

Training and Development
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Module – 08: Technology Based Training Methods
Lecture - 39
Learning Management System (LMS)

Welcome to the lecture sessions on Training and Development. We were dealing with module 8 which is on technology based training. In module 7, we have already learnt about traditional method of training. In module 8, we are discussing on technology based training. In this module we have till now covered on what is technology based training, how it is different from traditional training, we have also seen the different aspects and challenges of computer based training.

In the last lecture session, we discussed about interactive technology based training through social media and what are again the challenges to be taken care of, what are the ethical issues that needs to be taken care of. In today's lecture, we are going to discuss on the Learning Management System.

What we need as a learning management system in an organization, why we need it because if it is a large organization, if many people have to be given training at a particular point of time, if the database of that needs to be maintained; then it's a huge task manually.

So, how technology can help us in the whole training process starting from the selection of the trainee, identifying the training need, selection of the trainee then developing the course material, selecting the who would be the people, who would be giving training, preparing the training calendar, finding out the like impact of training, evaluating training and the feedback. And, how it leads to the performance management system of the organization.

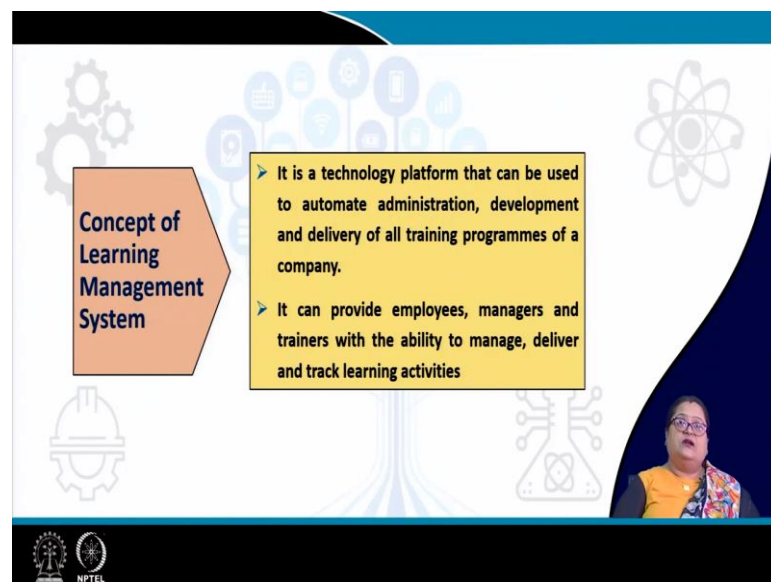
This whole process can be like developed through the technology and when we have this particular software present in the organization, learning really becomes a continuous process which is imbibed within the other processes of human resource management. And, it moves towards rather like whenever we are talking of return from training return on investment on training, it adds it really has an input to the human capital management.

So, to in today's discussion we are going to see what is learning management system, we are going to see like what is human capital management and how both are linked with each other. Let us begin.

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So, this part of the lecture session will be held on learning management system and the related issues. Now, what is the concept of learning management system? So, it is a technology platform that can be used to automate administration, development and

delivery of all the training programmes of a company. It can provide employees, managers and trainers with the ability to manage, deliver and track learning activities.

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Defining the Learning Management System

> A Learning Management System (LMS) can be defined as a holistic, end-to-end software solution for the planning, execution, documentation, tracking, and reporting of knowledge or skill-based courses and training programs

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Now, for how can we define what is the learning management system? As we have discussed earlier, we can define learning management system as a holistic end to end software solution for the planning, execution, documentation, tracking and reporting of knowledge or skill based courses and training programs.

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Features of Learning Management System

- Trainee management and reporting
- Training event and resource management
- Online course delivery infrastructure
- Authoring tools
- Skills assessment
- Professional development and management
- Knowledge bases
- Personalization
- Link to human capital management systems

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What are the features of a learning management system? Definitely, the one of the most prominent features is of course, trainee management and reporting keeping the database about the training like who could be the trainee selection, their need analysis. Then whether they are reporting on time or not, whether they have reported on all days of the session or not. So, and there are other issues could be certificate issue like daily attendance of the trainee.

