Course Name: AI in Human Resource Management

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Lec 16: Using AI In Employee Training

Hello learners, welcome back to the course on AI in human resource management. We move to the next aspect of human resource management. It happens to be a vertical in itself: employee training. So we will look into what AI is doing for employee training, how it is facilitating training, and what the different aspects are. Specifically, in this module, in this particular lecture, we will understand: What is the relevance of employee training?

What are the different factors that AI contributes to employee training? What are the benefits associated with that? We'll also look into some examples, some typical software and programs that are actually being used in the industry today for facilitating employee training.

I'm Dr. Abraham Cyril Issac. I'm an assistant professor at the School of Business, Indian Institute of Technology, Guwahati. Now, when you look specifically into AI employee training, let's start with what you mean by employee training as a background and what the different objectives are. Let's understand this very quickly. When you look into training, there's no doubt about It being a systematic process that involves enhancing the skills, knowledge, and competencies of employees.

So specifically, you look into employee training. It undoubtedly plays a critical role in organizational development and success. So the integration of AI in employee training is transforming how organizations approach the L&D vertical altogether—learning and development, to be specific. So AI tools enhance training programs by personalizing

learning experiences, automating administrative tasks, and providing data-driven insights that improve training outcomes.

Let's look into the objectives of employee training because this is a typical HRM aspect. So I will run down quickly. When you look into the objectives of employee training, the first and foremost is skill development. It improves existing skills. There should not be any doubt about that.

and teaches new skills necessary for performing specific tasks. You also have, as part of or as a consequence of training, knowledge enhancement—providing up-to-date information about industry trends, products, services, and technologies. You have performance improvement as a result, enhancing employee efficiency and effectiveness in their current roles to contribute to organizational goals. You will see that there is a significant advantage with respect to career advancement when you have completed training.

Many of you would see that attending workshops and training certainly helps in career advancement. So it inevitably prepares employees for promotions and greater responsibilities by developing their potential. It also ensures employees understand compliance with policies, regulations, and laws relevant to their industry. And we also see that it helps new employees adapt to organizational culture and its values, promoting alignment with organizational goals and a certain level of cultural integration altogether. Now, let's look into the types of employee training so that we'll understand how AI is impacting each and acknowledge it in a greater way.

Now, when you look into employee training types, the first and foremost, the most significant one would definitely be onboarding and orientation. Onboarding, for those who do not understand this, introduces new hires to the company's culture, policies, values, procedures, etc. So essentially, it provides information and initial training to help new employees acclimatize to their new roles. Another significant type of training would be technical training. which focuses on specific technical skills required for particular tasks or operations.

It could be something like, let's say, As an example, software training or machinery operation. You are being trained in CNC machinery, something like that. So this is the technical skill training. Then you have soft skill training, which develops interpersonal skills such as communication, teamwork, leadership, and emotional intelligence, which are vital for effective collaboration.

And then you have the compliance training. Compliance training is all about educating employees on legal and regulatory matters relevant to their jobs. It could include, let's say, something like health and safety, data protection, or even workplace ethics. These are all part of the compliance training. Then you typically have leadership and management training, more on the soft skills side, which prepares employees for leadership roles by developing, let's say, their strategic thinking, decision-making abilities, and managerial skills.

You also have sales and customer service training. This enhances skills related to customer interactions, sales techniques, and relationship building to improve customer satisfaction and drive business growth. Also, we have continuous professional development (CPD). This is nothing but ongoing training initiatives designed to keep employees' skills updated in rapidly changing industries and job markets. So, it is often mandatory in professions like, let's say, healthcare, finance, etc.

So, when you look into training, you also have to understand that in the industry, We have something like onboarding, technical training, soft skills training, leadership and management training, compliance training, CPD (continuous professional development), etc. We also have certain key aspects of individualized training, like classroom training. What essentially happens in a classroom is traditional face-to-face sessions led by instructors, often supplemented with materials like presentations, handouts, and group activities. Also, e-learning and online courses.

