



POWERED BY



Gainsight PX



2

# **Table of Contents**

The Third Annual Future of Product Management Report	3	
How We Created This Report	8	
Discover the Future of Product Management	10	

### Chapter #1 **Operationalizing Product-**Led Growth Drives Out-**Sized Business Results** The Data Key Takeaways Chapter #2 20 Leveraging Company Values **Combats High Employee Churn** The Data Key Takeaways

### Chapter #3

28

**Hiring from Non-Tech Backgrounds Helps Meet Record Demand for Product Talent** The Data Key Takeaways

### Chapter #4

36

45

**Defining Career Paths Improves Adoption of Product-Led Growth** The Data Key Takeaways

### Wrap-Up

The Future is Product

12

# The Third Annual Future of Product Management Report

Every year, Product School surveys our global community of Product Managers to extract the key trends that are driving our industry forward. This year, we had more respondents than any other similar research report and we engaged a group of top Product Leaders from Silicon Valley to put the findings in perspective. The result is a compelling view into what the future holds for all Product Managers.

# Here's What's Driving the Future of Product Management...

## A Silicon Valley Exodus is Taking the Product Mindset Global

Silicon Valley is still Product Management's vanguard, but it's talent is dispersing fast. With the New York Times reporting that San Francisco's tech workers "Cannot leave fast enough," our research shows this mass exodus of talent is already having an impact on all industries. When Product Managers leave the Valley or Bay Area, they take with them not only their belongings, but also the mindset and frameworks that have defined the region's rise to tech and Product dominance. As these intellectual assets disperse, we are seeing the proliferation of the Product Mindset and Product-Led Growth globally.

## Product-Led Growth is Changing Everything

The story we found was one of Product-Led Growth. As companies become increasingly Product-Led, demand for Product Managers is increasing like never before. This is putting unprecedented pressure on talent pipelines—providing new opportunities for Product Managers from diverse backgrounds —and revealing how the surge in demand for Product Managers has out-paced the structural adaptations.

## Product teams are Diversifying as Demand for PMs Grows

Living in an urban technology hub and having a technical or engineering degree are no longer hard prerequisites to becoming a successful Product Manager. The Product Management talent pool is increasingly drawing from individuals with diverse personal and professional backgrounds. This presents employers with a golden opportunity to cultivate diversity within their Product teams, and incorporate a more inclusive approach to ideation and development as they launch new products.

4

## The Future of Product Management Report is For...

### **Product Managers**

Throughout the report, we'll be showing how the key trends we've uncovered can help yous continue to deliver value and enhance their impact.

## **Product Leaders**

For those running organizations and directing Product teams, we'll show you how the findings of the report can help guide your decision making in the cycles ahead.