So, everything which is related with the trainee management and reporting is taken care of by it. Training event and resource management. So, when will be the training, what would be the training calendar, how will be the like time table of the like training schedule design. Like who will be the people who will be delivering training, all these are taken care by the learning management system.

Online course delivery infrastructure. So, it gives you a platform for online course delivery also. Authoring tools then skills assessment, professional development and management, preparation of knowledge bases, personalization as we told like if we can add features of personalization that we understood in social media or as we understood in gaming.

So, that is that can also be done in the learning management system because, it is the system which is working at the back and in the front; we can make it more personalized towards the trainee needs and of course, a link to human capital management system.

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Use of Learning Management System

- For organizational knowledge management in terms of resources, documents and skills of the employees.
- Employee training and on boarding is the most common use cases for LMS in corporate environment.
- Helps training new employees by providing access to training materials across various devices.
- For the training of extended enterprises including customer, partner and training members.
- For employee retention and developing job skills

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Now, what are the uses of learning management system? It is of course, first for organizational knowledge management in the terms of resources, documents and skills of the employees. As we have seen in the module 2 of discussion of this course like the training and development is a huge role to play in the strategic decision making of the organization. And, the giving it a competitive advantage based on the skills and competencies the people are having for reaching the objectives of the organization.

So, one of the use definite uses of the important use of the learning management system is to connect it the whole process of learning and training with the organizational objectives by organizational knowledge management and documenting the processes. Then resources and what are the what will be the resources required and what are the future skill sets and competencies required and what are the present skills and competencies developed as a process of training.

So, this connecting with the organizational knowledge management is the primary thing. Second is employee training and on boarding is the most common use cases for LMS in corporate environment. So, how training is taking place and how they are getting adjusted to particular job situations as a part of this training is one of the functions of course is the learning management system. Then it helps the trainees or the new employees by providing access to training materials across various devices.

It also can be connected for with the extended enterprises like customers, partner and training members. So, if you have a LMS and if you have a password login and password to enter into that system. Then you get connected in that environment of learning environment, even if you are stakeholders of important stakeholders of the organization in terms of and it, we talk of an extended enterprise.

So, through that portal you can log in and see and like learn also to enrich yourself and as a result get more connected with the organization. And, because this helps in developing employee connect or the connect of the stakeholders with the organization, generally it also leads for employee retention and developing job skills.

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The slide features a central yellow box with a list of five bullet points. To the left of this box is an orange arrow pointing right, containing the text 'Effectiveness of Learning Management System'. The background is white with faint icons of gears, a lightbulb, and a person. In the bottom right corner, there is a small video inset of a woman with glasses and a colorful patterned top. The NPTEL logo is visible in the bottom left corner of the slide.

Effectiveness of Learning Management System

- It can help a company reduce travel and other cost relating to training.
- Reduces time for training programme completion.
- Increases employees' accessibility to training across the business.
- Provides administrative capability to track program completion and course enrollment.
- Allows company to track all learning activities in the business

Now, what are the effectiveness of a learning management system? The effectiveness of the learning management system requires like it helps the company to reduce travel and other costs related to training.

It reduces the time for training programme completion, it also increases employee's accessibility to training across the business. So, another thing is the it provides administrative capability to track program completion and course enrollment. So, your like admin password you can enter and see if and through the like rights that have been shared with you, you can see like the what are the we can see what are the program completion.

And how far a person has reached in a particular course, what is the number of course enrollment everything you can see. Now, it allows the company to track all learning activities in the business. So, as an if done manually or if all the processes are not connected with each other, it may be difficult for a company having like its branches in different locations to find out like where the training is going, where the training has started, where it is not started.

And, its people may find it difficult to keep track. So, with this system like if like all the company locations are getting branches are getting connected to each other. So, it or the subdivisions are getting connected to each other, we get to understand like the overall picture of all the learning activities which are taking place in the business.

