

L&D trends in central public administration: from coaching to AI

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Abstract: L&D management in central public administration needs to address increasing heterogeneity at the workplace. The paper compares the L&D landscape of selected Member States of the EU. The examined areas include traditional as well as new tools and methods. The list take account of, amongst others, trends related to training, individual learning account, coaching, mentoring, knowledge-sharing platforms, as well as the use of AI. We explore to what extent is gen Z's growing need for self-directed and individualized learning recognized. Special attention is paid to online learning platforms, as these came visibly to the forefront in many countries. We also highlight the importance of offline human connection, inter-generational dialogue, and learning (e.g., via mentoring, coaching, and training).