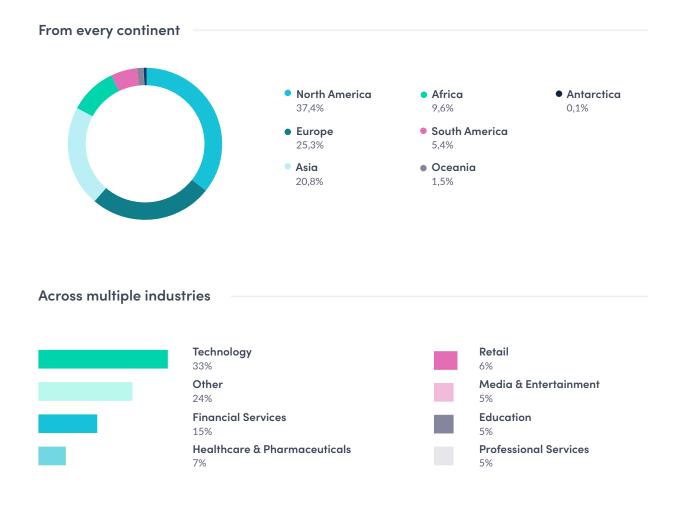
## Human Resources Leaders

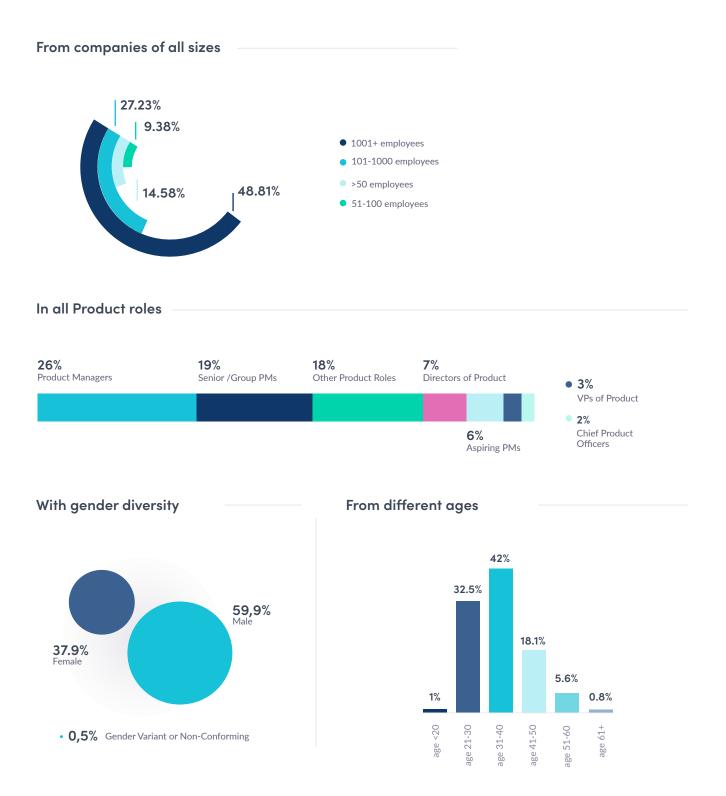
If your goal is to support the career growth of your employees, we'll help you understand how the forces we have identified can empower the training & education goals of your company.

## We Surveyed 5,000 Product Professionals

An in-depth survey designed by our Working Group was sent to the Product School community. Designed to cover a representative sample of our industry, respondents included Product People at all levels, from Associate Product Managers all the way up to Chief Product Officers, and everything in between.

# Our record-breaking survey reached Product Managers...





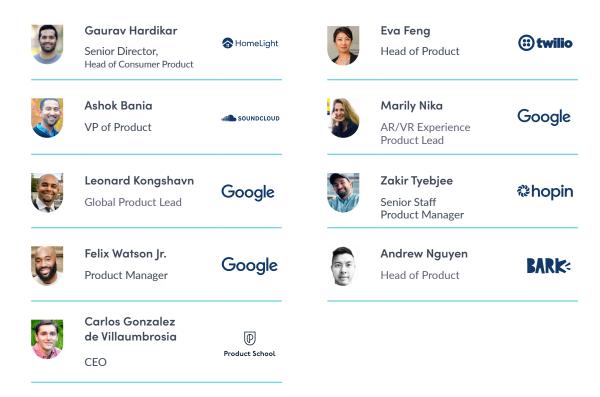
# **How We Created This Report**

# We Assembled a Working Group of Silicon Valley Product Leaders

We wanted to tap into the hive mind that drives the engine of Silicon Valley, so we pulled together a Working Group of some of the most accomplished Product Managers working today in the birthplace of Product Management. Together, we crafted a survey designed to go to the heart of what it means to be a Product Manager, Product Leader, or Human Resources Leader working with Product teams in today's world.

### Meet the Working Group

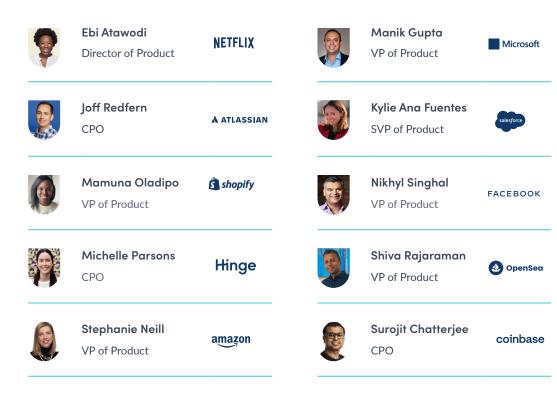
8



## Executive-Level Organizational Leaders Enriched our Data with Qualitative Insights

We also interviewed eminent thought leaders at the most innovative companies in order to contextualize our survey findings with qualitative insights. These visionaries run Product teams at top tech companies and brought a valuable, high-level perspective to the story we had begun to uncover. Their observations are included below and provide texture as to how these trends play out in the real world.