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Various Forms of LMS Deployment

The different types of LMS deployment options are:

- **Cloud-based:** Hosted on the cloud and follow a software as a service business model.
- **Self-hosted:** Requires software to be downloaded by the user with a pay for updates.
- **Desktop application:** LMS are installed on the users' desktop but application may be accessible on multiple devices
- **Mobile application:** Supports mobile learning and accessible wherever and whenever through mobile devices.

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So, as we can see there are different types of LMS deployment options which is cloud based, desktop application, self hosted and mobile applications. So, these are these provide like a free usage like its more applicable when the learner wants to learn, where it wants to learn, it does not need to be always there in the organization. But you can be at your home in your own location also and use it at your own pace and time. So, any form which is like suitable for the learner they can go through that form.

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Benefits of LMS

- LMSes allow users to complete the coursework at a time that is best for them for which costs can be cut by eliminating the need for instructors, training days, training materials, travel expenses and location hiring.
- The ability to monitor user progress and performance;
- Increased eLearning accessibility without geographic limitations;
- The ability to personalize the online training and learning experience;
- The ability to easily and efficiently update e-Learning modules and activities;

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So, next what we will see like what are the benefits of LMS? The as we can see from the as different like modes are available for LMS, LMS allows users to complete the course work at a time that is best for them for which cost can be cut by eliminating the need for instructors, training days, training materials, travel expenses and location hiring.

It helps the company to monitor user progress and performance, increased e-learning accessibility without geographic limitations. The ability to personalize the online training and learning experience. The ability to easily and efficiently update e learning modules and activities.

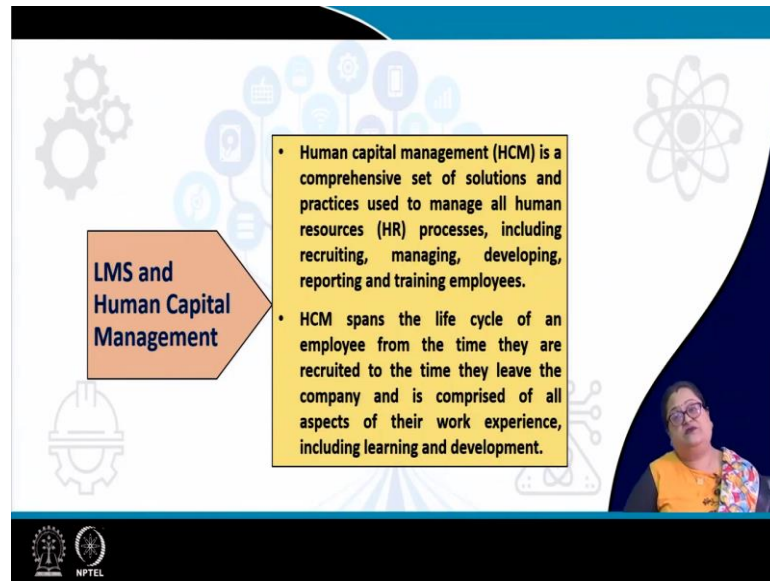
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Benefits of LMS

- The ability to easily ensure online training and learning materials are being distributed effectively; and
- The use of automation that allows users to forget about tedious, repetitive tasks -- such as user enrollment and certification distribution -- and focus on more important activities.
- It allows an organization to safely organize and store all big data in one location.

The other benefits to be continued are the ability to easily ensure online training and learning materials are being distributed effectively. And, the use of automation that allows users to forget about tedious, repetitive tasks such as user enrollment and certificate distribution and focus on more important activities. It allows an organization to safely organize and store all big data in one location.

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LMS and Human Capital Management

- Human capital management (HCM) is a comprehensive set of solutions and practices used to manage all human resources (HR) processes, including recruiting, managing, developing, reporting and training employees.
- HCM spans the life cycle of an employee from the time they are recruited to the time they leave the company and is comprised of all aspects of their work experience, including learning and development.

Now, as we discussed at the start of this lecture session like LMS has an important connect to the human capital management. And so, now, we will see what is human capital management and how LMS gets means connected to it?

Human capital management is a comprehensive set of solutions and practices used to manage all human resource processes including recruiting, managing, developing reporting and training employees. Human capital management it spans across the life cycle of an employee from the time they are recruited to the time they leave the company and is comprised of all aspects of their work experience, including learning and development.

