

BA Business
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Managing People
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Technology and Its Role in Training and Development

- Technology is very important when it comes to accessibility (Molino et al., 2020).
- Because the training material is based on electronic means, it is flexible and convenient (Poddubnaya et al., 2020).

According to Molino *et al.*, (2020), training and development in the current business have been eased by the use of technology and are seen as an imperative factor in organisations that want to compete in the market. First, technology plays a crucial role in the area of accessibility because clients interested in the services offered by personal trainers can access the necessary information and attempt the exercises on their own; second, the issue of cost is also influenced by technology, as personal trainers' services are more affordable now; third, the issue of consistency with the proposed approach is considered, and it could be noted that technology

contributes to making clients consistent with exercising.

Accessibility and Flexibility: Flexibility and convenience of training since the material is electronically based, the employee can access the material anytime from any place (Poddubnaya *et al.*, 2020). This is very important for a global workforce and goes hand-in-hand with the rise of telecommuting.

Cost-Effectiveness: Offline training that may include seminar-like training usually costs a lot of money due to issues of transport, venue and printing of materials. These costs are slightly lower when technology-based training is used to present the material and documents, training becomes cheaper for organisations.



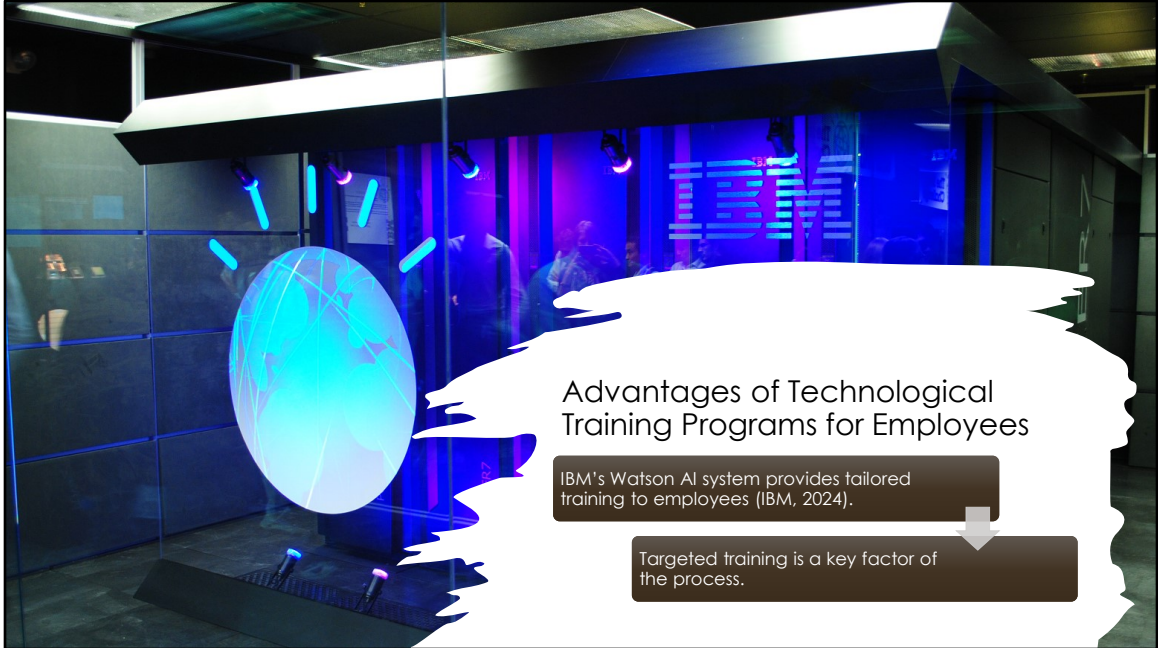
Consistency: The use of e-learning platforms helps in passing out the same knowledge/information to every employee within the organisation which helps in keeping uniformity within the firm (Zahari *et al.*, 2020). This is quite important as it creates some level of uniformity required in the skills and knowledge of the employees.

