ELEARNINGNEWS ARTICLE

Year 7 - number 268 Wednesday 22 novembre 2023

Using Real-Time Training for Employee Evaluation

Let's explore how real-time training enhances the effectiveness of employee evaluation.

Thanks to digital technologies, employee training and development are undergoing a significant transformation. **Real-time learning** is a key element in this evolution, departing from traditional training methods to embrace a more dynamic and integrated model. Real-time learning is not just a knowledge transfer method; it is a philosophy that adapts to the fast pace and changing demands of the modern workplace.

In this context, real-time learning can be defined as the ability to provide relevant training and instructions exactly when employees need them. This approach deviates from programmed and structured learning, focusing on the immediate applicability and relevance of information. With the use of advanced technologies such as eLearning platforms, real-time training becomes a seamless process integrated into daily workflow.

On the other hand, **employee evaluation** is a crucial aspect of human resource management, essential for performance monitoring, career planning, and skill development. Integrating real-time learning into these processes brings numerous benefits, foremost among them being a more accurate and timely assessment of skills and performance. This allows managers to gain a clearer understanding of the effectiveness of training strategies and their impact on daily work.

From the employees' perspective, real-time learning enables them to demonstrate skills in real-life situations, providing evaluators with concrete data on their ability to apply acquired knowledge. This not only makes the evaluation process more objective and results-oriented but also fosters a work environment where continuous learning and adaptability are valued and encouraged.

In this article, we will explore how real-time training can be effectively used for employee evaluation, examining its advantages, challenges, and strategies for implementation.

What Do We Mean by Real-Time Training?

Unlike traditional methods, which rely on predefined programs often detached from immediate work context, real-time training is characterized by its immediate applicability and integration into daily work.

Advanced technologies like **artificial intelligence** and mobile learning enable this approach to provide relevant and personalized training content. In this model, learning occurs organically as employees carry out their work, resulting in an immediate application of newly acquired knowledge and skills.

The main distinctions between traditional and real-time training can be summarized as follows:

- Immediacy of learning
- Personalization
- Integration with work
- Technology and tools used
- Feedback and evaluation

Real-time training delivers information and skills exactly when they are needed, in contrast to traditional training, which may occur days, weeks, or months before the skills are actually applied.

While traditional training often adopts a "one-size-fits-all" approach, real-time training adapts to individual needs, offering a tailored learning experience that considers existing skills, roles, and specific circumstances of each employee.

Real-time training is deeply integrated into the daily workflow. This contrasts with traditional methods that often require employees to detach from their work environment to attend training sessions.

Furthermore, real-time training leverages the latest technologies to provide contextualized and interactive learning, whereas traditional training may not use such technologies or do so in a limited manner.

The feedback obtained through real-time training is continuous and direct, based on the practical application of skills. In traditional training, feedback may be less frequent and often based on abstract assessments or tests.

Advantages of Real-Time Training

Real-time training offers numerous advantages over traditional learning and development methods. These benefits not only **enhance the learning experience for employees but also significantly contribute to the growth and efficiency of the organization**.

Three main advantages can be highlighted: improved information retention, increased productivity and efficiency, and personalized learning.

One of the most significant advantages of real-time training is the **improvement in information retention**. When employees learn during their daily activities, they are more likely to remember and apply what they have learned. This phenomenon is explained by the experiential learning theory, which argues that people learn better through direct experience.

Real-time training can lead to a significant **increase in employee productivity and efficiency**. By providing training and support when needed, employees can solve problems and overcome obstacles more quickly and effectively, without interrupting their work to seek assistance or wait for scheduled training sessions. This reduces downtime and allows employees to remain focused and productive.

Finally, **personalization is another fundamental advantage of real-time training**. This method allows tailoring training content to the specific needs of each employee, considering their role, level of experience, learning style, and professional goals. Customized content for each employee also enhances their engagement and motivation.

Application of Real-Time Training in Employee Evaluation

The integration of real-time training into employee evaluation systems requires a holistic approach that considers both quantitative and qualitative metrics. This type of training enables the collection of **real-time data on employee performance and skills**, providing managers with a more comprehensive and up-to-date view.

For example, Learning Management Systems (**LMS**) can be configured to track employees' interaction with real-time training modules, providing data on frequency, duration, and results of learning sessions. This data can then be correlated with performance metrics such as work quality, efficiency, and the ability to solve complex problems, to assess the effectiveness of training.

Moreover, real-time training can support goal-based and results-based evaluation processes, where employees are assessed based on the achievement of specific objectives. In this context, real-time training equips employees with the resources and skills needed to achieve these goals more effectively.

Challenges and Considerations

While real-time training offers numerous advantages, there are also important challenges and considerations to address to ensure effective and high-quality implementation.

To **overcome implementation barriers**, HR professionals must address resistance to change from both employees and executives. Clearly communicating the benefits of real-time training and actively involving staff in the transition process is crucial for this purpose.

Implementing real-time training requires **suitable technological infrastructure**, such as mobile devices, learning software, and reliable connectivity. It is important to ensure that this infrastructure is adequately in place before transitioning to this type of training.

Additionally, the created training content must be relevant, engaging, and easily accessible in real-time, which can be a challenge. Investing in the creation or acquisition of high-quality educational materials that meet the specific needs of employees is crucial.

Lastly, employees may need support in adopting this new learning method.

To ensure the effectiveness of real-time training, it is essential to implement **monitoring and evaluation systems** that track usage, effectiveness, and the impact of training on job outcomes. Employee feedback is an important source of information on what works and what needs improvement. Effective collaboration between HR, IT, and training departments is essential to align real-time training with business goals and employee needs.

Technologies and Tools for Real-Time Training

The adoption of eLearning technologies and appropriate tools is crucial for the successful implementation of real-time training.

Learning Management Systems (LMS) are fundamental tools that enable the creation, distribution, and tracking of courses and training materials. Many modern LMSs offer real-time learning features, such as webinars, live chat, and integrations with productivity software. Regarding content, **microlearning**, which provides short and easily digestible content, is particularly effective for real-time learning.

Immersive experiences such as augmented reality and virtual reality offer simulations of real work situations, ideal for practical training in sectors like medicine, engineering, and manufacturing.

The role of AI should not be underestimated it can **personalize the learning experience** by analyzing employee performance data and providing content recommendations based on their needs and preferences.

Lastly, collaboration and social learning tools can **encourage knowledge sharing** and collaboration among employees, facilitating informal and real-time learning.

Choose tools that are intuitive and easy to use for employees. Accessibility on mobile devices is particularly important to support learning at any time and place.

The selected tools should be able to scale according to the size and growth of your organization and should easily integrate with other existing systems.

The level of support and training offered by the provider should not be overlooked. Good support can make a difference in the adoption and success of the implementation. Finally, the **issue of privacy and data security** is an element that should not be neglected.