

The impact of technology on learning and development

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Introduction

A crucial organisational procedure that guarantees an educated, competent, and engaged staff is learning and development. It includes learning through experience, programs, learning events, coaching, supervision, and self-directed learning activities, among other means (Armstrong, 2017).

The change from identifying training needs to learning needs shows that learner ownership of development is becoming a growing trend. This change emphasises how crucial it is for individuals and organisations to work together to fulfil development requirements through a variety of approaches, including e-learning and on-the-job training (Torrington, 2014).

This presentation will discuss the value of technology in training and development, as well as the advantages it offers to both employers and employees. It will be backed up with real-world examples from top companies.

The importance of technology in training and development

In the modern workplace, technology is essential to training and development since it significantly enhances efficiency, accessibility, and personalisation. Employees can participate in continuous learning through e-learning systems, which are accessible from any location and can accommodate a variety of schedules and geographic constraints. This adaptability guarantees inclusive training that takes into account remote workers as well as individuals with different schedules.

Furthermore, cutting-edge tools like augmented reality (AR) and virtual reality (VR) offer immersive, hands-on training experiences; these are especially helpful for difficult, technical jobs that call for real-world experience learning. Realistic simulations made possible by these technologies lower the expenses and hazards of on-the-job training (Aier, 2024).

VR training for Walmart's employees

Walmart has deployed virtual reality training for its colleagues, with a focus on customer service, compliance, and new technology adoption (Walmart, 2018). VR simulations offer realistic, hands-on experiences that improve learning retention and engagement. Employees may practice addressing numerous events in a controlled setting, resulting in better customer service and operational efficiency. Advantages:

- ▶ Higher employee loyalty
- ▶ Better employee confidence
- ▶ Higher customer satisfaction



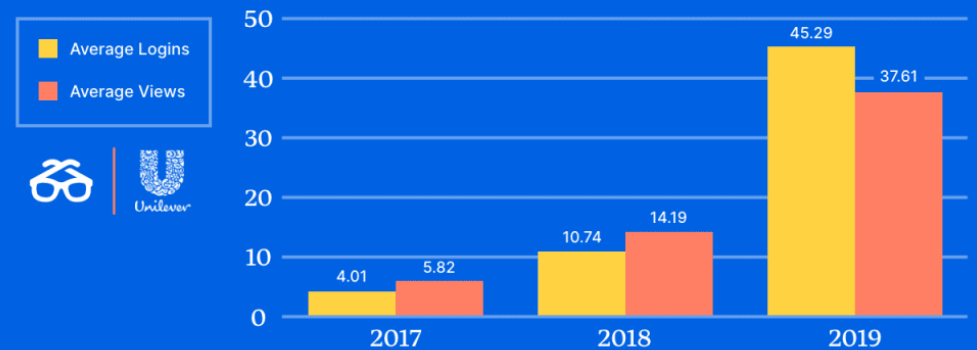
Unilever's Degreed platform for employees

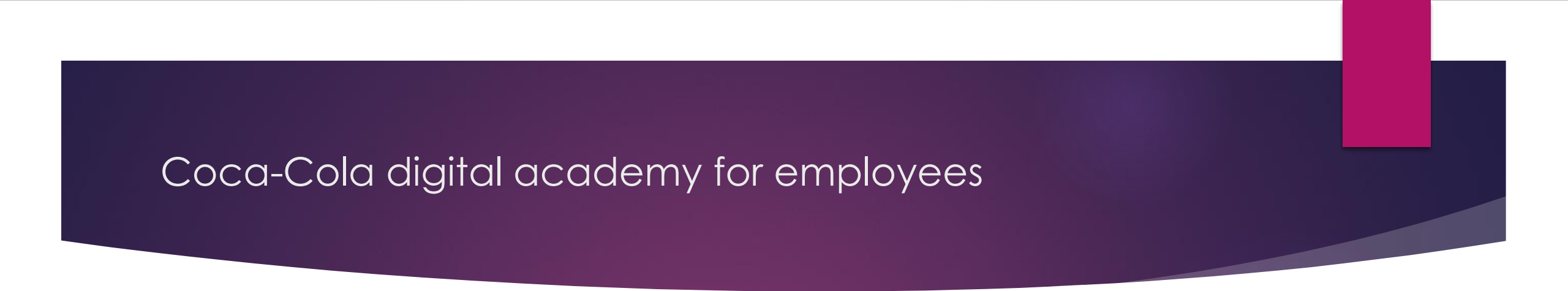
Unilever uses the Degreed platform to give personalised learning experiences to its workers using a variety of sources, such as online courses, articles, and videos, and then uses AI to offer suitable learning resources based on individual interests and career aspirations(Unilever, 2024).

Unilever invested an estimated €77 million, or €644 per person, in training & development in 2022. This involved reskilling them for a different role within Unilever, upskilling them for their current work, and preparing them for careers and opportunities outside of our organisation.

The Numbers Keep Climbing

Unilever's employees are more engaged and active than ever. When people are in control of their learning, the results are pretty powerful.





Coca-Cola digital academy for employees

In order to train managers and front-line team leaders across its operations, Coca-Cola built a digital academy (Coca-Cola: The people-first tale of a digital transformation, 2022). Over 500 employees received digital skill training from the school in its first year of operation through a combination of on-site visits, immersive boot camps, and online courses.

Across more than 10 locations in the company's manufacturing network, graduates have implemented about 20 digital, automation, and analytics projects. This has increased productivity and efficiency by more than 20%. Presently, the company offers digital skills training to about 4,000 of its workers.

