

# **Managing People**

## **LCBB5004**

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University of Wales trinity Saint David

Lecture name : Piyumika Kithulgoda Gamage

Student name: Stela Zacon 2118130

# Introduction

- Managing people is one of the major pillars of an organizational framework, which is mainly performed by the Human Resource Management of an organization.
- With the rapid advent of technology in the form of digitalization, it has become much easier to manage people with the help of technology.
- Employee training has been a major benefit in terms of taking the help of technology to manage people in the workforce effectively.
- This has also helped in the role and performance of employers at the same time.

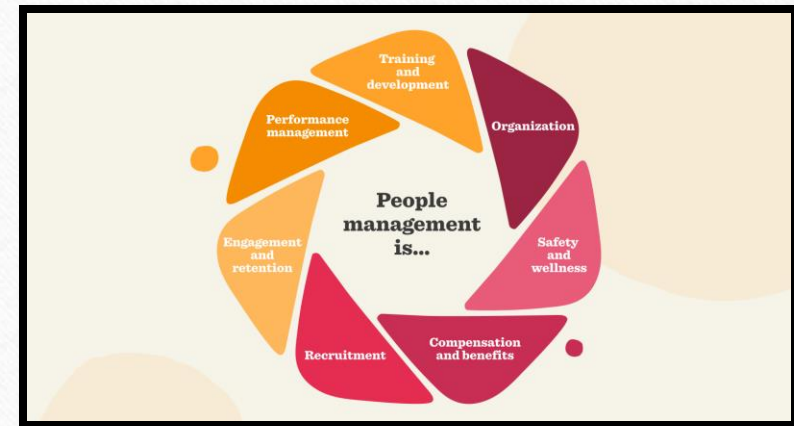


Figure 1: Managing People  
(Source: HiBob, 2024)

# Importance of technology in training and development

- Technology makes it more precise and accurate in terms of providing employees with training and also in their development.
- Technology facilitates the growth of a continuous learning culture by providing small lessons, tiny lesson courses, and immediate resources (Lok *et al.* 2021).
- Technology helps employers track and monitor employee performance effectively.
- This also helps to point out the pain points of employees, focusing on enhancing employee traits (Lok *et al.* 2021).
- Also, with the help of technological means, employers can keep every detail of employees for their development.

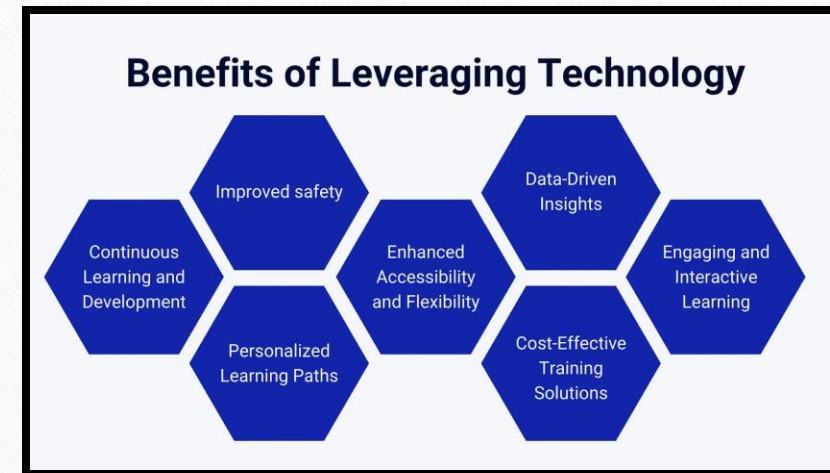


Figure 2: Importance of Technology in training and development  
(Source: Mitchel, 2024)

# Benefits of technology-based training programs for employees

- Apple, the topmost technology organization has been effectively taking the help of technology to train their employees. This is done in the form of performing programs.
- The name of the training program of Apple is called Pathways, where employees are provided with efficient training (Apple, 2024).
- Employees at Apple stay updated with the help of Pathways (training program), along with skill development of employees.
- Employees also benefitted by focusing on their pain points with the help of technology.
- Employees are also provided with product-based information, and also with methods to focus on developing their interaction with customers (Apple, 2024)



Figure 3: Technology-based training for employees at Apple with Artificial Intelligence  
(Source: Jarrell, 2021)

# Benefits of technology-based training programs for employees (Continued)

- Tesco, the retailing giant, offers technology-based training initiatives for the betterment of its employees.
- Tesco provides technology-based training programs for staff through its Academy, a learning center that combines online resources, in-person classes, and other learning materials (Lennefer *et al.* 2020).
- Here employees are provided with wider accessibility to business management insights (as in data and information).
- Employees deliver services to the organization in real time, getting information about the effective usage of technology (Lennefer *et al.* 2020).

