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## Technical Trainings and Professional Development: The Means of Organizational Growth

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#### ABSTRACT

Organization's strength to realizing its goal are deeply relying to the abilities of the workforce. It is the primary resource and vital capital of an organization that is dynamic and adaptable. Regardless of its nature, it is undeniably that the blood of the operation of every organization is the manpower. Employees who tend to be lacked skills normally do not produce good quality work. Productivity and outstanding output are achieved only if employees of an organization are managed properly. Such management is the enhancement of their capabilities and expertise, giving these workers motivation, thus attaining job satisfaction and excellent organizational results. This study presents a literature review on the importance of technical training and professional development of the employees towards organizational growth. In technical related works, training is a one-way for the employees to grow their based-knowledge and improve professional skills to become more effective in their chosen field of interest, a pathway for them to be the key asset in contributing positive outcomes to their respective organization.

#### INTRODUCTION

In every organization, the manpower's capability is the stronghold of its operation. Skilled employee inclines to be the key for the organization to be successful. A productive workforce always keeps the organization working and goal oriented. An organization with employees that are not skilled enough to do the everyday task assigned by their superiors ends-up unproductive at the end of the day, thus, may result to the downfall of the organization as a whole. With the new technologies invented that keeps invading most industries, businesses and institutions that transform work processes and consumer expectations, the window of opportunity may be closed, thus regardless of its nature, every organization need to start upskilling their team, so they can be still relevant tomorrow (Andriotis, 2019). In the case of those who are in the technical aspects such as those who are working as IT people, trainings are one of the benefactors in order for them to execute high-performing task accomplishment. Now, that most of the organization are aiming towards globalization, it is undeniably that this goal may only be possible if likewise, the organization is engaged into modernization of equipment, facilities as well as the skills of the workforce. As such, the success of modernization is accompanied by the motivation of the technical People in the organization. This paper examines how technical trainings and professional development of these people becomes the driving factor of the organization towards growth and progress

#### BODY

##### **Training and Development's Definition**

There may be some confusion when we hear these two terms. Basically, development may be the result of the training, or it can also be viewed as the next thing to training. But these two terms are both continuous and are core tasks of every organization.

Training is the process of enhancing and polishing the needed and required skills of an employee in order to make him or her skilled and good performer in the job which he or she is designated to. To optimize the available resources of every organization, the key for it is by way of improving the effectiveness and efficiency of employees, which is possible if correct training is administered to them. Training is provided to make the employees job-oriented and promote awareness among them on how to handle a specific work, how to handle a particular technology or equipment to complete an actual task or function within the organization.

Training and Development has become the most known and constant task in any organization for modernizing skills, abilities, and knowledge of personnel relative with the diverse environment. It is identified that training will always lead to development, this development may be viewed either by the manpower's ability earned after the conduct of the training or the outcome it has brought to the organization as a whole. Training and Development is a structured program with diverse methods designed by professionals in particular job (whatishumanresource.com, 2011). Employee training and development programs provide the perfect opportunity to develop the knowledge based in the organization's need (Penfold, 2019). As such, it addresses the requirements of the organization in terms of the performance of manpower in becoming more productive and good output producer.

### **Approaches of Training and Development: The Traditional and Modern way**

The orientation and perception towards the abilities of their workforce differs from the beliefs and levels of understanding by the higher officials of an organization. That is why, during the hiring process of staffs and employees, there are organization that prefers to absorb individuals basing from their educational background and work experience since it is likely to justify that they are highly developed and possesses competent skills, as such, meeting the need of the organization (Andriotis, 2019). Such scenario is likely observed in organizations that are already established and are afraid that choosing applicant with lesser skills would eat up the time that instead be used in the operation and production already, is used in the stage of learning which is sometimes not assured since the individual sent to training may not be able to understand and grasp the target expertise to be gained in the training.

In the case of those who are developing rather than developed is their preference, aims to create professionals and experts by choosing individuals who may possess less skills but are willing to learn and grow during their stay in the organization.

These two different beliefs are identified as the approaches of training and development. When organization believes that skilled and talented workers are born and are not made, this approach is identified as the traditional approach. In this form, Employers considers candidates with solid technical skills, which will nonetheless need to be fine-tuned frequently to keep up with technological advances (Andriotis, 2019). Moreover, in the traditional approach, organizations believe that instead of allocating time for special training session in molding the employees, why not let them learn through their work engagement as experience.

