

A Study on Training Techniques Used by Different Industries: A Conceptual Framework

V. Satya Pavani¹, V. Sathi Devi²

^{1,2}Student of Sri Vasavi Engineering College pursuing MBA-Finalyear, Tadepalligudem

Abstract:

This report investigates the various training methods used by various industries and how they serve to boost a firm's production. It is a method of enhancing an employee's knowledge and skills for performing a specific job. It refers to training an employee in management principles and procedures, administration, organization, and other related fields. The purpose of this article is to try several forms of training programs in the particular industry, and the training programs were discussed.

Introduction:

Various industries have various training policies. It is the process of giving people the skills they need to perform productively and efficiently. All personnel must complete training, regardless of their level of expertise or skill. Due to technological advancements, training is no longer a continuous activity but rather is given to employees over a set period of time. Giving employees useful insights contributes to raising productivity levels inside the company. The organization's training policy includes both technical training and a career development plan for its personnel. Training aids in transforming employees' undesirable behaviors into positive ones. Training helps employees become more skilled or knowledgeable. A gap analysis between an employee's current skills and what is necessary for him to perform the duties of his work can be made with the aid of training. An employee's orientation marks the beginning of their training, which concludes when they are fired or leave the company. Proper training is required when productivity or job performance declines. An organization can maintain an informed and talented workforce by investing in training.

Definition of training:

According to Jack Halloran, "Training is the process of transmitting and receiving information related to _____ problem _____ solving".

According to Mathis and Jackson, "Training is a learning process whereby people learn, skills, concept, attitudes and knowledge to aid in the achievement of goals".

According to Gary Dessler, "Training is the process of teaching new employees the basic skills they need to perform their jobs".

Objectives:

1. To understand the training techniques adopted by industries under study.
2. To evaluate each training technique and its advantages.
3. To know about the policies related to training in the industries under study.

Keywords: Training, on-the job, off-the job, technical.

Methodology:

The study is conceptual in nature and is derived from the secondary sources that have postulated regarding the training and development techniques used by different industries.

The different techniques used by different industries are:

Some of the major industries in Indian economy are

1. Iron and steel industry.
2. Automobiles industry.
3. Textile industry.
4. Information technology (IT) industry.
5. Pharmaceuticals industry.

Literature review:

I. Iron and steel industry:

It is a fundamental industry that serves as the foundation for any country's industrial development. It supplies raw materials for the manufacture of various machineries, dams, railway buildings, and a variety of other industrial and consumer items. The training techniques used by iron and steel industry are:

1. Safety training
2. Leadership development
3. On the job training
4. Technical training
5. Audio-Visual method

1. Safety training:

The field of safety training is usually arranged in a modular format, including the following modules:

Basic principles:

These principles are to contain the basic principles of safety and may include important safety areas such as gas safety, work traffic code, working at heights, material handling, safety regarding electricity, usage of PPE, fire and rescue, treatment for affected people and dangerous materials as appropriate, among others. This fundamental training is required for all staff. Refresher training on fundamental principles is also required as needed.

• Department or local site training:

This module of training focuses on the dangers and hazards in a specific location (for example, the dangers of liquid steel in a steel melting shop). This training will cover job safety practices and procedures, department safety regulations, hazardous substances in the workplace, and other topics.

• Job-specific safety training:

It is more focused on the workplace than departmental safety training. In this regard, it is critical to teach (i) identifying high-risk prospective regions, (ii) thorough working procedures for specific devices, and (iii) specialized operations training. Specific job safety training includes courses such as welding safety, crane operation, forklift operation, first aid for electricians, and laser and radiation operation.

• Management training:

Managers and engineers must also get training in order to execute their safety duties. They will receive training in areas such as risk analysis, safety audits, safety management, and regulatory requirements connected to safety, in addition to unique technical training.

• A wide range of tools are employed for effective training. Aside from traditional approaches such as seminars and classrooms, additional tools are increasingly being used. These comprise (i) safety videos, (ii) compact disc training modules for usage in all areas, (iii) computer interactive training with feedback system, and (iv) practical involvement (use of breathing apparatus, firefighting skills, and first aid procedures).

