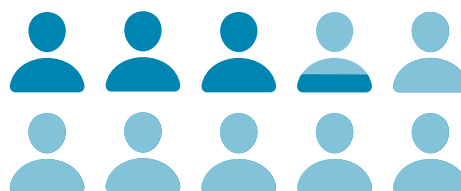
“To ensure that you are hiring the best people, you may need to accept some limitations on language capabilities and be prepared to provide training to meet both global and local language needs.”

(Harvard Business Report)

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 programme or strategy in place.¹² 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

¹¹ 2022 Power Skills Survey (Pearson)

¹² What's Your Language Strategy? (hbr.org) Harvard Business Report

Further analysis of the data also suggests a lack of equity in language training being offered across income brackets. Only 25% of those on low incomes are receiving language support compared with 68% of those on higher incomes. As companies increasingly start to address DE&I issues within the workforce, such data suggests hidden discrimination within the Learning and Development strategy.

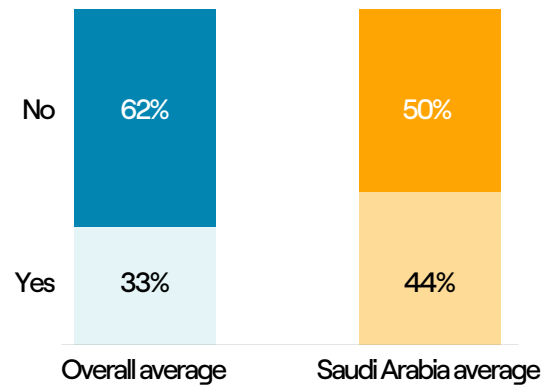
Investment in language training has potential benefits at all levels of an organization.

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:

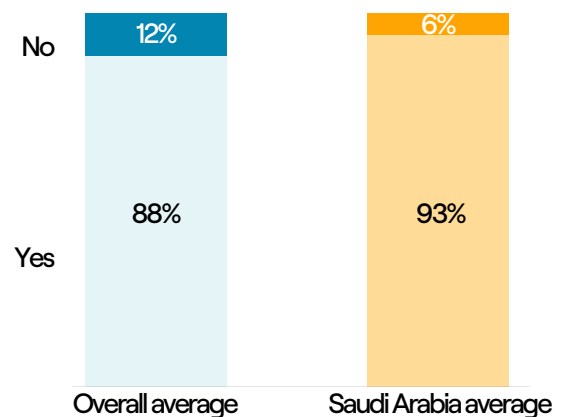
Companies often find that entry-level hires ultimately become their best leaders, because they have been trained from an early stage in company culture and practices.¹¹

(Harvard Business Report)

Proportion of employers currently offering training



Percentage of employees who say it is important for employers to offer language training



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



Łukasz Pakuła

CEO and Head of Studies
choices®, Poland

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 years¹³ but the story is not all doom and gloom. 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 replicated by AI, such as communication and collaboration.

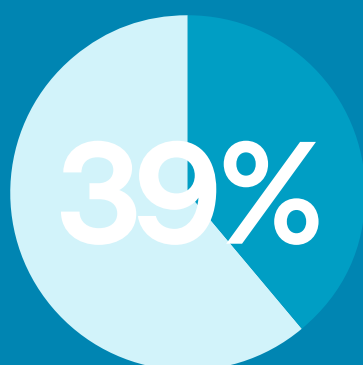
56%

of survey respondents are concerned about losing their jobs to AI

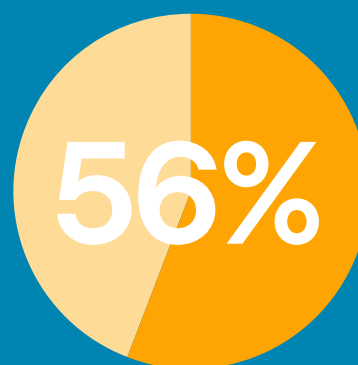
How then did our participants from Saudi Arabia feel about AI and its impact on job security?

Over a half (56%) of survey respondents in Saudi Arabia believe their job is likely to be replaced by AI within the next 5 years.

