



Harness AI

TO TRANSFORM YOUR

Learning Ecosystem

THE MAGIC TRANSLATOR HAT

It's actually AI ...



Watch on the
LearnGeek
YouTube Channel!





JD Dillon

Founder | CLO | Technologist | Author | Speaker



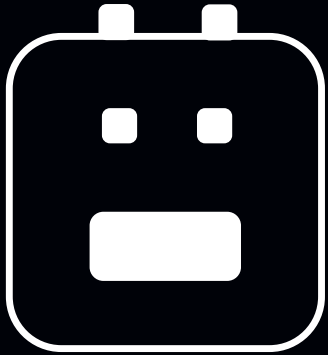
Disney

KAPLAN

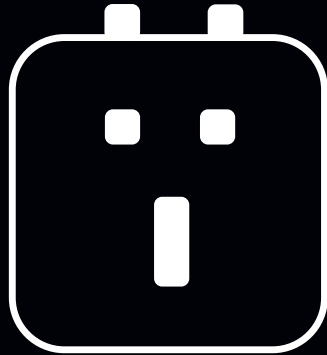
amc

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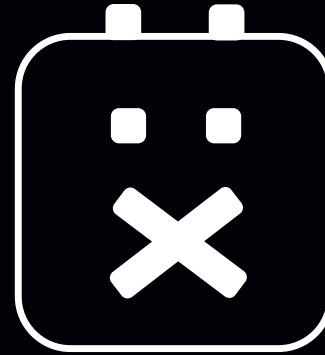
How are you **feeling** about AI right now?



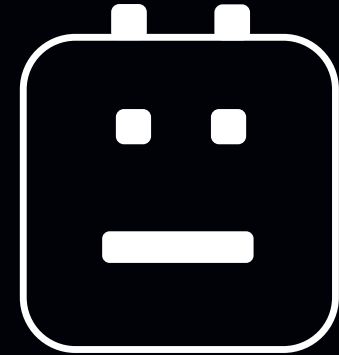
excited



overwhelmed



concerned



uncertain



It's easy to get overwhelmed by how much AI conversation is taking place in the tech world right now!



11,510

AI-powered tools in the marketplace



3,000,000

custom GPTs in the OpenAI store



10%

of the conference agenda is focused on AI

ARTIFICIAL INTELLIGENCE / TECH / OPENAI

I love my GPT, but I can't find a use for anybody else's



Image: OpenAI

/ AI is going to unleash my productivity... as soon as I can figure out what it's good for.

That sums up the current state!

By [Emilia David](#), a reporter who covers AI. Prior to joining The Verge, she covered the intersection between technology, finance, and the economy.

Jan 25, 2024, 10:53 AM EST | [42 Comments](#) / [42 New](#)



