

# **BA BUSINESS MANAGEMENT**

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# IMPORTANCE OF TECHNOLOGY IN TRAINING AND DEVELOPMENT

## INTRODUCTION

Technology allows the advent of personalized studying paths, tailoring education packages to personal needs. By the usage of studying control structures and synthetic intelligence, groups can examine worker overall performance data, pick out understanding gaps, and advise-centered education modules.(Yang,2023)

Technology plays a critical role in the development of education, changing the way we acquire knowledge and develop skills.

### Benefits of Leveraging Technology



# Benefits of technology-base training programmes for employees

Increase Accesibility:

Accessibility focuses on how a person with a disability can access or benefit from a site, system or application.(usability.gov

Technology-based training programs allow employees to access training materials anytime, anywhere. This access permits users to complete training at their convenience, eliminating the need for travel or specific training sessions.

For example, Aldi's "Aldi Academy" offers online training modules that users can access on their computers or mobile devices. This access enables employees to complete training without compromising their work or personal commitments.



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## Personalized Learning Experience:

Personalized learning is a teaching method that seeks to personalize learning based on each person's strengths, needs, skills, and interests. (Amanda Morin)

Technology-based training programs often incorporate flexible learning methods, allowing employees to receive personalized training based on their needs and skill levels. These programs can assess employee knowledge gaps and provide targeted training modules to address these gaps.

Tesco's "Tesco Academy" uses this approach by offering diverse courses that employees can choose from based on their interests and career goals. A personalized learning experience helps employees acquire the necessary skills and knowledge.



Continuous Development  
Opportunities:

Technology-driven training programs allow employees to participate in ongoing training and development. These programs often offer different courses and facilities that employees can access to improve their skills and knowledge.

Sainsbury, Sainsbury's Learning Center provides resources for employees with a selection of educational materials, including videos, articles, and interactive content modules. This continuous development opportunity allows users to stay current with company processes and improve their performance and services.

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## Improving job satisfaction:

Technology-based training programs contribute to job satisfaction by providing them with the tools and equipment necessary to succeed. These programs allow employees too acquire new skills improve their performances, and start work.

Argos uses augmented reality (VR) to learn work skills and confidence in handling customer requests and performance equipment. By investing in workforce development through technology-based training. Companies like Argos can promote job satisfaction and loyalty among employees. their employees.



# Benefits of technology-based training programmes for employers

Performance improvement:

A technology-based training program enable employers to provide consistent and tailored training to a large number of users at the same time. This, applies to all users receive the same type of training, thus reducing inconsistencies in knowledge space.

For example, Aldi uses a technology-based training program called "Aldi Academy" to provide its employees with comprehensive training, covering different aspects of their work, such as customer service, products knowledge and process. This, allows Aldi to train effectively its employees and maintains consistent service standards across all its store.



## Cost-effectiveness:

The ability to provide the best value or benefit in terms of money spent(Oxford Dictionary)

Traditional training methods often include high costs associated with trainees, training lease sites, and print training materials. Technology-based training programs eliminate or significantly reduce these costs.

For example, Tesco has implemented an online training system called "Tesco Academy" which offers many courses to its employees. Using this technology-based approach, Tesco saves health expenses equipment and supplies, making it a cost-effective solution.

Flexibility:

Technology-based training programs offer flexibility in the terms of time and where employees can access training materials. Employees can receive training modules in their own order, allowing them to organize their work and personal life promises.

Sainsbury's has implemented a mobile learning platform, "Sainsbury's Learning Hub" which gives users access to training material on their smartphones or tablets. This change is promising, and the employees can receive training when and where it suits them.



## Improve Employee Engagement:

Technology-based training programs often integrate interactive elements such as interviews, simulations, and gamification, improving employee engagement and knowledge retention.

For example, Argos has implemented a virtual reality (VR) training program for its employees. This one immersive technology allows users to experience different situations, such as managing customer requests or operating resources, in a virtual environment. By putting such things into practice, training based on technology programs can increase employee motivation and participation.

## CONCLUSION

For employees these programs offer flexibility, excellence, and a personalized learning experience. They can learn at their pace efficiency, reducing downtime and reducing their damage to daily activities. In addition, technology-based training allows for personalized training learning methods, helping employees to focus on areas where they need improvement and improve their general understanding and skills.

For employers, technology-based training programs are profitable and scalable. They eliminate the need for expensive public visits, training time, travel expenses, and printed materials. Employers can also track and evaluate employee progress and performance through a blended learning management system, obtaining useful information and the effectiveness of regional training programs for promotion.

Also, technology-based training programs can help increase employee satisfaction and retention. Employees, thanks to the opportunity for self-education and the beauty of getting lessons when it best fits their schedule. It can lead to an active and motivated workforce, ultimately benefiting everyone's productivity and organizational success. By applying these benefits, organizations can create the best possible workforce, effectively meeting the needs of today's rapidly changing business environment.

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**THANK YOU**