What you are doing right now, you know, utilizing digital platforms to access flexible, self-paced courses. Learning opportunities that employees can access from anywhere. There could be workshops and seminars with interactive sessions focusing on specific topics, encouraging participation and collaboration among employees. There could also

be mentoring and coaching, which involves, you know, experienced employees or people guiding less experienced colleagues. Offering advice to them and sharing insights to foster learning and development within and outside the organization.

There could also be simulations and role-playing, which can create realistic scenarios where employees can practice skills and decision-making in a controlled environment, beneficial for customer service and crisis management training. There could also be job rotation and cross-training, which allows employees to experience different roles within the organization, promoting skill diversification and a broader understanding of the organization. So if you look into employee training, I gave you some insights with respect to organizational-level training, but there are more training avenues or possibilities which I have also discussed. So employee training is a vital component; there is no denying the fact that it contributes significantly to an organization's overall performance and success. So by investing in employee development, organizations can build a more skilled, motivated, and adaptable workforce capable of navigating the challenges of today's business environment effectively.

When you look into training, we have seen almost an exhaustive list of the possibilities of training. Now we are more equipped to understand the AI tools in employee training. So let's look into the key functionalities of AI in employee training. Please note, using AI tools in employee training can significantly enhance the learning experience altogether. There is no doubt with respect to that.

But that said, It can also improve employee retention. It can streamline the training process. So let's look into some of the ways by which this streamlining happens. And the first one I would like to discuss today would be the personalized learning path.

We have touched upon it in the previous lecture. We'll emphasize it further from a training point of view. AI can analyze individual employee skills, their learning styles, performance data to create customized training programs. Now, this is the key aspect here.

So this personalized approach allows employees to learn at their own pace and focus on areas where they typically need improvement. So that is the personalized learning path.

You have content creation recommendation. You know, AI tools can create and generate training materials based on employee needs, performance, and preferences. So this can include, let's say, something like course content.

Quizzes, simulations, and interactive learning modules make the training more relevant and engaging. There could also be a possibility of virtual coaching and mentoring. What do you mean by that? AI-powered chatbots and virtual coaches can provide real-time support and feedback to employees during their training, so they can answer questions. They can offer resources and simulate real-world scenarios for practice.

There is also the possibility of real-time feedback and assessment regarding training. AI tools can provide immediate feedback on employee performance during training sessions. This allows employees to understand their strengths and weaknesses promptly and facilitates training. Effectively, continuous improvement. When you look into AI tools in employee training and their functionalities, you must also acknowledge the potential for enhanced engagement through gamification.

AI can analyze employee engagement levels and introduce gamification elements tailored to individual-level analysis. For example, leaderboards, badges, or rewards can be introduced to motivate employees. This can make the learning process more enjoyable, which is the end result of gamification or enhanced engagement through gamification. Finally, there are data-driven insights. AI systems can collect and analyze data on training effectiveness, employee performance, and learning patterns. Organizations can use this information to refine training programs and address gaps in knowledge or skills. There are other aspects as well, including simulation and virtual reality.

When you look into path simulation, AI can power immersive training experiences through virtual and augmented reality. So employees can typically engage in, let's say, realistic simulations that that mirror the real world scenarios, real world possibilities, providing hands on experience without the risk associated with on job training. Now, when you look into on job training, there could be language processing and communication skills training also. NLP helps big time here. Natural language processing

tools can typically help employees improve their communication by analyzing and providing feedback on their writing and speaking.

So this is particularly valuable for roles that require more and stronger interpersonal skills. There could be also a possibility of onboarding the automation aspect. In looking into onboarding automation, AI can streamline the onboarding process by automating administrative tasks, providing initial training materials and guiding new hires through the necessary steps to integrate into the company effectively. So when you are looking into specifically the training onboarding automation aspect, continuous learning culture is also vital. AI can actually facilitate continuous learning by recommending ongoing training modules based on performance metrics, based on career aspirations.

