

The importance of using an online foreign language training for educating staff

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Abstract: The world is changing fast so the need to create a more competitive working environment in an organization is very important. The need to learn a new language is a must nowadays, as language learning is very much related to the culture and religion of the country. The global challenges are pushing higher education organizations to develop sustainable innovative and modern solutions to create a competitive advantage. The use of digital transformation in strategic methodologies and practices has the same impact as learning a new language in a digital way. This is the reason why organizations often place value on continues educating staff with digital ways. The fast development of technology creates a need for new methods of teaching and learning to satisfy the need for personal development.

Keywords: English Language Teaching, Digital Transformation, Language Teaching Methodologies, Instructional Technologies, Online Education

1. INTRODUCTION

1.1 Background of study

Effective digitalization is always responsible for the achievement of corporate goals to create change to gain a competitive advantage for an organization. The necessity for use of any available digital assets including the use of technologies and online learning creates the need for effective online communication methods and plans. The use of technology in everyday life can support organizations to use as much as possible any available digital assets that will help them produce qualitative staff members. The continuing and fast development of technology creates a need for new model development, which will help to satisfy the increasing demands of an organization. The online teaching and learning of a modern language, in this case, is a new way that helps to achieve goals for both the learners as well as their organizations. The teaching and learning methods cannot be successful without the use of proper online communication practices, and the use of updated digital technologies.

Communication is vital to the success of both the individuals (staff) and their working environment can provide support for organizational success (Schuttler, 2010). Organizations often place value on communication, as the successful implementation of it could create a 'change'. Leaders in the field of education can

also benefit from any new study results arising from the examination of the relationship between teaching and learning by online method of study (Cekada, 2012). In global modern working environments, the online teaching and learning methods could affect the overall organizational design, its actions, the cultural behaviours, and the overall procedures of an organization. This project investigates and presents finding regarding online teaching and learning in organizations which are operating in the education sector of the Republic of Cyprus.

1.2 Aims and Objectives of the study

The role of communication is to explore ways to transmit serious messages to achievement a goal. The teaching and learning of a new language by online method is very important for adults and children so the results of actions will be investigated in this project. This research is trying to enter a depth investigation on how teaching and learning of a new language by online method could bring successful results for staff members, and how the analysis of this investigation could support both trainers and trainees to be developed further in order to fill the gaps in the field of education.

The objectives of this research are: a) to examine the model of a digital leadership in current organisations, b) to examine the concept of online teaching and learning without entering in complex technical methods of information technology, c) to examine the role of a trainer to assure the quality and the functional values of information, d) to critically present decisions of learning as a progress for learners, e) to critically present teaching strategies to communicate the new knowledge, f) to evaluate the results of teaching and learning online to bridge gaps of a language on different levels for learners.

2. RESEARCH METHODOLOGY

2.1 Introduction

A communication process should be: "The transmission of information and the exchange of concepts between at least two individuals" (Dominick 1999). "Without effective communication, a leader cannot be effective" (Gary, L. 2002). "A leader should be able to communicate effectively in order to transfer the message, guide skills, and create understanding and trust". "A good method of communication should be face-to-face, by emails and written notices. The message must be decoded by the receiver to be successful" (Barrett, 2006). According to Davis (2004:19) A successful leader ... should have the skills for effective communication, to encourage trust, maintain credibility and create enthusiasm.

The definition of 'communication' and its use is very important to be understood by the researcher before any investigation. According to West & Turner (2010): "Communication is a process in which individuals use symbols and signs to create and determine meaning in their environment". Communication can affect both the relationship between employees and leadership, as well as the relation between

employee performance and organizational climate. These results are based on Laws of Communication book written by Schuttler in 2008. Schutter (2008) "uses a stoplight as a simple metaphor to indicate leadership behaviours. Red, yellow and green indicate levels in the quality and quantity of supervisor communication". Furthermore, "Cox and Holloway (2011) mentioned that communication and trust are interrelated" because effective leader communication brings about employee engagement, trust, and a perception of openness within an organization (Thomas et al., 2009). Thomas et al. (2009) also found that "the trust building between a leader and an employee is effective when transferred information is communicated in a timely, accurate manner".

2.2 Research design

The scope of this study is to explore the gaps related to teaching and learning online for Educational Institutions operating in the Republic of Cyprus. Researchers employ qualitative methodology to seek for 'how' or 'why' answers, rather than explain a phenomenon or outcome (Yin, 2014). In quantitative methodology the researcher uses descriptive and inferential statistics, to describe the population and infer the sample results to the broader population (Orcher, 2014). Therefore, as a researcher, qualitative study looks more appropriate.

2.3 Data collection

The purpose of this qualitative case study is to explore the reasons why teaching and learning are used with multigenerational work forces in the education system of Cyprus. The sample targeted population from the Education sector consists of leaders of different teaching levels located in Cyprus, as leaders are the link between the trainers and its trainees. The implication for positive social change includes the potential to identify benefits of an institution and its staff (Nwankpa, 2015). This project is significant to leaders in education seek to maximize knowledge between trainers and learners in order to minimize knowledge gaps, which in this case is to improve the knowledge of a foreign language and provide a practical model for understanding better 'how' and 'why' any effective training must understand generational characteristics of learners to assure that trainees understand online learning materials. A significant predictive model can aid and support knowledge differences, and more importantly, understand the meaning of transmitting new knowledge on different levels and generational characteristics. In addition, the implications for social change environment include the potential to increase productivity and internal communications.