Likelihood of job replacement in the next 5 years by AI and/or automation



**Overall
average**



**Saudi Arabia
average**

¹³ The Pearson Skills Outlook: What is the likely impact of Gen AI on you or your workforce?, Pearson (2023)



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?

Around 49% 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.

Around **49%**
say they are learning English
to help mitigate the impact
of AI and technology on
their jobs

Motivations for learning English



38% said English skills are essential for keeping up with the latest developments in technology



49% said they are learning English to help them be competitive in the marketplace as more jobs are lost to technology/AI



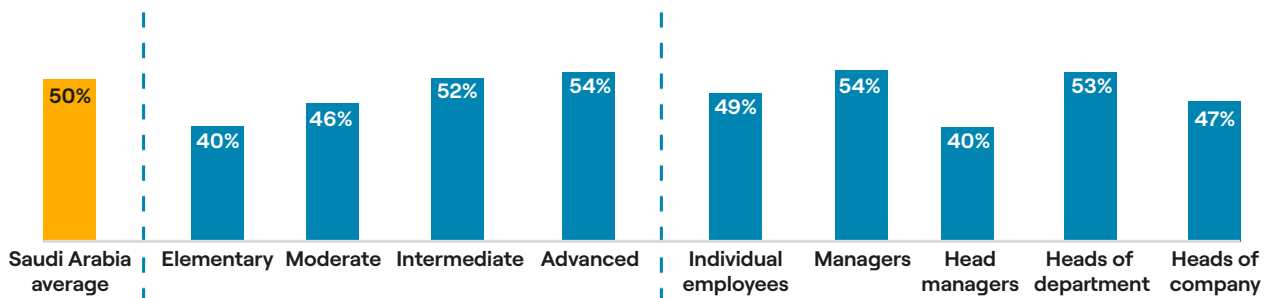
44% said they are learning English to be better prepared to find a new role in case they lose their job to technology/AI

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 leadership¹⁴. 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.

In the current survey, Saudi respondents were asked about their key motivators for learning English. 50% said they were learning English to help build better relationships with colleagues at work. Better relationships at work bring multiple benefits – from increased productivity and job satisfaction to better health and well-being¹⁵. It is encouraging to see employees in our survey highlighting work relationships as a key motivator.

Percentage of people who say stronger relationships with colleagues is a key motivation for learning English – by proficiency level and by grade level



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.



¹⁴ Pearson Skills Outlook report (2022)

¹⁵ Why Work Friends Are Crucial for Your Health. Time (2023)

Section 2

How English empowers your personal life

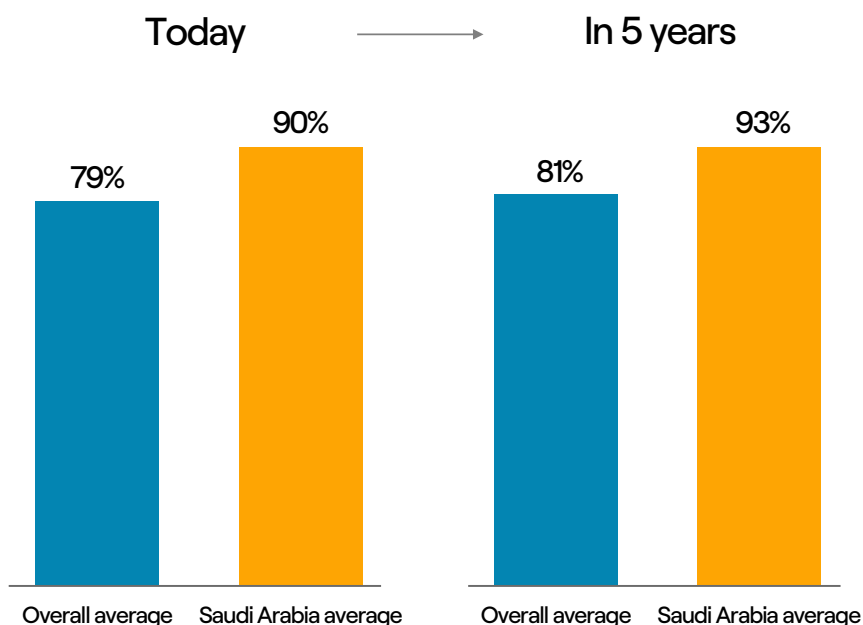


Better English brings new friendships and greater confidence in all areas of life

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. Saudi respondents agreed overwhelmingly that English is a key skill outside of work. 90% felt that English was important today, rising to 93% for its importance in five years – compared with global averages of 79% and 81% respectively.