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LMS and Human Capital Management (HCM) Relation

- Learning Management Systems (LMSs) are designed for learning administrators to create and deliver formal training to workforces.
- While the LMS delivers formalized learning, and the HCM connects learning to recruiting and performance management.
- In LMS there are six elements of the learner experience that enable learning: planning, discovering, consuming, experimenting, connecting, and performing. While, in HCM there are only two key administrative functions: creating and managing and analyzing workforce.

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Learning management system are designed for learning administrators to create and deliver formal training to work forces. So, that is where the connect lies with the human capital management. While the learning management system delivers formalized learning and the human capital management connects learning to recruiting and performance management.

In learning management system there are six elements of the learner experience that enable learning that is planning, discovery, consuming, experimenting, connecting and performing. While in human capital management there are only two key administrative functions: creating and managing and analyzing workforce.

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LMS and Human Capital Management Relation

- In LMS, learning, integration and communication are critical to leveraging employee knowledge. Accordingly, in HCM, managers must switch from being drivers of people to being drivers of learning.
- In HCM, accounting for human capital should focus on matters of individual and organizational competence, and that the development of human capital is, in essence, an exercise in competence development, which involves training and learning.

To continue with the relationship between learning management system and human capital management, we find like in learning management system learning, integration and communication are integral to leveraging human knowledge and they are very critical to it.

Accordingly, in human capital management managers must switch from being drivers of people to being drivers of learning. In human capital management accounting for human capital should focus on the matters of individual and the organizational competence. And that the development of human capital is in essence an exercise in competence development which involves training and learning.

So, if you want to develop human capital, if you have to like grasp over the human capital then competency development is a must. And, whenever we take then exercise for competency development, it definitely like has its concern with training and learning. So, training and learning, learning management system as we can see is a very integral part of the human capital management.

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Key Benefit of LMS and Human Capital Management

- In LMS, Retaining and nurturing employee talent by providing professional learning and growth opportunity through training.
- In HCM, managing time and employee, scheduling, maintaining expenses and building pay-for-performance.

In learning management system retaining and nurturing employee talent by providing professional learning and growth of opportunity through training. In human capital management managing time and employee, scheduling, maintaining employee experiences and building pay for performance. These are important, but these are again one side of the story, it's now getting redefined, the definition is expanding.

So, that this under the umbrella of human capital development it is not only management, but human capital development. We like take in learning management system and by following the processes which are suggested like it helps in the both the mapping of the training program with the goals of the organization.

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Key Benefit of LMS and Human Capital Management

- In LMS, leverage analytics for more intelligent workforce decisions and evaluate learning demands of the modern workforce and keep employee aligned with current technological advances.
- In HCM, aligning people strategy with business strategy and encouraging adaptation of workforce quickly with organizational change.

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What are the key benefits of LMS and human capital management? In continuation with the discussion, we can see like in LMS, it leverage analytics for more intelligent workforce decisions and evaluate learning demands of the modern workforce and they keep the employee aligned with the current technological advances. In HCM, aligning people strategy with business strategy and encouraging adaptation of workforce quickly with organizational change.

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Key Benefit of LMS and Human Capital Management

- In LMS, identifying career opportunity and maintaining development plan to bring employee closer to career goal by training and learning.
- In HCM, tracking personal and employment information, create job structures, manage employee documents, and predict performance and attrition with a solution through training and orientation

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In LMS, identifying career opportunity and maintaining development plan to bring employee closer to career goal by training and learning. In human capital management, tracking the personal and employment information create job structures, manage employee documents and predict performance and attrition with the solution through training and orientation.

So, what we find like the in the functions of HCM, the how we can achieve, what is to be done as a part of HCM training and orientation is a very integral part of the definition.

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Key Benefit of LMS and Human Capital Management

- In LMS organisations can use knowledge to create value, meaning that knowledge can be an asset to be invested in through training.
- In HCM, manager would most appreciate is to see newly acquired knowledge have a practical impact on organizational behaviour

And like the purpose of HCM can be achieved through a proper training and development. So, what we can say like if we have a proper LMS, it helps in the like understanding human capital management of the organization. Key benefits of LMS and human capital management, in LMS organizations can use knowledge to create value; meaning that knowledge can be an asset to be invested in through training. In HCM manager would most appreciate what they would most appreciate is to see newly acquired knowledge have a practical impact on organizational behaviour.