The researcher uses a qualitative case study research method, and interviews are the key to get the answers I want. Stacey and Vincent (2011) argued that an interview allows the individual conducting the study to capture data faster and also provides participants with the opportunity to use technology at their convenience. By this

method it makes the research more effective because by receiving and decoding live actions might be clearer for me to analyze and understand.

2.3.1 Population

Participants should be one or two intact classes of intermediate ESL learners (e.g., 30-40 students). The duration of this research should be 8 to 12 weeks of regular classroom integration. The intervention must be to implement communicative strategies like timed round-robin sharing, vocabulary word banks, and sentence frames to lower anxiety. The user participation theory is the conceptual framework for this study. Effective leaders must understand generational characteristics of learners to support them clearly understand new knowledge with respect to individual differences. Zhang et al. (2011) noted that transformational leaders develop obliging team goals as well as encourage team members to develop a common identity, common tasks, integrated roles, personal relationships, and shared reward distributions that reinforce cooperative goals. They also promote intellectual stimulation, individualized consideration, and inspirational motivation (...) to improve task structure and a cooperative climate in the virtual environment (Kahai, Huang, & Jestice, 2012). In addition, transformational trainers may seek to empower their learners with positive enforcement and encourage solutions to problems with creative thinking. This qualitative study examines the use of Online learning and teaching methods vary significantly across generational cohorts, driven by differing experiences with technology, educational backgrounds, and motivations. Effective online pedagogy can be analyzed through three key conceptual frameworks: (a) Andragogy (Adult Learning Theory), (b) Technology Acceptance Model (TAM), and (c) Community of Inquiry (CoI).

3. DATA ANALYSIS AND DISCUSSION OF FINDINGS

Core research objectives measure fluency and accuracy that track changes in speech rate, pausing patterns, and grammatical correctness during tests. Also, assess technological interventions that test the impact of modern tools like video calls and task-based digital platforms on oral production. Furthermore, they identify psychological factors that analyse how learner anxiety, confidence levels, and motivation affect verbal participation. In addition, they evaluate instructional strategies which determine how active methods, such as classroom debates, group work, or gamification, improve real-world communication.

3.1 a) *"How could the transmission of different learning messages help the improvement of a foreign language?"*

Weldy (2009) argued that "a process in an organization where people can expand their capacity to create the results desired, can affect people perceive themselves on how they communicate". Effective communication is not only about transferring information in a specific language, but it is a complicated method which

the message is sent and received is based on how the sender and receiver 'manages' the message through a language. Barrett (2011) argued that "the messages are sent and received involve personal decisions on the verbal and non-verbal cues as well as the medium for transmission. The relationship between sender and receiver also influences the effectiveness of communication and if any of the variables among the decisions are altered, the entire process may be affected".

3.2 b) *"Does the transmission of messages need any specific skills by trainers to be effective?"*

A code is processed (encoded) either in person or electronically so that the message can be understood by the receiver (decoding). Verbal communication is performed by using a language. Therefore, language can be considered a social context, both an element of communication and the context in which communication takes place. The essence of verbal communication being the dialogue, the partners exchange messages, which are psycho-socially determined, appealing to a code, linguistic and non-linguistic, in a certain situation. What "circulates" between those who communicate is not information, but the message which contains information. The code, which is the materialisation of information, represents the individual linguistic system because of the learning process, while the messages represent individual linguistic facts adequate to the reality of every moment of communication (Slama-Cazacu, 1973).

3.3 c) *"How online learning transformation could change the performance management and the way employees are functioning related to new knowledge?"*

"Organizational leaders have the responsibility to communicate with their employees" (Schuttler, 2010). "Diverse communication methods may 'delay' performance" (Gibson, 2009). "The current state of the global economy combined with longer, healthier lifestyles have contributed to an aging workforce" (Stangler, 2009). "Several studies indicate poor leader communication is significantly correlated to poor employee performance" (Contartesi, 2010; Embry, 2009; Rouse, 2009a; Rouse & Schuttler, 2009). "Motivation is an internal force a person has to act on a certain desire or need. Motivation is the driving force by which humans achieve their goals". (Furnham, Eracleous, & Chamorro-Premuzic, 2009). Lussier (2008) argued that "there are two types of motivation: Extrinsic and intrinsic motivation. Extrinsic motivators are factors that influenced from 'outside' by a person such as salary, bonus, work incentives, working conditions, job title, and job benefits (Lussier, 2008), while Intrinsic motivators are factors that influence from 'within' a person such as recognition and achievement (Lussier, 2008; Hayenga & Corpus, 2010).

E- Performance management also known as Business Intelligence (BI) or Business Performance Management is a growing field. The use of technology in performance

leads to increment in productivity, enhances competitiveness, and motivates employees. This is possible through two ways:

- Technology become a tool to facilitate the process of writing reviews or generating performance feedback
- Technology may facilitate measuring individuals' performance via computer monitoring activities.

