

Technology in Training and Development



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Introduction

- ✓ Evolution in the digital era
- ✓ Impact of technology on learning and skills development
- ✓ Integration of innovative tools in training programs
- ✓ Improving accessibility and engagement through technology
- ✓ Dynamic relationship between employees and technology

What is technology for training and development !?

Training - Permanent changes in an individual's knowledge , skills or attitude by participating in learning events, activities and programs

Development - Refers to continuous upgrading of skills, knowledge and career growth

Technology – Crucial role in training and development by providing innovative tools and different learning platforms. Also cost-efficient for the employers .

(Suci,2015)

Training and Development – Wizz Air

Approach

- ❑ Equip the workforce with the necessary skills and knowledge
- ❑ Adapt the employees within ever-evolving industry



Tools / Platforms

- ❑ E-learning modules
- ❑ Flight simulators
- ❑ Mobile learning apps
- ❑ AI-powered platforms

Importance

Flexibility and accessibility



Cost-effectiveness



Engagement and interactivity



Efficiency and standardization



Recommendations



Gamified Learning

Microlearning



Wearable technology

Predictive Analytics for
training needs



Gamified Learning - JetBlue

- Unique pilot training program
- Multi-step , game-like
- Cognitive and behavioral assessment
- Mentorship and strict training

(Buhalis,2021)



Fig.1 – Game-like education

Benefits – Increase engagement , Immediate feedback

Microlearning – Delta Air Lines



Short and focused modules



Separate modules covering



Safety procedures



Technical knowledge



Customer service

(Buhalis,2021)

Fig.2 – The importance of microlearning for an individual



Benefits – flexibility and cost-effectiveness

Wearable technology - Airbus



Smart glasses

- Provide technical data
- Instructions to assist
- Help technicians with the tasks



Smart watches

- Enhance customer service
- Real-time flight update
- Guest information

Benefits – Increase safety, monitoring and accessibility

Predictive analytics for training need - IBM



Forecast future job roles



Predict future training needs



Identify skill gaps



Personalize learning modules

(Bryan, 2023)

Benefits – Increase adaptability and effectiveness , and reduce future costs



Conclusion

Technology plays crucial role in revolutionizing training and development.

The future relies on the continued integration of the technology advancements to ensure a well-prepared workforce!



**THANK YOU
FOR
YOUR ATTENTION**

**ANY QUESTIONS,
PLEASE ASK !?**

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