Engagement and Interactivity: Unlike traditional learning, training equipment in the present day uses video, quizzes, and simulations to improve the learning process. Such measures help to enhance participation and education among the company's staff and specialists.

Data and Analytics: This is through the use of

technology that sees methods and parameters used to monitor the progress and performance of the employees put in place (Noe, 2020). The results can then be used by organisations to develop the needed improvements in training programs, determine needed skills, and establish subsequent training targeting the deficits.

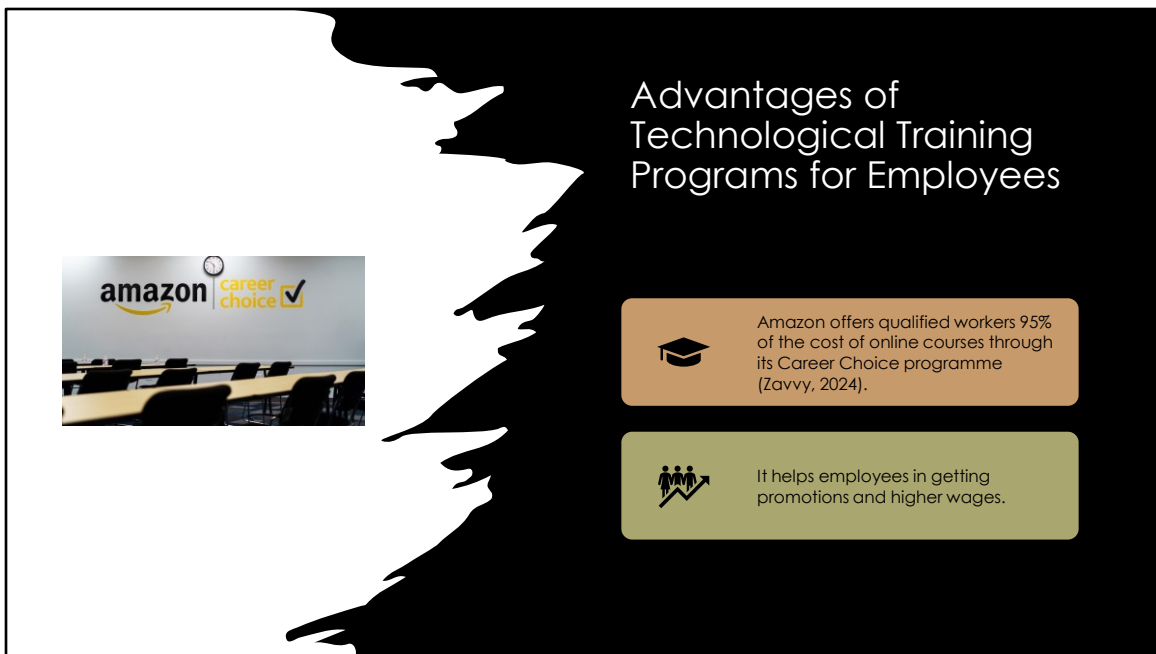
In general, technology in training and development brings a more efficient, more attractive, and above all more effective approach to training. They also have opportunities for career development that assist the employees in acquiring skills through training and development. To organisations, it means having the personnel skillfully as well as effectively capable of quickly adapting to changes in the market environment thus giving the organisation a competitive edge.



Personalized Learning Paths

Example: IBM's Watson AI system gives learning management training suggestions whereby a learning management platform learns about the learner and gives tailored training that fits the learner and his or her career path (IBM, 2024).

Benefit: Staff is provided targeted training which is specific to the belonging position, and the development of certain skills is more efficient this way.



Advantages of Technological Training Programs for Employees



-  Amazon offers qualified workers 95% of the cost of online courses through its Career Choice programme (Zavvy, 2024).
-  It helps employees in getting promotions and higher wages.

