



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

The Impact of Technology on Training and Development

BA Business Management

Module: Managing People

Module code: LCBB5004

Lecturer: Dr Mushfiqur Rahman

Student: Gabriela Malinova (2210803)

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



www.uwtsd.ac.uk

Contents

- Introduction
- Background of the Company
- Training and Development
- Impact and Importance of T&D
- Technology and T&D
- Examples
- Conclusion
- References

Introduction

Our lives are impacted by technology. The influence on HRM training and development will be covered in this presentation, along with the benefits it offers to both companies and employees.



Background of the Organisation

- The UK's leading health and beauty retailer.
- Established in 1849, by John Boot.
- 120,000 + employees
- Website: www.boots.com
- Stores: UK, Ireland, Italy, Indonesia, Malta, Thailand and the Netherlands
- www.bootslearning.co.uk



(Boots,2023)

Training and Development

The goal of human resources processes like training and development is to maximize worker performance and raise an organization's general productivity.

(Indeed,2022)



Impact and Importance of T&D

- Increasing knowledge and expertise
- Improving skills
- Enhances talent
- Employee evaluation

- ✓ Productivity ↑
- ✓ Performance ↑
- ✓ Wastage ↓
- ✓ Supervision ↓
- ✓ Organisation structure ↑
- ✓ Morale ↑
- ✓ Workplace environment ↑
- ✓ Customers ↑

Technology in T&D

E-learning

Videos

Projects

Virtual reality

AI

Online meetings

Social media

Mobile Apps

T&D Softwares

Learning, training and development are accessible to everyone anywhere and anytime

Facilitating communication and collaboration

Increasing safety

Improving competitiveness

Examples



Google

- **Whisper**
- **Googler-to-Googler**
- **Re:Work**



Airbnb

- **Data University**



Uber

- **EduMe**



Booking.com

- **Udemy for Business**
- **Geekuni**

Conclusion

To sum up, technology may greatly aid in the growth of training and development.

They enable the provision of a comfortable working environment for the employees, enhancing the business's productivity for the employers.

References

- Bhatt, R. (2019) *Googler 2 Googler: How Google mastered P2P learning*, available at: <https://www.linkedin.com/pulse/googler-2-how-google-mastered-p2p-learning-rahul-bhatt>, (Accessed: 25 April 2019)
-
- Bunn, M. (2019) Take a sneak peek inside the Boots archives which reveals the company's incredible history, *Nottinghampost*, available at: <https://www.nottinghampost.com/news/nottingham-news/take-sneak-peek-inside-boots-2549470>
- Calnan (2017b) No I'm not the HR director. I'm the vibe manager, *People Management*, 42–44.
- Chartered Institute of Personnel and Development (2017a) Updated by Hayden D. *Factsheet: Learning methods*, CIPD
- Coffield, F. (2008) Next time you see a learning style questionnaire, burn it, *Education Guardian*, 25 July.
- Elearninginfographics (2013) The History of Training and Development Infographic, Available at <https://elearninginfographics.com/history-training-development-infographic/>
- Findlay, J. (2004) Evaluation is no white elephant, *People Management*, Vol. 10, No. 6, 50.
- Gary (2020) *How innovative companies train their employees (Google, Amazon, Uber & more)*, available at: <https://www.gethownow.com/blog/how-innovative-companies-train-their-employees-google-amazon-uber-more>
- Google re:Work Team (2017) *Let's Make Work Better*, available at: <https://blog.google/outreach-initiatives/small-business/lets-make-work-better/> (Accessed: 04 May 2017)

References

- GoogleCloud, (2023) *Building the media company for the future*, available at: <https://cloud.google.com/customers/whisper> (Accessed 17 Nov 2023)
- Gratton, L. and A. Scott (2017) *The 100-year life: Living and working in an age of longevity*, Bloomsbury Business, London.
- Honey, P. and A. Mumford (1992) *The Manual of Learning Styles*, Peter Honey Publications, Oxford.
- Indeed (2022), *What Is HR Training and Development? (Plus Why It's Important)*, Indeed.com., available at: <https://www.indeed.com/career-advice/career-development/hr-training-and-development>
- Kirkpatrick, D. (1956) *Evaluating training programs*, Pfeiffer Wiley.
- Pavlov, I. (1927) *Conditioned Reflexes*, Oxford University Press, Oxford.
- Stewart, J. and C. Rigg (2011) *Learning and Talent Development*, CIPD, London.
- Toffler, A. (1990) *Powershift: Knowledge, wealth and violence at the edge of the twenty-first century*, Bantam Doubleday Dell Publishing Group, New York City.

