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Managing People (LCBB5004)

Coursework: Individual Presentation

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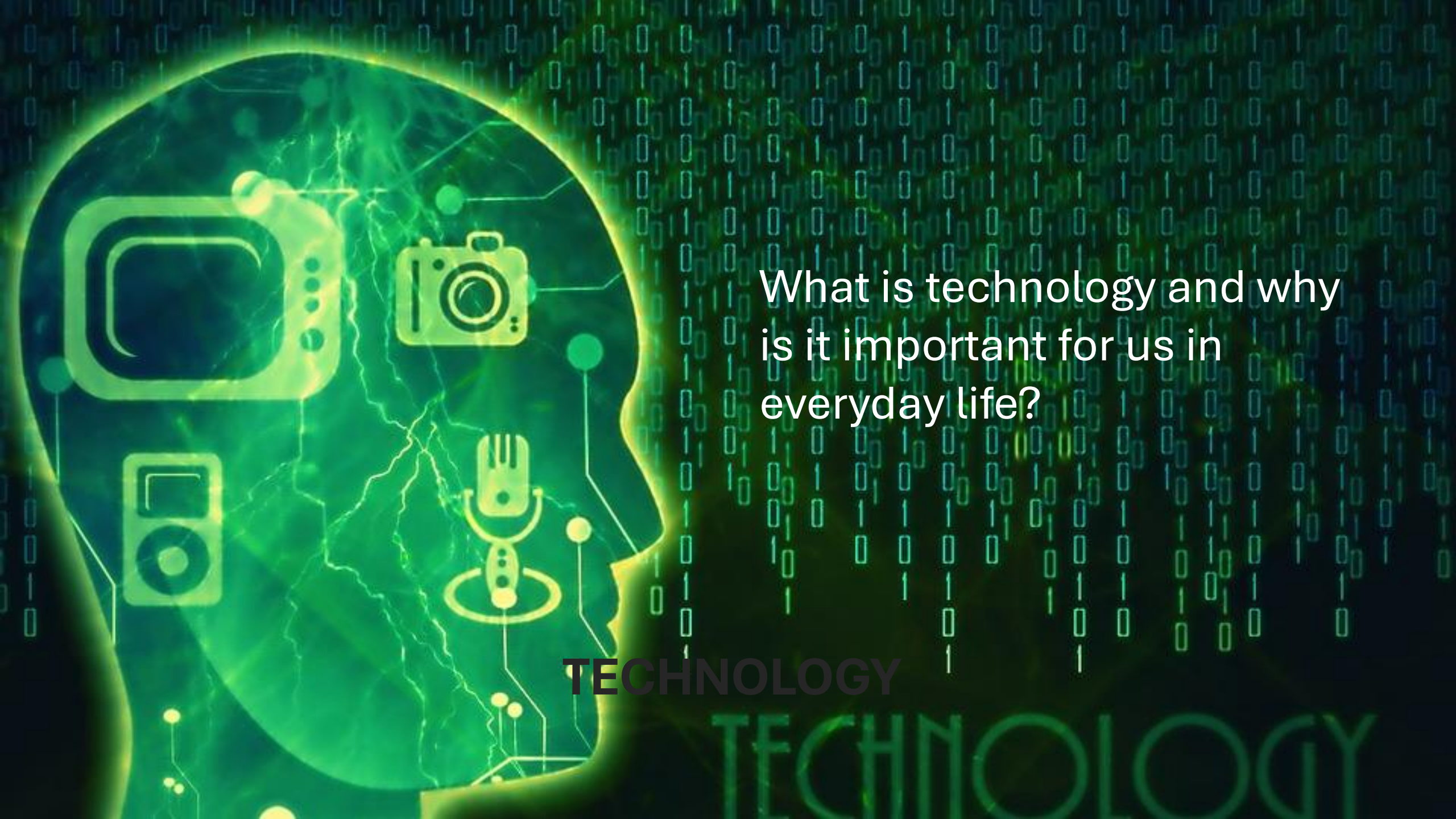
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What is technology and why
is it important for us in
everyday life?