2. Leadership Development:

Training program may also focus on developing leadership abilities in employees who have the potential to be managers or supervisors. These programs may include communication, problem-solving, decision-making, and team management training to prepare individuals for higher-level positions within the organization.

3. On-the-Job Training:

Many iron and steel businesses offer new employees on-the-job training. Workers can learn specific activities and procedures while working under the supervision of experienced professionals in this sort of training. It assists them in developing practical skills and adapting to the workplace.

4. Technical training:

Technical education is required since the production of iron and steel involves complicated procedures and technologies. As a result, technical training programs are critical to ensuring that personnel have the skills and knowledge required to operate the equipment and apparatus safely and efficiently. This training may cover metallurgy, steelmaking processes, quality control, maintenance, and safety measures, among other things.

II. Automobile Industry

All companies and activities involved in the production of motor vehicles, including most components like engines and bodywork but excluding tyres, batteries, and gasoline. The training techniques used by automobile industry are:

1. Outbound training
2. Assertive training
3. Business etiquette training
4. Email etiquette training
5. Communication skills
6. Conflict resolution

1.Outbound training

Outbound training is a sort of experiential learning training session in which individuals participate in outdoor team activities such as hiking, rock climbing, and team-building exercises. Outbound training is intended to improve teamwork, leadership, communication, and problem-solving abilities.

2.Assertive training

Assertive training aims to help employees empower themselves. It is a component of behavioral training that demonstrates how to strike the proper balance between aggressiveness and submissiveness. Assertiveness training is a type of behavior therapy that teaches people how to stand up for themselves—or, in more modern terms, how to empower themselves. Assertiveness is a response that attempts to strike a healthy balance between passivity and violence. Based on a positive sense of self and others, assertive reactions encourage fairness and equality in human interactions.

3.Business etiquette training

C&C business etiquette training teaches individuals and businesses the fundamental rules of politeness that can help an organization grow and succeed. The ability of your staff to develop relationships with colleagues and customers is more important than ever. Network successfully, including making introductions, shaking hands, and appropriately using business cards;

1. Dress appropriately for various professional settings.
2. Feel at ease when dining in business and formal settings.
3. Have confidence in your business communication in all scenarios.
4. Develop an extra edge to generate trust and credibility.

4.Conflict resolution

Differences are unavoidable in a local group comprised of people with diverse experiences, attitudes, and aspirations. However, some disagreements can be beneficial to organizational goals. Indeed, a lack of conflict can result in indifference, a lack of innovation, uncertainty, and missed deadlines. Clashes of ideas concerning tasks can also aid in the selection of better tasks and projects. These are referred to as "functional conflicts."

Functional conflicts can arise as a result of allowing a specific instance of conflict to endure, which can be overcome by 'programming' a conflict in the group's process of decision-making by assigning someone the position of a critic. This also aids in avoiding 'group thinking,' in which members of a group publicly agree on a course of action while privately having major misgivings about it. The most difficult confrontations are those that arise from disparities in values.

5.Communication skills:

Training regarding improving of communication to employees to attract, motivate and persuade them. It includes people dealing, soft skills etc.

6.Email etiquette

Email etiquette refers to the set of norms and principles that govern polite email conversation. It entails employing appropriate vocabulary, tone, and format to effectively and professionally express a message.

Mailbox Management

E-Mail Management, E-mail Receiving and Processing; Auto-Reply Messages; Using Folders and Filters

Message Preparation

CC and BCC Addresses, Smart Subject Lines, Greetings; Message Ending; Signatures; Disclaimers and Confidentiality Clauses, E-mail Netiquette, Cyber-Grammar Skills, and Punctuation, Use active voice, electronic emotions, Abbreviations, Safe E-mail, Chain letters, Spam filters, Mail bombing.