90%

felt that English was important today, rising to 93% for its importance in five years



Cinthia Nespoli
Chief Legal Officer,
Pearson, Brazil

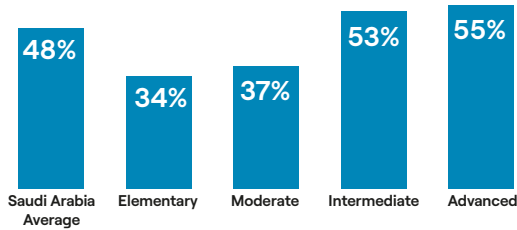
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I would not have been able to get to where I am on my professional path without English skills

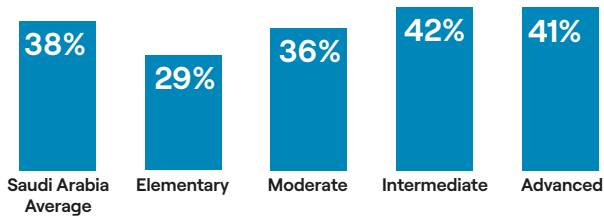
Over the years, the ability to be fluent in English, combined with a set of skills and drive, has brought me several opportunities. These have obviously reflected on my remuneration and the life I can provide for my family. It got me to a place I never, in my wildest dreams, thought I could be.

”

Percentage of people who feel that better English makes them more confident in other areas of life - by proficiency level



Percentage of people who are learning English to make more friends - by proficiency level

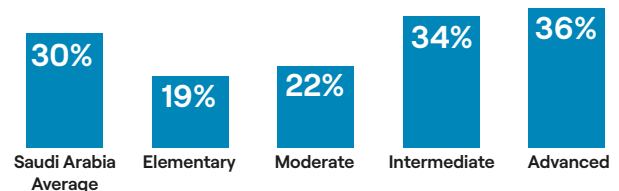


Over one third of people surveyed (38%) said that one of the motivations for learning English was to make more friends. Friendships and relationships are key to a happy and healthy life and good communication skills are positively associated with better interpersonal relationships and health outcomes.¹⁷ Those with advanced levels of English in our survey appear to be more aware of these benefits than those with lower levels. The number of people at an intermediate level who said making friends was one of their motivations is 13% higher than those at an elementary level. And does your English level actually impact the number of friends you have? Those with advanced levels of English clearly think so. They were twice as likely to say yes in answer to that question than those with a low level of English.

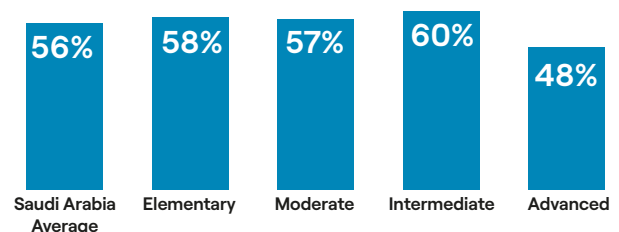
Many studies show that learning has an impact on quality of life and happiness.¹⁶ Learning new skills gives us more choices and makes us more confident that we can engage with and contribute to the world around us. New skills give us a broader perspective on the world – and language learning opens doors 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. Over half of those surveyed (48%) 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 - by proficiency level



Percentage of people who would feel happier and more satisfied if their English skills were better - by proficiency level



¹⁶ [Learning Is A Sure Path To Happiness: Science Proves It forbes.com \(2021\)](https://www.forbes.com)

¹⁷ [Communication: Executive Summary for Employers, Pearson and Partnership for 21st Century Learning](#)

Study and entertainment are key motivators for English language learning

38%

of Saudis said they were learning English to look better to those around them

In Saudi Arabia, the need for English to continue studies and the desire to access the latest English-speaking entertainment are key reasons for learning English outside of a work environment.

