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“Training And Development In 360-Degree Training Company”

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Abstract

This study reviews the literature in training and development which are essential practices in human resource management (HRM). The organization should increase their level of potential towards the program if training and development. Even the organization should ensure that more number of employees get better training and development program. Instead of just providing training and development to the employees, try to focus on service of delivery.

Furthermore, the goal of this paper is to review the literature about the current knowledge and related theories about the training and development, their relationship, with advantages, innovation and company's performance. It will add to the current literature since it is review based on evidence from the few literature review and studies, information related to the topic and suggest further future studies.

To achieve the main goal of the organization it is important to mainly focus on training and development programs. due to this, employees could get trained with the necessary skills which are really needed to fulfill the specific goal of the organization.

The main goal of the study is to find out what is the crucial goal of the employees training and development to increase the employee's overall strategy and potential

Keywords:

Training, development, HRM, employee, performance, skills.

Introduction

This research paper will cover the various topics in a broad aspect related to training and development of an employee which is necessary to fulfill the objectives of the organization. Training and development is a crucial way to enhance the skill and potential of the employees towards the

objectives of the organization. By providing training in a unique and better way could enhance the growth and success of the organization.

According to **Edwin b Flippo (1984)** “Training is the act of increasing knowledge and skills of an employee for doing a particular job. **Nadlker (1984)** “HRD is defined as an organized learning experience, conducted in a definite time period, to increase the possibility of improving job performance and growth”.

Training

Edwin B Flippo, defined training as the process of improving an employee’s knowledge and skills for a specific job. Training used to develop the skills for new employees when new equipment or machines are introduced.

Development

Warner and DeSimone (2012), “Development which focuses on the growth and the future abilities of the employee apart from current job”. It simply means that development is not about improving skills but it also prepares you for your future responsibilities and roles.

Learning programs

William j Rothwell, Learning programs are provided throughout all levels of organization to ensure employees have the required skills, tools to succeed in their jobs. This role ensures employees learn in multiple ways in both formal and informal.

Human resource management (HRM)

Human resource management is a systematic way of managing all the activities of the human resource like hiring, recruiting of candidates and after hiring ensuring the training and development programs are organized in an expected way so that will lead to better success of organization in upcoming time. Training and development is a crucial part before starting any activity of the organization. Even HRM play an important role in training and development.

Additionally, to comparative advantage, the training and development of the organization constitute to the HR practices which affects the organizational learning and innovation (**Sung & choi, 2013**).

Literature review

The training and development

Training and development are the crucial step for every organization to work over any objective and they are subsystem of an organization which are derived from two interrelated words that work together to rise the individual’s global productivity (**Salas et al.,2012**).

The firm’s HR practices will immediately affect the employee’s skills which will ad to the organization. Additionally, they will raise employees’ development to get involved and committed to the business (**MacDuffie, 1995; Wright et al., 1998**).

Kadiresan et al. (2015), “Setting up the development and making ready the the employees for the potential vacancies and issues.” Additionally, when company communicate to the employees about their skill gap, on the basis of these company finds out that to whom they need to give training and even and what kind of training need to give. Only training can be introduced properly (**Kum et al., 2014**).

Hence, training becomes a joint action between expert and an employee who leads to the efficient transfer of information, finding out the skills and attitudes, constantly allowing and effective output from the employees on the job. Training programs are mainly focused and evaluated against an individual’s previous work (**Lerner, 2018**).

Therefore, Training and development programs will stimulate the employees that their managers

care, and they will be pleased, committed to further rising of organization in achieving organizational goal and objectives. They will be able to develop and succeed in varying environments, technologies, and fierce rivalry (**Khan et al., 2016**).

According to **Siddiqui's (2018)** study, the author analyse the significance of training and development programs as a integrated part of human resource development (HRD). It is acknowledged that all tasks, despite of their size of the organization, whether in the primary, secondary, or tertiary sector necessitate the involvement of human resources. Human resources is an important asset for any organization to which they are connected. Training methods can be classified into two catagories: on-the-job training and off-the-job training.

