**1.1 a**

The types of e-learning and development programs that are funded by my organization include computer managed learning, computer assisted instruction, synchronous online learning an asynchronous online learning. Digital technologies help enhance learning and improve educational outcomes. They are helping enable anytime access to learning opportunities and self-learning based on one’s speed. The other advantage is that it allows for sourcing and connecting learning information which allows for faster learning. It also helps in promoting greater efficiency in learning.

Digital technologies has brought numerous opportunities in learning. The availability of internet access in learning has reduced geographic constraints that disadvantage poor students (Stanton, 2004). Students are able to access online learning that provide instruction on a wide variety of topics at various skills levels. The evolution of touch screen technology has enabled leaners to participate in technology aided instruction. It has also enabled teachers to differentiate instruction providing extra support to below average students.

**1.1 b**

Digital learning has been well embraced in my organization as it has helped improve technical skill and more social interaction, reduced stress, better concentration and effective learning. This form of learning has brought forth flexibility in study time and learners are happy that they do not have to stick to the traditional form of learning. The fact that an individual can go through the learning process at their own time has been hailed by many since this brings lots of convenience.

The main technology that is used in the training process in my organization includes use of online videos. The employees are able to do training right at the palm of their hand with a smartphone and the computers in the company. This is what has been in use over the last couple of years as it is used even for employees who are even in remote locations.

**1.1 c**

Platforms like LMS, LXP or AI and other related systems are meant for equipping employees with necessary knowledge and competency and for making the professional development process as simple as possible. These tools help facilitate the implementation of training strategies in institutions. They help to respond to the present needs of the dynamically changing world of e-learning. They have helped move from the boring presentation and long content to engaging content. These platforms help to make training more attractive and engaging. They make the involvement of learners deep and they lead to the improvement of key business indicators. Besides, they bring wider possibilities and help in reducing costs of training. The automation that is brought by these platforms help eliminate repetitive tasks that mostly burden organizations. AI especially helps in tracking down the progress that is made by a particular learner as well as the level of mastery in particular areas (Bond, 2017).

**1.2 d**

Some of the drivers of digital learning in the institution include the availability of high speed broadband and increased familiarity of colleagues with technology that supports learning. There are high expectations among leaners concerning flexibility in studies. The company has rolled out cost and resourcing considerations which means that the employer is able to offer digital learning programs faster and cheaply. The employer has also brought advanced technological and organizational changes. Some of the barriers to digital learning include technological barriers like inability to access tech support and cyber-security risks. Sometimes learners feel isolated and lack time for learning.

As employees in our organization it was not all smooth sailing moving from the traditional form of learning to digital learning mainly because of fear unknown. To cope with these challenges, the employees were given mentors who would propel them to accept the new changes. Eventually, digital learning became accepted in the company.

**1.2 e**

The usage of employee owned devices is normally considered a good thing in a company but at times it raises ethical issues regardless of employer policies. One of these fads include BYOD (bring your own device). This poses security and support problems. It is however allowed in companies as it helps reduce costs and increases productivity and employee

(Hayes & Kotwica, 2013). Employees gain productivity through using familiar operating systems on their phones or computers. Their devices are customized for their convenience and they happen to know how to use them. According to a survey done by salary.com, about 64% of employees use the internet daily for non-work related reasons. About 50% of workers admit to spending at least two hours every week on personal use while working. In my opinion, companies should allow employees to use devices for personal use. It helps in blending employees lives with work. Employers gain much by blurring the distinction between work and play.

**1.2 f**

One of the organizational strategies includes building relationships. It is important to build connections with each and every employee. The person in charge should be intentional with planning the lessons and regularly review the learning targets for the lesson to inform the learners and tune them in. It is also important to use a balanced data approach by taking into considerations of the learners and directing the knowledge you have about them. The expectations should be high but consistent but nevertheless they should not limit what the leaners can accomplish. The organization should also introduce learning plans that keep the students engaged and excited. The organization has to look for ways of connecting learning and content standards back to the learners. Relevant practices should be used which put the learner in charge of their own learning. After a while, it is important to reflect and this should happen often. It is also good to not be afraid to be vulnerable.

**1.2 g**

Some of the security issues that are linked to technology based training include corrupted social technical systems, compromised personal information, compromised user and trainer identity, corrupted communication among others (Zbakh, Essaaidi, Manneback & Rong, 2019). Some of the measures that the organization can take to deal with the security issues include using of strong passwords whenever necessary and changing them often. Firewall should be put in place and security software used at all times to help detect spam, virus attacks and malware. The programs that are being used should be updated regularly to protect them against bugs and vulnerabilities. The people in charge of security should always monitor for intrusion. It is also important that awareness should be raised so that employees get to understand their role and relevant policies already in place.

In our company once issue that happened related to security breach was an instance where someone hacked the systems and was able to get hold of the training material. Unfortunately, this information was of no help to them. The system administrators were able to take back the system on time before further damage.

