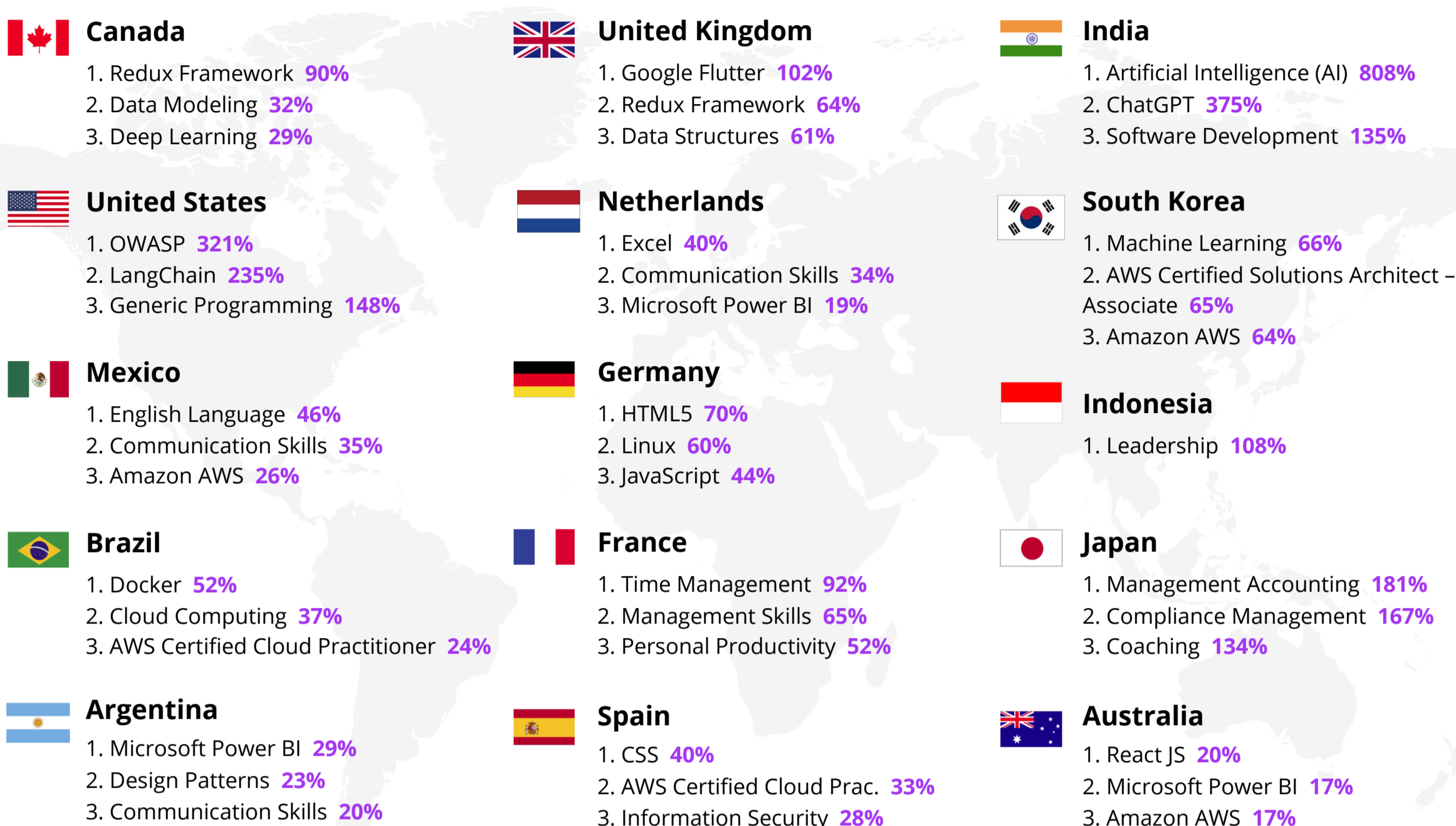


Q3 2023

# Global Workplace Learning Index

Every quarter, the Udemy Business team analyzes and shares trends based on what employees are learning across our thousands of customers around the world. With access to billions of data points, we can provide a unique perspective on the necessary skills modern employees need to thrive in today's dynamic workforce.

