Training and Development
Prof. S. Srinivasan
Vinod Gupta School of Management
Indian Institute of Technology, Kharagpur

Module – 07: Traditional Training Methods Lecture - 35 Implication of Traditional Training Methods

Welcome to lecture 35 and this is the last lecture of this particular model wherein we are discussing about training methods. In this particular model though we discussed about all training methods we essentially focused on traditional training methods, in previous lecture we discussed about group building methods and today we are going to discuss about implication of you know traditional training methods.

So, we have discussed about various training methods which we discussed about presentation method, we discussed about hands on methods, we discussed about group building methods we are going to look at what are the impacts and the challenges of these traditional methods in delivering the training program in an organizational setup ok.

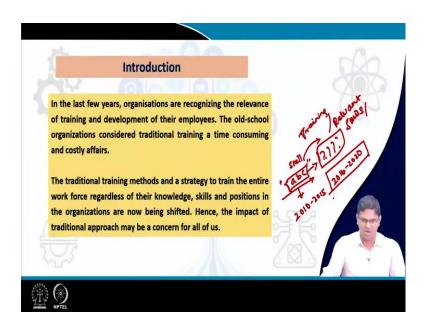
(Refer Slide Time: 01:05)



So, let us get into the lecture, we are essentially going to look at what are the impacts of this training traditional training methods and we eventually we will also identify certain challenges which are coming along with this using this traditional training method in an organization.

As we see that you know technology is been evolving there is a rapid change and organization also demands many changes to occur in the workplace and this vice versa there is a same level of expectations on the employee as well. So, there are some challenges and criticalities on using this traditional training method which can be eventually can be addressed by using the technology assisted training methods which you are going to see in the next modules.

(Refer Slide Time: 01:46)



Let us get into the lecture and understand what are the impact this traditional training methods has on the organization learning and for the employee as well. So, if you look at in the past decades. So, organization started to recognize the importance and significance of this training and development for their employees.

Because in a traditional organization or a few decades ago, organizations are felt like any investment on training and development which is always looked at as a cost they never looked at a benefit of making my employees go through these training programs. Because organization believed that you know why should I train my employees it is an expectation that my employees have to be skilled and they have to hone their skill on their own which is not true in a real sense in an organizational set up wherein there is a

high requirement from an organization side to you continue to up skill your employees you continue to train your employees.

Because that training and the up skilling which is going to create an opportunity for an organization in terms of better performance, increased productivity and you know more competitiveness for an organizations. But in an earlier times organizations were actually looking you know why should I spend money on this and it is going to be a time-consuming process on this training program.

Now, if you look at organizations are accepting the fact that yes training and development is very critical for organizational growth and it is also equally important for an employees because it gives two signals one is about my company is concerned about a continuous improvement and also it also cares for their employees to creating or up skilling re-skilling their redundant skill set.

Because what we have seen in a recent years what we say you know let us say there are skill set, let us call it a b c this is a relevant let us say between 2010 to 2015 we found this is a most relevant skill. After you pass through this 2016 to 2020 probably this skill is not relevant at all. So, means there is some something else is very relevant now how do you do?

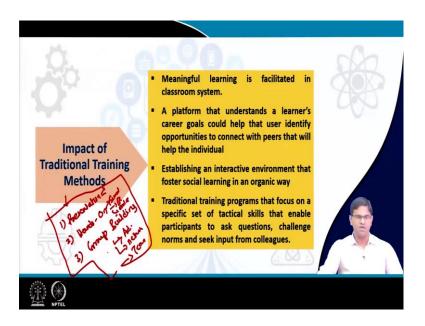
These are my employees who had the skill they were having a very relevant skill set, now over the period which change in the technology change in the business scenario now, the same a b c which is so, relevant skill they are no more relevant. Now, how do you create a relevant skill or upgrade up or up skill these employees only through the training and development unless otherwise you do not provide them the training program or creating an opportunity to have them the training, you cannot create the relevant skills among the employees.