Globally, 39% of respondents listed studies as one of their motivations for learning English – but this percentage rises to 49% in Saudi Arabia – and even higher among Gen Z (55%). Whilst there is a certain amount of material in Arabic 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 therefore exclude those who do not speak or understand the language.

A somewhat related motivation for Saudis is the need for English to support their children. This was of particular importance for Gen X, with 41% saying they were learning English in order to keep up with their children.

Globally, around a third of people surveyed regularly watch English-speaking TV or movies, with or without subtitles – but this figure rises to 54% in Saudi Arabia, second only to the US where the default is English-speaking programmes.

When it comes to the social standing associated with greater English proficiency, almost 2 in 5 Saudi respondents said they were learning English to look better to those around them.

Top personal motivations for learning English – by generation

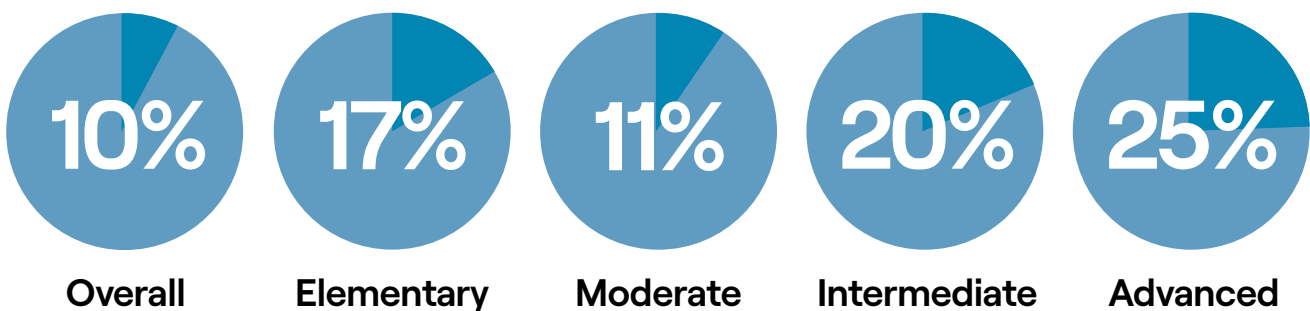
| | Overall average | Saudi Arabia average | Gen Z | Millennials | Gen X |
|---|-----------------|----------------------|-------|-------------|-------|
| To read English around me | 48% | 51% | 51% | 53% | 47% |
| To help me with my future studies | 39% | 49% | 55% | 50% | 38% |
| To watch shows, movies and online content in English | 50% | 46% | 51% | 48% | 38% |
| To travel more | 51% | 43% | 48% | 41% | 38% |
| To look better to those around me | 25% | 38% | 43% | 38% | 32% |
| To make more friends | 30% | 38% | 33% | 39% | 38% |
| To keep up with my children | 22% | 36% | 23% | 39% | 41% |
| To follow my favourite influencers and online personalities | 18% | 35% | 40% | 35% | 32% |

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

For anyone in Saudi Arabia looking for information online, having strong English skills gives you an undeniable advantage. Almost 60% of all web content is in English¹⁷. 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 category¹⁸. 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 2015.¹⁹

Social media figures prominently in the lives of Saudi respondents – 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 interaction with and presence on social media. 35% of Saudis are learning English to follow their favourite social media influencers and 25% of advanced English speakers claim to have more followers thanks to their ability to post in English.