Technology can be applied in several ways in performance management. In routine jobs can be subject to computerized performance monitoring (CPM) system that helps generate performance data. Also, software are available to help generate appraisal forms. In addition, performance management system can be integrated with an overall enterprise resource planning system (ERP) software system. This helps HR professional to identify high performances, spot skill and competency gaps and to analyse pay relative to performance. With this information being available, HR manager can plan for training, coaching and education. Also, firm intranets and internet may also help performance management process, to stand-alone software packages to help performance management system. The greatest of appraisal software are the elimination of paperwork and simplification of the logistics for evaluators, workers and administrators.

3.4 d) *"What are the advantages and disadvantages about online education that can be used to satisfy the needs of a e-learner?"*

E- Learning is the use of technology to enable people to learn anytime and anywhere. E- Learning can include training, the delivery of just in time information and guidance from experts. E- Learning is the learning that takes place in an electronically simulate environment. It is web-based training, internet-based training and computer-based training which are the next generation instruction methods being developed today. With E-Learning, users can immerse themselves in a three-dimensional environment to further enhance their learning experience. Moreover, e-Learning can be done anywhere and anytime if the user has proper hardware. Today, e-learning is fast becoming a reality through companies and organisations. It can be done by using an internet connection, a network, an intranet, or a storage disc. It uses a variety of media tools like audio, text, virtual environments, video and animation for better understanding of teaching topics. It is in some ways even better than classroom learning methods as it is a one-on-one learning method, it is self-paced and it has an experiential learning format. As with any other forms of learning, e-learning depends on its delivery method and content to ensure its success. For this reason, e-learning modules and 'classes' must be interesting, interactive and informative to be effective. As it is a computer and software based, e-learning has the capability of immersing its students completely within an environment most conducive to learning. This sets it apart from classroom style learning.

Advantages of e-learning:

1) Lower costs and larger capacity

With e-learning, students do not have to physically attend classes, seminars or training programs. It is web based and disc based so participants do not have to spend a lot of time away from their work. They can choose how much time or what specific time to devote to learning the subject matter offered. A web-based e-learning programme is a lot less expensive to maintain. E-learning programme operators need only maintain the networking infrastructure that will deliver their e-learning content to their students and participants. This is a small investment compared to what is required to pay for instructors and training personnel in classroom style learning. Moreover, participants need not spend money on travel and other expenses just to attend seminars and training courses. E-Learning also allows for more participants than traditional learning methods since the number of participants is not constrained by venue limitations.

2) Convenient learning

Students can develop their learning activities easily with their daily routine. They need not leave home or families to participate in an e-learning programme and learning does not require complex logistics. All a participant needs is a computer, internet connection, access to web server, and if necessary, the platform provided by the e-learning programme operators.

3) Easily updated and upgraded

E-learning modules can be easily revised. Activities can be easily added and incorporated. The e-learning software can also be automatically updated by connecting to the server. This is a lot faster than retraining professors and re printing books and manuals. Class work can be scheduled around personal and professional work. Reduces travel cost and time to and from school. Learners may have the option to select learning materials that meets their needs and level of knowledge and interests. E-Learners can study wherever they have access to a computer and internet. Self-paced learning modules allow e-learners to work at their own pace. Flexibility to join discussions in the bulletin board threaded discussion areas at any hour or visit with classmates and instructors remotely in chat rooms. Different learning styles are addressed, and facilitation of learning occurs through varied activities. Development of computer and internet skills that are transferable to other aspects of e-learners' lives. Successfully completing online and computer-based courses builds self-knowledge and self-confidence and encourages students to take responsibility for their learning.

Disadvantages of e-learning:

Unmotivated learners or those with poor study habits may fall behind. Lack of familiar structure and routine may take getting used to. Students may feel isolated or

miss social interaction. Instructor may not always be available on demand. Slow or unreliable internet connections can be frustrating. Managing learning software can involve a learning curve. Some courses such as traditional hands-on courses can be difficult to simulate. Knowing e-learning advantages and disadvantages helps with learning software selection as well as online distance learning programme's structure and selection. It is important to know the merits and demerits of e-learning to plan.

4. SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This project had the opportunity to examine the concept of online teaching and learning for a foreign language, and to present the importance of it for local businesses. The multicultural, as well as the globalized business environments have increased the need to use digitalized methods of communication both the internally and externally operations of an organization. The finding from the mixing of theory with observations have showed the need for a change in the world of digitalization and analyse the feeling of employees related to that transformation. As it is looked to be a cognitive decision-making process through which goal-directed behaviour is initiated, energized, directed and maintained, motivation by digital leaders could be regarded as a broad concept which includes preferences for particular outcomes on the same logic (reasons of performance), strength of effort (half-hearted or enthusiastic), and persistence (in the face of barriers). These factors could support digital transformation by leaders to find solutions to create the circumstances for its team to appreciate the need for online teaching and learning in order to encourage them behave in desirable ways to create an organizational culture and development though continuing education. The most powerful way to motivate a team is to understand individuals or groups.

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