So, this is very important and in doing so, as we are also talking about the training methods. The traditional training methods and strategy you know helped you know in a large level to organization to impart this kind of a skill set for an employees and then they are also involved in training the entire workforce on specifically on the required knowledge skills and abilities based on the kind of a position they live and then it the impact it has created the traditional training method impact created is you know has is

large at the same time we need to understand certain challenges meaning that the limitation this traditional training method has.

So, that you as an organization do not suffer or your employees do not feel that you know the training method is not adequate enough to develop a knowledge skill, which are really required. So, if we will look at what are the impacts it created and what are the challenges it has so, that that can be filled through an additional or supplementary training methods ok.

(Refer Slide Time: 05:31)



Now, what are the impacts of these traditional training methods? When we talk about traditional training methods you would recollect that you know there are three you know important training methods which are under traditional training method, which is presentation, hands on ok 3rd one is group building.

So, in presentation we had you know multiple methods you know lectures and other things and then hands on we had simulation, self-directed, business games role plays so, many things and then group building we talked about you know adventure learning, action learning then team training all that is part of the traditional training methods that is what we are referring to what type of an impact this traditional training method has.

So, the you know it has actually facilitated a meaningful learning in a workplaces as we said the you know imparting knowledge increasing the knowledge level of the

employees it has actually impacted at a large level in facilitating a better you know meaningful learning among the employees through this classroom system or you know presentations or a specific you know traditional training method.

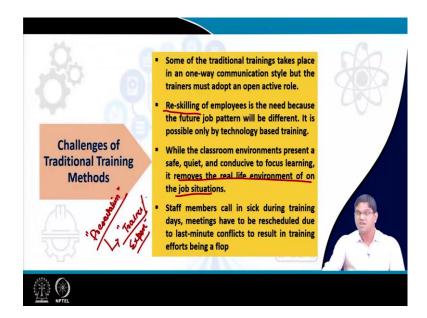
The platform that understands learners career goals could help the user identify opportunity to connect with the peers that will help the individuals because it is also important that you have to come up with a platform through which you know the learners will be able to understand ok what are my needs to connect with the peers to learn the required skill set and also in establishing interactive environment that faster social learning in an organic way.

So, this also result in if you look at you know social learning theory application of the social learning theory using this training method of you know one of these methods of traditional training method it can be in hands on it can be in a presentations, which actually facilitates interactive environment through which you know you are going trying to create more social learning to occur probably the experience in learning or a on the job training or a simulation based training which are giving them the more social learning to occur where the facilitator is available to we encourage more learning to occur.

So, the traditional training programs that focuses on a specific you know tactical skills which actually enables a participant to ask question, challenge in the norm, seek input from the colleagues because there are opportunity where you will be able to ask the questions from the experts or the trainers through which you will be able to you know learn that ok, what are the challenges which I can encounter, what are the ways in which I can have some problems in the workplaces how I can actually resolve it.

So, this actually facilitates more participation from the participants to ask questions clarify the doubts so, that they are able to you know take the transfer of training to occur ok.

(Refer Slide Time: 08:17)



Now, having we are discussing that yes it has a lot of impact, but of course, there is also some of the challenges. Some traditional trainings, which takes place in one way communication if you look at you know specifically some lecture-based training method wherein in some point in time it becomes monologue where only experts deliver lecture.

When an expert deliver lecture it become a one-way communication style when it might you know cannot attract the more attention from the learners or probably the questions from the audiences also has to be entertained or their doubts has to be clarified unless otherwise if it is not a two-way direction two directional, then it cannot occur. So, it requires trainers should adopt an open active role in having more conversation with the audiences connect with the audiences rather than being an individual.

So, this is certain challenges in some of the methods of the traditional training methods. So, the re-skilling of employees needs because now we are seeing as we have when I began the lecture also we are discussing about yes the job patterns are changing and you know with the technological advancement things are rapidly changing and many skills become redundant obsolete not relevant at all.