### **Backed by Visionaries**



Here's What the Future of Product Management Looks Like, Chapter by Chapter

#### CHAPTER #1

### Operationalizing Product-Led Growth Drives Out-Sized Business Results

PLG has gone mainstream, now the most successful companies are taking it beyond mindset and into everyday practices.

### CHAPTER #2

### Leveraging Company Values Combats High Employee Churn

For top employers who can compete on compensation, values are the biggest driver of acquisition and retention of Product talent.

#### CHAPTER #3

### Hiring from Non-Tech Backgrounds Helps Meet Record Demand for Product Talent

Transitioning non-traditional candidates into Product roles, combined with remote work, allows companies to grow Product teams while advancing DE&I goals.

### CHAPTER #4

### Defining Career Paths Improves Adoption of Product-Led Growth

As the Product role becomes more of a strategic function, companies need more leaders and CPOs; more defined career ladders are needed to get there.

# Let's Discover the Future of Product Management



### **CHAPTER #1**

# Operationalizing Product-Led Growth Drives Out-Sized Business Results

PLG has gone mainstream, now the most successful companies are taking it beyond mindset and into everyday practices.

## Product-Led Growth Has Fully Crossed the Chasm

It's no longer for early adopters: The mainstream is embracing PLG, and all indicators show that it is here to stay.

## PLG Was Once a Tactic. Now It's a Mindset.

Driving revenue increase through customer-centric Product optimization has long been one of many tools organizations have deployed. In Silicon Valley, PLG has evolved from a tactic into an organizational mindset that is being operationalized in business processes. This means that every team takes shared responsibility for driving growth through direct user engagement on the Product level. This paradigm shift is driving a surge in demand for Product Managers who can help companies adapt to a Product-Led framework.

# The Data on PLG

### **From External Sources**

• PMs is

is one of the fastest growing roles in the market. LinkedIn

### Zoom credits PLG

for their 30-fold increase to 300 million active daily users in 2020. Forbes

## Slack, Calendly, Dropbox

claim they grew faster and more efficiently **thanks to PLG** 

**Forbes** 

## · 34% 1

more SaaS companies are using PLG in 2021 compared to 2020. Fast Company

## The IT industry is predicted to grow

like crazy by 2023:

- → **104**% growth rate for emerging tech
- → **50%** growth rate for software
- $\rightarrow$  23% growth rate for tech services.

#### Statista

Product-Led Growth is central to our company's revenue strategy, and it requires all functions – not just PM – to be customer obsessed in order to

achieve it. When your company becomes Product-led, growth is everyone's responsibility – and you achieve it by solving for real customer needs, together.



Stephanie Neill VP or Product at

### From Our Survey

In the United States, companies of all sizes are hiring more PMs

### Companies with 1001+ employees



### This trend is repeating around the world

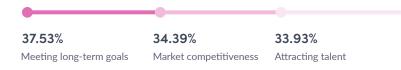




with 101-1000 employees

The top three benefits all companies associated with being Product-Led are:

### **Benefits of being Product-led**



Companies with 100–1000 employees



### From Our Survey



Organizations are including a more customer-centric view of product success in addition to the more traditional business/sales metrics.



**34%** of companies use CSAT or NPS scores to measure

43.6% of companies are hiring more PMs, 34.6% see Product Leaders driving annual planning at their organizations, and 31% see more budget being dedicated to Product teams.



### **Further Insight**

# PLG is Driving a Tech Sector Investment Boom

As Product-Led Growth is unlocking new and exciting revenue opportunities, it's hardly surprising that we are seeing a flurry of investments in the tech world.

"To compensate for VC funding typically going to later-stage companies], startups need a solution that is low-cost, high-impact, and that will empower their expansion... Cue product-led growth, or PLG."

Crunchbase

## The Data on How Tech Investment is Heating Up

- Venture investment in private startups passed \$125 billion in Q4 2021, a 6.2% QoQ volume increase. The Venture City
- "3 sectors [Technology Media Telecommunications (TMT), Fintech, AI & ML: all Product-led industries] are heavily favored by investors due to the value they produce and scalability of business models." The Venture City
- There are more than 800 unicorns (private companies valued at over \$1 billion) worldwide as of November 2021.
  CBInsights

## PLG Companies Are Craving Product Talent

The pivot to Product-Led Growth is making companies more customer-centric as they ask "why" first instead of leading with business or sales metrics. This shift in mentality is increasing the demand for Product talent. The result is a shortage in the pipeline for these Product roles.

