# Why Virtual Training Still Feels Like a Struggle —
# And What the Data is Telling Us



If you've ever led a virtual training session where half the cameras are off and the chat is suspiciously quiet, you're not alone. Despite the rise (and staying power) of virtual instructor-led training (VILT), **keeping learners engaged** is still one of the biggest hurdles organizations face today.

A brand new **2025 Virtual Training Paradox report** from *Training Magazine*, Class, and Microsoft digs into this issue — and the findings confirm what many L&D pros have been feeling for a while: **we've gotten really good at *delivering* virtual training… but not as good at making sure people stay engaged and actually learn**.

it's logical

# The Engagement Gap Is Real (and Widespread)

Here's what jumped out right away:

- **72% of organizations say  keeping learners engaged is their top challenge** in VILT — even though nearly as many (73%) say their VILT programs are "effective" or "highly effective."

- **Learner engagement and satisfaction** is considered *the* top benchmark for training success by **78% of organizations** — but most admit they're still struggling to get there.



**Top challenge**

Keeping learners engaged

72% of organizations

**At the same time...**

VILT programs are "effective"

73% of organizations

**Top benchmark for training success**

Learner engagement and satisfaction

78% of organizations

In other words, **we feel confident about our virtual training setups — but the learners aren't always feeling it.**

it's logical !
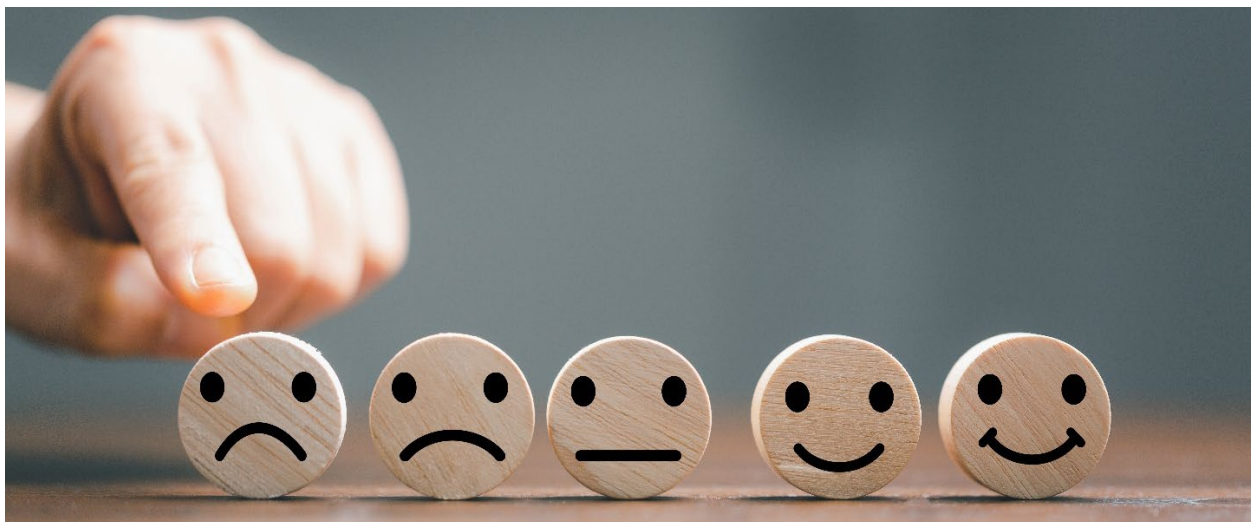
## It's Not Just About Technology — It's About Connection

Sure, there are always technical hurdles. But what's really driving this challenge isn't the platform itself — it's the human side. How do you **spark** screen?

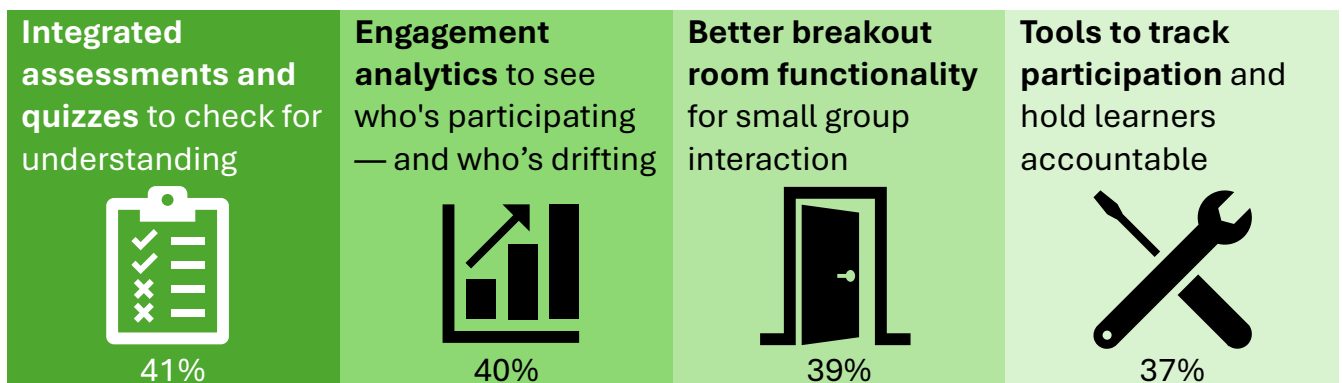As one L&D leader in the report put it:

> *Because we don't have physical proximity to our learners, it's challenging to motivate the unmotivated. We can't make eye contact with them or speak to them directly like we would in a live room.*

Sound familiar?

## What's Missing from Virtual Training Today?

Even though platforms like Microsoft Teams and Zoom dominate the virtual training world (used by 73% and 52% of organizations, respectively), **many trainers say they lack the tools to make sessions truly interactive**.

According to the report, the top "missing pieces" trainers wish they had include:

| **Integrated assessments and quizzes** to check for understanding | **Engagement analytics** to see who's participating — and who's drifting | **Better breakout room functionality** for small group interaction | **Tools to track participation** and hold learners accountable |
|---|---|---|---|
| 41% | 40% | 39% | 37% |

So, it's not just about "delivering" content — it's about **designing an experience that pulls people in and keeps them active**.

it's logical

## Why This Should Matter to Every Organization

Here's the kicker: organizations **continue to invest heavily in virtual training** because it's:

- Scalable
- Cost-effective
- Necessary for hybrid/remote teams

But if **engagement doesn't improve, those investments won't deliver real results** — whether that's upskilling employees, improving retention, or supporting leadership development.

If virtual training is here to stay (and all signs say it is), **figuring out how to make it engaging is no longer optional — it's urgent**.

it's logical !

## Want to See the Full Picture?

If you're nodding along (or maybe grimacing in agreement), check out the **2025 Virtual Training Paradox report** for the full insights — including case studies and data on what other organizations are trying.

📊 **Read the report**: Training Magazine 2025 Virtual Training Report

📢 **See the press release summary**: BusinessWire: 72% Cite Engagement as Top Obstacle

🎥 **Watch the related webinar**: Solving the Virtual Training Paradox

Stay tuned — It's Logical will be sharing practical tips on how to tackle these engagement challenges head-on throughout April!

it's logical !