So, the re-skilling of the employees need thus the traditional training is able to support in re-skilling vis-a-vis actually a bigger question to be addressed because we are looking at the technology based training program is going to be a support or a combinational approach of traditional and technology based training program is also required because

we are talking about technology advancement, how are you going to extensively use technology for imparting the behavioural change or the skill level change for an employees. As we said yes re skilling is of course, important, but technology-based training is also critical not only through traditional methods.

While the classroom environments presence a of course, is safe quite un-conducive to focus on learning, but sometimes it removes real life environment of a job situations. If you look at you know only the presentation based you know audio visual aid based or just you know lecture based or a workshop based or a you know expert talk. So, those which actually disconnects or do not create a situation where in the employee feel or connect with the real-life situation.

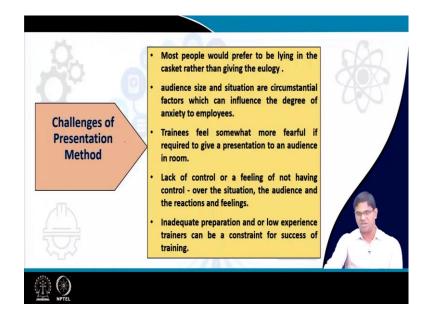
So, those training methods though yes it is very conducive for focus learning, but may not be sufficient or adequate to create or provide an exposure to the real-life environment for the employees when they go for a training. So, this is again a challenge for some method of traditional training when we are talking about a presentation-based training traditional training methods.

Staff sometimes what will happen you know it is heavily dependent on a trainer. So, what we are talking about you know let us say presentation a presentation-based methods which is one of the traditional training methods which are essentially heavily you know dependent on a trainer or an expert right expert or a trainer.

In case if they do not have or maybe due to the you know unforeseen challenges what will happen the whole training program cannot occur it has to be completely rescheduled which or eventually if the poor performances or the not showing up for a training program will make the training program absolutely you know other way around.

So, if in case of you know blended learning wherein we talk about some recorded or technology assisted learning which can be a you know alternate to this kind of a challenges this that is what we are talking about yes what are the challenges we face so, that we are talking about how do we actively take the support of technology-based training program. So, these are some of the challenges of the traditional training methods let us look at the challenges of the presentation method.

(Refer Slide Time: 12:15)



So, you know we were also looking at you know people also look at more of an experiential learning rather than listening to some experts or you know trying very lengthy lectures that they cannot connect with the expert or audiences or probably the trainer is not so, effective in passing on the information.

So, you know again if you look at these size and situations becomes a circumstantial factors which can influence the anxiety of the employees or the participant of a training. Imagine a situation where the presentation method of training being adopted wherein you have 100 to 150 participants in a one training program. So, what will happen, as the size increases the you know the closeness or the connection from the expert or the trainer to the audiences is limited right.

So, one cannot pay close attention to each of the individuals who participate in a training program maybe you know this may not result in a very fruitful result of you know imparting larger level of implication to the employees or the participants. Trainee feel somewhat you know more fearful if they required to give a presentation to an audience in a room.

For example, in a traditional training method you may be giving a project ask them to provide a ask them to you know to do a presentation which might be a hindrance where somebody does not often want to participate in a training program or they feel like you

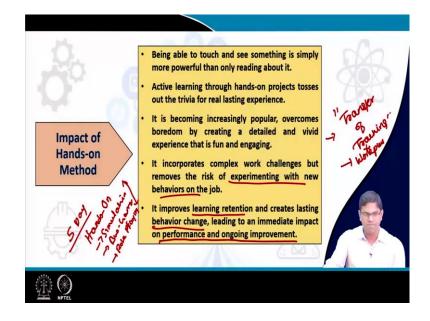
know they are anxious they are not prepared enough to you know present in front of a group.