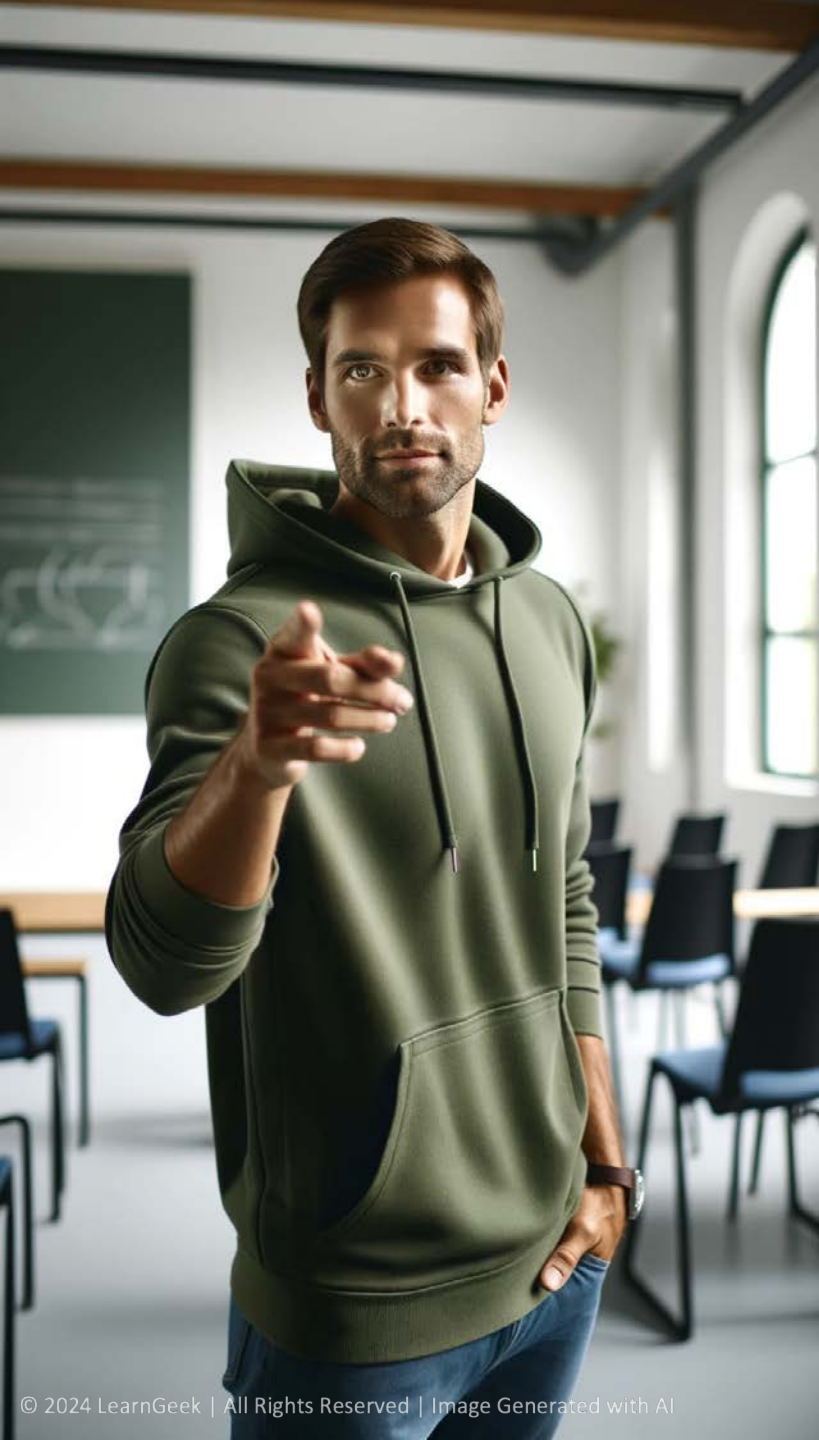
theverge.com

This is a popular refrain on how AI will impact the workplace experience.

AI will not take your job. Someone using AI will.

It's also **wrong**.





- ✓ Explore the strategic impact of AI on workplace learning
- ✓ Identify 5 guiding principles for AI-enabled L&D
- ✓ Demo AI-enabled tools along the way
- ✓ Be frank, open-minded and forward-thinking

Talk about prompt engineering

Have all of the answers

Be afraid, defensive or unrealistic

Get everything right

We're in the middle of the next **digital paradigm shift**.