# Case Study The View from Gainsight

Gainsight, a customer success and product experience platform, sees Product-Led Growth as an effective strategy to respond to competition. Growing competition makes customer acquisition harder and more expensive.

Companies like Gainsight are now leveraging their product to lower customer acquisition costs without being bound to high-touch and costly sales resources. Gainsight's experience shows that, even in enterprise B2B, retention and expansion has a strong correlation with actual product

adoption. This is bringing Product Managers closer to usage and revenue, with product usage metrics becoming leading indicators of growth.

"Product-Led Growth is bringing Product Managers closer to usage and revenue, with product usage metrics becoming leading indicators of growth."



Mickey Alon CTO and Founder

Gainsight PX

### **Key Takeaways**

# What This Means For You...

### **Product Managers**

### You are in demand

As companies pivot to Product-Led models, demand for Product talent is higher than ever before.

# Experience in a Product-Led company counts

When sifting through opportunities, pay extra attention to roles in companies that are already Product-Led. You will experience greater opportunity for career growth, and find yourself more in demand in the long-term.

### **Product Leaders**

#### Cultivate a growth mindset

The scope of growth has increased! It's not only for marketers or your growth teams. PLG is now everyone's responsibility. Cultivate a mindset that everyone in your organization, no matter their department, has to play a role in driving growth.

#### Recruit growth-oriented PMs

Talk to your hiring teams about looking for growth-oriented Product Managers who can kickstart or fuel this shift in your company.

### Human Resources Leaders

#### Get your talent pipeline ready

Focus on building out pools of talent ready to supply you with a surge of PLG experienced Product Managers. This is top priority-it's going to be more competitive than you think.

### Orient your team around PLG priorities

Work with Product Leaders to help orient new hires and development around Product-Led Growth frameworks and methods.

### CHAPTER #2

# Leveraging Company Values Combats High Employee Churn

For top employers who can compete on compensation, values are the biggest driver of acquisition and retention of Product talent.

## With More Options Than Ever, Product Managers Need the Full Package to Stick Around

Product-Led Growth has driven a surge in demand for Product Managers. But what attracts people to PM roles is not always the same as what keeps them there. To succeed as a beacon for Product talent, employers need to update their understanding of compensation, leadership and company values.

2022

21

### The Data

# The Data on Hiring and Retaining Product Managers

### From External Sources

• Top 2 industry for career growth

Tech is the second greatest industry for career growth. LinkedIn

• 6.2% Average Increase in Tech salaries are increasing around the world.

• \$147,000 average salary

for PMs in the US in 2021. Amplitude

Hired

• PMs are 149% T more likely to receive a promotion compared to any other role making it a highly

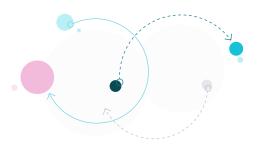
attractive career path. Linkedin

• turn-over rate

was between 6 months and 2 years for PMs. Amplitude

## From Our Survey

**66.3% of PMs** changed jobs in the last 2 years.



# PMs are well paid.

Those based in the US made:



# 32.64% of PMs

only plan to stay at their current organization for 1-2 years.

Staying at their organization



# 26.11% of PMs

are actively looking to transition companies within the next 12 months.

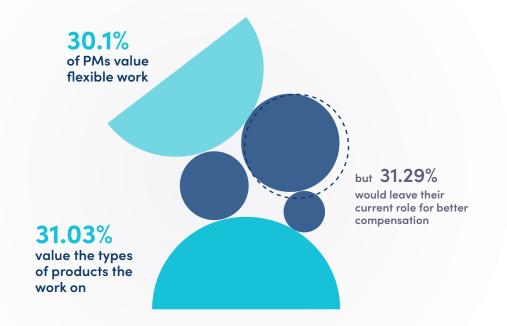
Looking to transition companies



### **Further Insight**

## Compensation Can Attract Product Managers

Almost a third of Product Managers would transition to a new role if offered greater compensation. Product Managers know their value and cannot be bought cheaply, but the compensation package isn't the only thing that motivates them.