TECHNOLOGY

TECHNOLOGY



Importance of technologies for training and development:

Incorporating technology into corporate training is an essential requirement. As businesses evolve, so must employee skills and knowledge. Leveraging the right technological tools and strategies allows corporate trainers to create effective, engaging, flexible training tailored to modern learners' needs.

Going forward, the convergence of technology and training will be integral, in shaping the future of organizational learning and development (Tulsiani,2023).

Enables Continuous Upskilling and Reskilling

- Technology allows training to be updated and delivered rapidly as new skills are required.
- Employees can access just-in-time learning resources to close skill gaps.

Enhances Learner Engagement and Retention

- Interactive multimedia, simulations, and gamification make training more immersive.
- Data-driven personalized learning paths maximize relevance and motivation.

Scales Training Cost-Effectively

- Online and virtual training reduces logistics costs like travel and facilities.
- Analytics optimize training spend by identifying and addressing skill deficiencies.



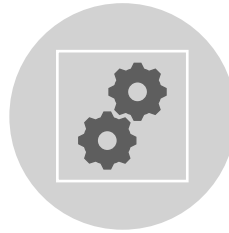
The leading oil company in the world, BP, is at the forefront of recognizing the potential that artificial intelligence and big data have for the energy sector. They employ technology to push performance boundaries, enhance resource efficiency, and increase the security and dependability of the extraction and processing of oil and gas.



ANALYSIS OF THE BENEFITS FOR THE EMPLOYER:



IMPROVED EFFICIENCY AND PERFORMANCE: AI CAN ANALYZE VAST AMOUNTS OF DATA FROM SENSORS AND EQUIPMENT, IDENTIFYING PATTERNS AND INEFFICIENCIES IN ENERGY PRODUCTION AND USE. THIS ALLOWS COMPANIES TO OPTIMIZE PROCESSES, REDUCE WASTE, AND ULTIMATELY IMPROVE OVERALL PERFORMANCE. EXAMPLE: BP USES AI TO IMPROVE OIL AND GAS PRODUCTION.



PREDICTIVE MAINTENANCE: AI CAN ANALYZE SENSOR DATA TO PREDICT EQUIPMENT FAILURES BEFORE THEY OCCUR. THIS ENABLES COMPANIES TO SCHEDULE MAINTENANCE PROACTIVELY, MINIMIZING DOWNTIME AND ASSOCIATED COSTS. (EXAMPLE: GE POWER USING AI FOR PREDICTIVE MAINTENANCE IN "DIGITAL POWER PLANTS")



ENHANCED SAFETY AND RELIABILITY: AI CAN ANALYZE DATA TO IDENTIFY POTENTIAL SAFETY HAZARDS AND PREDICT EQUIPMENT MALFUNCTIONS. THIS ALLOWS COMPANIES TO TAKE PREVENTIVE MEASURES AND ENHANCE OVERALL SAFETY AND RELIABILITY IN THEIR OPERATIONS. (EXAMPLE: BP USING AI TO IMPROVE SAFETY IN OIL AND GAS PRODUCTION)





McDonald's is the global leading foodservice retailer, with more than 40,000 locations in over 100 countries helping feed millions of customers every day. Our System works as one to feed and foster the communities we serve. Whether we are helping deliver more sustainable food systems or building an inclusive workplace, we believe there has never been a more important moment to work together to advance collective impact.

ANALYSIS OF THE BENEFITS FOR THE EMPLOYER:

With the use of technology, McDonald's employers may operate their restaurants with more profitability by cutting expenses and making data-driven decisions.

- **Decreased Costs:** When it comes to employee onboarding and management, digital training modules may save both time and money.
- **Improved Efficiency:** The use of digital ordering platforms and self-service kiosks can result in quicker service times and perhaps cheaper labour expenses.
- **Improved Training and Development:** Technology makes it possible to give current, uniform training across locations, making sure employees are ready and relieving managers of the responsibility of providing one-on-one training.
- **Data-driven decision-making:** Managers may make well-informed choices on hiring, inventory, and promotions by utilizing sales data and analytics technologies, which can offer insightful information about customer behavior and operational performance.