III. Textile Industry

The textile industry largely deals with the design, manufacture, and distribution of textiles such as yarn, cloth, and clothing. The source material can be natural or synthetic, utilizing chemical industry products.

1. Health and safety
2. Quality control
3. Leadership
4. Technical and operational training
5. Chemical management training
6. Electrical safety

1. Health and safety

Training that should be related to :

Dyes/chemical handling

Protective clothing

Machine operating system

Safe drinking water

2. Quality control

A series of actions or guidelines meant to ensure that a product or service meets particular performance requirements is known as quality control. Quality control is concerned with ensuring that an item meets the needs and criteria of the customer population. Good quality control also enables a corporation to navigate manufacturing and production processes more efficiently, reducing errors and waste while increasing profit. The quality can be measured with different charts, Flow chart, Histogram, Checklist, Cause and effect diagram (Fishbone or Ishikawa diagram), Pareto Chart, Scatter diagram, Control Chart. With the help of these charts, quality measurement can be done. This type of training is important for company to reach its goal.

3. Leadership training

On a practical level, production managers and supervisors are responsible for the day-to-day control and administration of the direct workforce, and their performance determines how well a factory performs. This is true in every industry and is well understood by senior management. However, due to their overcrowded schedules and lack of motivation, the bulk of these managers are unable to commit adequate time and energy to demonstrating their competence and potential. Supervisors are the first rung

of management in a textile factory, and inadequate management by them contributes to the firms underperformance.

The leadership training includes

- Control operators' motivation and discipline.
- Ensure that the quantities of finished goods submitted for packing are correct.
- Manage quality to ensure that client expectations are met.
- Achieve KPIs.
- As needed, coordinate with higher authorities and other departments.
- Maintain section housekeeping and machine cleanliness.
- Determine operator training requirements and refer them to the production manager.
- Compile a report on the materials used in the first batch.
- Inform the production manager about the requirement for operator training.

4. Technical and operational training:

Training in the textile sector frequently includes specialized technical and operational skills required for various job vocations. This can involve instruction in the use of machinery, textile manufacturing processes, quality control methods, maintenance procedures, and adherence to industry norms and laws.

5. Chemical management training

The textile industry's chemical management system is the process by which all concerns connected to chemicals, from procurement to removal, are addressed in order to ensure the safe application and management of chemicals in textiles and to prevent accidents. Before the chemical vehicles enter the textile mill, all associated preparations are obtained from the Chemical Management Department.

6. Electrical Safety

This is the electrical safety training during the maintenance period. Electrical safety training is defined by the process in which P.P.E. (Personal Protection Equipment), the LOTO (Log Out Tag Out) concept, the use of engineering tools in the sense of wellbeing, a neat and clean approach, and a high degree of consciousness are exercised during the training phase.

Safety training

Textile manufacturing involves various hazards, such as operating heavy machinery, exposure to chemicals, and fire risks. Companies prioritize safety training to ensure employees understand and follow safety protocols. This can include training on the proper use of personal protective equipment (PPE), emergency response procedures, and best practices for avoiding accidents.

IV. IT Industry

Companies in the information technology (IT) industry produce software, hardware, or semiconductor equipment, as well as companies that provide internet or related services.

The training techniques used by IT industry are:

1. Internal training
2. Inhouse training
3. Online training

4. One-to-one training
5. Technical training
6. Cross-functional training
7. Professional development training

1. Internal training

Many IT organizations have internal training programs in place to help employees gain certain skills or expertise. These programs could be led by experienced employees, trainers, or outside specialists. Internal training can encompass topics such as project management, quality assurance, leadership abilities, and company-specific tools and technologies.

2. In house training

IT experts or system vendors provide customized training to your employees at your location. Larger firms that have several employees with identical training needs may find this form of training to be more cost-effective. This is unlikely to be true for small enterprises with a few employees.

3. Online training

Some training providers will give computer-based instruction, which is typically provided via the internet. These types of courses frequently provide firms with a more cost-effective and flexible approach to employee training.

