



## AR AND VR: A PASSING FAD OR THE FUTURE OF CORPORATE TRAINING

### Abstract

The adoption of Augmented Reality (AR) and Virtual Reality (VR) technologies can transform corporate training. Leveraging immersive technologies will empower employees, increase training effectiveness, and set the organisation on the path towards innovation and lasting success.



In the next few decades, Augmented Reality (AR) and Virtual Reality (VR) are going to alter the way business is done. AR integrates digital experiences into the user's environment in real time, while VR offers a completely artificial digital environment. The AR and VR market is expected to reach a market volume of USD 58.1 billion by 2028, according to a Statista report. Unlike popular opinion, AR & VR go much further than the gaming and digital entertainment industry. There are several use cases for AR and VR in business, across industries.

In the manufacturing industry, for instance, logistics professionals can use head-mounted devices that are AR-enabled, to

quickly detect products. Quality audits, real-time troubleshooting and technical support are some of the other areas where AR and VR have a huge impact. In the retail sector, VR showrooms can be used for deep customer engagement. IKEA, for instance, was one of the first to launch virtual showroom experiences, showcasing products from all configurable angles. Real estate, travel and tourism, and healthcare are other sectors where immersive technologies are undeniably transforming both business and customer experience. Apart from this, companies are also using AR and VR to transform employee experience. Immersive experiences, enabled by these technologies, are

going to allow employees to experience equipment and products before they use them physically.

Employee training can be a transformative experience with AR and VR. For example, the automotive industry is using AR and VR to train employees on safety, logistics, design, and prototyping. In the retail sector, Walmart has been using VR successfully to train employees on new technologies and processes. AR and VR have the potential to democratise corporate training and learning, giving all employees equal opportunities and access to improve their skill sets.

## How AR and VR can revolutionise employee training

Immersive technologies allow for employee-centric training. Unlike traditional training methods, AR and VR require employees to participate actively and learn by doing.

**Increase employee engagement:** Personalised training modules that

are based on individual abilities give employees the opportunity to truly learn. Rather than being part of a large group, immersive learning allows employees to learn at their own pace. Learners have the benefit of individual paths and a learning environment that adapts to their abilities.

With interactive content such as games and simulations, the simulations offer immediate feedback that improves the effectiveness of training. Adaptive and inclusive learning environments motivate employees and result in improved performance post-training.

### Provide safe learning experiences:

Immersive technologies allow employees to practice skills for the environment they need to work in. For example, technicians can learn troubleshooting of complex equipment with interactive simulations that use AR. Sales representatives could undergo product training, by interacting with the product to explore features. VR training solutions provide a virtual scenario where individuals can learn from their mistakes, thereby reducing errors in real-world scenarios. High-risk scenarios such as intricate surgical procedures, or construction equipment operations can be replicated in a VR environment that can be used for training purposes.

**Enable decentralised learning:** AR and VR enable deeply engaging remote learning experiences. In a remote and hybrid work environment, immersive learning enables access to all employees, irrespective of their geographical location. This has also

become possible due to the increasing affordability of AR/VR headsets.

**Improve new hire experience:** New employee orientation and onboarding training can be made deeply immersive. Walkthroughs of the work environment, “meeting” and interacting with colleagues, and engaging with peers and supervisors in a virtual environment using AR/VR can create positive employee experiences right from the start. New employees can also be trained on company culture and values via deeply immersive experiences and virtual tours. Familiarising employees with their roles and responsibilities in a virtual environment boosts confidence. AR/VR can also be used to enhance continuous learning and upskilling training for existing employees.

**Enhance leadership skills:** AR simulations can help groom the future leaders of the organisation. With realistic simulations,

employees can practice listening and negotiation skills, customer service responses and learn conflict resolution. Employees can also improve decision-making skills and work on their emotional intelligence. With real-time feedback, individuals have the opportunity to rework areas of soft skills that they need to improve upon.

**Improve technical skills:** AR and VR allow for a practical hands-on learning experience for employees. Employees get to practise complex equipment handling and assembly, and refine their technical skills. This is particularly useful in industries such as aviation, automotive, manufacturing and healthcare. Immersive learning experiences contribute greatly to continuous learning for industry updates as well as professional development.



## Benefits of AR and VR in corporate training

AR and VR provide training environments that are as close as possible to real-world scenarios. Such simulations help employees respond to actual troubleshooting situations, and become especially important in critical areas such as medical procedures or emergency

responses. Analysing user responses both during and after the training helps human resources optimise the training which eventually improves training effectiveness. Personalisation helps to address individual training requirements and allows employees to opt for a learning style that is

best suited to their needs. Positive learning experiences lead to higher employee satisfaction and improve the overall employee experience.

Employees can practice responding to hazardous situations in a safe environment to minimise their risk in the real world.

Immersive training fosters an employee-first approach by preparing people for dangerous situations, and letting them follow emergency response procedures and protocols in a controlled environment. Employees can be prepared to handle high-stress scenarios and experience the consequences of their decisions in the simulated environment. They can then

be advised on the best course of action, and redo the training based on learnings. With experiential learning, employees can appreciate the value of safety guidelines and will be able to adhere to safe operating procedures effectively.

Corporate training is set to transform with the adoption of AR and VR solutions.

Interactive and personalised training

deeply increases [employee engagement](#), and knowledge retention and contributes towards positive employee experiences.

A strategic adoption of immersive technologies will foster a learning culture that contributes to employee performance and sets the organisation on a growth trajectory.

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## How Infosys BPM can help

Infosys BPM's [learning and development outsourcing services](#) provide solutions for the entire learning value chain. Our deep understanding of technology allows

us to design and deploy transformative AR and VR corporate training solutions that empower employees and improve training effectiveness. Our immersive

training process outsourcing services are set to drive the future of corporate training resulting in measurable improvements in employee performance.

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)



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