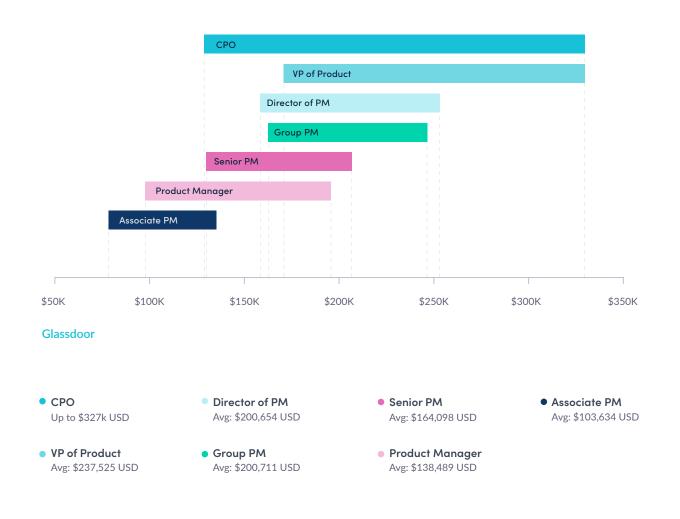


## **Values Keep Them Around**

Product Managers are highly motivated by the opportunity to work on products that are consistent with their values, as well as for company culture, and the flexible lifestyle that can be associated with work in the tech industry.

# Competitive Compensation Depends on The Product Career Path

Where does your company fall on the PM salary band?



# Case Study The View from Product School

Product School is the leading education provider for Product Managers and the companies that hire them. While they train Product Managers, they also hire them on their education team to build out their training products and enhance their student's experience. This gives Product School deep insight into what actually makes Product Managers tick.

People don't usually go into Product Management because they want to follow orders and constantly seek approval. Rather, they want to be independent thinkers and problem solvers with room to innovate. Even in a space that may not be as techno-

### "Product Managers want to be independent thinkers and problem solvers with room to innovate"

logically "sexy" as self-driving cars or virtual reality, there are still many chances to innovate within an industry, leverage emerging technologies, and shake up the status quo. When a Product Manager doesn't feel like their current gig is giving them that chance, they're likely to look elsewhere for a job that will let them scratch that itch.



Rachael Larsen Head of Education

Product School

# Key Takeaways What This Means For You...

### **Product Managers**

### Think beyond compensation

Compensation will always be a factor, but choosing your job is a two-way interview. Dive deep to understand the product, and make sure the company and product aligns with your interests and values.

### **Product Leaders**

# Clearly communicate the meaning of your work

Be clear with your teams about how the products they are working on deliver value for them as individuals, and how that aligns with the whole company's vision.

### Make your team feel fulfilled and empowered

Build a team culture that encourages mentorship and empower team members to express their needs and wants when it comes to values and interests.

### Human Resources Leaders

#### Communicate company values

Make it crystal clear how your company, manager, team, and product align with the value of the candidates you are interviewing.

#### **Compensate competitively**

Top talent is aware of their market-value and will demand top salaries and benefits, even if they are just starting out.

#### Invest in your team's development

Double-down on training and onboarding measures to show your company's commitment to values and to nurturing talent.

### CHAPTER #3

# Hiring from Non-Tech Backgrounds Helps Meet Record Demand for Product Talent

Transitioning non-traditional candidates into Product roles, combined with remote work, allows companies to grow Product teams while advancing DE&I goals.

## Surging Demand for PMs is Forcing Employees to Expand Their Hiring Pool

With PLG putting companies under pressure to recruit Product Managers at record speed, employers are having to look beyond traditional sources to find enough talent to meet their needs. This means that Product Managers are being recruited from more diverse backgrounds than ever before.

## Flexible Hiring is Changing the Face of Product Management

Diversity of background doesn't necessarily mean diversity of demographic, but it can. With flexible hiring practices and openness to remote work, recruiters can start to recognize that the PMs of tomorrow can and should look different than the PMs of yesterday. This has implications for career structures (see Chapter #4) as companies will need to work to ensure fair and equitable advancement for Product Managers of diverse and hitherto underrepresented backgrounds.