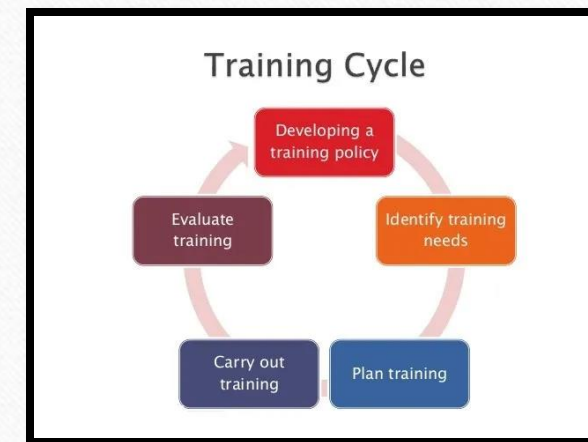


Figure 4: Training program at Tesco PLC  
(Source: Nahian, 2020)

# Benefits of technology-based training programs for employees (Continued)

- Another major player in the global automotive industry is Tesla, which also uses technology for employee training (Tesla, 2024).
- Tesla provides a variety of technology-based training programmes to assist staff enhance their skills, gaining novel equipment, and educating fresh hires.
- Online and social media training are provided majorly, helping employees (of Tesla) to focus on gaining ideas about upgraded technologies (Tesla, 2024).
- One such program performed by Tesla is the Tesla START program, a 16-week program for employees to get educated about manufacturing, selling, and marketing ventures.



Figure 5: Technology-based employee training at Tesla by Tesla START  
(Source: Tesla, 2024)

# Benefits of technology-based training programs for employees (Continued)

- Amazon, another electronics and retail organization takes the help of technology for its employee training.
- Amazon is investing in complimentary training for employees, allowing them to advance their careers in high-paying, highly sought-after areas such as cloud computing, artificial intelligence, and others.
- Employees are developing their skills at Amazon in the form of effective human resource management, and people management.
- In this manner, Amazon takes the help of Amazon Web Services (AWS) to train their employees.
- Personal growth of employees is also taking place, benefitting the workforce and the work structure at Amazon.



Figure 6: Amazon Web Services  
(Source: Technologies, 2024)

# Benefits of technology-based training programmes for employers (Continued)

- Unilever, another UK-based retailing giant takes the help of technology-based training programs for their employers.
- Effective hiring of employees is done by employers at Unilever (Pratt and Cakula, 2020).
- Employers are trained to store Data and information about employees at Unilever.
- Employers also gain the idea of hiring effective employees with the help of sorting aspiring employees by technology.

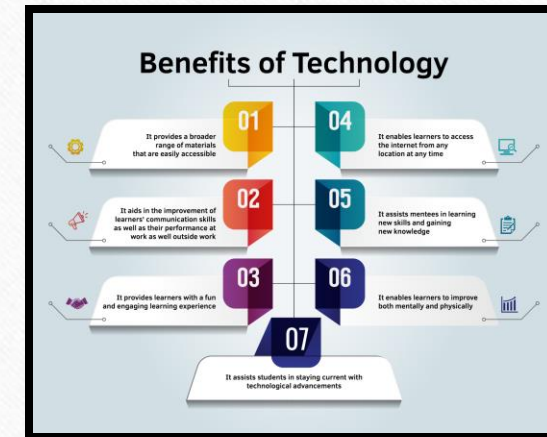


Figure 7: Benefits of technology-based training programmes for employers (Source: EduBridge, 2023)

# Benefits of technology-based training programmes for employers (Continued)

- Employers at Sainsbury's benefit from acquiring productive measures of online training for employees.
- Employers also gain the idea of scaling up productivity for organizations at Sainsbury's.
- Employers in this regard provide better training measures, resulting in the betterment of employees as well (Suryati and Jalinus, 2023).
- Sustainability traits among employers of Sainsbury's are developed in this manner with the help of technology (Suryati and Jalinus, 2023).



Figure 8: Benefits of training and development among employers. (Source: Slide Team, 2024)

## Benefits of technology-based training programmes for employers (Continued)

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- Facebook conducts online sessions for their employers to hire employees.
- In this manner, employers at Facebook develop traits about focusing on employee qualities to hire (Semma *et al.* 2024).
- Effective assessment of employee details is taken into account by Facebook employers.
- Productivity in Facebook employers is installed with the help of technology to produce productive training sessions further (Semma *et al.* 2024).

# **Benefits of technology-based training programmes for employers (Continued)**

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- At ASDA, employers benefit by driving employees towards the organization resulting in driving employee engagement,
- The morale of employers is developed with the usage of technology at ASDA globally.
- Employers here are also developed in terms of management knowledge of higher ranks with the help of technology.

# Conclusion

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- As a result of the above-done study, it can be stated that technology helps in developing attributes for employers and employees.
- Employees can focus on their pain points, and further mitigation strategies are maintained by them.
- Employers can focus on hiring employees, resulting in the development of their hiring, productivity, and analyzing skills,
- Lastly, the organizational workforce increases with the incorporation of technology in organizational management.

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