

ROLE OF VIRTUAL REALITY AND AI IN SOFT SKILLS TRAINING FOR HR

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Abstract

Communication, empathy, conflict resolution, and leadership are examples of soft skills that are essential for Human Resource (HR) roles. Nevertheless, effective and scalable learning experiences are frequently not provided by conventional training techniques. Training in soft skills has undergone a radical change with the introduction of cutting-edge technology like artificial intelligence (AI) and virtual reality (VR). HR workers may better prepare for real-world situations with the help of these solutions, which provide immersive, interactive, and personalized learning environments. AI offers performance statistics and real-time feedback, while VR lets users practice in secure, simulated environments. Through application cases, advantages, difficulties, and future directions, this study examines how VR and AI might improve the development of soft skills in HR.

Keywords; *Human Resources (HR), Virtual Reality (VR), Artificial Intelligence (AI), Soft Skills Training, Emotional Intelligence, Digital Learning Environments, AI-Powered Training, HR Technology.*

Introduction

The strategic role of human resources is changing, requiring excellent decision-making, emotional intelligence, and interpersonal skills. To manage employee interactions, conduct interviews, resolve conflicts, handle workplace diversity, and promote a positive business culture, HR professionals must receive soft skill training. The importance of HR in employee engagement and retention has made it more crucial than ever to be able to lead with emotional intelligence, communicate clearly, and show empathy.

Lectures, role-plays, and workshops are examples of traditional training techniques that frequently lack engagement, personalization, adaptability, and real-time feedback. These methods might not adequately replicate the intricacy of real-world situations or accommodate a variety of learning preferences. Immersion and adaptive learning experiences can now be provided with increased efficacy, consistency, and scalability thanks to developments in artificial intelligence (AI) and virtual reality (VR). In addition to improving student engagement, these technologies offer quantifiable insights on behavior and performance, facilitating long-term skill development and ongoing improvement.

Objectives

The primary objectives of this study are:

- To investigate how artificial intelligence (AI) and virtual reality (VR) can improve the training of soft skills for human resource (HR) professionals.
- To determine and examine applications of VR and AI in HR training, including leadership development, interviewing, and dispute resolution.
- To investigate the advantages of combining AI and VR in the development of soft skills, such as scalability, real-time feedback, and customisation.
- To draw attention to the difficulties and restrictions involved in integrating VR and AI technology into HR training settings.
- To suggest future paths for the successful integration of AI and VR in ongoing HR development, taking into account cutting-edge technologies like the HR metaverse, haptic feedback, and AI coaching avatars.

Research Methodology

Literature Review: A thorough analysis of scholarly publications, business reports, white papers, and case studies about VR and AI in HR and corporate training. Peer-reviewed papers and reliable technology research databases are examples of sources.

Comparative analysis: A comparison of contemporary VR/AI-based techniques with traditional soft skills training methods in order to find learning outcomes, gaps, and improvements.

Understanding VR and AI in Training

Virtual Reality (VR)

With headsets and controllers, people can engage in a three-dimensional (3D) environment through virtual reality, which is a computer-generated simulation. Virtual reality (VR) can mimic real-world HR situations in training, including:

- Interviewing people
- Managing disputes at work
- Attending performance evaluations
- Overseeing conversations on diversity and inclusion
- Putting presentations and public speaking into practice
- Making decisions under pressure and navigating moral conundrums

Virtual reality (VR) offers a risk-free, immersive setting that improves experience learning and skill recall.

Artificial Intelligence (AI)

Machine learning, reasoning, pattern recognition, and self-correction are all made possible by artificial intelligence (AI). Typically, AI in training is utilized for:

- Customized learning paths
- Instantaneous evaluation
- Conversational training with chatbot simulations

- Sentiment analysis using natural language processing (NLP)
- Behavior monitoring and analytics for performance
- Automated evaluations and progress reports

AI guarantees data-driven, adaptable learning experiences that meet the demands of each individual student.