## Highest Topic Consumption Surges by Country



Data shows the increase in global topic consumption between Q2 and Q3 2023 on Udemy Business

## Surging Skills & Courses by Industry

**Government**  
218%  
Increase in AI



**Featured course:** [Executive Briefing: Artificial Intelligence \(AI\) + ChatGPT](#) by Kirill Eremenko

**Financial Services**  
65%  
Increase in Statistics



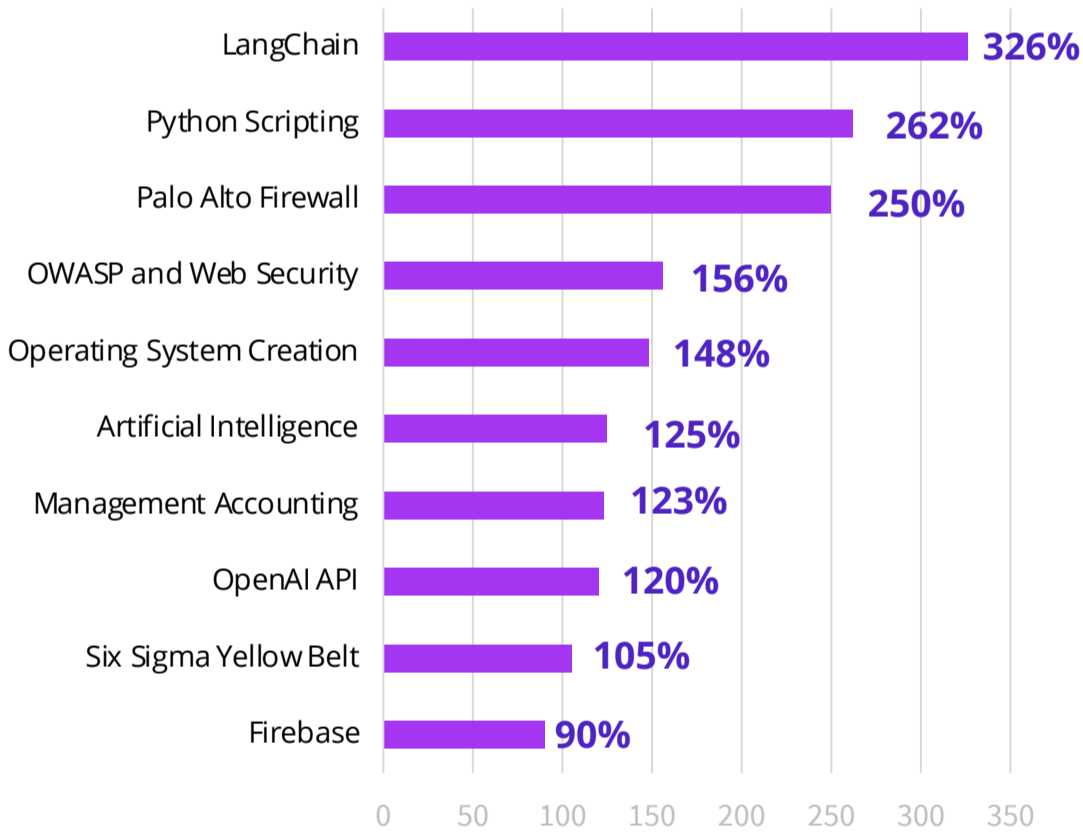
**Featured course:** [Statistics for Data Science and Business Analysis](#) by 365 Careers