So this typically helps employees keep their skills updated and feeling valued within the organization specifically. There could be also predictive analytics for training needs. When you look into predictive analytics for training needs, AI can predict future training needs by analyzing industry trends, by technological advancements, employee career progression. So this proactive approach ensures that employees are equipped with the required skills they need for future challenges. So if you look into the key functionalities of AI in employee training, I would definitely suggest that integrating AI tools in employee training can successfully create a more efficient, tailored, and engaging learning experience. Companies should evaluate their specific needs and select appropriate AI solutions that align with their training objectives. Employee demographics and corporate culture should also be considered. These factors will be addressed as AI technology continues to evolve. Its application in training and development will likely expand, offering even more innovative opportunities for organizations to enhance employee skills and performance.

Now, let's explore some of the benefits of using AI in employee training. The first and foremost benefit is increased engagement. Personalized training experiences, as seen in previous slides, keep employees engaged by addressing their specific needs and preferences. Engaged employees are more likely to complete training programs and apply what they have learned. There is also the possibility of higher retention rates by providing relevant and engaging content.

Organizations can improve knowledge retention among employees. Continuous feedback mechanisms help reinforce learning over time. There could also be higher cost efficiency. Automating administrative tasks reduces the time and resources required for managing training programs. Additionally, personalized learning paths can lead to more efficient use of training budgets by targeting specific skill gaps.

There could also be scalability. When you look into AI tools that can easily scale to accommodate a growing workforce or changing organizational needs. This typical flexibility allows companies to adapt their training programs without significant additional investment. There could also be data-driven insights that AI systems can provide using valuable analytics. Typically, let's say on employee performance, engagement levels, etc.

These insights help organizations identify and measure the effectiveness of the training programs we are discussing. And certainly, it will involve input into informed decisions about future training initiatives. But having seen the benefits of using AI, it's time to look into the challenges of implementing AI for employee training. When you look into employee training, as in any other domain of human resource management, the inclusion of AI presents the same set of challenges: data privacy concerns. We see it from a different angle.

When you look into collecting and analyzing employee data, it certainly raises privacy issues. For training, you need data because how else will you understand or analyze the gap? So organizations must ensure compliance with data protection regulations while maintaining transparency with employees about how their data is used. There is also the possibility of resistance to change. Employees may be hesitant to adopt new technologies or methods of learning.

So effective change management strategies are essential to ensure acceptance of AI driven training solutions altogether. Also, the quality of content. Many a time we have seen it from different perspective. But when you look into the training, The effectiveness of AI-driven training depends on the quality of the content providers.

Organizations must ensure. that the materials used in training are relevant, they are accurate and they are engaging. So when you look into challenges, the quality of content is important. Technical limitations are also as critical because not all organizations have the infrastructure or let's say the resources to implement the advanced AI tools. So when you are looking into the introduction or the use of AI tools, technical challenges, technical limitations, may hinder the successful deployment of these systems altogether. So these are some of the critical challenges that are there when we try to implement AI for employee training. Now let's look into various AI tools for employee training. We'll start with Axonify. You know, these are some of the typical examples.

Again, feel free to go and explore. Some of them have, you know, the demo version. Some of them are paid. You can always try a trial version and see how it works and whether it suits your needs and your company's or organization's requirements. So based on that, you can make an informed decision.

So here I'm just decoding what these typical tools stand for, what their functionality is, what the features are, and what the benefits are. So essentially, I'll try to highlight the functionality of each of them, the features, and the benefits of each of these tools. So let's start with Axonify. It's an AI-driven learning platform, Axonify, that provides personalized and gamified training content. So when you look into the features, essentially it uses machine learning algorithms to assess knowledge gaps in real time and provides targeted training to address these gaps.