pc



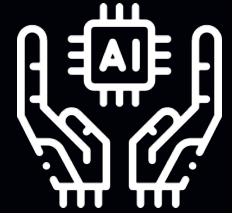
internet



social



mobile

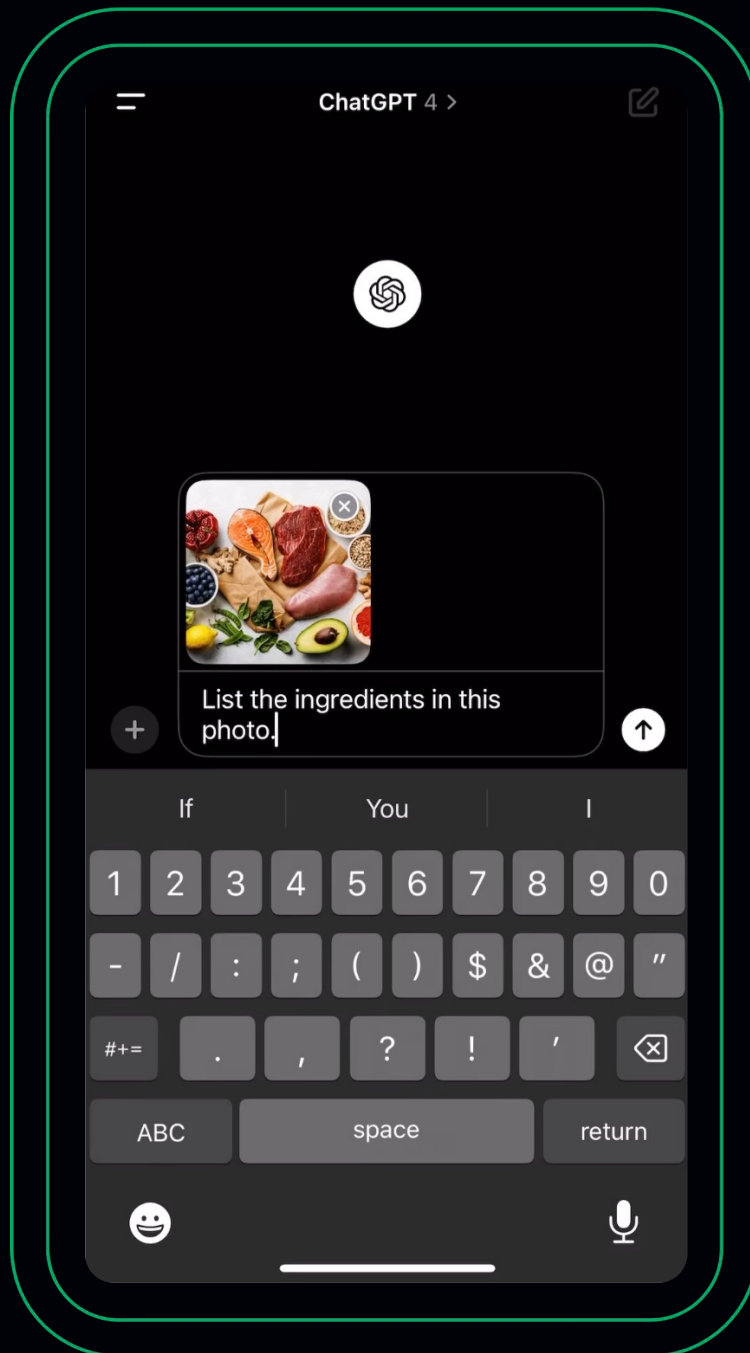


ai

Non-generative AI refers to artificial intelligence systems that analyze and interpret data to make decisions, provide recommendations or perform tasks, without creating new content.



Generative AI is a type of artificial intelligence that can create new content, such as text, images or audio, based on learning from existing data.



Multimodal AI is a subset of GenAI. It combines information from different sources or modalities, like text and images, to generate content that is more holistic and contextually rich.

AI is good at ...

- ✓ Recognizing patterns
- ✓ Automating repetitive tasks
- ✓ Summarizing information
- ✓ Making predictions
- ✓ Personalizing at scale

AI is NOT good at ...

- ✗ Creating original ideas
- ✗ Determining truth
- ✗ Applying common sense
- ✗ Understanding context
- ✗ Applying empathy, ethics, judgement



From telling the machine **what to do** ...



... to telling the machine **what you want.**

We're in the middle of the next **digital paradigm shift**.



pc



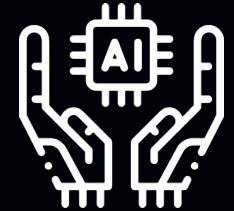
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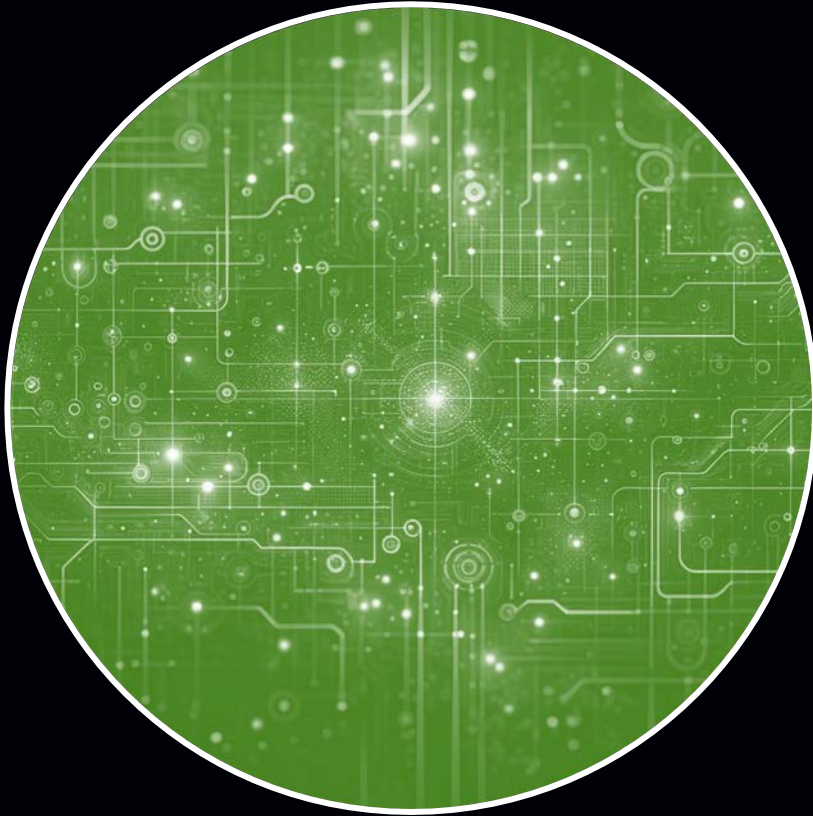
ai

L&D lagged – every time. Why?

Digital transformation impacts the workplace on 3 distinct levels.



