

# iTrain Legal: Why Training Chatbots are a Learning and Development Tool

**“Since the majority of people under 50 not only own a smartphone but also spend on average 4-6h a day on the device, text-based communication and messaging is becoming the preferred communication method“ (Nielsen, 2017).**

One of the fields where text-based AI is emerging as an important option is training support. Integrating smart machines into repetitive processes allows experts to focus on high-level activities without being distracted by queries about the same tasks and processes over and over again. Especially in training where in some cases 80% of all incoming queries are repetitive, AI and Chatbots can add enormous value to all stakeholders involved. They can process user requests 24/7 at high speed, reliability, and accuracy without needing a break.

A chatbot to support the business can therefore be seen as a way to deliver a service which was not available to us previously.

So why should a training or L&D department welcome a tool which appears to be doing the job of a trainer? Let's go through the reasons:

- 24/7 - No trainer could respond to every query or be at hand to provide service at any time of day or night. The chatbot automates the straightforward, leaving the experts to concentrate on adding real value. The chatbot can even escalate to a real trainer or the helpdesk who can then assist with the more challenging or complex queries.
- Curtailing bad practice - Quite often the little questions do not even make it to an expert but are answered by colleagues. The colleague is not always an expert, and this is how bad practice spreads, lowering understanding of the most efficient ways of completing tasks. Even if the colleague does know the right answer we have been cut off from this option with remote working, and nobody knows if we will ever go back to the full office experience. The chatbot can promote best practice, providing the right answer every time.
- Training Needs Analysis - The modern chatbot can also provide a proactive service, operated by the training or L&D team. It can ask questions, of a targeted user group, or generally. In this way it can conduct immediate and valuable Training Needs Analysis. Imagine being able to ask a quick question “Do you know what styles are in Word?” delivered as a MS Teams message. The easiest thing in the world for the user is just to click ‘Yes’ or ‘No’. “How confident are you with styles in Word?” (1-10 where 10 is the most confident). Immediate feedback is provided, alongside invaluable data for future training planning.
- Targeted Training - We can then target learning to individuals or groups. For example, we've discovered the litigation department don't know how to redact a document. Let's send out a quick video through MS Teams to show them how, or invite them to a short webinar, or arrange to contact them to show how. Hours of inefficient practice is thereby stopped for every person who clicks and engages.

No wonder many firms are now considering elevating their training service to the next level with the latest AI technology, blended with communications. Customised bite-size videos and e-learning can be interspersed with interactive training, webinar delivery and collaborative sessions. These solutions are time-efficient, so enable more training activities to be spread out, culminating in a learner feeling ready and confident in tackling the new system.



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