

# Nurturing Talent: Exploring Learning Agility Strategies in Vietnamese HR Services

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## Abstract

Vietnam's booming FDI fuels a crucial talent demand, exposing a staggering 61% of companies struggling to find qualified personnel. While traditional HR services tackled administrative burdens, the contemporary talent landscape necessitates a strategic evolution. This study delves into learning agility, a critical factor in the VUCA world, analyzing how leading Vietnamese HR services companies empower their employees to navigate rapid change and embrace new experiences. Limited training and certifications, rising demand for HR services, and an internal agility gap within HR firms themselves paint a complex picture. This research, addressing the limited research on learning agility in Vietnam, explores specific strategies deployed by the top HR services companies. Utilizing Burke's 9 dimensions of learning agility, the study finds strong correlations within the framework, particularly between Feedback Seeking, Performance Risk-Taking, Interpersonal Risk-Taking, Reflecting, and Flexibility. Information Seeking is perfectly correlated with Flexibility, suggesting a potential for overlapping functionalities. The research also identifies areas for improvement: amplifying data collection for more robust conclusions, analyzing contextual factors influencing results, and complementing quantitative findings with qualitative data to gain deeper insights into the practical application of learning agility. This study offers a vital steppingstone towards understanding how Vietnamese HR services companies foster individual and organizational agility, ultimately contributing to a more adaptive and thriving talent ecosystem in the country.

Keywords: Learning agility, HR services, Vietnam, talent gap, VUCA, employee development, best practices.