



IMPACT OF TECHNOLOGY ON LEARNING AND DEVELOPMENT IN THE WORKPLACE ENVIROMENT

by Iuliana Dudan
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INTRODUCTION

In today's quickly changing business scene, providing employees with the required skills and knowledge is critical to organisational success. Traditional training approaches, while useful, are sometimes constrained by issues such as time limits and rigidity. Fortunately, technological improvements have enabled creative training options that can improve the learning experience for new workers.

This presentation investigates how different UK organisations use technology to teach their new employees. We will look at the specific technologies used by four different organisations and assess the benefits these strategies provide for both employees and employers.

IMPORTANCE OF TECHNOLOGY WHEN TRAINING COLLEAGUES

Boosting Engagement Through Technology

- Engagement is critical for successful training. Traditional approaches can be passive and boring, resulting in disinterested students and, ultimately, lower information retention. Technology provides a number of options to make training more engaging and fun.

Empowering Flexibility with Technology

- Flexibility is crucial in today's fast-paced environment. New colleagues frequently have hectic schedules that include job, family, and personal obligations. Traditional in-person training sessions can be rigid and cumbersome, making it impossible for everyone to engage completely. Technology promotes flexibility by providing online learning platforms and mobile apps that allow learners to access training materials at any time and from any location.

Increasing Skill Development

- It is critical that new colleagues gain the required abilities rapidly in order to become effective members of the team. Technology provides a range of methods for accelerating skill development.

IMPORTANCE OF TECHNOLOGY IN TRAINING

Ford Motor Company

Ford uses virtual reality (VR) technology to make training models that are very realistic for people who work on the assembly line. Employees can practise difficult tasks in a safe virtual setting with these exercises. For instance, technicians can virtually take apart and put back together motors or practise doing difficult wiring jobs. Virtual reality glasses let you see and hear things that happen in the real world. (DEARBORN, 2020)

Ford Motor Company

Benefits for Employees

- **Better teamwork and problem-solving:** VR models can be made so that more than one person can participate at the same time. This lets workers from different areas work together online, which improves communication and teamwork skills that are needed to fix tough problems on the assembly line.
- Mastering new abilities and exhibiting proficiency can result in a stronger sense of success and professional satisfaction.
- Traditional training may be intimidating, particularly for new employees. VR simulations provide a controlled environment for rehearsing operations, allowing staff to make mistakes with no real-world consequences. This can considerably minimise the tension and anxiety related to acquiring new abilities.

Benefits for Employers

- **Standardised Training and Error Reduction:** VR training provides a consistent learning experience across all locations, ensuring that employees improve their knowledge and skills consistently. This can result in fewer mistakes and better quality control on the production line.
- VR simulations may be used to obtain vital data on employee performance during training sessions. This data may be analysed to discover areas for improvement in the training programme itself, assuring its high effectiveness.

IMPORTANCE OF TECHNOLOGY IN TRAINING

Tesco

Tesco uses a sophisticated online learning platform and LMS to provide a variety of training programmes to its workers (Tesco PLC, 2023). This portal provides a library of training modules, video lessons, and interactive exercises on a variety of topics related to supermarket operations. Employees have access to self-paced learning resources that adapt to their unique jobs and growth goals, including customer service skills, product knowledge, and health and safety standards.

Tesco

Benefits for Employees

- Employees may access training courses from any location with an internet connection, allowing them to learn at their own pace and convenience (Tesco PLC, 2023).
- Self-Directed Learning: The platform allows employees to take control of their professional growth by selecting courses that match their goals and interests.
- Standardised Learning: E-learning guarantees consistent and up-to-date training information for all employees in different locations.

Benefits for Employers

- Cost-effectiveness: E-learning platforms can be more cost-effective than traditional training techniques because they reduce expenditures connected with instructors, training facilities, and travel.
- Scalability and Consistency: With technology-based training, Tesco can rapidly expand training programmes to suit a big workforce across several locations, maintaining consistent training material delivery .
- Improved Data-Driven Insights: Learning Management Systems can monitor employee progress, completion rates, and highlight areas where training material should be improved.

IMPORTANCE OF TECHNOLOGY IN TRAINING

JD Sports Fashion

JD Sports Fashion, a renowned sports shop, uses microlearning to teach new employees . Microlearning modules are comprised of brief, concentrated courses that address specific skills or knowledge areas. These bite-sized modules are given via a mobile learning app, allowing new workers to access training information and complete short learning bursts from any location using their mobile devices. This strategy accommodates hectic schedules and enables new personnel to learn at their own speed. (JD, 2020)

JD Sports

Benefits for Employees

- Standardised Learning: An online platform offers uniform training content distribution across all locations, ensuring that everyone obtains the same basic information.
- Access to a wide Collection of materials: An online platform may include a wide collection of materials in addition to initial training sessions, allowing new recruits to research issues important to their responsibilities and career advancement.

Benefits for Employers

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IMPORTANCE OF TECHNOLOGY IN TRAINING

Prudential Insurance

Prudential uses gamified branch simulation software to educate new customer service workers. This programme generates realistic virtual branch settings in which trainees engage with simulated clients, practise answering questions, and develop critical communication and sales skills (Prudential Careers, 2023).

Prudential insurance

Benefits for Employees

- Engaging and Practical Training: Gamified simulations give a more engaging and dynamic learning experience, allowing new workers to practise real-world customer service scenarios in a safe setting.
- Simulated encounters may help new recruits improve their communication and sales abilities, preparing them for success in their professions.

Benefits for Employers

- Improved Training Effectiveness: Gamified simulations can be more successful than traditional role-playing exercises for enhancing customer service and information retention.
- Reduced Training expenses: Simulations may lower the expenses involved with training actors or using physical training facilities.
- Improved Customer Service: Well-trained customer service agents may lead to increased customer satisfaction and better company reputation.

**THANK YOU VERY
MUCH FOR
LISTENING!**

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