**1.2 h**

Before beginning the training program, it was important that a feasibility study be done to establish knowledge levels of learners concerning the subject. This would have been done by for instance having the leaners fill in some questionnaires to determine the depth of what they know.

|  |  |
| --- | --- |
| Now that some of the trainees seem to be experts on the area of training, the best way to solve this is by classifying the employees based on the level of the expertise and knowledge that they have. I would categorise them into basic, intermediate and experts. Based on this groups, the training needs would be based on what the learners know. Alternatively, I would ask those who are experts in some given fields to assist those who are not so that after a short period of time, everyone will be on the same page.  **2.1 a**  Some of the asynchronous and synchronous tools that are used in our organization include discussion boards. This tool enables a learner explore a topic and create a meaningful discussion and in the process learn something new. The leaners interact with one another and their instructors through a discussion thread. The second tool happens to be email lists. Emails can be deployed for exchanging messages between instructors and learners. The emails can be used for sending assignments to instructors and for receiving feedback. The other tool in this list is blogs. Blogs offer information on a topic and happen to be longer than a discussion board. Videos is the tool used and mostly appeals to auditory and visual learners. They normally help explain the content of a training program. The most common example used is YouTube. The other tool commonly used is the digital library. This is normally arranged in form of audio, video, e-learning and eBooks. These help promote learner-centric training and is normally considered a knowledge repository.  **2.1 b**  One of the applications of augmented reality and virtual reality simulation includes task simulations. They allow users to interact with virtual elements in the same way they would in the real world. This enables trainees to experience particular scenarios from across several devices with precision and powerful graphics. The other application is face to face training in virtual environments. These offer ‘virtual workspace’ and aid face-to-face communication more effectively in comparison to phone calls and video meetings. Immersive personalized online training happen to be the other form of AR and VR application. It enables learners access specific environments and scenarios from any device wherever they are. This in turn enables a reduction of travel and trainer expenses and helps get rid of tedious set-ups and operational shutdowns. The other application is in product training where users are able to review and navigate digital replicas in a 3D environment. The last application is in employee onboarding. They help transform tedious drawn out process into an engaging and highly personalized experience.  **2.2 c** | |
| Some of the learning needs in my organization include communication and feedback, commitment to continuous professional development, learning based on the speed of the business and compliance training. To be able to address these, there is need for regular training on all areas that are seen to be experiencing deficiency. Benchmarking trips should also be done to similar organizations that are doing better than us. Employees should be encouraged to continuously pinpoint what they feel needs to be changed and rectified. Some of the learning activities that can increase capability of staff include exchange programs and weekly training by some appointed staff. Staff who are identified to be good in certain areas can be asked to train fellow staff. The learning materials should focus on training needs that have been identified.  The digital content should be designed based on identified needs and what is trending and market oriented. This way, the training goals will be achieved.  **2.2 d**  One of the ways of measuring the effectiveness of training is by having employees filling up self-assessment questionnaires. They will be able to pick out areas that need more training. One can also rely on informal feedback from other managers and peers. Focus groups will also help if the training has been impacting positively to the employees. One could also rely on the job observation and actual job performance indicators (KPIs) that were stated prior to the commencement of training. One can also use staff surveys, comments and complaints.  To ensure that learning objectives are met, it would be important to have assessments given, get feedback and use collaborations. If the objectives are not being met, it would be important to go back to the drawing board an alter the plans so that the subsequent training will be effective.  **2.2 e**  Cultural biases introduce new perspectives, idea and strategies for those taking part in the learning process. It is always important to consider the cultural biases prior to rolling out a training program for the reason of decreasing unwanted surprises which could slow down the process. Understanding the culture biases also assist in increasing trust and cooperation and help in overcoming fear of mistakes, competition or conflict. Every participant is able to feel comfortable in general and less likely to feel the urge to look over their shoulders just to be sure that they are being ‘appropriate’ in majority terms. It also introduces the aspect of inclusion and equality.  I have come across a company where training cannot be done on a Friday as the company was owned by a Muslim personality who observes Fridays as a holy day. To handle such biases, one has to respect the culture and reschedule trainings meant for such particular days.  **2.3 g** |

Presentation in e-learning is one powerful way of communicating an idea or a message (Meenagh, 2018). The way presentation is done helps enhance the message therein and assists in delivering success of the e-learning process. Podcasts help in building a personal connection with the learning audience. As they keep listening, they get to know the person behind the voice and the familiarity keeps them coming for more. Animations and videos help turn abstract concepts and processes into something tangible and relatable. They help trigger an emotional response which helps form a memory. The more memory is engaged, the better overall achievement is realized. Artificial intelligence help introduce personalized form of training in education. It also helps in bring prompt responses and task automation. AI plays a role of helping employees and the trainers optimize and automate both learning and teaching tasks.

**3.1 a**

Some of benefits of online learning include that they offer flexibility in that one can learn from anywhere (Keohane, 2021). They also bring the advantage of offering boost to independent skills that an employee already has. They are also more interactive as they give people opportunities to freely offer their ideas and discuss others. It also becomes easy to organize and recap training notes and offers room for anonymous participation. Some of the cons of online learning include that sometimes engagement is not easy and that not everyone is tech savvy. At times, technology may let someone down at the exact moment when one desperately needs it. The trainer is also unable to control the class at times and it eliminates the aspect of one on one teaching. Some of the trainees might need a helping hand and this is not possible through online learning. It is also hard for learners to socialize.