Blain (2009) asserts the evidence indicates that 44% employees undergo training in technical job related, while 33% employees under training in information technology sector (IT) skills. In last few years, 18% of workforce participated in training of sales related, while 25% involved in people development skills training.

Sathi (2022), the culture of an organization shows its identity, personality and character. The culture of the organization comprehend the overall values, beliefs that guide individuals in their collaboration, even in decision making and work practices. The goal of these research is to conduct a empirical investigation on the influence of organizational culture on performance of the employees in education institutions. Even the aim of this study is to analyse the correlation between compensation, qualification and experience, working hours too.

The engagement of the employees as an initiative in training and development programs will enhance their capabilities and will also improve their performance. This will lead to increase in employees' effectiveness.

The training and development are considered as a motivator as it provides the additional resources to the employees which accomplish their objectives (**Bakker & Leiter, 2010**).

It is recognized that if the employees get the deeper understanding about their roles and responsibilities of the particular job, it tends to rise their confidence level.

The study conducted by **McDowall and Saunders (2010)** explores the training and development among managers in the United Kingdom. The research which were printed in the journal of European industrial training leads to investigate the concept of training and development in the organization environment by managers in the United Kingdom.

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Research Methodology:

Objectives:

1. Global mindset development

Global mindset development refers to training the individual in such a way to think, act and work professionally in internationally and multicultural environment. By this training employees can work freely with different cultures and with different countries.

Some aspects of global mindset:

- Cultural awareness: Learning the different values traditions and business practices worldwide.
- Adaptability: Adapting to new working styles and global challenges.
- Effective communication: avoiding language barriers.

- Understanding of global business: Understanding how different markets and economics work.

A global mindset helps individual, collaborate effectively with teams from different countries.

2. Identifying the challenges and how to work on its gap.

In a 360-degree training company, it means identifying the skill gaps in employees and finding the way to bridge the gaps through training.

The challenges include:

- Lack of technical skills: people might suffer from technical difficulty with new software, tools or programming language.
- Poor soft skills: most of the employees will have technical skills but lack in confidence, teamwork and leadership, communication.

How to bridge them:

- Personalized training program: companies should analyze the performance of the employees and offer the trainings based on their skills need
- Hands-on learning and practical training: instead of giving theoretical trainings, company should use real world projects, and business cases etc.

3. What is needed for cross-functional collaboration.

One key objective of 360-degree training company, is to enhance cross- functional collaboration. It consists of employees from different sections or departments like marketing, HR, IT, finance etc.

It is needed for:

- Clear communication: employees should know how to express the ideas of the company without language barrier to people from different departments or from different countries.
- Understanding different department roles: Employees should understand that how exactly other departments are working and collaborating with different departments.
- Cross department problem solving exercise: Employees must work together to find the solution for the particular problems in a company and also work together on case studies, business issues, etc.

Challenges:

A 360-degree training company offers a complete, all-around training experience, covering everything from technical skills to soft skills, leadership development, and hands-on-learning. However, such companies face multiple challenges in training and development.

1. Identifying the right training needs

One of the biggest challenges for a company is to understand what exactly the skills are needed to employees. Every employee should have different skills, capabilities, different learning style and having different career goals. The issues arise in employees and they are unaware of it:

- Employees having unawareness of their skill gaps.
- Companies might suffer for aligning training with organization goals.
- Training needs might be change due to advancement of technology and industry trends.

Example: If the company is giving a training on updated techniques and software this will lead to ineffective training and wastage of resources.

2. Keeping training engaging effective

In a company training should be interesting, practical and must be a free flow of communication with interactive sessions, employees will lose their interest if:

- If the training is given in theoretical only instead to giving real world experiences.
- Giving training through online courses it feels like self-study Without interacting with instructor.
- The training is giving only on PowerPoint presentation

3. Measuring training effectiveness

It is a crucial to know whether the training courses are successful or not.

- Employees complete the training and fails to apply it practically in real work.
- Felts difficult in tracking the improvement and productivity or flexibility of the employees.

4. Adapting to new technologies

Technology is updating time-by-time, it makes hard to keep training programs updated.

- Trainers need to upskill themselves to teach new technologies.
- Employees resist for new tools and updated digital platforms.