With the presented insight under the traditional approach, there are some negative feedback transpire from the side of the employees. Mainly, it prevents them to grow more and exercise the right to nurture personally as professionals. Thus, modern approach was introduced. In this approach, organizations have come into realization that engagement to trainings are important since it is a tool for manpower retention and that cost can be earned later when skilled workers are deployed all over the departments of the organization. This approach is very in handy particularly to IT department where capabilities of the technicians should be constantly updated time-to-time in order to be prepared with the possible challenges that the organization may face specially in the organization's interaction and operation involving the means of technology. Since Information technology plays a vital role in various nature of business of an organization, initiating technical trainings would not only aim to increase and produce potential workers, but also contribute to the development of the organization as one

### **Conduct of Training and Development**

Learning is obtained through different systems. These systems are the means on how organization's manpower enhances their abilities and skills as solution to the current problems that their group is facing or as advance preparation to possible issues that may arise. Aside from formal education, learning is attainable through trainings which are also available in various forms. The following are the common training and development forms:

- **E-learning** - This is now the trend of training that do not use physical meetup and face-to-face interaction but still are able to interact with the trainers only in virtual approach. E-learning's content is delivered with the help of the Internet, audio and video recordings or real-time video conferencing. It can be done through self-paced or with the supervision of a trainer. There are numerous platforms activated in the web for the technical people to learn even while staying in their respective stations or houses.
- **On-the-job Training** – this is a type of training where trainees are directly supervised by a person in-charge that monitors their performance and improvements while deployed on duty. The process is that employees are sent to corporate companies or in the industry where they can practice their expertise. In an organization, this is sometimes called work immersion. According to some managers, OJT is generally the most efficient and cost-effective type of training since the

organization saves up resources particularly in the financing part while earning talented and skilled workers. Also, increase of knowledge to employees are done through actual sharing of ideas in a practical and actual demonstration.

- **In-house Training** – this is hosting the training by the organization within its premises. This is somehow effective since every participant is guided hands-on and is easily assisted by the trainer while being comfortable as they positioned still in their workplace.
- **Self-paced Training** – also known as the individual study. There are two types that falls within this approach, first, self-paced is when an individual invested for a training and learn them on its own where no trainer is present that will teach him and give him the instructions, hence, only the modules that will dictate and explain to him how to execute and do things properly. Second is that when an individual learns on its own paced by only relying with the available reading materials either in a hard bounded copy or through the internet.

### Technical Training

Training is created in accordance with the capacity of an individual's way of perceiving and learning. A specific method may be effective to a person but may be ineffective to others, that is why conducting training to employees are delivered sometimes differently from any other employees since each and every one of them has their own dominant field of interest and expertise. Speaking of expertise, technical people have unique way of learning knowledge that will suit with the specialization they are practicing.

IT training is the term used to describe the learning of necessary technical skills for performing information technology jobs (trainingindustry.com, 2012). It is the type of training that favors the technical personnel so that they may become productive on their line of assignment within the domain of the organization. With IT training, it helps employees to keep abreast with the latest trends, discoveries and inventions that is in need of the hour in order to excel in the nature of the organization may it be in the academe, business, and industry (www.csstecinc.com, 2020). Remember that technology is a necessity in today's modern society. If employees don't understand how to effectively use technology, especially in the workplace, it can hinder productivity and workflow (www.psgi.net, 2018).

### Technical Training Types

Technical people vary from each other. Their role in an organization can be identified through the specialization that they are practicing. Specialization are segments of IT training in various focus where these people derive most of their profits. The following are the common concentrations of technical trainings.

- **Database and Software Training** – This is a training mainly focuses on the construction and management of databases, programming languages and the building of software to address a particular issue that can be resolved through computerization. This also include crash courses that enterprise business applications with the like of automated billing systems are covered.
- **Network Systems Training** – This is a training that focuses on the IT infrastructure designing, building and maintenance in order to secure and provide a threat-free communication backbone for the organization.
- **Office and Desktop Applications Training** – This covers training of employees to learn how to use office applications.
- **Certification Training** – This is a training that includes certifications or licenses when trainees successfully meet the minimum requirements and passed the administered exam. Usually this is done in a boot camp type program.