So, this kind also creates some challenges and lack of control or a feeling of not having control over the situations the audience and reactions and feelings, which is also important because we are talking about you know in the training evaluations how do you understand the reactions of the audiences based on that.

How do you customize it or probably the presentations method might have certain challenges from the audience that how do they control they do not have any control over how the training programs happen and vice versa can also happen for the trainees if there is a size is huge where they cannot have control over modifying each individual's behavior within the training setup.

And inadequate preparation of the trainers or low experience of the trainers will you know become a constraint for a success of a training program when you talk about as I said which are heavily dependent on a trainer if a trainer is having inadequate knowledge or experience, which will result in a you know a very poor training program or it cannot result in a expected outcome from a training program because when an organization conducts a training program it spends lot of money resources and time of the employees. So, it might back-fire the organization if the trainer is inadequately experienced ok.

(Refer Slide Time: 14:59)



Now, let us look at the impact of the hands-on method. As we have talked about presentations lecture-based method wherein there is other method in a traditional training method which we are talking about hands on practices. Hands on practices you know proven to be a most beneficial training method because being able to touch and get the experience than just simply reading or listening has lot of you know differences.

So, the hands-on practices have more impact on the learners in taking the learning and you know active learning through hands on project you know actually giving the long-lasting experience which the transfer of training is higher compared to the presentations method because the employee who have participated in a hands on an experience or simulation-based learning they will have a higher level of learning that they can go back and then they will be able to replicate that in their workplaces.

So, it is also becoming increasingly popular that you know it overcomes the boredom because just listening to the experts or a trainers will be boring for a longer time or if the lengthy training programs, the hands on gives more exposure and on the job training gives a more opportunity for them to actually learn what they are going to do right. So, which gives it you know trainers all trainees also feeling its fun and engaging.

So, let us say apprentices or simulation playing a business games real life situations doing a role play imagine those kind of a methods which are more engaging and participants feel so, energized to participate in a training program eventually what will happen? It will result to a better transfer of training right.

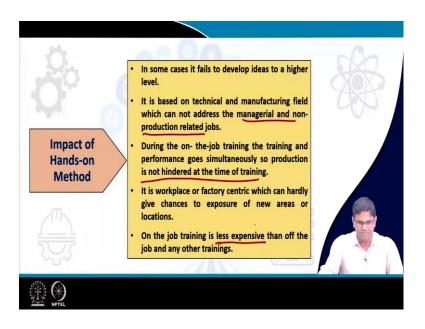
So, we are interested in seeing how far my employee is able to take those learning to their workplace right. So, this will result in better transfer of training to occur in a hands-on method compared to the presentation methods right. It also incorporates complex work challenges, but removes risk of experiment with the new behaviours on the job when you given hands on or on the job training programs.

So, it actually builds the confidence and experience among the participants and they become you know so, comfortable in performing the particular activity when they go back to the workplaces. So, it also improves learning retention they are able to retain lot of information through this hands-on methods and it creates long lasting behavioural change because let us imagine a 5-day training program through hands on maybe you know simulation or business games or through role playing imagine.

So, when you do this. So, what will happen? It has more impact and it will have you know better behavioural change and then this will be reflected in the workplaces you know it will have better impact and then larger impact on the performance of the employees and it will improve the employee performance and productivity in the workplaces.

So, these are the you know benefits of having a hands-on practices part of the training program. So, as we say traditional training method has lot of challenges, but if you look at one specific method which you are talking about hands on which has larger impact because it provides them the experiential learning which eventually have better learning retention and also will have a better if you know increased performance and productivity in the workplaces ok.

(Refer Slide Time: 18:25)



Now, so, again you know adding to the other aspects of it you know hands on with it you know in some cases it fails to develop ideas to higher level. It may be some situations where it may not help you to develop ideas to higher levels and it is also based on technical and manufacturing field which cannot address the you know manageable or non production related jobs sometimes these hand on practices may not be related to soft skill related maybe you know on specifically on a job-related skill set which is very successful.

