

ET60012 FOUNDATIONS OF EDUCATIONAL TECHNOLOGY

Dr. Kaushal Kumar Bhagat
Centre for Educational Technology
Indian Institute of Technology Kharagpur

E-learning in the Workplace

Challenges in front of organizations

- Globalization
- Economic dynamics
- Industrial transformations
- Demographic changes in population structures

Defining Workplace learning

Workplace learning refers to learning or training activities undertaken in workplace contexts with the aim to **improve individual and organizational performance** (Boud & Garrick, 1999; Craig, 1996).

E-learning in the workplace

Educational technology involves the disciplined **application** of knowledge for the purpose of **improving learning, instruction, and/or performance.**

Workplace learning VS School learning

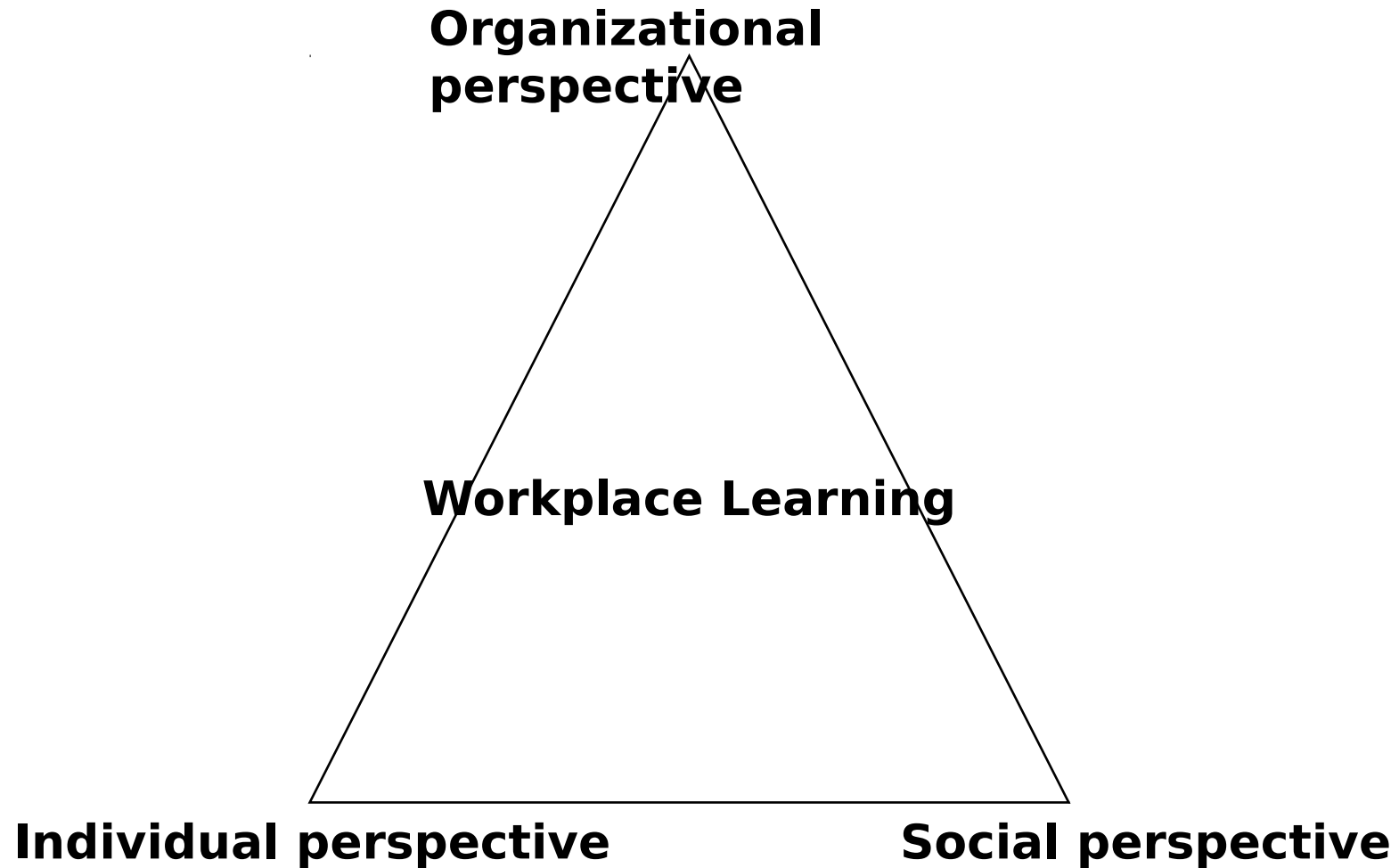
Workplace Learning

- Informal by building on practical tasks
- More contextualized
- More collaborative

School Learning

- Formal and planned educational activities
- More abstract and decontextualized
- Less collaborative

Understanding Workplace Learning



Understanding Workplace Learning from Individual, Social, and Organizational Perspectives