5. Resistance to change

People resisting change, when it needs to learning new skills.

- Older employees may feel uncomfortable while adapting to new technologies.
- Employees believe that they do not need training for their job roles.
- They fear of failure and difficult to adapt new technologies or methods.

6. Customizing training for different learning style

Every individual is having different learning style

- Some employees prefer reading mode or some prefer to videos and some learn practically.

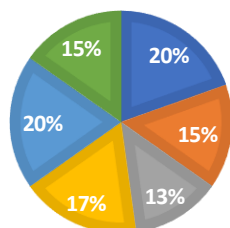
7. Compliances and regulatory challenges

Companies like finance, HR and IT need regular training on rules and regulation of companies. Challenges:

- Continuous updates or changes in legal requirements.
- There will be risk in penalties if employees don't complete mandatory training.

CHALLENGES IN TRAINING AND DEVELOPMENT - 360 DEGREE TRAINING COMPANY

■ adapting to new technologies ■ resistance to change
■ compliances and regulation ■ Identifying training needs
■ Keeping training engaging ■ Measuring effectiveness



Data collection

Type of research

This Research paper used **Qualitative type** of research. Which analyze some industrial reports, blogs/websites, encyclopedias and some previous year reports or research papers. This research paper aims to cover all the aspects of training and development while taking “360 training company” into consideration.

Training and development are really needed for organizations to achieve their goals in a particular time.

The mainly focus is on development of employees which leads to development of an organization.

This research is about the **secondary data**. The information that we got as a secondary data is from various sources like, encyclopedia, previous year research papers, industrial reports and blogs or various websites. By analyzing all the information, the research can identify what exactly is needed for organization development by giving training and development programs to the employees.

Findings

1. Training programs need to be more engaging

- If the training method is traditional, the employees will get bored more quickly, traditional methods like PowerPoint presentations will found less effective.
- Employees prefer interactive methods of learning, every employees having different learning styles. Interactive training means, case studies, role playing and real-world methods.
- If companies will use gamified training lead to 45% increase in engagement .

2. Skill gap between employee capabilities and job needs

- **Most** of the employees lack to update their skills mostly in updated technologies.
- personalized training sessions leads to identify the skill gap for better employee performance.

3. Cross-functional collaboration

- If the employees from different departments work together they will learn better on shared projects.
- Training programs that connects various departments like marketing, HR, IT etc. leads in more effective teamwork and innovation.
- If the companies encourage the cross-functional training will improve the problem-solving abilities by 35%.

4. Technology driven training is more effective

- Virtual trainings on E-learning platforms or AI-based sessions are becoming more popular in 360-degree training company.
- Companies that use AI-powered learning platforms see a 50% changes or improvement in training effectiveness.

5. Continuous learning culture is crucial

- Training should not be a one-time-program it must be continuous process.
- If the training is given in continuous process that means company is adapting the changes in updated technologies and even giving trainings on that updated technologies.

Conclusion

Training and development in a 360-degree training company plays a crucial role which highlights the updated modern techniques for learning approaches and to enhance employee skills and performance.

In today's world using the same old techniques for training like PowerPoint presentations, lectures and workshops will leads to less effectiveness, instead organization must use the modern methods that uses both technical and soft skills development.

A 360-degree training company ensures that employees not only getting the job specific skills but also improves in areas like leadership, communication, problem- solving and teamwork. This will make company a better and high-performing workforce. Instead of advantages, company face the challenges for implementing the effective training programs. Employees usually face the challenge in learning the new skills by updated technologies and companies find struggle in identifying the skills gap in employees. To bridge the gap, company should the modern methods instead of using traditional methods. Modern methods like practically by case studies, business issues etc. Encouraging the cross-functional collaboration so employees will learn to work in different departments and will change themselves quickly in new environment. Technologies plays a crucial role like using E- platforms and AI based platforms for interaction with employees.

In-conclusion, the 360-degree training company must shift from outdated one-size- fits-all training models to dynamic. If the company invest in personalized, technology driven and interactive training solutions it will enhance workforce capabilities and will also improve the job satisfaction.