The benefits could be that it uses ML algorithms to assess gaps. Knowledge gaps in real time and delivers targeted training. Another significant tool would be Docebo. Docebo is a cloud-based learning platform that personalizes learning materials using AI. So the features would be it offers, let's say, customizable learning paths.

Real time feedback or even content recommendations based on employee performance. The benefits would be it offers customizable learning paths, as I mentioned, and real time feedback, typically to enhance the employee engagement. Another significant aspect or significant tool would be the Edcast tool. People who have used it would understand that it is an AI learning platform that customizes learning initiatives based on employee skills.

So it tracks the learning patterns and certainly provides personalized recommendations for skill development.

The benefits include tracking learning patterns, as I mentioned, and providing the recommendations for skill development. Then one of the most known aspect or known tool is Zavvy. Zavvy's AI-powered platform streamlines the creation of engaging courses, workshops, or on-demand content. So it allows managers to create personalized development plans based on employee input and feedback. So it offers real-time support for learners and translates content into multiple languages for global accessibility.

And to a certain extent, Coursera also uses these platforms, which is an e-learning platform which offers a wide range of courses which we know. But it does have the adaptive algorithm. So it recommends personalized courses based on individual learning patterns and provides certifications based on that. So, again, these are some of the tools for employee training. You also have some of the aspects like Qstream, some of the tools like Qstream, which is, again, a micro learning platform that uses spaced repetition techniques for knowledge retention.

So essentially, these are facilitators. They facilitate greater employee training. The benefit of Qstream is that it provides real-time insights into employee progress and helps close knowledge gaps quickly. Another significant aspect is the Vivox AI Quiz Generator. This specific tool generates interactive quizzes.

They are tailored to each employee's learning style. It enhances engagement through immediate feedback during training sessions. KnowingGo Plus is yet another important tool. It's an AI-powered microlearning platform that delivers gamified training initiatives. The benefits include adapting to employees' knowledge needs with custom game boards and related assessments.

Another significant facilitator would be Skilljar. It's a popular, functional learning management system that personalizes the learning experience for each user. It enhances employee onboarding and ongoing education through tailored content delivery, etc. Then you have Pymetrics. Pymetrics uses behavioral science and ML to assess employees' cognitive and emotional strengths.

So while primarily it's a recruitment tool, please understand, it also helps identify potential training needs based on the assessment results that are obtained. So this particular dual functionality ensures that employees receive targeted development opportunities aligned with their strengths. So AI tools are revolutionizing, if you ask me, employee training by providing personalized experiences and by automating administrative tasks, enhancing engagement, and delivering actionable insights through data analysis. So all the challenges associated with implementing these technologies are there.

The benefits are also there. They offer increased efficiency and improve the retention rate without doubt. They are the true facilitators for scalability, if you ask me, and they make them invaluable assets for modern-day organizations seeking to enhance their workforce development strategy. So by embracing these tools, companies can create a more skilled, engaged, and productive workforce capable of meeting the demands of today's

dynamic business environment. So these are some of the critical tools or facilitators that are involved or included functionally with respect to the training domain of human resource management. Now let's look into at least one tool in greater detail. We'll look into Axonify. As frontline employees are vital, they make up 80 percent of the global workforce and are regularly cited or referred to as the main drivers behind customer decisions. So it is essential that they are effective, updated, and that determines the success of many businesses. Axonify actually focuses on communication and training to help them do their best work every day. That is the attempt. And this is the reality which constantly increases the pace of business, their training needs, making them more agile, fast, and personalized.

And it delivers the flow of work on devices that are used in a day to day devices. So we'll see that, you know, experience driving performance for millions of frontline employees across the globe. Every new hire gets off to a strong start. With Axonify. So let's look into Axonify.

How does the platform looks like? It's more of an onboarding experience, new hire welcome, the cultural values. These are some of the typical tests, structure learning paths

allow you to blend the mix of training content. On the job practice and compliance certification, you need to get up to speed, contributing to the new roles quickly. Now, once employees have mastered the basics through onboarding, then they'll continue for further improvement or further courses or further compliance training, etc.

