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Speech recognition in training

The demand for voice-activated devices is growing and can certainly find its place also in the e-learning sector and in training on transversal skills.

Speech recognition technology has been developed over the past two hundred years. The acoustic-mechanical device (Kempelen, 1784) marked the first step in the development of today's speech recognition devices (Siri, Cortana or Alexa). Speech recognition is currently mainly used in the field of Artificial Intelligence and Machine Learning. Google has recently presented its new digital assistant that can make phone calls, book appointments and have a conversation, almost like a human being. Companies like Google store huge databases of words spoken by their customers all over the world to improve the accuracy of speech recognition.

Speech recognition in everyday life

These technologies have simplified the lives of everyone (including people with disabilities): today we can search Google directly with voice commands or ask the smartphone to show us the weather forecast or set a timer; domotics is another example of using this technology. Game developers are also creating games that can be commanded by voice.

Trends and forecasts

According to the global forecast for 2023, this market is expected to grow rapidly: it is estimated to reach around USD 16 billion in 2023. Currently, the highest market share is held by the United States, while the Asia-Pacific countries are still emerging markets and are expected to grow significantly.
By 2020, Google predicts that 50% of all Internet searches will occur verbally and about 30% of searches will be performed without typing anything on the screen.

Use of speech recognition in soft skills learning

Learning platforms that combine virtual reality and artificial intelligence can use speech recognition to provide a personalized learning experience. The training of the customer service or sales team can contain a role play with artificial intelligence so that you can prepare to face real-life situations with customers. This approach makes training more effective and enjoyable.

Product training

Suppliers offer product information via online customer support or simply include documentation with their shipments. Reading and memorizing is boring and sometimes ineffective. Communicating with a platform by voice recognition allows people to formulate thoughts and talk naturally, as they would do with a real customer.

Call Centre Training

With voice recognition, it is possible to offer your employees a game situation where they gain experience and put their communication skills into practice with a virtual customer. It is important to prepare agents for any kind of situation.

How to design training using speech recognition?

Trainers can define the most common topics and questions of learners as pre-defined answers for online students. Speech recognition usually recognizes key words in student questions and chooses the right topic or answer.

Why should you use speech recognition in your company?

Speech recognition technologies, virtual reality (VR) and artificial intelligence (AI) could overturn the way in which employee training is currently managed.

What are the benefits of LMS with speech recognition?

1. Cost effectiveness

It is cheaper to run training courses with an interactive virtual reality platform than to organize multiple individual training courses with each employee.

2. Personalization

Every person is different and needs a different approach.

3. Real-life scenarios

A corporate PDF document or some role-playing games with a trainer do not prepare the employee for real-life experience with clients. Speech recognition can analyse their topics and provide practice opportunities and suggestions.

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