### The Data

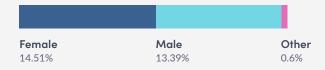
# The Data on Diversity in Product

### **From External Sources**

• The gender distribution in Product remains skewed. LinkedIn

<b>Female</b> 34.2%	<b>Male</b> 65.8%				
Our overall survey respondents were:					
<b>Female</b> 37.9%	<b>Male</b> 59.9%	Gender Variant o Non-Conforming 0.5%			
*the rest pref	erred not to say				

BUT when we broke down the survey respondents by role type, in the PM role, our respondents were



Showing more female than male

Product Managers educational backgrounds
Amplitude



Among product profesionals, the most common university majors include business, computer science, social science, engineering and humanities.

## From Our Survey

### Backgrounds

More than 50% of PMs now have a background in non-Product roles.



# Educational backgrounds for PMs

Bachelor's Degree	Master's Degree	Tertiary* PhD
42.04%	37.6%	16.71% 1.57%

\*University or college education but no degree

### Tools

# 60.9% of Product teams

are using at least 1 type of low-code/ no-code tool.

60.9%

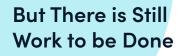
### Outside of the US

Product teams outside of the US use ldw-code/no-code tools more than teams within the US, suggesting they are able to hire from an even more diverse talent pool.

### **Further Insight**

### **Demand is Driving Diversity**

While Product Managers were once largely drawn from tech backgrounds, the data shows that this is no longer the case. More Product Managers from a wider diversity of backgrounds means fresh perspectives and more talent that can drive companies to better understand and reflect the needs of their users.



With men still outnumbering women in the Product world by almost 2:1, it is clear companies can still do more to attract talent from a more diverse pool of candidates. At a time when companies are hiring at a fast pace, recruiters need to be open to considering qualified team members from non-traditional sources in order to keep up.

# Case Study The View from MURAL

MURAL is a digital-first visual collaboration platform that helps Product Managers plan and executive launches and work with designers. DE&I has always been core to MU-RAL's mission. This is reflected in their diverse team, which is gender-equal and reflects seven different languages and nationalities.

MURAL's commitment to DE&I has allowed them to build products that also reflect a diverse and inclusive user base: Their new (Beta) Screen Readers tool enables people who are visually impaired to take part and collaborate with their team members using MURAL. This is a

fantastic example of a culture of DE&I being reflected at every stage of an organization, from team composition right down through product features.

"A commitment to diverse hiring can allow companies to to build products that also reflect an inclusive user base."



**Gefen Lamdan** Principal Product Manager



# Key Takeaways What This Means For You...

## **Product Managers**

### Background is no obstacle

Do not let the fact that you are from a nontech background (or any other aspect of your background) hold you back. In fact, it can actually be a strength especially if it aligns with an organization's DE&I goals. Focus on building your portfolio, and shoot your shot.

### Inclusivity applies to Product, too

Inclusivity is a mindset that can be applied to building products. Employ that in your day-to-day work and show how the diverse perspectives you bring to the table can better serve your users.

### **Product Leaders**

# Define what DE&I means for your teams and your products

Set clear goals and expectations around how diversity can bring value to your product's lifecycle and your team's morale.

### Set meaningful expectations

Train your recruitment, HR and management teams not to expect every Product Manager you hire to fit an outdated image of what a PM should be. Diversify expectations, and the candidates you attract will follow.

## Human Resources Leaders

# Diversify your hiring to meet DE&I goals and attract talent

Hiring from diverse locations and backgrounds can help with your company's DE&I goals, which can also make you a more attractive prospect for engaging with top, value-driven talent.

# Train your team on the importance of DE&I

Invest in training on DE&I and clearly defined company goals for hiring. Train to instill a DE&I mindset across your organization so it is reflected not only in your recruitment and HR practices, but also in the products you build and your company leadership.

The best Product Managers of tomorrow may not look or talk the same as the Product managers we were accustomed to hiring or seeing yesterday. The world is changing, and the people who build products need to reflect the people who will use them.



Michelle Parsons CTO at



### **CHAPTER #4**

# Defining Career Paths Improves Adoption of Product-Led Growth

As the Product role becomes more of a strategic function, companies need more leaders and CPOs; more defined career ladders are needed to get there.

