Integrating Your AR Strategy to solve the Knowledge Gap

The industry is in the midst of one of the greatest transitions due to the large amount of workforce retirement that business has ever needed to endure in history. With this employee transition, companies are realizing that with them leaving, exiting is also the years of expertise and knowledge companies have and are using to drive their daily operation. The lack of capturing this knowledge and embedding it into the organization's documentation and making it reusable and sustainable has now come back to haunt them. Now that time is short and the need is great, what do they do to retain this great knowledge?

With today's technological advancements and capabilities, organizations are deploying Augmented Reality (AR) and Virtual Reality (VR) to bridge the knowledge gap to the next generation of the workforce. These technologies allow for a quicker and natural knowledge transfer from skilled and experienced workers to new and inexperienced workers and minimizing the learning curve.

In order to establish AR/VR technology to be able to solve the knowledge gap within your organization, you need to develop the following capabilities:

AR/VR CAPABILITY #1:

Development of the AR/VR experience to deliver enhanced "on the job" training. The training experience needs to deliver instruction as the task at hand is completed. This form of training will lower turnover rates with an increased focus on offering only the required training at the time its needed. This will lower training overhead costs from scaling expertise and fewer physical prototypes required and decrease, if not, eliminate the reliance on traditional training methods (paper manuals, classroom, etc.) that are not immersive and situational.

AR/VR CAPABILITY #2:

In order to enhance the training experience, the capability of providing interactive feedback, at the time an error or lack of understanding occurs, is essential to driving faster knowledge transfer and enhanced results in less time. The ability to provide this feedback and then guide the individual to the correct answer and solution provides a guided experience with less oppoprtunity for failure.

AR/VR CAPABILITY #3:

One additional capability that delivers value, is the capability to share and collaborate around the AR/VR experience in terms of getting employee feedback on what is missing or confusing in the interaction. This can be added via feedback mechanisms for the workforce during the experience, as well as, adding the certification of employees and their skill level to ensure that the desired outcome is a result of the AR/VR training. Sharing the certification of employees as they achieve this status on the companies internal social sites, can create some healthy competition for others to do the same.

Building an integrated strategy to bridge the knowledge gap through integrating AR/VR technology, is key to solving a major challenge for organizations. DRIVEN-4 has a great deal of experience in successfully enabling these technologies into your organization.

If you'd like to go into a deeper conversation on this subject, don't hesitate to contact by either:
Phone: 269-281-7567 or by email at info@driven-4.com

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