But if you look at on the soft skill aspect and hands on may not give more opportunity to you know improve the skill on. And during the on job training the performance goes training and performance goes parallel you know simultaneously. So, the production is actually not hindered.

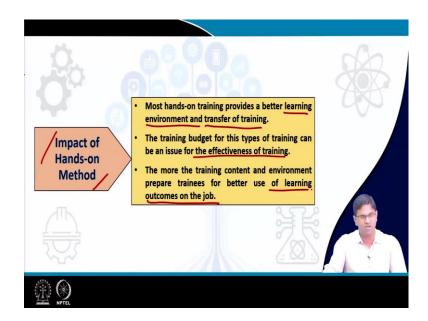
So, when I say you know on the job training you are actually on the workstation and you are learning while doing your job. So, you are learning while doing which actually what does it do? It does not take you away from your workplace rather you are actually on your workplace continuously.

Meaning that training is also going and performance also happening so, it does not enter. So, it is also an advantage of having a hands on the job training program eventually you will be able to see their performing and they are also learning ok. It is a workplace or a factory centring which can hardly give chance to exposure to new areas or a locations you know in an on-the-job training program. So, what will essentially happen?

They do not get a different exposures meaning that you know they are actually staying on the same job and it is not you know training or not happening in a different work places or a different locations which do not give them the exposure to the various locations or a different situations or as different you know locations or you know different facility to have the training. So, essentially they continue to do this on the same job it does not it is kind of a you know monotonous right they go and do the same job and this is a certain challenges or limitation.

And on the job training this is a less expensive because I am not going to spend money on training venue or you know making my employees stay away from their job or I am not making them to travel and also they are also parallel to doing their job its though on the job training method is very you know beneficial in terms of you know financial perspective it is very less expensive and it is does it is done on the job which has a lot of benefit for employees and also for an organization ok.

(Refer Slide Time: 21:00)



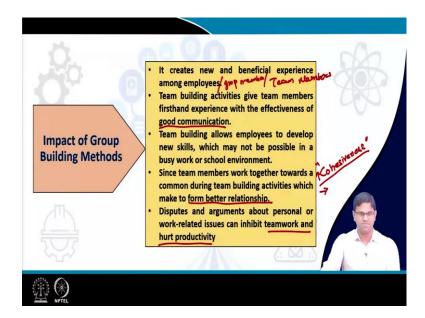
Now, look at you know other impacts of the you know hands on training methods. So, most of the hands-on training provides a better learning environment and transfer of training as I was already said yes, it has more advantage than the I mean the presentation method which has you know have higher side of having a transfer of training and training budget for this type of a training can be an issue for an effectiveness of the training how you know.

For example, simulation or you are going for you know other modes of a training which maybe you know I have to work out on the cost and benefit or the team effectiveness how are you going to translate it and more training content environment prepares trainees for better use of learning outcomes.

So, as the you know it relates to similar experience in the workplace, it has better outcomes on the job for the employees. So, if you look at you know hands on method as more beneficial and it has lot of relevance for employees and the employees also will enjoy doing this training program or participating in this kind of a training program.

Because they feel it is very engaging because they have been participating in almost all sections of the training programs, they do exercise they do participate in simulations or business games or they will be replicating or playing some role plays all that is more engaging exercises which has more benefit compared to the presentation method which we are talking about ok.

(Refer Slide Time: 22:22)



Now, coming to the third method which is impact of group building methods, which is the last traditional training method. So, what are the impact of this group building method as we already seen that yes organizations now work in teams and groups it creates new and beneficial experience among employees especially as we say employees its among the group members.

So, group members or call it as a team members ok. It gives more experience beneficial experience for the group members and team members and team building activities give team members a firsthand experience with the effectiveness of a good communication. Because when you do a group building methods or you know adventure learning through that time you are giving a getting a firsthand experience to see how you can effectively work in a team, how do you understand each other well and how will you drive the team towards the better performance.