**3.2 b**

One of the ways of keeping leaners engaged in a webinar includes engaging students through segmenting the lessons into shorter sequences. The trainer should check whether the leaners by asking questions that check whether students have understood the key lesson. He should also walk them through step by step examples. For those being trained remotely, they should be encouraged to record themselves working on a problem. The trainer can also split the class into smaller groups for managing discussions or projects as one would do in class. The trainer can also assign students randomly to train fellow students or lead discussions. Learners can also be encouraged to keep in touch with one another. They can also be asked to submit questions or concepts in advance which would go on to help avoid awkward lulls and pace the time.

**3.2 c**

Chatboxes and online polling are advantageous as they help in instantly resolving queries and also help determine the interests of students and help understand the needs of the learners to aid in developing a better strategy (Bhalerao & Mathur, 2022). These features also enable easier collaboration by helping overcome any distance through real time collaboration. They also remove boredom as the learners get an opportunity to chat with fellow leaners whose name and pictures are visible during the chat sessions rather than just reading boring text material. The leaners also get a chance of getting answers to any questions they have since chatbox software is a mobile friendly website feature. By getting answers promptly, the learners get a form of satisfaction and time to learn other areas. The live chat programs also enable the learning process stay competitive since other online classrooms also have chat programs and it is now unimaginable to have a website without one.

**3.2 d**

The most preferred form of training in an organization in this organization that I had a meeting with the trainer is the face to face learning. He credits it to the fact that it encourages and helps with social skills and allows real time interaction. The other reasons include that it eliminates distraction, aids collaborative learning and encourages critical thinking.

1. Nearness to learners is better and preferred in comparison to online learning. This is due to the fact that it enables a better access to more information and a richer understanding through the tutor and learners body language and voice. It enables a better opportunity to connect, problem solving and better establishment of networks.

Online learning does not have many activities and when they happen, they may not be that effective since they depend on the goodwill of the learner to engage in them. For online learning, the tutor is able to supervise the activities. Presentation material in online has to be prepared thoroughly in a manner that it can be fed to a website. For face to face learning, the tutor does not need that much preparation, he just needs to work with what works for the learners. Feedback in face to face learning is immediate unlike online learning.

**3.3 e**

As a learner I would prefer face to face learning. First it offers immediate feedback from the tutor. It also makes the learner serious with the learning process since the tutor is available as well as other learner. The presence of other learners in the vicinity helps enable one to concentrate and gain a greater understanding and real world examples from tutors and fellow students. It also increases the chances of one completing the course as compared to online learning. It also brings the aspect of comfortability and familiarity of classroom setting. As the learner, it becomes to obtain more information and a richer understanding through the tutor and fellow student body language. It also avails the chance of connecting with and solving problems with other learners from a wide range of backgrounds.

**3.3 f**

Some of the skills that would be needed to conduct an effective learning lesson include time management. It requires one to plan time well by making a list of everything that they need to do and organizing according to priority. One would also be required to be able to stimulate virtual learning environment that will help students get most from their learning experience. The lessons should also not be too big to limit attention span. The trainer would also need communication skills to be able to relay information effectively to students. They should be able to adapt to various techniques that suit the different environments. The tutor should be able to use feedback properly by understanding what the learners need, the problems they experience and the challenges that they face. They should be able to carry out market research to know the needs of the learners. They should have the ability to engage students and have constant learning and subject expertise.

**3.3 g**

Based on the skills that I have, I need to develop my time management skills. Below is the schedule for developing the time management skills.

Morning 7am- 11 am

* Exercise
* Answering emails
* Going through various journals

Midday 11am to 1 pm

* Make work phone calls
* Attend lunch
* Meditation
* Attending to daily briefs

Afternoon 1pm to 5pm

* Working on the professional project

Evening 5pm to 10 pm

* Attend dinner
* Read chapter of a book
* Prepare for sleep

**References**

Bhalerao H. R. & Mathur A. (2022). Awareness and perception of chatbots/chatbox amongst customers. *Electrochemical Society Transactions* *V107 N1 (20220424): 1781- 1795*.

Bond D. (2017). *Artificial intelligence*. Mason Crest.

Hayes B. E. & Kotwica K. (2013). *Bring your own device (byod) to work : trend report*. Elsevier.

Keohane J. (2021). *The power of strangers : the benefits of connecting in a suspicious world*. Random House.

Meenagh J. (2018). *Doing too much : using an online discussion board interviews and developmental vignettes to explore young people's negotiation of their love*. SAGE Publications.

Stanton M. (2004). *Positioning elearning within the skills development framework*. Knowres.

Zbakh M. Essaaidi M. Manneback P. & Rong C. (2019). *Cloud computing and big data : technologies applications and security*. Springer.