Boeing VR aircraft maintenance training for employees

With the use of augmented reality technology, Boeing is able to project 3D wiring diagrams into technicians' range of vision in real-time, without the need for their hands. A HoloLens is used by technicians to help with wire harness installation throughout the aircraft, taking the place of paper blueprints that were 20 feet long. Boeing has been able to raise its manufacturing rate and save millions of dollars each aircraft thanks to this innovation, which has enhanced wiring speed and accuracy by 33% (InfiVR.com, 2022).



PwC's VR Soft Skills Training Study for Employers

PwC study key points:

- ▶ V-learners improved their confidence by 40% over classroom learners and 35% over e-learners.
- ▶ VR training achieved cost parity with classroom training at 375 learners and with e-learning at 1,950 learners, making it 52% less expensive than classroom training at 3,000 learners.
- ▶ V-learners finished their training four times faster, felt 3.75 times more emotionally involved than classroom learners, and 2.3 times more than e-learners.

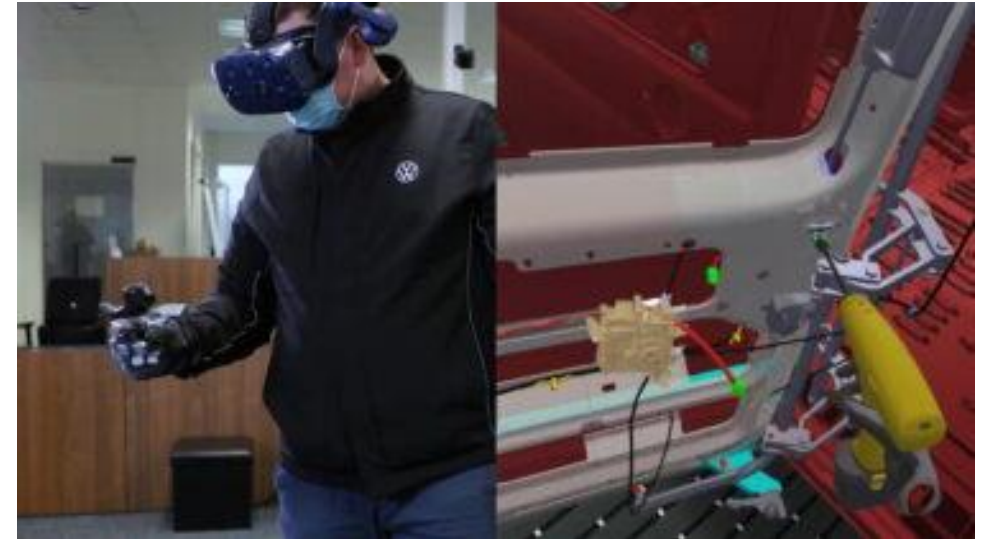
Time to complete training



Source: PwC VR Soft Skills Training Efficacy Study, 2020

Assembly VR training for Volkswagen(for employers)

- ▶ The learning process is slowed down for Volkswagen personnel who frequently have to travel long distances for training (VR Owl, 2023). Consequently, the business looked to use virtual reality to create a training course workflow that was more efficient.
- ▶ In the VR simulation, workers perform tasks like putting in a door or a brake. Simulators for customer service and orientation training for new hires were designed in addition to assembly training.
- ▶ Volkswagen taught over 10,000 workers and developed over 30 different activities. Virtual reality training offers a productive and economical learning environment.



DHL's Smart Glasses (for employers)

DHL employs smart glasses to instruct warehouse personnel on picking and sorting procedures (DHL, 2024).

Benefits:

- ▶ Increased Productivity: Smart glasses give employees real-time information and visual cues, allowing them to perform more efficiently and accurately.
- ▶ Reduced Training Time: Interactive and hands-free training speeds up the learning process, allowing employees to become adept more rapidly.
- ▶ Enhanced Safety: Smart glasses keep personnel focused on their tasks, lowering the chance of accidents and boosting overall safety.



Agile, quick fulfilment with average productivity improvements of 15%



Reduced error rates with improved accuracy



User-friendly & intuitive, reducing training time



Hands-free picking



High approval rate among employees

BP's Digital Training Program(for employers)

BP (British Petroleum) has created a digital training program that use a combination of e-learning modules, simulations, and interactive content to train its staff, particularly in safety and operating processes (BP, 2024).

Benefits for employers:

- ▶ **Enhanced Safety:** The program contains realistic simulations of dangerous circumstances, which allow staff to practice emergency reactions and safety standards in a safe, controlled setting.
- ▶ **Cost efficiency:** Digital training eliminates the need for physical training facilities and on-site teachers, resulting in substantial cost reductions. It also reduces the cost of travel and lodging for employees who attend training courses.
- ▶ **Consistency and Quality:** The digital platform guarantees that all employees, regardless of location, receive the same high-quality training. This regularity helps to keep high standards.

Conclusion

In conclusion, organisations may gain a lot from technology-based training programs, which lower costs and increase productivity, engagement, and scalability. Employers have successfully trained their staff through the use of digital platforms, virtual reality, and augmented reality.

These technological advancements facilitate customised learning, enhance retention, and guarantee uniform training standards for workers worldwide. For example, PwC's virtual reality training boosts confidence and efficiency, while Unilever's Degreed platform increases worker engagement with customised learning opportunities. Volkswagen's VR assembly training expedites procedures, and Boeing's augmented reality training improves precision and efficiency in challenging jobs.

All things considered, these initiatives promote an innovative and ever-learning culture that boosts organisational competitiveness and growth. Maintaining a trained and flexible workforce will depend on training and development programs incorporating cutting-edge technologies as the workplace evolves.

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