Domino's Pizza Group is the UK's leading pizza brand and a major player in the Republic of Ireland.



ANALYSIS OF THE BENEFITS FOR THE EMPLOYER:

Domino's using a video learning platform for training

Saves Time and Money:

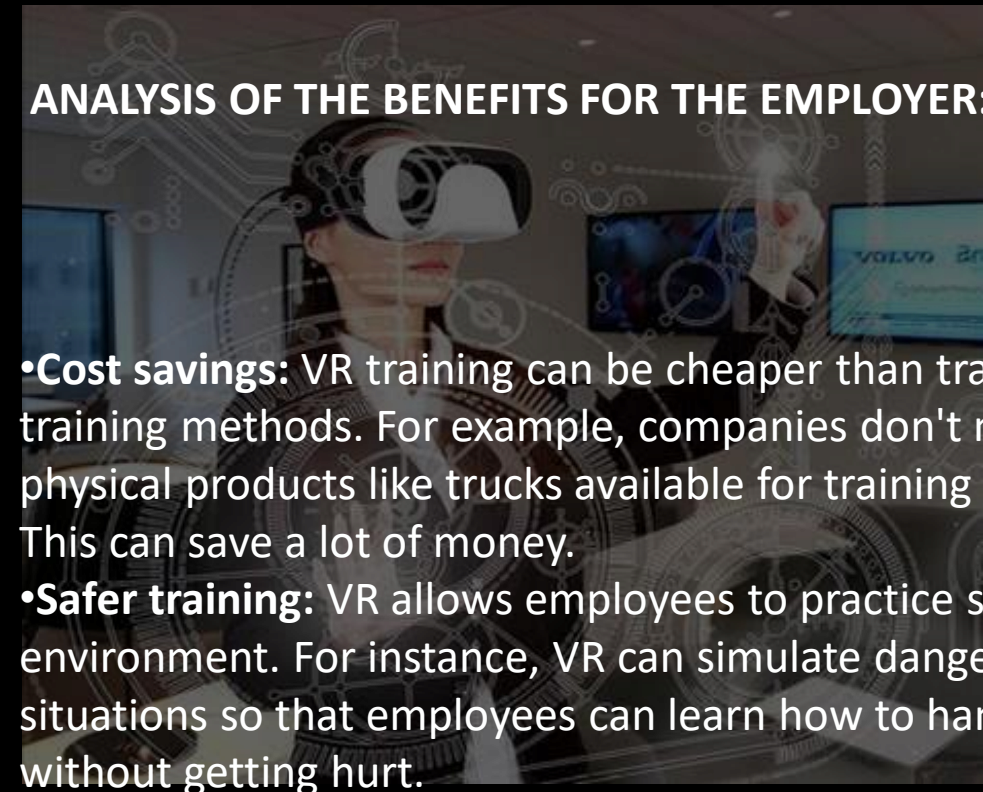
- Video training avoids downtime from pulling employees into classroom sessions.
- Less expensive than instructor-led training by eliminating travel/facility costs.
- Ensures consistent execution of food prep, and delivery procedures across all locations.

Flexible Learning:

- Videos are mobile-friendly for training anytime, anywhere.
 - Employees can revisit videos on-demand for refreshers or reference.
 - Self-paced learning allows adjusting to individual understanding.
- Pandey (2022).

