



LearningPlanet

August & September 2026

PART 2 OF THE SERIES

6 Regions, 60 Days: What's Trending Now

August – September watch trends across our original four regions
plus two new additions: Canada and India



AU · NZ · UK · USA · CANADA · INDIA



United Kingdom

TOP 3 MOST-WATCHED TOPICS

1

Cybersecurity

Why it's trending AI-generated phishing and deepfake scams keep evolving faster than annual training can track, keeping frequent refreshers top of mind for UK teams.

2

Managing Stress

Why it's trending With economic uncertainty and return-to-office friction weighing on UK workers, short, practical stress-management content is filling a real day-to-day gap.

3

Environmental Sustainability

Why it's trending Tightening ESG reporting expectations and net-zero commitments are making sustainability literacy a workplace-wide requirement, not just a specialist one.



United States

TOP 3 MOST-WATCHED TOPICS

1

Listening Skills

Why it's trending Analysts project demand for skills like listening to keep climbing through the decade, as AI absorbs routine tasks and human judgment becomes the differentiator.

2

Communication Skills

Why it's trending Hybrid and distributed teams continue to place a premium on clear, confident communication as a core capability rather than a soft extra.

3

Customer Service Excellence

Why it's trending As AI reshapes front-line service, the human layer of customer experience is under more scrutiny than ever, pushing teams to sharpen the basics.



Australia

TOP 3 MOST-WATCHED TOPICS

1

R U OK?

Why it's trending R U OK? Day lands on 10 September 2026, Australia's national day of action for checking in on mental health — a natural spike for this course in this window.

2

Communication Skills

Why it's trending As across other regions, distributed and hybrid teams are driving demand for stronger, more confident everyday communication.

3

Sexual Harassment at Work

Why it's trending With positive duty laws now in full effect, proactive harassment-prevention training remains a compliance priority for Australian employers.



New Zealand

TOP 3 MOST-WATCHED TOPICS

1

Managing Stress

Why it's trending With a large share of NZ businesses citing workplace stress as a significant issue, practical, everyday stress-management skills remain in high demand.

2

Communication Skills

Why it's trending As in Australia, distributed and hybrid teams are driving demand for stronger, more confident everyday communication.

3

Showing Empathy

Why it's trending 2026 wellbeing research consistently points to managers, not policies, as the biggest lever for employee mental health, keeping empathy content in steady rotation.



Canada

NEW REGION

TOP 3 MOST-WATCHED TOPICS

1

Attitude

Why it's trending Amid economic uncertainty and shifting trade conditions, employers are leaning on positivity and resilience content to keep customer-facing teams steady.

2

Customer Service Excellence

Why it's trending Canada is one of the fastest-growing nearshore customer-experience hubs in North America, fuelling fresh demand for core service training.

3

Communication Skills

Why it's trending The same hybrid-work pattern seen elsewhere: clear, confident communication is now treated as a core capability, not a nice-to-have.



India

NEW REGION

TOP 3 MOST-WATCHED TOPICS

1

Listening Skills

Why it's trending India's customer-experience sector is the fastest-growing outsourcing market globally, and foundational listening skills are core to onboarding at scale.

2

Active Listening

Why it's trending As AI takes on routine queries, agents are moving into supervision and exception-handling work that leans even more heavily on sharp listening skills.

3

Appreciation in the Workplace

Why it's trending With attrition still the defining challenge for India's CX industry, recognition and appreciation training is being used as a practical retention lever.

THE THROUGHLINE

Six Regions. Three Shared Instincts.

With Canada and India now in the mix, the picture got bigger — but the pattern held:

● **Staying safe & compliant**

Cybersecurity, sexual harassment prevention & sustainability, as regulation and AI-driven threats keep rising

● **Staying well**

Managing stress, R U OK?, showing empathy & attitude, as wellbeing and resilience stay front of mind

● **Communicating better**

Listening, active listening, communication & customer service, as human skills become the differentiator

Want to see the trends for your industry?

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