So, team building allows employees to develop new skill which is not possible otherwise in a general work environment. So, the team building exercises will give you to learn new skills maybe how to handle the team conflict. So, how will you enhance the coordination, how will you have a better communication within the team members these are all you know able to provide own new skills through these team building activities.

And team members of course, work together towards a common goal during a team learning activities which will form a better relationship the idea of this team building

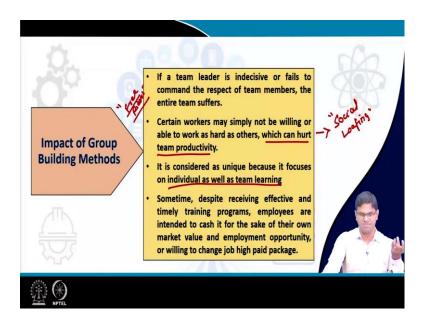
exercise is to create more cohesiveness. So, the cohesiveness you know the degree to which the members are wanted to stay together.

So, essentially we are trying to create this better relationship you know the team members through this team building activities what will happen they try to develop the oneness feeling they wanted to feel that you know they all belong to same group and they wanted to stay together.

So, that will result in an improved performance in their workplaces. So, team building exercise will result in creating this you know increased cohesiveness enhanced cohesiveness among the members and you know disputes and arguments about the personal or work-related issues can inhibit the teamwork and hurt productivity.

So, to try to overcome this challenge the team building exercise will give opportunity to you know talk about their differences talk about the individual likes and dislikes so, that the phase of you know forming norming storming, which they will result in a performing stage where the members will become know each other very well. And their awareness about each other member will result in less conflict in the workplaces or less conflict in a work groups ok. So, the team group team building activities will result in having a less conflict within the teams ok.

(Refer Slide Time: 25:20)



Now so, if a team leader is indecisive or fails to command the respect of the teams the entire team suffers. So, the team building will also give you a more insight on how a team leader should function. So, I this will give an opportunity to understand ok in case if a team leader is ineffective not functional, then the whole team is going to suffer because the coordination will be very less or the team do not know what is the direction they should go.

So, the team building exercises is going to give an opportunity to understand how a team leader should function. And you know and also you will find out in a team that some simply you know some workers may not be willing to work or had as the other members. So, you also try to understand what are the you know some of the aspects of working in a team. So, maybe some of you would have observed free riders we called a term as a free riders ok.

So, the free riders in a team setup you will find if it is individual everybody will be working if you know what team setup you will find that one or two members will just simply do not contribute, but other members will be doing the essentially other most of the jobs. So, which is kind of some members taking an advantages of being a part of a team that you know anyway the team will perform.

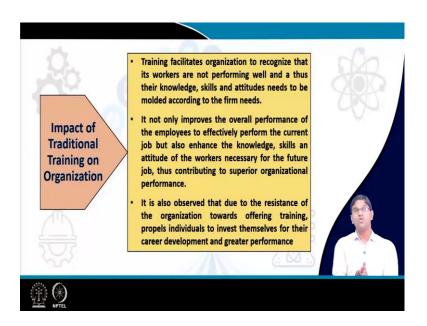
So, this team building exercises will help you to become aware about the concept of you know free riders or the social loafing. So, we call otherwise also called as a social loafing. So, wherein the members some of the members do not do much on a team. So, this team building exercise will be able to understand ok.

So, how team members some team members do not contribute that will also impact the team productivity. So, it is also considered as very important and unique because it focuses on individual as well as the team learning. The group building method is not only talking about individual it also contributes to understand how individual member function and also how the individual as a member in a group operates.

So, and you know it also you know sometimes despite receiving effective and you know timely training programs, employees do not you know work for the betterment of the organization or our group rather they play their individual benefits or the other benefits of the group or for an organization.

So, some of the challenges are this because of this you know team building exercise you are able to create more awareness among the team members to understand the importance of each individual members what are the downfall of social loafing or a free riders. So, this gives more opportunity for you to create a better or effective functional teams ok.