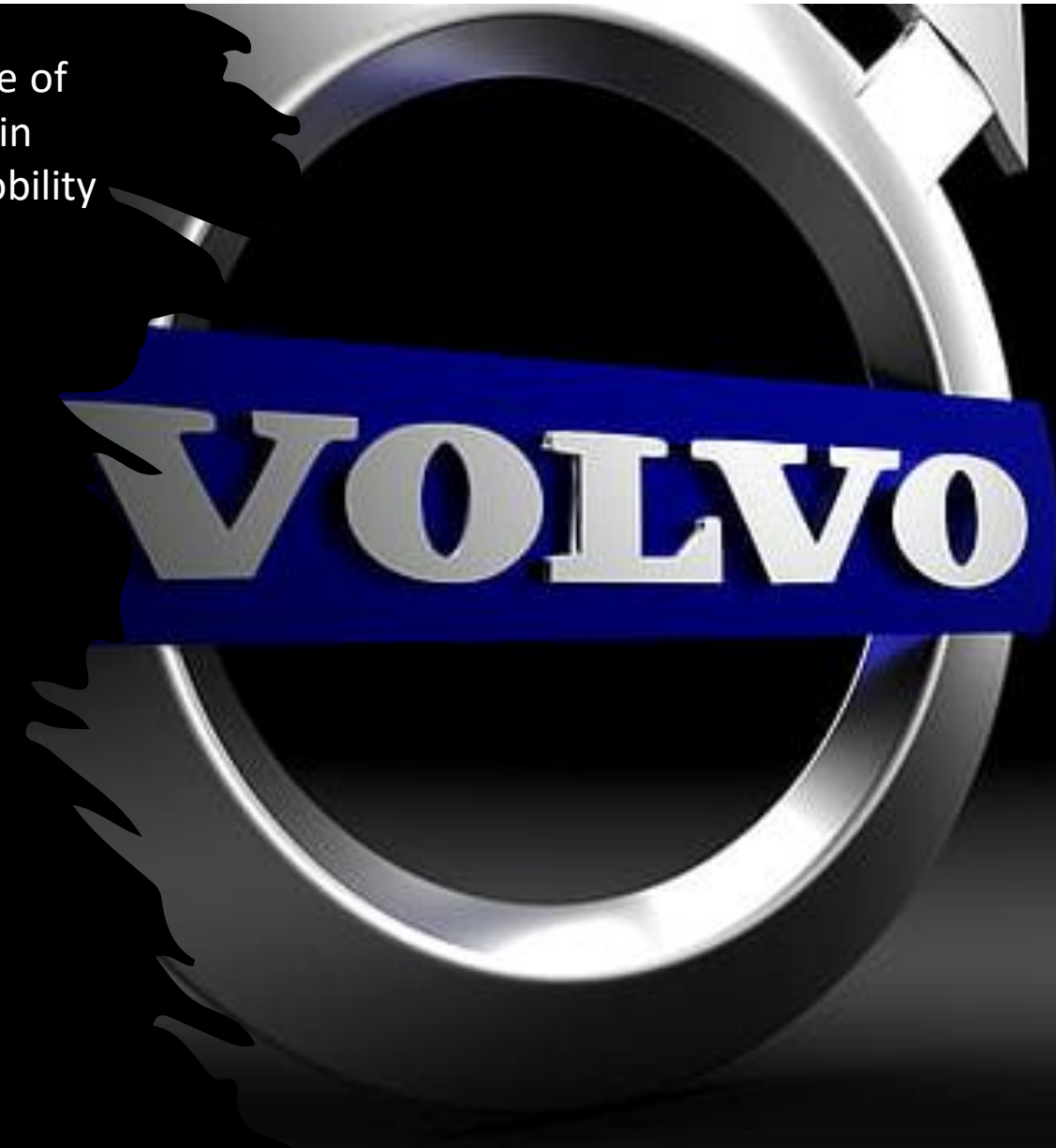
Volvo Group is one of the world's leading transportation, mobility and construction equipment providers, complemented by a broad range of connected, maintenance, and financial services. You can find information about where we are located and how we are structured, below.

Virtual Reality (VR) is creating exciting possibilities in a wide range of areas. One is training. In Volvo, they are using virtual reality (VR) in training, where retail personnel are trained to manage electromobility and Liquefied Natural Gas (LNG).



ANALYSIS OF THE BENEFITS FOR THE EMPLOYER:

- **Cost savings:** VR training can be cheaper than traditional training methods. For example, companies don't need to have physical products like trucks available for training purposes. This can save a lot of money.
- **Safer training:** VR allows employees to practice skills in a safe environment. For instance, VR can simulate dangerous situations so that employees can learn how to handle them without getting hurt.



