

2016 Business Impact Survey: IT Snapshot



IT departments are adapting at a lightning pace to keep up with technology. One of the many significant challenges they face is how to communicate effectively with the wide variety of stakeholders in their ecosystem.

THE TOP COMMUNICATION CHALLENGES FOR IT:

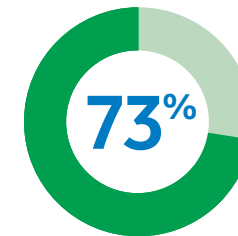
- 61% of IT managers say language barriers cause longer resolution times for customer support
- 55% of IT managers say language barriers cause less productive relationships
- 44% of IT managers say language barriers cause increased stress levels across the team
- IT reported the greatest needs of any functional area for intermediate business language skills (57%)

Source: IDG Research Services, January 2015

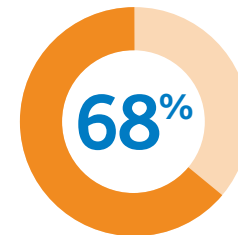
Top 4 ways Rosetta Stone® language training impacts IT:

- 1 Improving Performance:** IT continues to become a more strategic function meant to drive both bottom line and top line results. With an increasingly global talent pool in IT, many IT team members are native speakers of languages other than English. Unsurprisingly, IT was among the top job functions in performance gains with **73%** of IT respondents agreeing their performance has improved thanks to language training (vs. 64% survey average).
- 2 Driving Better Productivity:** Time is at a premium for resource-strapped IT departments. So anything teams can do to make better use of their time delivers real value. IT was among the top job functions with the biggest productivity gains, with **68%** of IT respondents attributing being more productive to their language training.
- 3 Improving Resolution Times for Customer Support:** While many people wouldn't necessarily think of IT as customer-facing, help desks' main goal is to help resolve their internal customers' technology challenges. And with language barriers contributing to longer resolution times to close out those support tickets, it's great to know that **53%** of our IT users say they can now serve more customers thanks to their new language skills.

- 4 Career Advancement:** IT professionals are ambitious, and many want to boost their skills to get ahead. IT was among the top job functions in career advancement gains with **60%** of IT respondents agreeing their language training has boosted their prospects for climbing the corporate ladder.



of IT professionals reported improved job performance thanks to their Rosetta Stone language training



of IT respondents are now more productive at work thanks to their improved language skills

To learn more about how your organization can use language training to build critical language skills within your IT function, [contact us for a free consultation.](#) ▶