Individual



Function

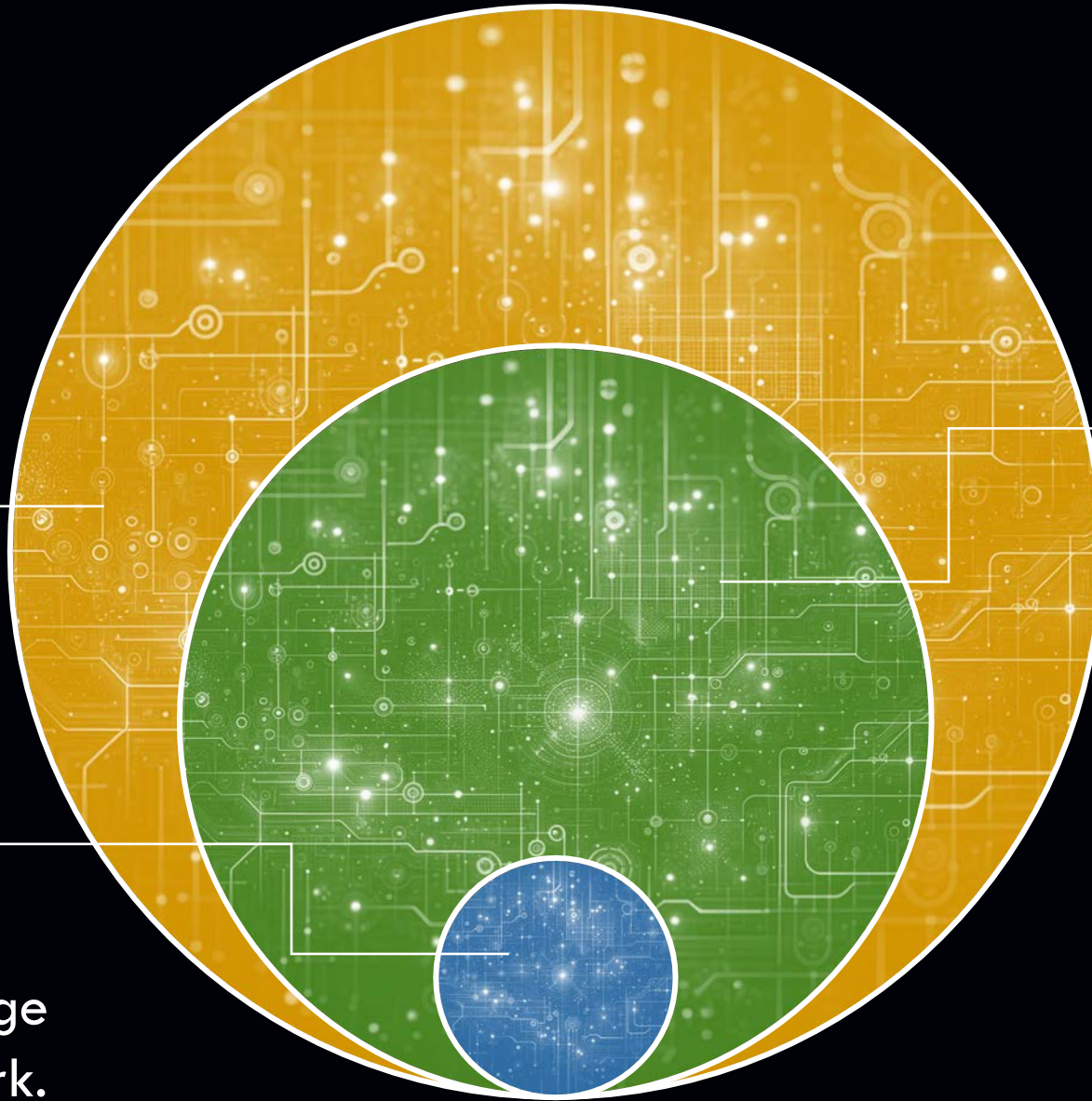


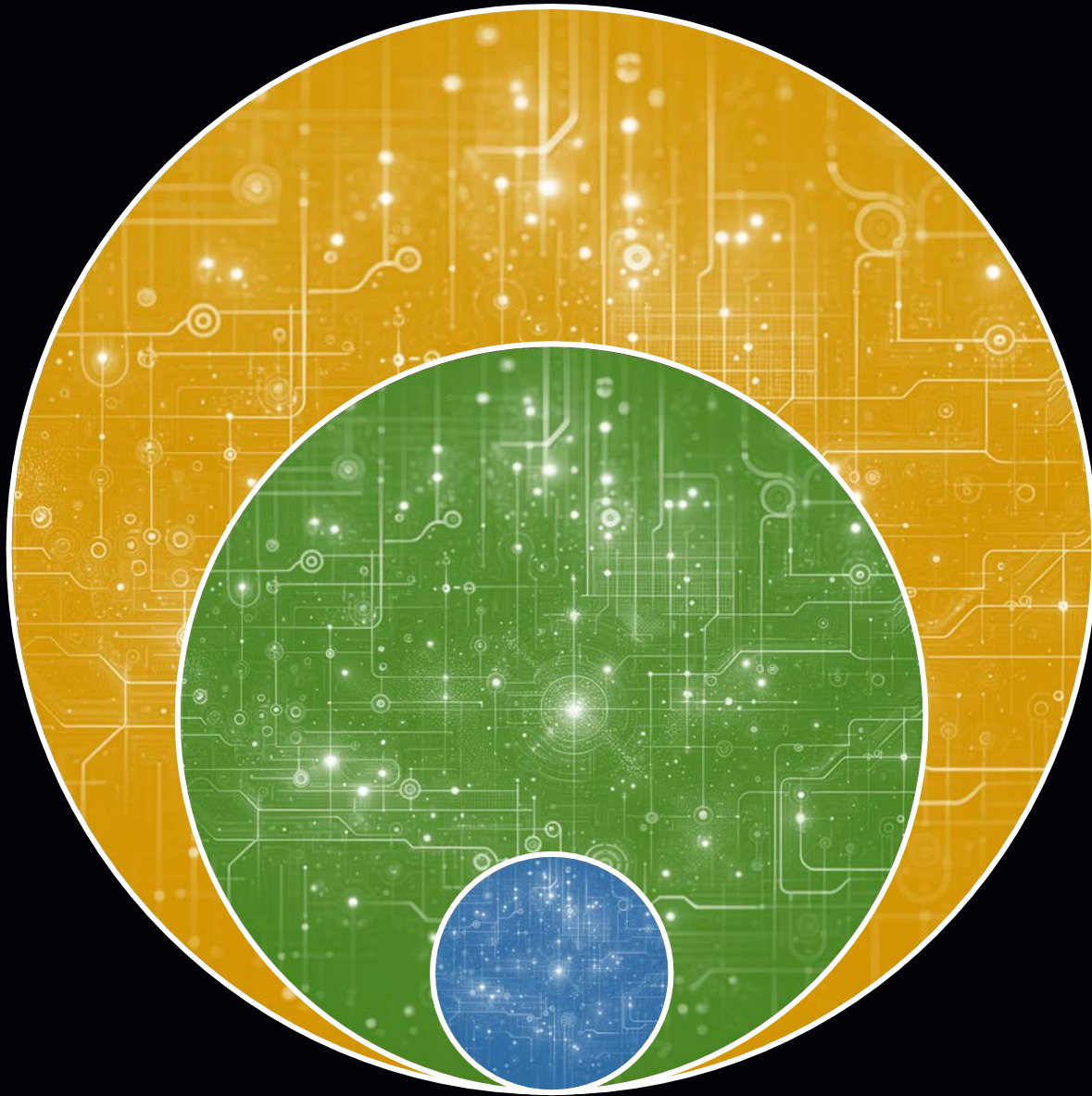
Organization

The **ORGANIZATION**
decides what work
must be completed to
achieve its goals.

The **FUNCTION**
determines the best
way to accomplish
this work.

The **INDIVIDUAL**
applies their knowledge
and skill to do the work.