Analysis of the benefits for employees

Benefits for McDonald's Employees:

McDonald's empowers its employees through a microlearning platform. With customized learning modules that cater to individual cognitive levels, staff members can steer their learning journey.

1. Personalized and Relevant Learning: Microlearning content can be tailored to specific learning outcomes and job roles, ensuring employees receive relevant and personalized training that directly applies to their work.

1. Flexibility and Accessibility: Microlearning modules can be accessed on various devices, allowing employees to learn at their convenience, which is particularly beneficial for McDonald's employees with varying schedules or working in different locations.

2. Improved Knowledge Retention: The bite-sized and interactive nature of microlearning, combined with techniques like spaced repetition, can enhance knowledge retention and recall for employees (Kapp et. al, 2019).



Benefits for Domino's Employees:

- **Easier to learn:** This means the learning platform is designed to be user-friendly and straightforward. Employees shouldn't need a lot of time or effort to figure out how to use it.
- **More engaging:** This means the platform uses methods to keep employees interested in learning. This could include things like games, quizzes, or interactive exercises.
- **Available anytime, anywhere:** This means employees can access the platform whenever and wherever they have an internet connection. This is convenient for busy schedules or for employees who want to learn outside of work hours.





Benefits for Volvo Employees:

- **More accessible training:** VR training can be done from anywhere if you have the VR headset. This is convenient for employees who live far away from training facilities.
- **More engaging training:** VR training can be more engaging and interesting than traditional training methods. This can help employees learn more effectively.

Benefits for BP Employees:

- **Engaging and Interactive:** AI can make training more engaging by using simulations, games, and virtual reality (VR). This can make learning more fun and help information stick better.
- **Faster Learning:** AI can adapt to how quickly an employee learns and adjust the difficulty of the training material. This allows them to progress through the training faster and become proficient sooner.
- **Feedback and Support:** AI-powered tutors can provide immediate feedback on quizzes and exercises, helping employees identify areas where they need improvement. This allows for a more self-directed learning experience.
- **Increased Confidence:** With personalized training and immediate feedback, employees gain confidence in their knowledge and skills. This can lead to better performance on the job (Marr, 2022).

bp



Limitations of technologies of technology-based programs for employers

- **Upfront investment costs** for hardware, software, and content development:
 - Implementing technology-based training requires significant upfront capital for purchasing necessary hardware, software licenses, and developing high-quality digital content - a costly endeavour.
- **Ensuring all employees have access to devices and reliable internet:**
 - Employers must ensure all staff have access to computers/tablets and a stable internet connection to enable equal participation in online training, which may require provisioning equipment.
- **Technology complements but cannot completely replace human expertise:**
 - While powerful, technology should be viewed as a supportive tool rather than a complete replacement for human instructors and facilitators whose expertise remains invaluable (Beer & Mulder, 2020).

Limitations of technologies of technology-based programs for employees

Self-motivation and time management skills required for self-paced online learning: With online self-study, employees must possess strong self-discipline to stay on track without an instructor physically present.

Limited human interaction and collaborative learning opportunities:

Employees miss out on the valuable peer learning that occurs through group discussions and collaborative activities.

Potential technical issues or accessibility challenges: User issues with software, devices, or internet connectivity can derail online training sessions. Some employees may also face accessibility barriers.

Conclusion

- Summary

The integration of technology in training and development offers numerous advantages for both employers and employees. By leveraging tools like artificial intelligence, microlearning, video platforms, and virtual reality, organizations can enable continuous skill development, enhance learner engagement, and optimize training delivery. Employers must ensure that all employees have access to the necessary devices and reliable internet connectivity, while also fostering an environment that encourages self-motivation and time management skills for self-paced learning (Wang, 2024).

- Suggestions for Future Improvements

- Explore emerging technologies: As technology continues to evolve, it would be valuable to explore the potential of emerging technologies.
- Address data privacy and security concerns: Ensuring that sensitive information and employee data are protected.
- Develop strategies for blended learning: While technology-based training offers numerous benefits, could be more effective in certain scenarios.



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ANY QUESTIONS?

WHEN? WHAT? WHERE? WHO? HOW? WHY?