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MANAGING PEOPLE LCBB5004

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IMPACT OF TECHNOLOGY ON LEARNING AND DEVELOPMENT.

- Importance of technology in training and development for the organization
- Good practices for training programs for the benefit of the employee
- Good practices for training programs for the benefit of the organization



IMPORTANCE OF TECHNOLOGY IN TRAINING AND DEVELOPMENT FOR THE ORGANIZATION

- Learning and development is procedure to make sure the company has the informed, competent, and motivated employees it needs.
- With the use of just-in-time resources, microlearning courses, and bite-sized learning modules, technology helps foster a culture of continuous learning. This strategy guarantees that people can remain current with the newest developments and competencies pertinent to their professions.



(Armstrong, 2020)

BENEFITS OF TECHNOLOGY-BASED TRAINING PROGRAMMES FOR EMPLOYEES

Accessibility and Flexibility

- Enables employees to complete the training at a time convenient for them, with easy access with mentoring programme in the platforms
- Enables the workforce to develop excellent management skills and operational skills with.
- **Three mobile** - learning is available to all employees, with over 16,000 course
- Virtual training in online academies – **FantasticAcademy**

(*FantasticServices, 2024*)
(*Three, 2024*)



BENEFITS OF TECHNOLOGY-BASED TRAINING PROGRAMMES FOR EMPLOYEES

Consistency and Standardization

- By ensuring that every employee receives the same excellent training, technology helps to promote uniform knowledge and skill levels throughout the company.
 - **McDonald's and the Hamburger University.** Students of the university take courses about restaurant operations, leadership skills, customer service, operations, procedures, and more.
- Attention to the training of business philosophy, customer service skills, work skills, management training programs and leadership skills presupposes that employees feel like partners in the organization – **'The Starbuck Experience'**

(UoPeople, 2024)

(Knorish, 2023)



BENEFITS OF TECHNOLOGY-BASED TRAINING PROGRAMMES FOR EMPLOYEES

Empowerment and Autonomy

- Technology-based training promotes a sense of accountability and ownership by enabling workers to take charge of their own education and personal growth - Annual **Starbucks Barista Championships** chance to demonstrate their passion and pride for coffee and showcase their skills
- Access to a wide range of in-depth training materials makes workers feel more capable and secure in their positions - **Fantastic Services** employees have the opportunity to transfer the acquired knowledge to different departments, which guarantees their workplace

(FantasticServices, 2024)

(Starbucks, 2024)



BENEFITS OF TECHNOLOGY-BASED TRAINING PROGRAMMES FOR EMPLOYEES

Skill Development and Career Growth

- Employees benefit from having access to a variety of training materials, which help them gain new skills and improve old ones, thereby advancing their careers.
- Many technology-based training programs include certifications that can help an employee's resume and professional prospects.
- **Fantastic Academy** and the completion of the coursework at the academy guides the employer and the employee in which department the employee will do best and where he will be able to develop the acquired knowledge and skills



BENEFITS OF TECHNOLOGY-BASED TRAINING PROGRAMMES FOR EMPLOYERS

Improved Customer Satisfaction

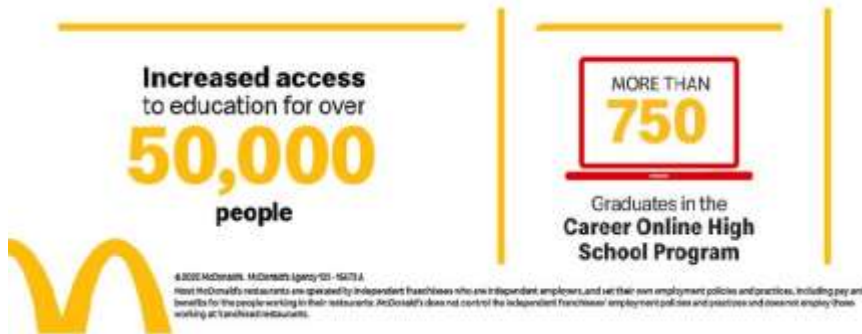
- Training programs that focus on customer service skills can improve client interactions, increasing satisfaction and loyalty.
- Well-trained employees are more suited to comprehend and address client needs, which contributes to a pleasant customer experience.
- **Fantastic Services** is focused precisely on satisfying the wishes of the client. Employee training and bonuses are closely tied to customer ratings for problem solving



BENEFITS OF TECHNOLOGY-BASED TRAINING PROGRAMMES FOR EMPLOYERS

Cost-Effectiveness

- By doing away with the requirement for in-person attendance, virtual training reduces travel and accommodation expenses.
- Digital training modules can be created once and utilised again, saving businesses money on hiring new personnel while teaching a big number of staff members – FantasticAcademy is training on the company's website and once established allows training over a long period of time.



(FantasticServices, 2024)
(PR Newswire, 2020)



BENEFITS OF TECHNOLOGY-BASED TRAINING PROGRAMMES FOR EMPLOYERS

Consistency and Standardization

- Technology ensures that all employees receive the same high-quality training, promoting consistency in knowledge and skills across the organization.
- Training materials stay current and relevant because digital content is easily updated to reflect the most recent facts.
- Since 1961, **Hamburger University** graduates have included almost 80,000 general managers, mid-managers, and owner/operators of restaurants. Around 8,000 students from 121 different countries are thought to attend Hamburger University's classes.



BENEFITS OF TECHNOLOGY-BASED TRAINING PROGRAMMES FOR EMPLOYERS

Increases Productivity

- Increases productivity - Speaking of standardization, we inevitably come to productivity. When processes are clearly defined and executed, labor productivity increases



CONCLUSION

- Employees can gain a lot from technology-based training programmes, such as better information retention, cost savings, expanded accessibility, and personalised learning experiences.
- Through the use of technology, organisations may offer training programmes that are more successful, efficient, and fun, which will ultimately result in a workforce that is more knowledgeable, talented, and motivated.



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QUESTIONS?