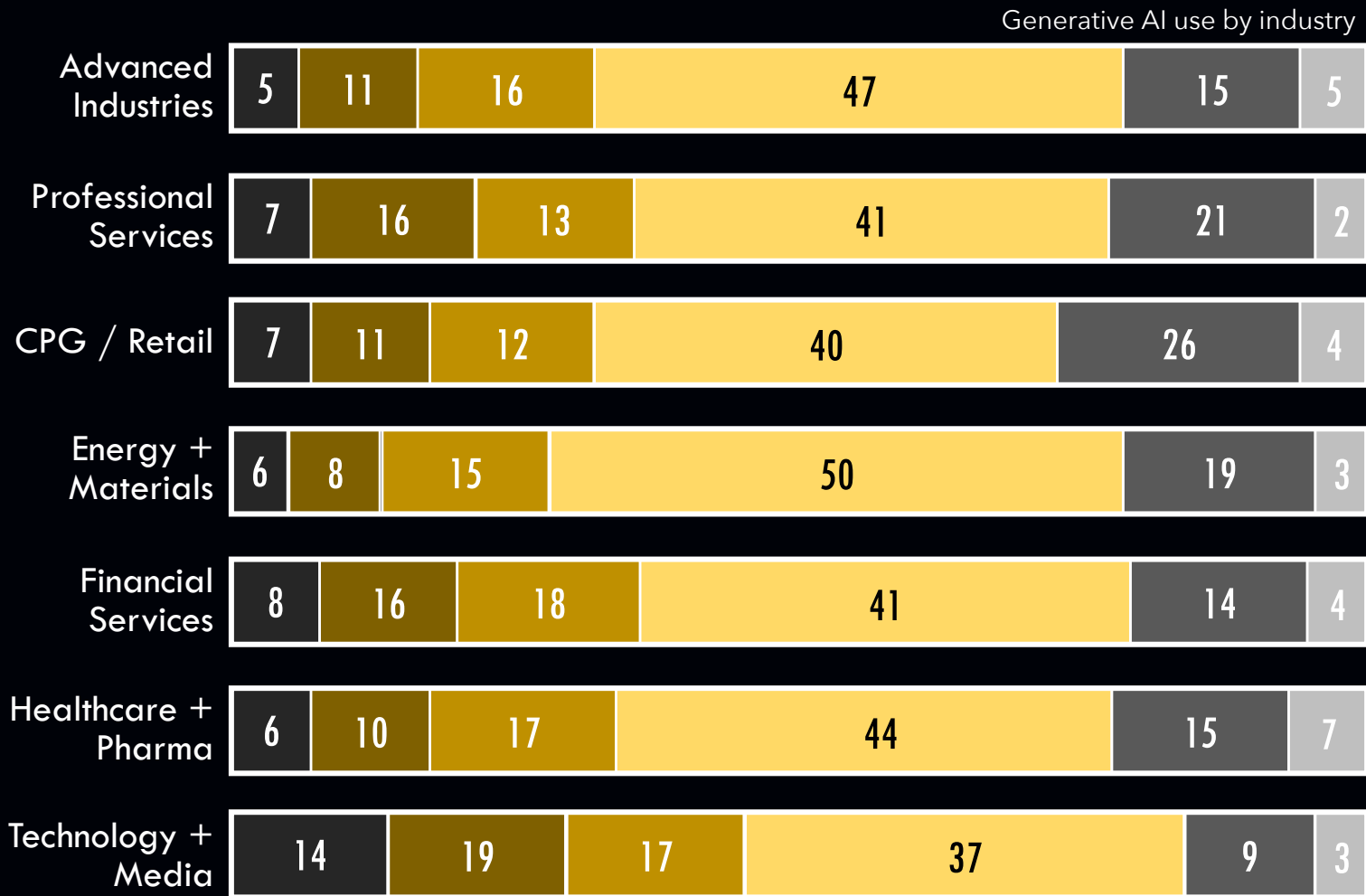


L&D must understand how the **WORK** is changing so we can determine how to best support it.

L&D must adapt our **TOOLS, SYSTEMS and PROCESSES** to fit this new version of work.

L&D pros must develop the **MINDSET and SKILLS** needed to enable this learning ecosystem.

ORGANIZATIONAL LEVEL



- 60% of organizations are using GenAI.
- GenAI spending expected to double to \$151B this year.
- 28% have GenAI on their BoD agendas.
- 22% applied AI within learning programs in 2022.

Regular Work Use.
 Regular Work + Personal Use.
 Regular Personal Use.
 Tried.
 None.
 ?



Businesses are looking for new ways to overcome disruption, reduce costs and grow revenues.

**AI will unlock new business models -
changing not only the way people work
but also the work they do.**



This CEO replaced 90% of support staff with an AI chatbot



By Anna Cooban, CNN

🕒 3 minute read · Published 8:54 AM EDT, Wed July 12, 2023



Sports Illustrated found publishing AI generated stories, photos and authors

[Economy](#) Nov 29, 2023 6:56 PM EST

Is AI at the Drive-Thru Inevitable for Restaurants?

The chief technology officer of Hardee's and Carl's Jr. on the future of the category, and why the debate should continue to rage.

We're already seeing organizations take big swings in their early experiments with AI applications.



LEADERSHIP · A.I.

Nearly half of CEOs believe that AI not only could—but should—replace their own jobs

BY [ORIANNA ROSA ROYLE](#)

October 3, 2023 at 11:12 AM EDT



- ✓ **Maximize efficiency**
- ✓ **Scale consistency**
- ✓ **Reduce costs**

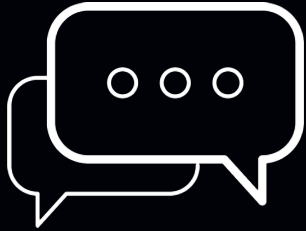
What role does L&D play in this operational shift?

FUNCTIONAL LEVEL

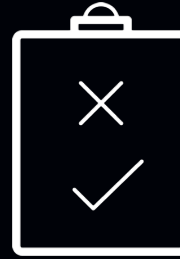
- How is work done in this new version of the workplace?
- What knowledge/skills do employees need?
- What support is required to enable performance outcomes?
- What role should L&D play in this version of the workplace?



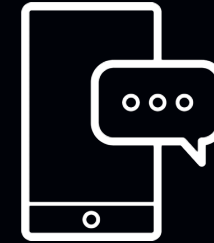
AI will not change **basic worker needs**.



Timely, consistent,
reliable communication



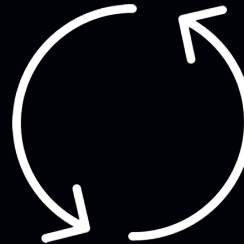
Training on core job
knowledge and skills



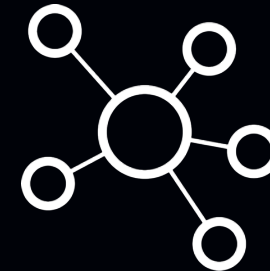
Access to on-demand
performance support



Actionable coaching
and feedback



Ongoing practice
and reinforcement



Opportunities to develop
and apply new skills

STRUCTURE

Push Training

Pull Training

Coaching

Reinforcement

Performance Support

Shared Knowledge

The Modern Learning Ecosystem Framework™

Enable people faster and more consistently by taking a systems approach to our learning strategies.