4. One to one training

Individual learning needs may be best met by one-on-one training delivery in specific cases. Many IT qualifications, for example, are based on on-the-job experience and are frequently highly practical in nature. The necessary training is frequently provided one-on-one, providing hands-on experience.

5. Technical training

IT firms provide technical training to their staff in order to improve their abilities and keep them up-to-date on the newest technology and trends. Workshops, seminars, online courses, and even certifications can be used to provide this training. Its goal is to improve employees' knowledge of programming languages, software development processes, data analysis, cybersecurity, cloud computing, and other important fields.

6. Functional training

Employees in the ever-changing IT industry are frequently urged to obtain exposure to many areas of the organization. Employees can widen their skill set and awareness of multiple departments or jobs within the organization by participating in cross-functional training. It encourages cooperation, innovation, and a more holistic approach to IT initiatives.

7. Professional development

IT firms frequently support professional growth by allowing staff to attend conferences, workshops, or industry events. They may also provide financial assistance or reimbursement to employees who pursue

advanced degrees or certifications in their area.

V. Pharmaceutical Industry

The pharmaceutical industry refers to the discovery, development, and production of drugs and remedies (pharmaceuticals) by both public and private organizations.

The training techniques used in pharmaceutical industries are;

1. Induction training
2. Self-reading training
3. Incident training
4. Refresher training
5. Safety and hygiene training
6. GMP training
7. SOP training

1. Induction training

Induction Training is the training given to a new employee at the time of joining the organization to familiarize them with the organization and its staff. Whenever a new employee joins the organization, Personnel-HRA shall provide him or her with first-hand information about the company's profile, group activities, service benefits, service regulations, administrative rules, disciplinary rules, and personnel hygiene upon completion of the joining procedure. The Human Resources department must additionally produce an "Induction Manual" to raise organizational awareness.

2. Self-reading training

Self-reading training is a type of instruction that includes explaining the meaning of information to oneself while reading. Only trained trainers should study SOPs and cGMP modules and comprehend the information and instructions contained therein.

3. Incident training

Employees are provided incident training to make them aware of the severity and potential consequences of the situation. If an incident occurs in the plant, such training will be provided to the affected staff, and an Incidental Training program will be announced on an emergency basis.

4. Refresher training

Refresher training is training given to an employee on a regular basis to refresh their expertise. The goal of refresher training is to guarantee that staff members' abilities remain sharp and that past learning is retained and kept up-to-date. Aside from the training schedule and calendar, cGMP and other refresher SOP training shall be conducted on a regular basis throughout the year to complete training for remaining personnel.

5. Safety and hygiene training

The safety department identifies those who require safety training, which can be delivered to individuals or groups of employees in the same or similar occupations. These should include an understanding of the

mechanisms of exposure to the specific risk agent, such as poisonous chemicals, biohazards, and sensitive machinery.

6.cGMP training

This training must address regulatory agencies' cGMP and current industry practices. The head of quality assurance department operations must authorize the training material to be utilized for cGMP training. GMP training is required for all new staff during their induction and then once a year. Following training, GMP questions are used to assess performance.

7.SOP training

Pharmaceutical Standard Operating Procedure (SOP) is a tried, tested, approved, and documented method of carrying out operations that forms the foundation of the pharmaceutical sector. It instructs workers on how to complete a certain process step by step. The overarching goal of SOP is to streamline the Pharmaceutical Quality Management System (QMS), which contributes to overall product quality and safety.

Most commonly used techniques in Indian companies:

1. Class room-based training programs
2. Interactive training
3. On-The-Job training
4. Social learning
5. Online training
6. Instructor-Led Training

Conclusion:

Training should be provided to all employees based on the company's requirements. It should differ from one company to the next. The most crucial aspect is providing training and combining organizational strategies to best suit a certain training demand and goal. The following factors influence training technique selection: training cost, practicality and feasibility, and organization size. Because training and development are major investments for an organization, they should be carried out methodically and properly in order to save money and accomplish training objectives in the most effective manner.

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