So it keeps a watch of your progress, how much you are going on with respect to each job. category of content and based on that you will know that where you are standing at this point in time then there's a profile created for you with respect to knowledge with respect to your learning your daily training so right in the flow of work in just you know let's say there is compliance training and they give the timeline five minutes saxonify will continually reinforce the most important things you need them to know with let's say a fun fast and personalized experience built just for them. The platform will measure what each employee knows and even what is not known, doesn't know or their session is focused on building the skills they need to work on most. So all these parameters are quickly taken in.

Based on that, you will get an introduction, maybe a message from the CEO or what is the, let's say, reason or where do you stand as an individual? What are the compliance training process that is built right into each employee's daily training sessions? What are the relevant certifications that are required? Or, you know, let's look into the employees, how they perform or what are the lacunae or what are the problems? What are the important updates you can easily push out?

Maybe as a consistent, timely message or like a quarterly result, some updates will come to you. So all these things are facilitated by Axonify. You can include links to, let's say, critical job aids. resources so they can easily look up for information they need really fast also there's a possibility that comes up with the dashboard about the possible improvements that you need to make the different you know ratings that are being given whether you are overconfident whether you need certification you need coaching you need you know some some sort of introductory winners There are also gamification elements associated with in terms of performance, in terms of prize winning.

You know, all these aspects are integrated into one single interface. Frontline managers can benefit from Axonify to robust reporting because it makes it easy for them to see how their teams are performing. And the dashboards, essentially, if you if you have it, In a closer look, you'll understand that show which areas employees are experts in and where they need some coaching to help develop their their particular skills. They they give certain inputs with respect to that.

And also, interestingly, managers can see how each employee's knowledge grows over time. how new employees are moving through onboarding milestones and who has completed what, who has completed in a compliance training or what type of training, all the dashboard view are available. Some of the world's largest brands, Trust Axon, if I please note, to keep their frontline safe, to keep their frontline productive and keep their frontline ready for anything with tools that allow them to do their best work Right in the flow of work on the success they use every day because they know when they when typically they have to give the front line people the tools to succeed and how effectively the business can actually guide the whole process altogether. Now, this is all about, you know, training, specifically the use of AI in training.

The other day I was reading a book and I saw this. that from a particular branch, the same branch, there are two fruits that are emerging. One is dry, another is the ripened one. So every single fruit, even from the same branch, has its own time. So many a time what happens, you feel that one solution fits for all.

That is a concept every industry or every organization was following till date. but once ai has come into picture this pdp personalized development plans have come up trainings have gone significantly tailor-made because they have started understanding that every individual the needs are different you you have seen how in axonify the critical needs are identified and there are many tools like that but when you use those tools please understand that every single individual requirements, individual needs are different. As I always mention in my organizational behavior class, it takes all types of people to make the world. It takes all types of people to make the organization also.

So you have differences. You have individual differences within your organization, maybe within this classroom. There are thousands of people hearing or listening to me now. All of you are different. What is the single requirement?

Let's say somebody wanted, somebody felt that I should be more adept or aware of the possibilities of AI in human resource management. That's why you registered for this course. Somebody wanted to know more about labor, welfare, and industrial relations. They'll go for another course. So all these aspects, the requirements are different from an individual standpoint.

You might know. But many times, from an organization's holistic viewpoint, they see the top view. They might not be able to differentiate that X1 requires this training, X2 requires this, and X3 requires another level of training. But AI has bridged this gap. AI has brought in the possibility of tailor-made training programs based on the needs and requirements of individuals.

And that's the beauty. That's the beauty of this training program. That's beauty of this AI-enhanced employee training. And that is the role artificial intelligence plays in the training, the entire training vertical of human resource management. Thank you for listening to me patiently.

We will cover another domain in the next class. Till then, take care. Bye-bye.