Individual perspective:

- Self-directed
- Lifelong learning process
- Individuals learn what is required to perform their jobs and evolving tasks
- Learning is motivated by various incentives (e.g., Curiosity, desire to achieve, and rewards and promotion)

Understanding Workplace Learning from Individual, Social, and Organizational Perspectives

Social perspective:

- Teamwork
- Mentoring programs
- Communication and networking among peers

Understanding Workplace Learning from Individual, Social, and Organizational Perspectives

Organization perspective:

- Continuous transformation in dynamic and competitive environment
- Basic techniques to high technology and management skills

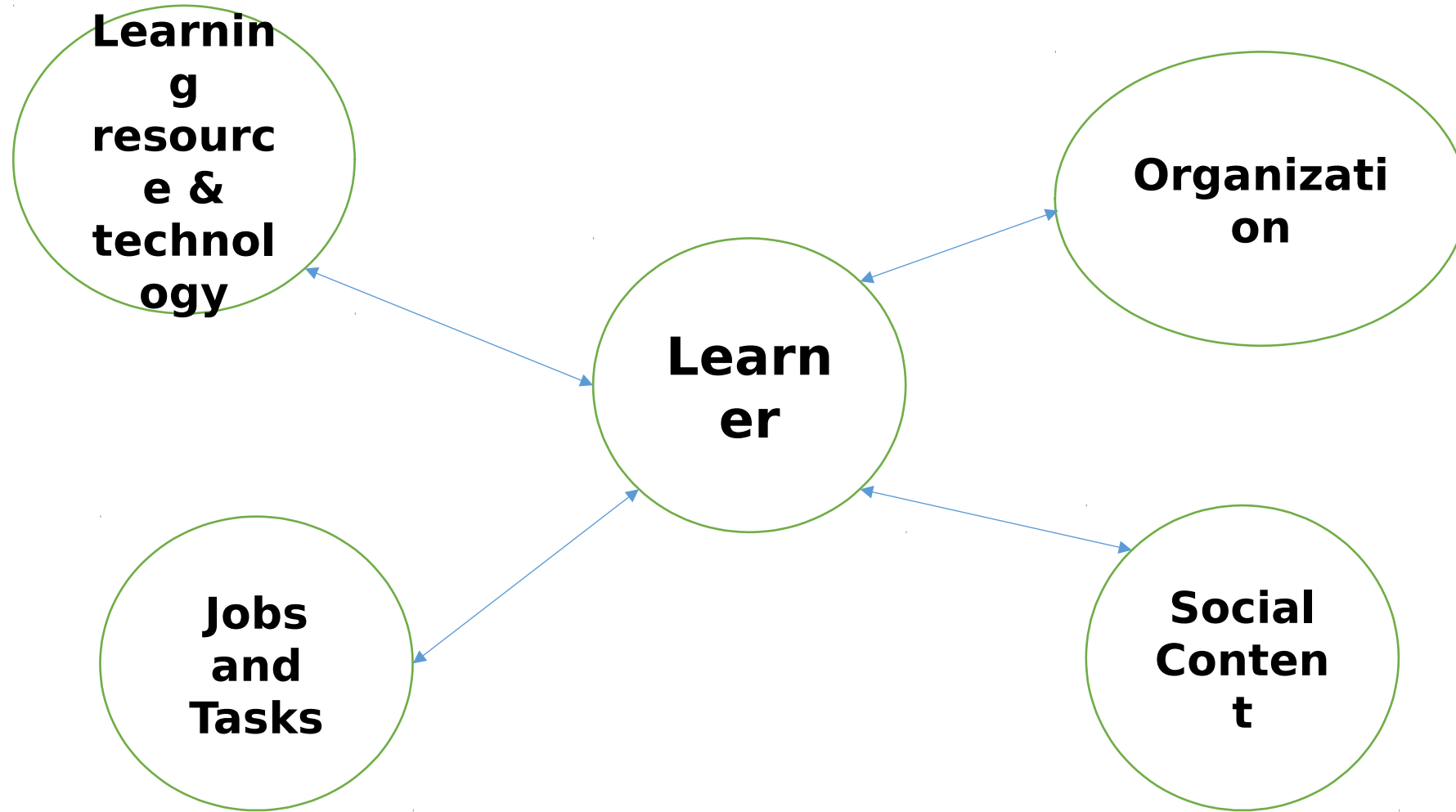
Emerging Technologies for Workplace Learning

- Learning Content Management Systems (Moodle, Blackboard, MOOCs)
- Social Media and Social Interaction (communication with customers and partners, streamlined business processes, analysis of data for forecasts and decision-making, and use of digital media for marketing campaigns)