# Product Managers Are Taking Their Seat at The Table. Companies Still Need to Provide the Chairs

The growth of the Product Manager role has outstripped organizations' ability to cater to them. This means that Product Managers often lack a clear vision for advancement within their companies due to structures and processes not keeping pace with the growth of the function. With PLG raising the importance of the product role, more defined career ladders can have flow-on benefits organization-wide.

# The Data on Product Career Paths

## **From External Sources**



say they would stay at a company longer if it invested in their learning and development. Linkedin

# · \$240,000

Is the average estimated cost of losing a Product Manager. TheAdamThomas

\*While training usually costs a few thousand.

"A great product team has a foundation in good



**Shiva Rajaraman** VP of Product at

backgrounds beyond engineering alone."

🕗 OpenSea

judgement and strong execution. Moving forward, it's much more important to build your 'super team' with

## From Our Survey

#### **Product teams**

## Only **37,14%** of companies regularly assess PMs

Only one third of companies regularly assess their Product teams' level of experience, maturity, and expertise on a regular basis.



# 45.69% do not have specific PM onboarding

of Product Professionals at companies with 1001+ employees say their companies do not have an official onboarding program that teaches a specific way of doing Product Management at that company.

#### **Obstacles to Growth**



report being overloaded the majority of time in their role.



state that being overloaded at work is stopping them from learning more PM skills.



said lack of personal budget and employer financing prevented them from upskilling.

#### **Career Ladder**

What place in the career ladder are PMs currently holding?

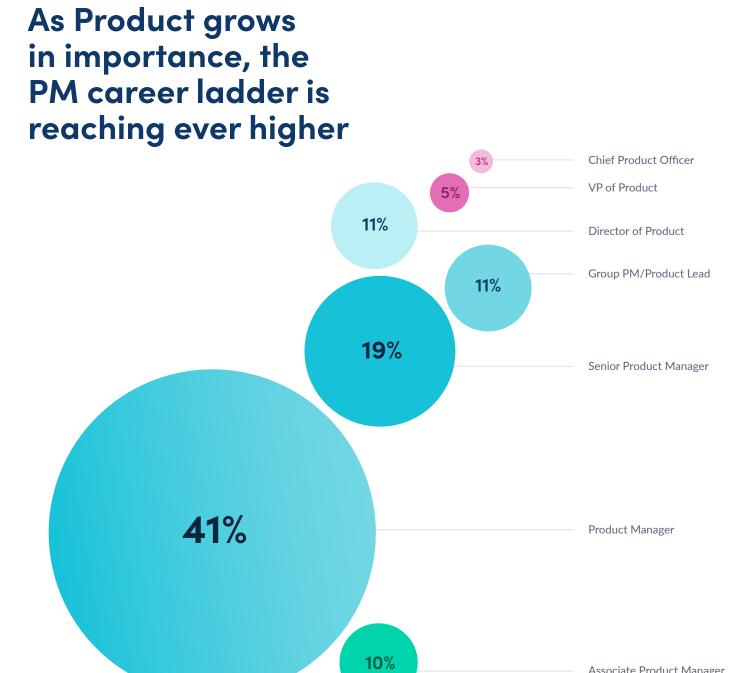
#### **Product Managers**

**Team Leaders** 34.73% Individual Contributors 57.18%

#### **Product Leaders**







Associate Product Manager

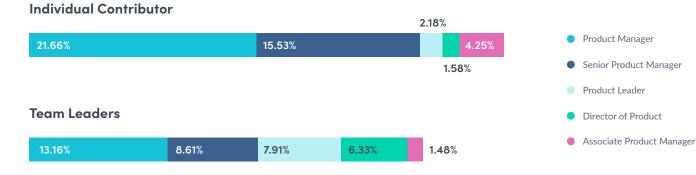
## **Further Insight**

# To Retain and Utilize Talent, Companies Need to Invest in the Product Career Roadmap

How does one advance from Associate Product Manager all the way to Chief Product Officer? What does the career path look like at your organization? Companies need to treat the career pathway like a product, and build out the roadmap so each rung of the career ladder is clear.

# The PM Role is Still Evolving Day by Day

The Product role is evolving with more Individual Contributor (IC) tracks emerging much like what we've seen with marketing or engineering functions. Companies need to stay relevant by ensuring that the most in-demand career paths are open to their team members.