AVAILABILITY

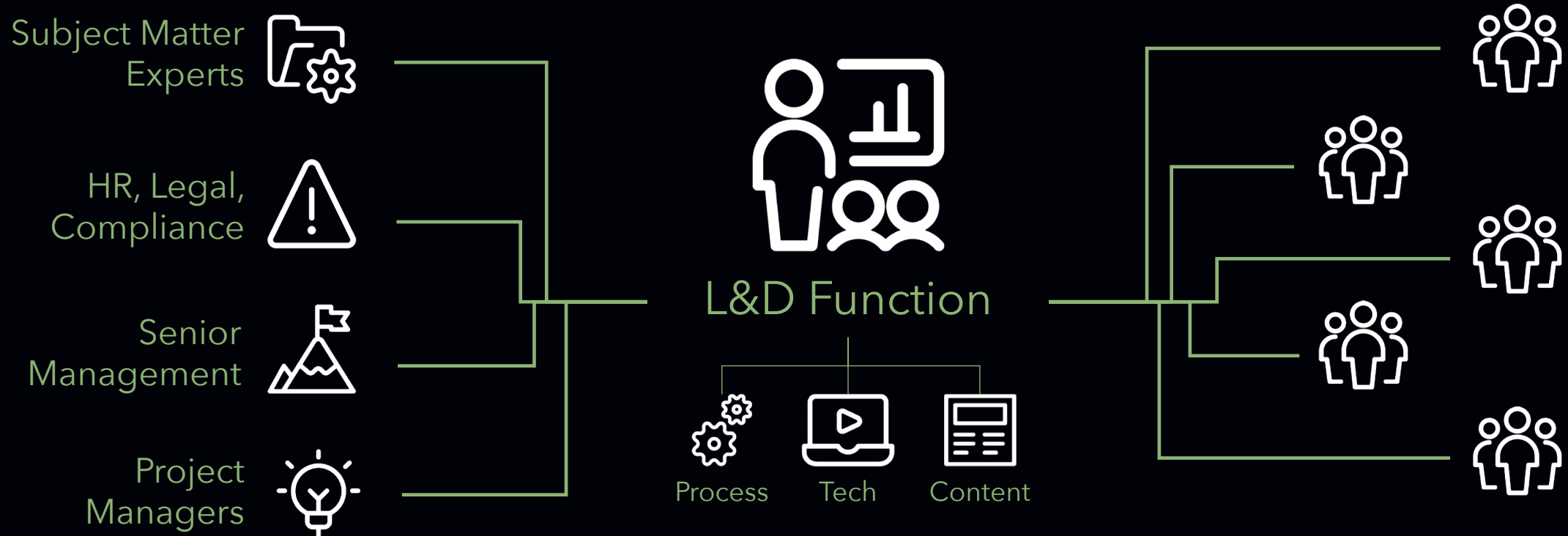




Operations just announced a **major SOP change**. They've requested training for the entire frontline workforce (of course) to make sure people understand the changes (and to check the regulatory box).

The new SOP **goes into effect in six weeks**, leaving little time to build and deploy training to thousands of people.

Traditional L&D





Push Training

- SOP Update Course (English, Spanish with Captions)

Coaching

- Actionable Manager Insights (dashboard)

Reinforcement

- Huddle Practice Questions (manager email)

Performance Support

- Contact Hotline

Shared Knowledge

- Standard Operating Procedure (English, Spanish)
- Job Aids (English, Spanish, French)
- Update Communications (huddles, postings)



**How can we apply AI to make employee support
faster, cheaper, personal, equitable and scalable?**



Zoom Meeting

View

Brock Davis

Jada Grimes

Macy Halloway

Meeting Summary with Zoom IQ Created

Meeting Summary with Zoom IQ **FREE TRIAL**

Marketing Meeting with Max

Summary

Julie met with Rob and Max to discuss the current state of the business and explore future plans to propel the company forward. Julie provided a comprehensive overview of the existing marketing strategy. With compelling data, she showcased the remarkable success the current strategy had achieved to boost brand awareness and drive impressive sales figures. Rob and Max were excited and appreciative of the outcomes that were presented.

Rob asked about the current state of the business. Julie is confident that the innovative marketing strategies, commitment to data-driven decision-making, and a firm grasp on the competitive landscape, will put the company in a strong position for continued success.

This summary is auto generated and may be inaccurate or misleading. Always check for accuracy. [Have feedback?](#)

[View More](#)

