Capital One survey: 79 per cent of Canadian tech and business professionals feel future-ready, but recognize need for ongoing investment in employee development

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A new survey from Capital One Canada reveals that the majority (79 per cent) of Canadian technology and business professionals feel fully equipped to handle the future of work over the next three to five years. At the same time, half (51 per cent) describe the pace of technological integration as fast, with 17 per cent saying it has been difficult to keep up with.

As organizations evolve, 51 per cent of those surveyed noted that their employers have focused most of their resources – and exclusively in some workplaces – on new technological tools, compared to just 11 per cent who say the focus has been mostly or exclusively on employee development. This data highlights a clear opportunity for employers to cultivate a workplace where digital transformation is matched by investment in human potential, providing organizations the opportunity to better drive long-term innovation and professional growth.

“While the adoption of new technology is critical, it’s important that employers remain focused on the people side of the equation,” says Susan Zettergren, Chief People Officer at Capital One Canada. “To thrive, businesses must balance technology advancements with bold investments in fundamental human skills like mentorship, leadership training, and educational resources to empower the leaders of the future. At Capital One Canada, this is a key priority for us.”

The human element: bridging the gap between tech and talent

The following data provides insight into how Canadian professionals view the intersection of technology and their ongoing career development. Among all respondents surveyed:

- 43 per cent report new workplace technology driving up stress levels; however 67 per cent are considering taking action, with a third (33 per cent) mentioning upskilling or further education to cope with these changes.

- More than half rate the accessibility (57 per cent) and relevance (55 per cent) of the upskilling or training offered by their employer as good or excellent.
- Almost half (47 per cent) still believe human-centric skills remain as valued at work as they did two years ago, while 36 per cent say those skills have become even more valued in that time.

For more information about Capital One Canada, please visit the careers page at capitalonecareers.ca.

Methodology

Capital One Canada surveyed 1,004 Canadian residents aged 18 years or older who work full-time in technology or business-focused roles between April 29 and May 14, 2026, using Leger's LEO panel. For comparison purposes, a probability sample of 1,004 respondents yields a margin of error no greater than ±3.1%, 19 times out of 20.

About Capital One Canada

With corporate offices in Toronto, Capital One Canada has been offering Canadian consumers a range of competitive Mastercard credit cards since 1996. Capital One Canada challenges themselves to see the world through the eyes of their customers, to deliver the market-leading credit products and exceptional service they're looking for. Capital One Canada is a division of Capital One Bank, a subsidiary of Capital One Financial Corporation of McLean, Virginia (NYSE: COF). Visit capitalone.ca to learn more.