### Importance of Training and Development

There may be different reasons for employee training and development as far as the organization is concern. For technical employee, training and development is important as pointed out in the following bullets:

- **Employee's growth is Organization's growth** – sending the employees to training will not only give them opportunities to acquire knowledge but also boost their confidence. When people understand how to efficiently do the task, they are likely to be motivated and inspired in their position, leading to job satisfaction and fewer turnover of the organization's output. Furthermore, when employees are given the privilege to amass more knowledge, in return, it increases the speed of their productivity-contribution to the operation of the organization. Training the employees to find out new skills and knowledge will help you facilitate in the long run. To bring productivity and innovation, you to provide proper employee-learning and developing platforms. These boost their self-assurance and acts as a motivation that encourages them to perform far better than before and contribute to the organization's success, because of that whenever new challenges may arise, they're well prepared to undertake new and different tasks, which could be a way of adapting to newly emerged technologies.
- **Customer's Trust** – When your team members are equipped with the required skills, it increases the trust and confidence of your clientele towards your organization. Let us say for example in the case of educational institutions, when faculty members aren't exposed to the trends of teaching strategies as well as the sphere of the field they're teaching especially if it is in the ground of Information technology (IT), parents of the students may doubt the credibility of the faculty and can't

entrust the future of their children to the school. We all know that parents always consider the best for their offspring which when an Institution lacks and don't invite the interest of the students and their parents, the trust and confidence are gone.

- **Employee Retention** – Losing employees costs time and money which also gives a burden to the organization as a whole. It cost far more than recruiting and onboarding new talent since the practiced operations and skills of the previous employee won't be automatically acquired by the new recruit. Investing in employee training and development programs helps you cultivate, retain, and attract top talent which then reduces turnover and hiring costs. When team members feel your company is investing in their careers, they're more likely to remain because they're able to see that they're being treated as essential within the operation of the organization. When organizations provide employees with a training program, they boost employee loyalty and their job satisfaction which also reciprocally mold them to be productive. Especially nowadays, Millennials now give more emphasis to their career growth, and they don't want themselves to induce in a stagnant and static environment that does not improve themselves and provides or encourages training and development.
- **Enhance Employer branding** – Organizations that provide training programs enjoy good employer branding, a tag that will give them a reputation in their line of business. Applicants are more drawn to working in an exceedingly setting that is up to date with industry standards. Hence, an organization that gives employee training and development attracts more talent.
- **Employee Engagement** – This is the extent to where employees are feeling passionate about their job. With Training and development, employees are encouraged to participate and cooperate in teambuilding activities that improve the soundness of the organization. It's their commitment and devotion to their organization to work with high enthusiasm and energy. But to make the employees involved, organizations must do the needful and carve a path for them where they'll prosper. Investing in employee training and development program is one of those aspects.
- **Improve a positive attitude and worker's morale** – Attitude indicates the emotions, outlook, reaction, and beliefs of the worker towards others. It has an excellent impact on an employee's morale, motivation, loyalty, commitment, and satisfaction. Lack of proper training and development programs hinder their career growth. Their skills become limited with time, and they lose interest on what they are doing thus the operations of the organizations will degrade. When you offer a training and development program, you show that you have an interest in your employee's growth and well-being. This helps them develop a positive attitude towards the organization. Aside from that that it gives them a way of security and loyalty towards the organization.
- **Organization's Standing** – when employees are trained enough especially in technical aspects, the organization will enjoy good standing either within the real physical world or in the virtual cyber world. Security issues such as breaches to the organization's important, core, and confidential data are prevented with the employment of the learned security-preventive techniques through the appliance of Intrusion Detection Systems in the organization's infrastructure. Illegal access of unauthorized users is avoided and filtered immediately before reaching the middle layer of the organization's infrastructure.

## CONCLUSION

Training and development are two important terms to be considered by every organization. This describes the formal and ongoing efforts of the organization towards a success. Since technology keeps on evolving from time-to-time, every organization regardless of its nature of business must consider the benefits that technical trainings may bring to the body especially in giving security to the group as a whole. When employees are trained, manpower performance and also the operation of the organization is improved, making it productive and objective. Training and development can be delivered any many forms and it is acceptable in the organization. Training and development cover the lapses, overcome the weakness and completes the deficiency of the organization for it greatly influenced the current standing and views of the employee as well as the clients towards the organization's credibility.

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