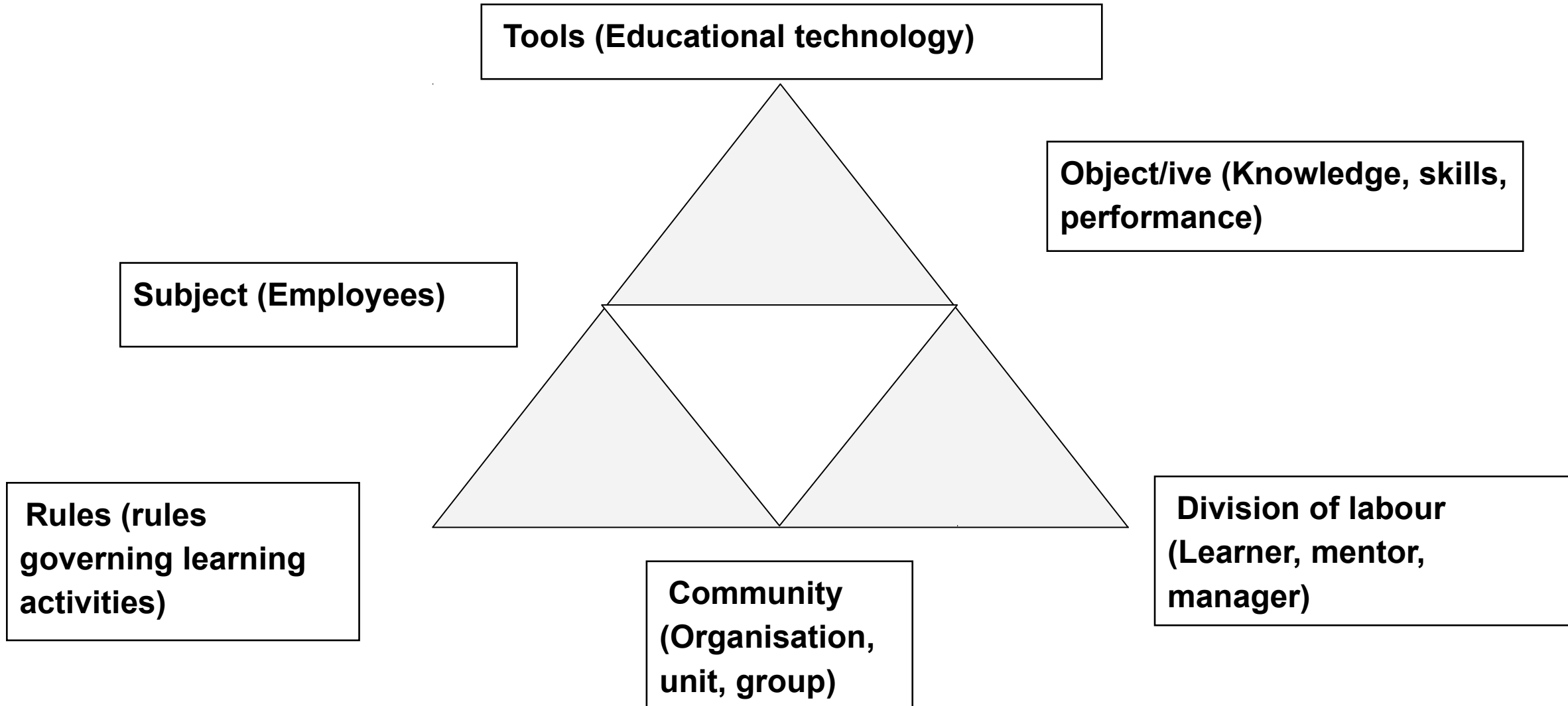
Emerging Technologies for Workplace Learning

- Mobile and Ubiquitous Learning Facilities (cloud computing)
- Augmented reality and Virtual reality
- Educational Data Mining and Learning Analytics

Workplace learning as a Complex Dynamic System



Workplace learning as an activity system



Measurement Models in the workplace

Kirkpatrick's Four level Model (Donald Kirkpatrick)

- Reaction
- Learning
- Behavior
- Results

Measurement Models in the workplace

Parker's Model (Treadway Parker)

- Job performance
- Group performance
- Participant satisfaction
- Participant knowledge gained

Measurement Models in the workplace

CIRO Model proposed by Warr, Bird, and Rackham (1970)

- Context evaluation
- Input evaluation
- Reaction evaluation
- Outcome evaluation

Advantages of E-learning in the workplace

- Flexible information access
- Peer interaction
- Social networking,
- Web-based or computer-assisted learning and training
- Online performance
- Support and knowledge management

Challenges for e-Learning in the Workplace

- Relevance to individuals
- Learning and instructional design
- E-learning content
- Non-alignment with business objectives and outcomes
- Evaluation and accountability
- Technology-dominated approaches

Implications

- Learning with Individual Needs and Organizational Goals
(personalized learning resources, adaptive guidance and feedback, and strategies for self-regulation)
- Integrating Technology with Pedagogical Design
- Strategic Planning and Organizational Environment
- Learning and Assessment