Career Advancement Opportunities

Example: An example of supporting employees' professional development is Amazon's Career Choice initiative which provides eligible employees with 95% of the cost of online courses in the fields of IT, healthcare, business, and technology (Zavvy, 2024).

Benefit: Employees get new certifications and training providing them with ways of getting promotions and better wages.



Flexible Learning Options

Example: At Google, one of the major internal training programmes is the g2g (Google-to-Google) where Googlers share what they know with the rest of Google on an intranet available topics (HCI, 2024).

Benefit: Working individuals can learn on their schedule and within their own timetable that they set with their employers or they set based on their own schedule of work and other duties and responsibilities.

Advantages of Technological Training Programs for Employees

- Deloitte University Press includes webinars, e-learning and articles (Deloitte, 2024).
- Walmart uses VR technology to train employees (Lewis, 2019).



Continuous Skill Development

Example: A selection of training material in the form of webinars, e-learning and articles, available to workers globally, could be seen at Deloitte University Press (Deloitte, 2024).

Benefit: This ensures that the workers present to the organisation go through updates of their knowledge and skills in the market and the latest practices.

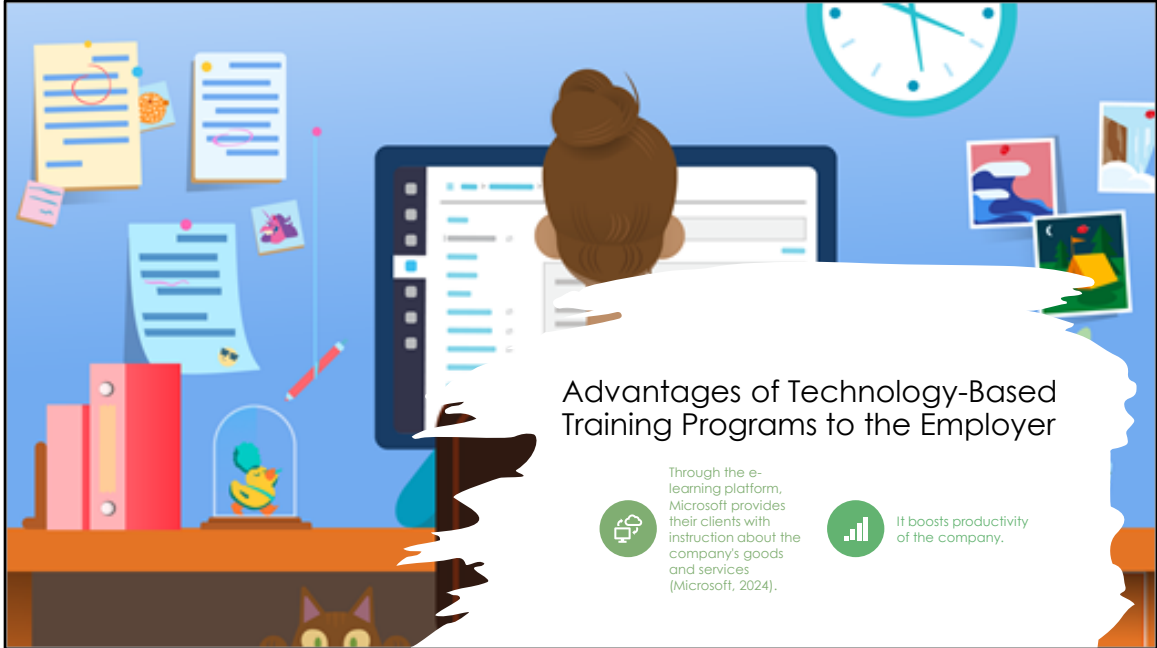
Enhanced Engagement and Retention

Example: As far as the training is concerned, many concepts are applied at Walmart such as the use of virtual reality where the employees get to learn practically in a

virtual world (Lewis, 2019).

Benefit: Such manager-led forms of training are lively and enable the employees to grasp information much better than the usual, mundane ways.