# The Skills Product Managers Need Are Changing Too

Two forces are simultaneously putting pressure on the skills Product Managers need to succeed in their roles: The rapid development of technology, and the rising importance of the PM position in the context of Product-Led Growth.





Joff Redfern

## Here's what Product Managers we Surveyed Want to Learn More About



## The Most Important Skills for the Next Decade, According to PMs we Surveyed

- 27.2% Soft Skills
- 23.9% AI and ML
- 17.1% Data Analysis

# Case Study The View from Amplitude

Amplitude is a powerful data analytics platform used by thousands of Product Managers worldwide. Amplitude doesn't just serve Product Managers: It hires them, too. Amplitude's senior staff have witnessed the huge demand placed on the Product talent pipeline, and had to make changes to the way they onboard and bring new people into their culture and structures.

Amplitude has seen their onboarding process extend out from a matter of days to a matter of weeks. This is still rare: Often junior PMs are thrown onto teams with a "sink or swim" mentality, and senior PMs "Onboarding, mentorship and Product Ops are the tools that successful companies use to provide top Product Managers with a home for their career growth."

still have little room to grow. Onboarding, mentorship and Product Ops are the tools that successful companies like Amplitude are using to not only attract talented PMs, but to provide the structures and pathways they need to stick around and enjoy a home for their career growth.



John Cutler Product Evangelist & Coach



# Key Takeaways What This Means For You...

## **Product Managers**

#### Take charge of your career growth

Companies may not be ready to lay out a pathway for your advancement, but this doesn't mean you need to stay stagnant. Actively seek out responsibility and proactively make the case for your own upward trajectory. Free career path resources are your best friend.

# Learn how to say "yes" to the right things

In an environment in which your company may be inexperienced at managing PMs at different career stages, you may need to be very selective about what you agree to take on. Be sure to track the impact of your work to validate future advancement.

## **Product Leaders**

#### Provide structured career advancement tracks for your team

Get your business in order and start building your advancement tracks. This trend is in its early stages, but if it follows a similar path as marketing, engineering, or design, be prepared to set these structures into motion at your company.

#### Give your team the space and guidance they need to grow

Be careful not to overload your Product teams. Give them time and space to learn, grow, and discover their role. Provide space and opportunity for ongoing education, mentorship, and to build the foundations for career advancement.

### **Human Resources Leaders**

#### Build and communicate career pathways

Ensure these pathways exist within your organization, and are clearly communicated both organization-wide as well as to potential candidates.

#### Train your employees to advance their careers

Invest in training programs that give clear career advancement guidelines for Product talent in your industry. Find training that helps your Product people meet the needs of the role at various stages of seniority.

## **WRAP-UP**

# The Future is Product

The rise of Product-Led Growth has changed everything. While some companies have caught up on the trend, many others, even in Silicon Valley, have their work cut out for them.

# Help With Your Next Steps

#### **Become More Product-Led**

- → Build Winning Product Experiences from Gainsight
- → Create a North Star Framework from Amplitude
- → Use Flywheel Frameworks for Optimization from Amplitude

#### **Recruit Top Product Talent**

- → How to Hire PMs from Recruitment.com
- → PM Jobs Board from Product School
- → Product Manager Salaries in 2022 from Product School

#### **Build a Diverse Product Team**

- → Why Diversity Matters from Product School
- → How to Attract, Hire, and Grow Diverse Product teams from Product School
- → Applying DE&I from Product School

### **Build Out Career Paths for PMs**

- → Example of Career Path Definition from Dropbox
- → Example of Career Path Map from Wise
- → Example of Product Organizational Structure from GitHub
- → Product Career Vision Planner from Product School
- → 5 Key Skill Areas for Product People at All Levels from Intercom
- → 6 Templates to Set Your Team Up for Success from Mural
- → Why Check-Ins Matter from Mural
- → Designing a Hybrid Work Culture from Mural

# Product School

Product School is the leading provider of training and certification in Product Management to individuals and teams. Our certifications are trusted by product teams at global change leaders including Nike, Goldman Sachs, Kaiser Permanente, Walmart and PwC.



# **Take The Next Step**

**Contact Our Enterprise Team** 