Percentage of people who said they have more social media followers thanks to their English skills – by proficiency level



¹⁸ Most used languages online by share of websites 2023, Statista (2023)

¹⁹ Social media use reaches new milestone, We Are Social UK (2023)

Section 3

Your language learning journey

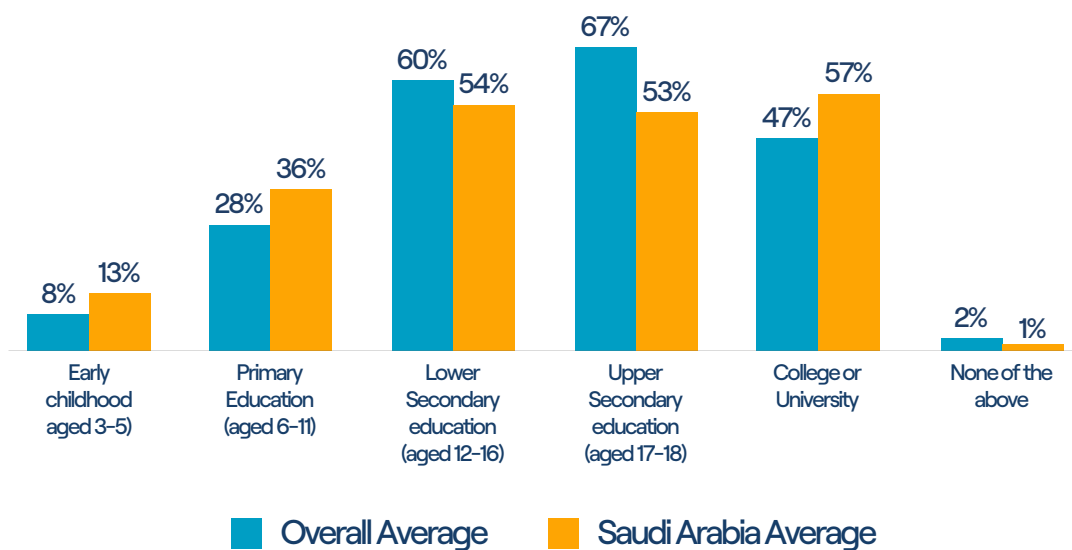


Alarming gulf between what you learn at school and what you need at work

Our research results suggest that education systems around the world still have a lot to do in order to adequately prepare their students for the workplace. The data from Saudi Arabia is more encouraging than that from other countries, partly due to the dominance of English in a workforce that includes many foreign nationals and partly reflecting the higher English levels of the people who took part in our survey, with 28% of respondents identifying as having an advanced level of proficiency compared with a global average of just 17%.



Learning English as part of formal education



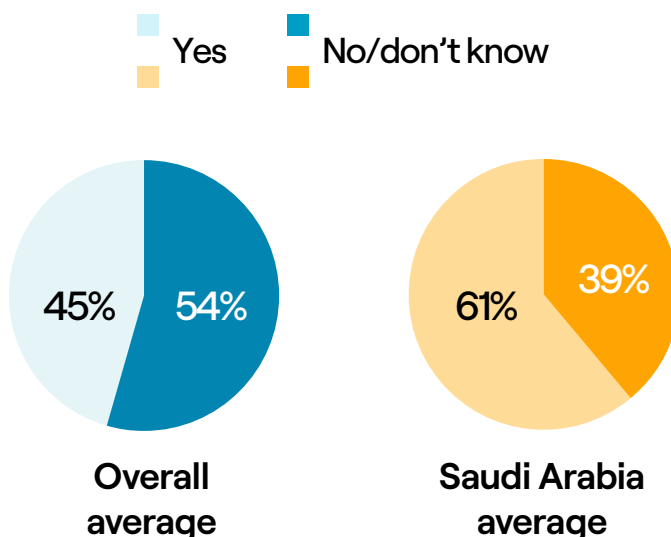
Whilst all survey respondents have had some formal education in English (an average of almost 6 years) – be that at school, college, or both – and 80% have a formal qualification, there is still some concern that the English they have learned to date has not adequately prepared them for the workplace.

In Saudi Arabia, 39% felt that their formal education had not provided them with a good level of English proficiency – rising to 49% for those who had only studied

English in school – and almost 60% did not feel confident in all four skills (Speaking, Writing, Listening, Reading). Whilst this is below the global average of 75%, it does indicate that even those with good levels of English struggle with the English required at work.

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.

Percentage of people who believe they achieved 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.