So, whatever knowledge is created through this learning and learning management system, it finds its application again in human capital management which shows like we may get many knowledge through training, development. We may acquire that knowledge; we have to use it for the purpose of the organizational development and self development also. In HCM, we can see how this acquired knowledge has a practical

implication on organizational behaviour, how it really impacts on the organizational behaviour.

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Challenges of LMS and Human Capital Management

- In LMS there are some expert vendors offering services along with their products which sometime lead to monopoly.
- In HCM, there are poor performance management and usage of workforce analysis and reporting.

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Now, as we have understood all the concepts from the start itself, every process may have its positive contribution, but it is not with its negative like poor negative aspects or what we can call like challenges we need to overcome. We now going to see what are the challenges of LMS and human capital management.

In LMS there are some expert vendors offering service along with their products which sometime may lead to monopoly. In human capital management, there are poor performance management and usage of workforce analysis and reporting.

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Challenges of LMS and Human Capital Management

- In LMS, security process to safeguard privacy of each user are sometimes not strictly maintain which cause threat to LMS.
- In HCM, complex processes and difficult software frustrate employees who expect the same easy-to-use tools for human capital management technology.

The challenges of LMS and human capital management, in LMS security processes to safeguard privacy of each user are sometimes not strictly maintained and that may cause a threat to learning management system. In human capital management complex processes and difficult software frustrate employees who expect the same easy to use tools for human capital management technology.

So, as we can see though it means it is both of them are serving many purposes, but at the back of which like the security process to safeguard privacy; these are again it will fall in the domain of business ethics, very important ethical issue regarding data privacy. And, like data information how it needs to be kept in a secured way. So, these are very important things along with like how to make people understand in a lucid way, how it is functioning.

Because, what we see over here as it is a complex process in HCM and difficult software; so, which is difficult to learn maybe that software. It may frustrate employees who expect the same to be very easy to use tools and like and that is how like the human capital management technology is going to develop.

So, these are some of the references that we have used.

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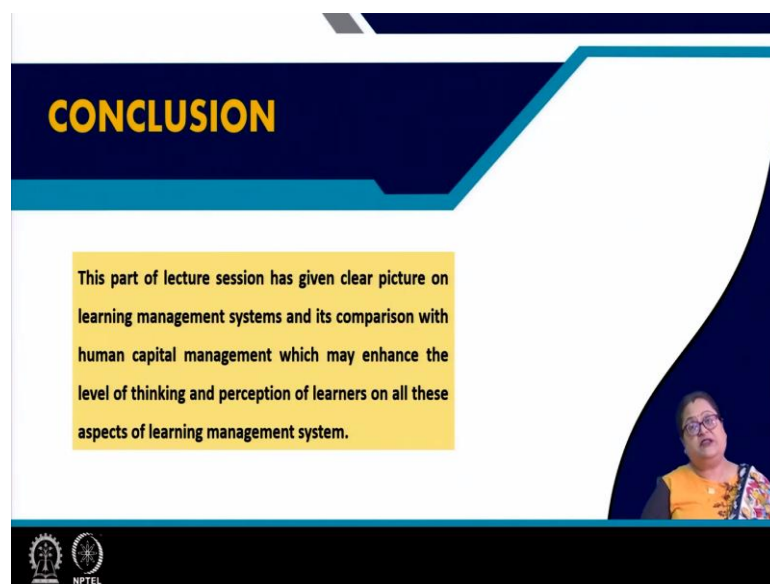


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CONCLUSION

This part of lecture session has given clear picture on learning management systems and its comparison with human capital management which may enhance the level of thinking and perception of learners on all these aspects of learning management system.



So, to conclude we may understand like this part of the lecture session has given a clear picture of the learning management system and its comparison with human capital management, which may enhance the level of thinking and perception of learners on all these aspects of learning management system.

Thank you.