(Refer Slide Time: 28:04)



So, now having discussed about all independent traditional training methods, let us look at the overall impact of these traditional training methods. The training actually facilitates the organization to recognize that yes workers not performing well they require a training on their specific you know knowledge skills and attitudes so, that they can improve upon those deficiency which they have on the knowledge front or the skill front or an attitude front organization has to facilitate the training programs to occur.

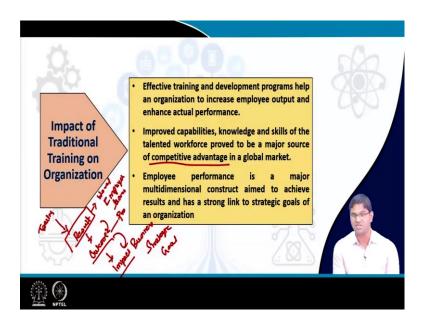
So, it also not only improves the performance of the employees and it eventually it will impact the performance of the organization that is what the goal of a training program itself. As an organization we are of course, concerned about the non performers when we conduct a training program the non performers become a performer when they become a performer they are going to contribute for the better performance of the company.

So, this is essentially a benefit for an organization in a long run and it also observed that you know sometime due to the resistance of the organizations towards providing training

programs individuals invest themselves for a career development and a greater performance.

So, some sometimes you know organization has to think that you know yes training programs are critical for the better performance of the organizations. So, some organization may you know resist to spend time money on the resources on the training programs, but it is very important the training is critical part of the any organizations growth.

(Refer Slide Time: 29:37)



So, effective training and development programs will help an organization to increase employee output and their performance. So, it has lot of connections the performance and the training and development program have lot of correlations as you increase your training programs and you there you will see the better performance from the employees.

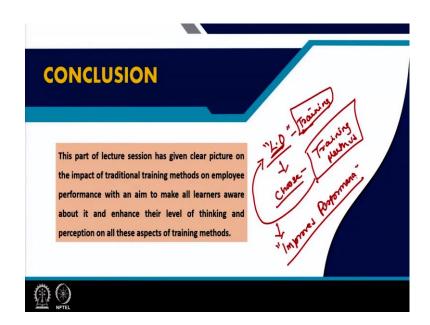
So, it will also result in improved capabilities knowledge and skills of the workforces, which is definitely in competitive advantage for an organizations. And having discussed this employee performance is a major multi-dimensional construct, which aims to have a better result for an organization. If you remember the result of a training program leading to outcome leading to impact

when we talk about you know the result of a training program will be specifically on how well the training program done or whether my employee is able to learn employee learn but if you look at the outcome, outcome and the impact, which are essentially on the productivity on the business strategy goals ok strategy goals. So, now, if you look at the larger connection training, training to result, result to outcome, outcome to impact. So, of course, the training program will have a larger impact for an organizational strategic goals.

(Refer Slide Time: 31:04)



(Refer Slide Time: 31:07)



So, today we discussed about some of the challenges and the you know impact this traditional training methods has on the workplaces as we said the organization has to

choose an effective training method, which is appropriate and relevant for learning objective for a specific training program. So, because it is not about only identifying the learning objectives for a training program it is also important ok.

So, I identified the learning objectives for a training program now, I need to choose a training method. So, how do I choose a training method which again as we know we have discussed about traditional training method there are multiple training methods, we discussed about what are the opportunities, what are the challenges, what are the limitations and benefits of each of the training methods then based on this and you need to choose a right training method for meeting this learning objective of a specific training program because which will eventually result in improved performance ok.

So, in the today lecture we discussed about how what has the impact and the challenges of the specific training method which gives more opportunity for managers to be cognizant about what are the challenges and limitations of certain training methods and what are the advantages of the other training methods so, that you make an informed choice of choosing an appropriate training method for making a training program more effective.

Thank you.