Reasons for not reaching a good level of English

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

56%

We focused on learning grammar and vocabulary instead of using English

53%

There was not enough English spoken in class by teachers or students

53%

Confidence in using English at work

| | Overall average | Saudi Arabia average | Gen Z | Millennials | Gen X |
|------------------------|-----------------|----------------------|-------|-------------|-------|
| Understanding Others | 28% | 38% | 35% | 38% | 39% |
| Reading | 40% | 37% | 38% | 37% | 38% |
| Speaking | 33% | 28% | 36% | 27% | 22% |
| Writing | 28% | 27% | 23% | 26% | 31% |
| Confident in ALL areas | 15% | 22% | 24% | 23% | 21% |

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

If education systems are failing to adequately prepare their students 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:

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

The introduction of the communicative approach to language learning in the 1980s aimed to address these issues – especially the over-focus 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 practising 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.

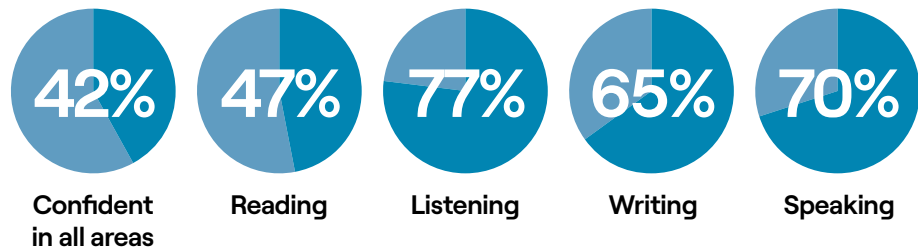
Top barriers to learning English

| | Overall average | Saudi Arabia average | Gen Z | Millennials | Gen X |
|---|-----------------|----------------------|-------|-------------|-------|
| The difference between what is taught in school/university/certifications and the type of English skills required to communicate effectively in the workplace | 28% | 38% | 35% | 38% | 39% |
| Lack of time | 40% | 37% | 38% | 37% | 38% |
| I don't have many opportunities to practice speaking in English | 33% | 28% | 36% | 27% | 22% |
| The cost of the best courses and materials | 28% | 27% | 23% | 26% | 31% |
| Lack of support from my employer to develop and improve | 15% | 22% | 24% | 23% | 21% |
| Difficulty finding an approach to learning that works for me | 20% | 21% | 27% | 20% | 16% |
| Not being able to see that I was making progress | 14% | 18% | 18% | 19% | 14% |
| Technology limitations (poor internet connection, lack of smartphone, computer, etc.) | 8% | 17% | 15% | 18% | 17% |
| I'm just no good at learning English | 12% | 8% | 6% | 8% | 8% |

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 workplace²⁰. 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:

56%

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

53%

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

53%

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



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. ”

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

Given that only a half 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 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.

Learning methods by generation


| | Saudi Arabia Average | Gen Z | Millennials | Gen X |
|--|----------------------|-------|-------------|-------|
| Social media videos | 54% | 62% | 56% | 39% |
| Self-service tools (e.g., apps, books, websites, etc.) | 48% | 46% | 46% | 54% |
| On the job training | 45% | 41% | 46% | 44% |
| Online classes in a formal programme | 32% | 31% | 33% | 31% |
| In-person classes in a formal programme | 28% | 34% | 27% | 25% |
| Online games/chat rooms | 24% | 34% | 22% | 24% |
| Friend/family member | 23% | 30% | 22% | 21% |
| Online private tutor in a formal programme | 22% | 21% | 25% | 13% |
| In-person private tutor in a formal programme | 17% | 12% | 19% | 14% |
| Club/community center | 12% | 11% | 12% | 12% |



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



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

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 (48%) of Saudi employees are using self-service tools such as language learning apps, and 54% are learning English via social media videos. 53% of those using social media to learn English do so every day, rising to 90% for those using it every week.

Unsurprisingly, the use of social media for learning English is more popular among Gen Z (62%) than Gen X (39%). Gen Z learners are also more likely to play online games or use online chatrooms as a way of practicing English (34% as opposed to 24% of Gen X).