Technology-enhanced training facilitates the workforce and enhances the level of training through accessibility, flexibility as well as customization. Such programs assist employees move up the career ladder by acquiring more knowledge in their field, and enhancing any aspect of job performance hence increasing their satisfaction in the job and promoting their career progression.



Enhanced Employee Performance

Example: Microsoft has an e-learning platform they use to offer their clients training on the company's products and services dubbed Microsoft Learn (Microsoft, 2024).

Benefit: Education of the employees on the use of Microsoft technologies boosts productivity and enhances the satisfaction of the customers.



Advantages of Technology-Based Training Programs to the Employer

- A wide variety of training lists are available on Accenture's MyLearning platform (Accenture, 2024).
- Digital training reduces travel costs and other costs.

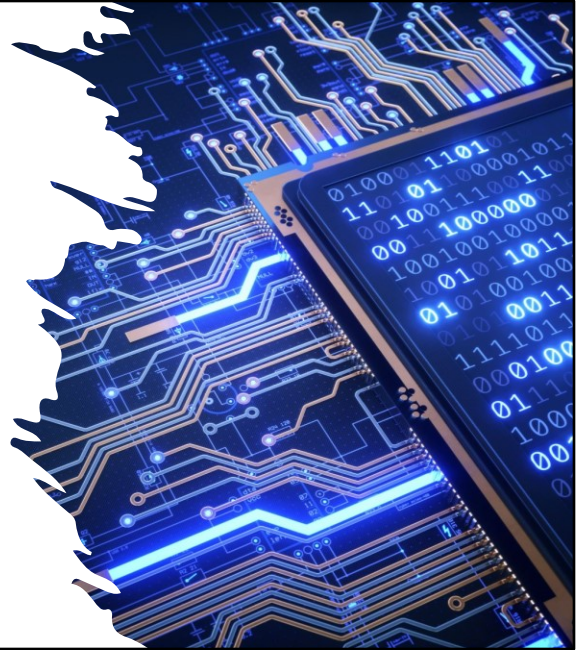
Cost Savings

Example: Accenture's MyLearning platform provides a diverse range of training lists to be done in-house as opposed to outsourcing with other training providers (Accenture, 2024).

Benefit: Digital training cuts expenses on travelling, renting halls, and other training materials often required in traditional training.

Advantages of Technology-Based Training Programs to the Employer

- AI helps IBM in standardising onboarding and training (IBM, 2024).
- A scalable plan is promoted in training.



Scalability and Consistency

Example: This way, IBM implements AI-driven training in an effort to standardise onboarding and training across the company's globally spread employees (IBM, 2024).

Benefit: Technology also promotes a scalable plan in training because different employees will go through the same training and there is a guarantee that the level of learning is consistent.



Advantages of Technology-Based Training Programs to the Employer

- The use of VR helps Walmart to create a more engaged focused training program (Walmart, 2018).
- With satisfied workers, the company enjoys staff retention.

Enhance staff retention and satisfaction.

Example: Walmart's training approach implies the use of a VR environment that allows the training process to be more engaging and focused on practical cases (Walmart, 2018).

Benefit: Effective training techniques make the employees happy with their jobs hence decreasing the turnover and the cost of hiring new employees.



Data-Driven Insights

Example: Data from Deloitte University Press is collected in the forms of online learning of its employees (Deloitte, 2024).

Benefit: Evaluation of training improvement and employee performances permits the adjustment of training programs concerning the changing business needs.

Future-Proofing Workforce

Example: Future Ready is the programme at AT&T that offers employees online lessons regarding their re-training to fit new positions in the firm with a focus on

technology and innovation (ATT, 2024).

Benefit: Training and development of employees for future positions and new technologies is a way of making the company relevant and creative.

In the case of technology-based training programs, employers can improve the performance of employees while at the same time managing cost and retaining competitive advantage through formality, standardised, and measurable interventions. Such programs help to shape the personnel's personal and professional profile and ensure their satisfaction and thus are capable of making the employees better and more productive in achieving the organisational goals.

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