Virtual assistants with AI capabilities

Virtual assistants or chatbots with AI capabilities are interactive training partners that provide real-time direction, role-playing, and individualized assistance. HR soft skills training helps users conduct performance reviews, manage delicate employee conversations, and practice mock interviews. Realistic dialogue simulations, immediate feedback on word choice and tone, and scenario adaptation based on user input are all capabilities of these assistants. They also serve as available mentors, responding to questions and reiterating lessons. Their capacity to personalize interactions and their round-the-clock availability make them a scalable and efficient instrument for ongoing learning.

Sentiment Analysis

Emotional indicators like tone, body language, and facial emotions can be evaluated by sophisticated AI systems that are outfitted with facial recognition and audio analysis. During training, this makes it possible to provide more accurate feedback on emotional intelligence and interpersonal effectiveness. These technologies assist trainees in becoming more self-aware and emotionally sensitive by real-time detection of stress, irritation, empathy, or confidence. By using the collected data to pinpoint areas that require improvement and customize upcoming training programs, soft skills development can become more focused and efficient.

Learning Adaptation

To boost incentive, gamified features like badges, ratings, and progress tracking can be incorporated into both AI and VR. Based on learner performance, AI can modify the material and degree of difficulty, guaranteeing a tailored and interesting experience.

Applications for HR Soft Skills Training

Virtual Reality Interviewing and Hiring Simulations:

- Students perform simulated interviews in authentic environments.
- Artificial Intelligence Feedback: Evaluates vocal fluency, tone, and eye contact to deliver useful information.

VR Scenario-based Conflict Resolution:

- Allows HR trainees to practice de-escalation strategies by simulating heated interpersonal circumstances.
- AI Role-Playing Agents: AI avatars that are adaptive and respond to user actions, adding realism.

The role of emotional intelligence and leadership

- HR staff can "step into the shoes" of workers from diverse backgrounds through the use of virtual reality (VR) in empathy training.
- Analytics driven by AI: Monitors reaction trends to evaluate communication efficacy and emotional awareness.

Inclusion, Diversity, and Equity (DEI)

- Take a firsthand look at bias in immersive virtual reality scenarios.
- Identify bias or microaggressions in training language with AI insights.

Benefits of VR and AI in HR Soft Skills Training

The advantages of AI and VR for HR soft skills Training Advantage Summary:

- Immersion VR offers lifelike experiences that boost participation.
- Expandability AI programs are able to train numerous users at once.
- Individualization Adaptive AI customizes learning to meet the demands of each user.
- A secure setup Students can make mistakes without facing repercussions in the real world.
- AI Real-Time Feedback provides immediate, objective analysis and coaching.
- Data-Based Understanding Metrics of proficiency and learning development are monitored.

Challenges

Obstacles of Mitigation

- Costly starting expenses Costs can be decreased using shared infrastructure and cloud-based VR/ AI systems.
- Use of Technology Both change management and user training are essential.
- Artificial Intelligence Systems' Bias This can be reduced by using transparent methods and a variety of training data.
- Data security and privacy. Establish strong mechanisms for data governance and compliance.

Future Directions

- Adding haptic feedback to VR will increase its tactile qualities and increase immersion.
- AI-Powered Coaching Avatars: online mentors available around-the-clock for ongoing improvement.
- Emotion Recognition: Evaluating emotional states during training through the use of computer vision and audio analysis.
- HR Training Metaverse: Long-lasting virtual settings for continuous soft skill improvement.

Conclusion

HR soft skills training is being revolutionized by VR and AI, which provide immersive, individualized, and data-driven learning experiences. These technologies get over the drawbacks of conventional approaches and give HR professionals the means to improve their interpersonal skills in quantifiable and significant ways. VR allows for risk-free, realistic, scenario-based practice, and AI provides real-time feedback, adaptive learning pathways, and tests of emotional intelligence.

When combined, they encourage greater retention rates, deeper engagement, and more uniform learning results for a range of learner groups. Additionally, these technologies' scalability enables businesses to effectively upskill big teams, no matter where they are in the world. Leveraging VR and AI guarantees that HR professionals are more equipped to lead, communicate, and manage complex human dynamics as workplace expectations change and emotional intelligence gains importance. Even while issues with cost, accessibility, and data protection still exist, new developments, falling hardware prices, and increased organizational support are opening the door for HR professionals to build soft skills in a way that is more inclusive, impactful, and accessible.