Access to other approaches such as tutoring is limited by income. Those on higher incomes are almost twice as likely (32%) to be studying with an online tutor than those in lower income brackets (15%). A similar pattern emerges for in-person training with a tutor (27% v 8%) although tutoring in general is more likely to be online than face-to-face: 22% study with an online tutor as opposed to 17% who have in-person tutoring.

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 students 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 practise 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 practise 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.



Fast-track your progress

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.

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.”

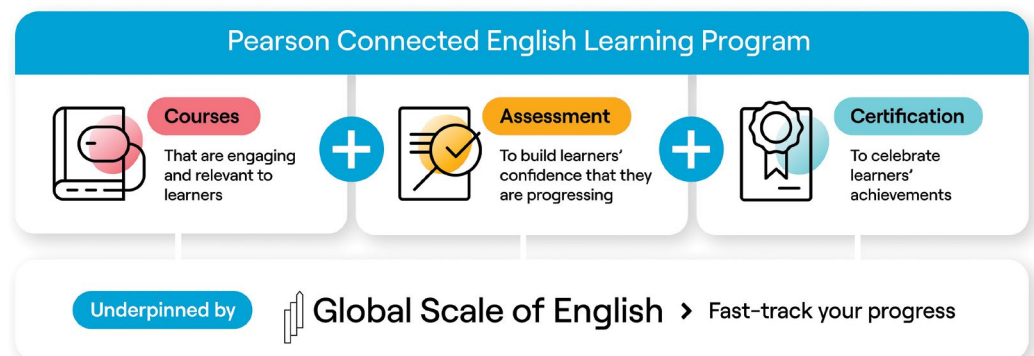
Dr. David Nunan

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 programme, head to the [Pearson Languages website](#).



VERSANTTM

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 – making it a scalable option for applicant vetting and progress monitoring – already trusted by some of the world's biggest brands.

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

mondly

by Pearson

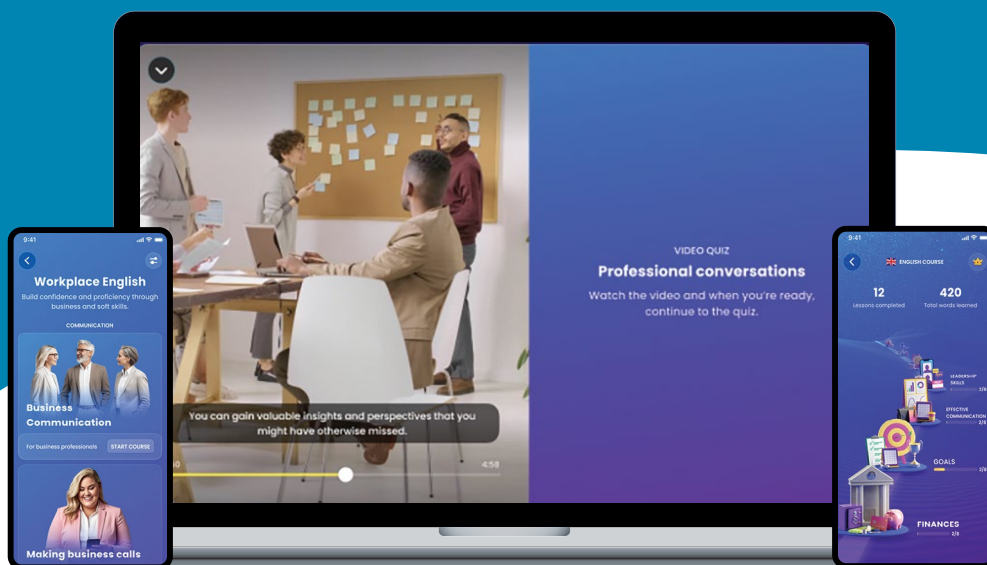
Effective communication with customers, colleagues and suppliers is essential for business growth. Our research has shown that spoken communication is the most problematic for employees and the area in which they feel the least confident. At the same time, the majority of employers are not currently 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 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

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



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