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Content of the presentation

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TECHNOLOGY

Introduction: What is technology?



In today's world, intelligent computer systems play an important role in improving human life standards and providing solutions to real-world problems..(Kose & Koc, 2015)

Humans have designed and built various technological systems, applications, and platforms through their ingenuity and expertise. These technological advancements aim to digitize and transform traditional aspects of human life and experiences (Dağhan, 2017).





Importance of technology in training and development

Reducing

Reducing Business Cost

Online and virtual training enabled by technology can reduce logistics costs associated with traditional classroom-based training, such as travel and facilities expenses.

Improving

Improving Communication: Technology can help organizations improve their communication processes related to training and development initiatives. Technology provides organizations with various tools and channels to streamline communication, enhance engagement, and ensure seamless dissemination of training-related information to their employees.

Flexibility

Flexibility and Accessibility: Technology-based training programs offer increased flexibility and accessibility for employees. Employees can access learning resources anytime and anywhere, making it convenient for individuals with varying schedules or working in different locations.

Enabling

Enabling Outsourcing

Technology allows training to be delivered rapidly as new skills are required, enabling continuous upskilling and reskilling of employees through just-in-time learning resources (Santhosh, 2018).



Alibaba is the world's largest e-commerce platform that sells more than Amazon and eBay together.

AI LEARNING by: Alibaba Cloud



Meta Platforms, Inc. is a technology company that builds products and services to help people connect, share, find communities, and enable businesses to grow (Financial Times, 2023). Meta using VR technology for training and development.



Analysis of the benefits for the employer

Improved efficiency and cost savings

AI can streamline various operational processes, such as inventory management, logistics, and customer service, resulting in cost savings and improved efficiency.

Data-driven Decision-Making: By leveraging AI and machine learning algorithms, Alibaba can gain valuable insights from large datasets, enabling data-driven decision-making and strategic planning.

Analysis of the benefits for employer

Cost-Effectiveness: VR training can reduce overall training costs by minimizing needs such as travel, physical equipment, and dedicated training spaces.

Improved Efficiency: VR allows employees to train at their own pace, in a focused environment free from distractions.



Deliveroo is one of the biggest food delivery companies operating in the UK, Ireland, and other countries around the world.

The company use video-based learning for the training and development their staff.

Deliveroo(2024).



Analysis of the benefits for employer

Cost-Effective:: Video-based training can be more cost-effective than traditional classroom training, eliminating expenses such as travel, accommodation, and venue costs.

Consistent delivery: Pre-recorded video content ensures that the training material is delivered consistently across all employees, regardless of location or schedule.

BOSCH using micro learning platform for training and development



The Bosch Group is a leading global supplier of technology and services.

Analysis of the benefits for the employer

Increased Efficiency: Microlearning allows for **faster delivery** and employees can learn and upskill **quickly**.

Improved Knowledge Retention: The focused nature and **repeated exposure** through short modules can lead to **better knowledge retention** compared to longer training sessions.



AI LEARNING by:
Alibaba Cloud

Analysis of the Benefits for Employees:

Self – paced learning: Video-based learning platforms often allow employees to learn at their own pace, replaying or revisiting videos as needed.

Accessibility: Video-based learning platforms are typically accessible from various devices, such as computers, tablets, or smartphones.

Flexibility: Employees can fit their learning into their schedules, whether during breaks, after work hours, or even while on the go. This flexibility is particularly beneficial for companies like Deliveroo, where employees may have so different and irregular work schedules.

(CIPD, 2024)

Analysis of the Benefits for Employees:

Personalized learning experience: AI-driven personalized learning paths and adaptive training modules can cater to individual learning needs and preferences, enhancing the overall learning experience.

Access to Advanced Technologies: Working with cutting-edge AI technologies can expose employees to the latest advancements in the field, fostering continuous learning and professional growth.

Increased Productivity: AI-powered tools and automation can reduce repetitive tasks, allowing employees to focus on more productive and creative work.



In the case of **Bosch**, they use a learning experience platform to deliver these microlearning modules, allowing employees to access them **anytime and anywhere**, which further enhances the **flexibility and convenience** for employees.



Analysis of the Benefits for Employees:

Flexibility and Convenience: On-demand access allows employees to **learn at their own pace and schedule**, fitting learning around their existing work schedules.

Improved Skills and Performance: Microlearning focuses on **specific skills** and knowledge, allowing employees to **learn what they need effectively** to improve their job performance.

Analysis of the Benefits for Employees:

Safe Environment for Practice: VR simulations allow employees to practice skills and scenarios in a risk-free, virtual environment, enabling them to learn from mistakes without real-world consequences.

Access to Realistic Scenarios: VR can recreate realistic job scenarios that may be difficult, dangerous, or costly to replicate in real-life training settings.

Limitations for Employer (Alibaba):

- 1.Ethical Concerns: Implementing AI systems raises ethical concerns, such as privacy, bias, and transparency, which need to be addressed to maintain trust and avoid potential backlash.
- 2.Data Quality and Security: AI models rely on high-quality and secure data, which can be challenging to obtain and maintain, especially with large volumes of data.

Bosch

Content Development and Curation: "Developing and curating high-quality microlearning content can be time-consuming and resource-intensive for employers, as it requires breaking down complex topics into concise and engaging nuggets.

- 1.Tracking and Assessment: Tracking and assessing employee learning progress can be challenging with microlearning, as it may be difficult to gauge the overall comprehension and retention of the fragmented content

Limitation for Meta

- Initial Investment: Implementing a VR training program requires a significant upfront investment in hardware, software, and content development, which can be costly.
- 1.Technical Support and Maintenance: Employers need to provide technical support and maintain the VR equipment and software, which may require dedicated resources and expertise.

Limitations for Employer (Deliveroo):

Ensuring Engagement: While video-based learning offers flexibility, employers may face challenges in ensuring that employees remain engaged and motivated throughout the self-paced learning process.

Limitations for Employees (Ali Baba):

1. Job Displacement Concerns: Some employees may fear that AI automation could potentially lead to job displacement or redundancy, causing anxiety and resistance to adoption.
2. Reskilling and Upskilling Efforts: Employees may need to invest significant time and effort in reskilling and upskilling to keep up with the rapidly evolving AI technologies.

Limitation for Meta

Technical Proficiency: Employees may need to develop technical proficiency in using VR equipment and software, which could involve additional training or support.

Limited Social Interaction: While VR provides an immersive experience, it may lack the social interaction and collaboration opportunities present in traditional classroom settings.

Limitation for employees in Bosch

Fragmented Learning Experience: "Microlearning can lead to a fragmented learning experience, where employees may struggle to connect the individual learning nuggets into a coherent and comprehensive understanding of the subject matter."

Limitations for Employees in Deliveroo

Self-Discipline and Time Management: "Video-based learning requires a high level of self-discipline and time management skills from employees to stay on track and complete the training effectively."

Conclusion

By streamlining processes, enhancing communication, and fostering personalized learning, technology empowers both employers and employees. Companies benefit from increased productivity, cost savings, and a more skilled workforce, while employees gain access to flexible learning opportunities, improved accessibility, and a more engaging work experience (Talwar et al., 2020).



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Thank you

