

Welcome all, My name is Riva Ritinha Paes, Assistant Professor in Commerce, Government College of Arts, Science and Commerce, Quepem Goa.

Today, I will be discussing Unit 1: Training and Learning.

In this module I will be explaining the concept of learning curve, types of learning curve, principles of learning, training guidelines and experience versus Training.

By the end of this module, the students will be able to explain the learning curve, name the principles of learning, indicate the training guidelines, and differentiate between experience and training.

Learning rarely takes place at a constant rate; it varies according to the difficulty of task and ability of the individual.

Learning curve is a graphical demonstration of progress in learning any skill during a given period of time.

The curve for individuals may differ widely because of individual differences in learning.

Types of learning curves:

- Diminishing Returns Learning Curve
- Increasing Returns Learning Curve
- S Shaped Curve and
- Learning plateaus.

Diminishing Returns Learning Curve

The amount of learning increases rapidly at first, then the rate of improvement slows. This happens when a person is learning a new task, for example, when an employee first learns to operate a stamping machine, the rate of production increases rapidly at first, then slows as a normal rate is approached. Learning of most skills and mental tasks follows this form.

Increasing Returns Learning Curve

There are certain learning skills where the rate of learning is slow in the beginning and then it increases. It is exactly the opposite of a diminishing returns learning curve. Usually occurs when a person is learning a completely new/unfamiliar task. It requires a slow beginning while the important vocabulary and relationship are learned.

The S-shaped Curve

It is the combination of diminishing returns curve and increasing returns curve. It results when a person tries to learn unfamiliar, difficult tasks that also requires insights into the basics of the job. For example, debugging a computer system when a person has previous knowledge with computers.

The low portion of the curve represents the initial stage where the person is acquiring basic skills with very slow learning, followed by greater returns.

Learning plateaus

Plateaus in learning represents a period in the learning process when there is no progress. It is a low, flat horizontal stretch in the learning curve, which represents a stationary phase. At this point, the trainees must be constantly encouraged and advised that these plateaus are temporary and commonly understandable and are usually followed by increased learning.

Principles of learning

Modeling

Modeling is basically copying someone else's behavior. It is important to select a model who can and will provide the right kind of behavior. Example, Mr. X see his boss successfully handle morale problems in a certain way, he may use that same method himself. Modeling can also work to keep people from making mistakes they see others make.

Intention to Learn

it basically means readiness to learn. One must be eager to gain more knowledge and skills. Individuals learn best when they are physically, mentally and emotionally ready to learn. An adequate interest and motive for learning are essential.

Sequencing

Sequencing is about logically placing the training content. Training content must follow some logical order. It makes learning and subsequent application as well as recall easier. It helps the trainee to memorize things in a better way. It could proceed from easy to the difficult task or proceed from what the trainee knows to a new material.

Immediate Confirmation

Trainees must be provided feedback about their performance. Trainees need to know how well they are doing at all stages; If they are going to learn effectively and improve their performance.

Spaced practices.

Practice sessions spaced over a period of hours or days result in greater learning than the same amount of practice in one long period. The training is distributed instead of being concentrated into one period. It minimizes the physical fatigue. For example, orientation of new employees placed over an entire week instead of giving him an orientation for one day.

Whole learning,

it suggests that it is better to give an overall view of what the trainee will be doing than to deal immediately with specifics. The trainee must be given an overall view of the organization and then deal with the Department which he is going to work.

Active practice

It is more effective than learning by reading or passive listening. It is basically learning by doing a person can actually understand the concept well if he is actively practicing what has been told to him during the training sessions. It is more effective

Once basic instructions are given, active practice should be built into any training situation. For Example, Mr X is being trained as a customer service representative. After giving him some basic instructions. About the product and telling him about the basic selling process, he should be allowed to make a call to the customer and to use the knowledge that he has received.

Guidelines for Training

Motivation

Trainees must be constantly motivated to improve skill or knowledge. Constant encouragement must be provided to the trainees.

Feedback

The progress of the employee receiving training must be recorded from time to time. It helps in adjusting training to the needs of individual workers. Trainee must be provided with feedback about his progress.

Learning by Doing

Theory and practice must go hand in hand. Active practice must be built in any training component. Skills that are practised often are better learned.

Appropriate size of lessons.

Learning in segments is better as it enables trainees to learn and review. It helps him to understand the concepts. It also reduce mental fatigue.

Reinforcement

Training of employees results must be supported by means of reward and punishment. Successful employees must be appropriately rewarded It could be recognition, promotion or increase in pay scale.

Experience versus Training

Training is a planned process of transferring knowledge and skills to others, whereas experience improves your knowledge and skills.

Training is teaching how to do a particular task, whereas experience is gained by doing a particular task.

Training is a learning process in which employees get to know about the skills required for the job. Experience is a process of getting knowledge by doing a particular task.

Training is for a short duration, but it experiences the knowledge which is acquired by doing something for a long period.

Some of the books that I have referred for the purpose of developing this content.