**Manufacturing**  
174%  
Increase in Business Communication



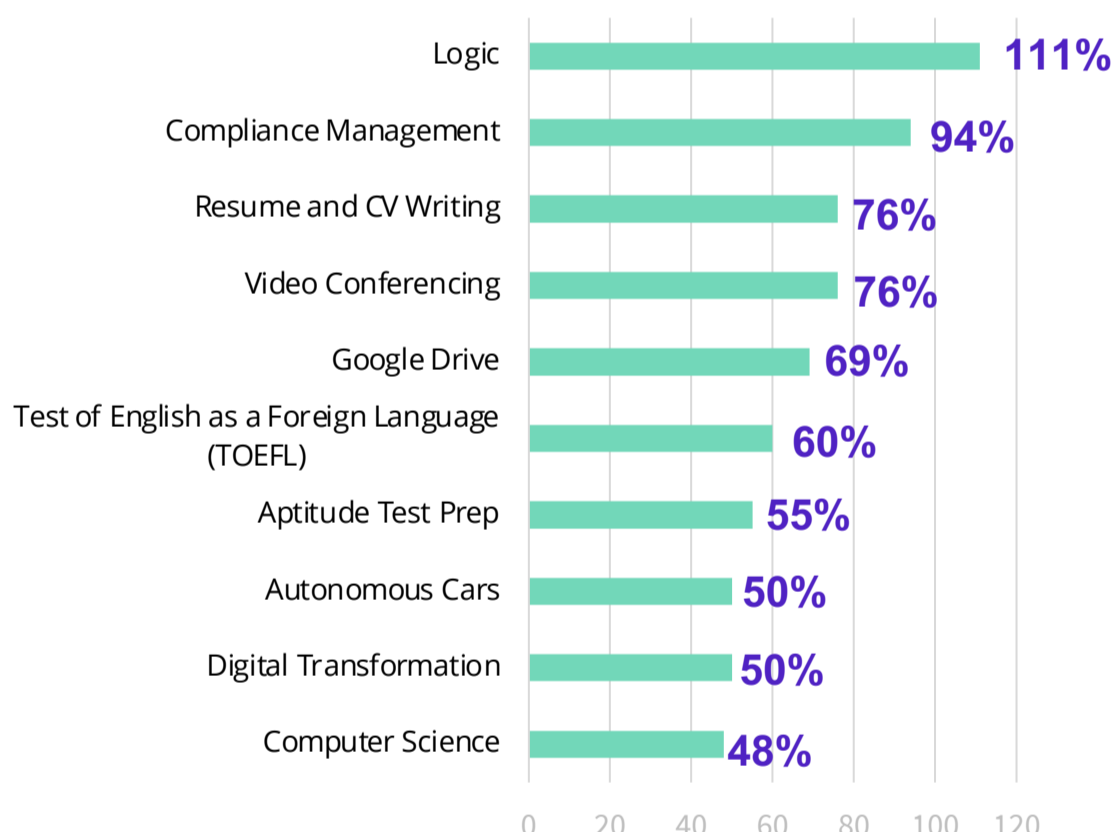
**Featured course:** [Storytelling & Narratives : Impactful Business Communication](#) by Sivakami S, MBA; Leadership Research

## Top 10 Technical Skills



Data shows the increase in global topic consumption between Q2 and Q3 2023 on Udemy Business

## Top 10 Professional Skills



Data shows the increase in global topic consumption between Q2 and Q3 2023 on Udemy Business



“LangChain democratizes machine learning, enabling coders to seamlessly harness the potential of artificial intelligence. It leads the way in LLM application development, de facto the gold standard for building generative AI applications.

Its rapid value delivery and continuous innovation in prompt engineering make it a must-have skill for all builders thinking of leveraging LLMs to build advanced technologies.”

**Eden Marco**  
Udemy instructor,  
software expert

## 5 Recently Added Courses

- 1 [Soft Skills for Support Agents \(IT, Customer Support\)](#) by Rob Hean
- 2 [Digital Transformation for Non Technical Leaders](#) by Steve Ballinger
- 3 [Build Better Relationships: How to Thrive in an AI-Driven World](#) by Patrick Galvin
- 4 [OWASP Web Top 10 2021 Fundamental & Hands-On with Juice Shop](#) by Raghu the Security Expert
- 5 [ChatGPT and LangChain: The Complete Developer's Masterclass](#) by Stephen Grider

## Instructor Spotlight



**Robert Hean**

Robert Hean has more than 15 years of experience in IT and Business Systems. He has been involved in many aspects of IT, including service desk, program management, and data and analytics. He has built compensation platforms from the ground up, designed HR databases and driven hard disks over state lines to complete projects on time. Robert teaches IT fundamentals and soft skills to nearly 10K learners on Udemy.