FREE TRIAL Meeting Summary with Zoom IQ

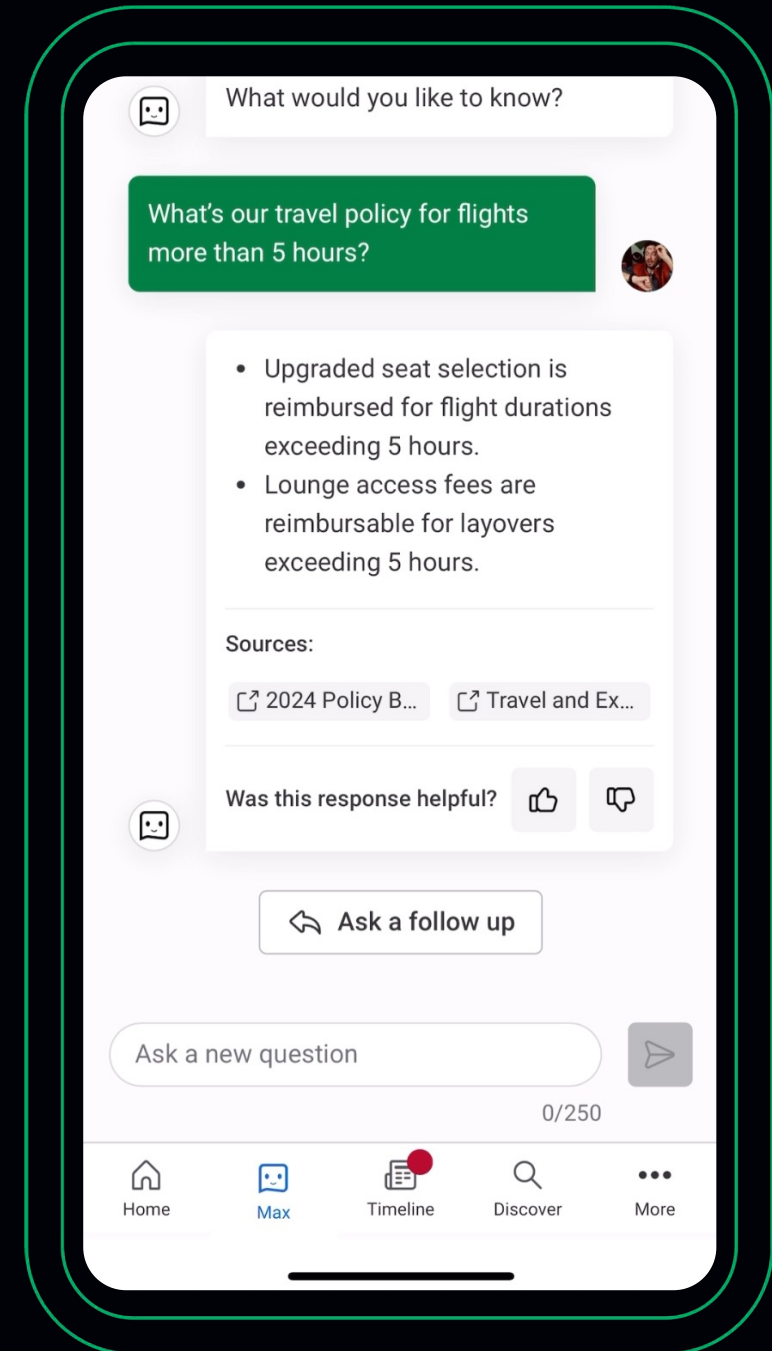
Meeting Summary with Zoom IQ automatically generates and shares a summary of your meeting.

Start Summary

2 Chat **Share Screen** Polls Record Show Captions **Start Summary** More **Leave**

AI companions are summarizing conversations and identifying critical information worth sharing.

Digital assistants are providing performance support in real time using every available shared knowledge resource. Plus, they respond in your preferred language and adjust to your reading level.



? Reply back: Choose a question to discuss with your team this week about AI's role in HR:

A: How are we currently using AI in HR processes?

B: What challenges should we anticipate when integrating AI?

C: Which HR task or goal could benefit from AI?

D: How can we share and compare AI implementations across our team?

B

📌 Great idea! Write this question down on a sticky note or in your journal to bring up the next time you talk with your team!

🎯 2024 is the year to test, build, and deploy AI systems, so get ready to shift into the role of change enablers, planners, and systems implementers.

🔗 Continue to explore the impact of AI on HR with the "Understand AI in HR" whitepaper: <https://lrn.st/>

AI-powered coaches are automatically creating and deploying reinforcement content and timely nudges based on individual employee needs and interests.



AI-powered authoring tools are transforming source content into structured training materials in minutes.

← Back

You have 5 free professional generations available.

AI image selection, GPT-4, and interactive generation are professional features.

Disable

Generate a Lesson

Topic

Convert a Document

Instructions

Document*

TXT

LG Shared Knowledge Practices.txt

X

Limit 15,000 words

Audience / Style Guide

This course is designed for learning and development professionals. Content should be created in a professional but casual tone. Focus on providing practical guidance for improving knowledge sharing practices within the workplace learning ecosystem.

Language (auto-detected)

English

▼

Length

10 minutes - 4 Sections

▼

Lesson Mode

Interactive

▼

AI Model

GPT-4

▼

Images

All images

▼

^ Hide Options

Generating Lesson

Lesson generation takes about 1 minute





AI-powered editing tools are identifying key information and automatically captioning content to make it more easily shared and consumed.

STRUCTURE

Push Training

Pull Training

Coaching

Reinforcement

Performance Support

Shared Knowledge

The Modern Learning Ecosystem Framework™

NOW AI-ENABLED

AVAILABILITY



Push Training

- n/a

Coaching

- Automated Nudges (based on individual performance)

Reinforcement

- Automated Nudges (by individual in preferred language)

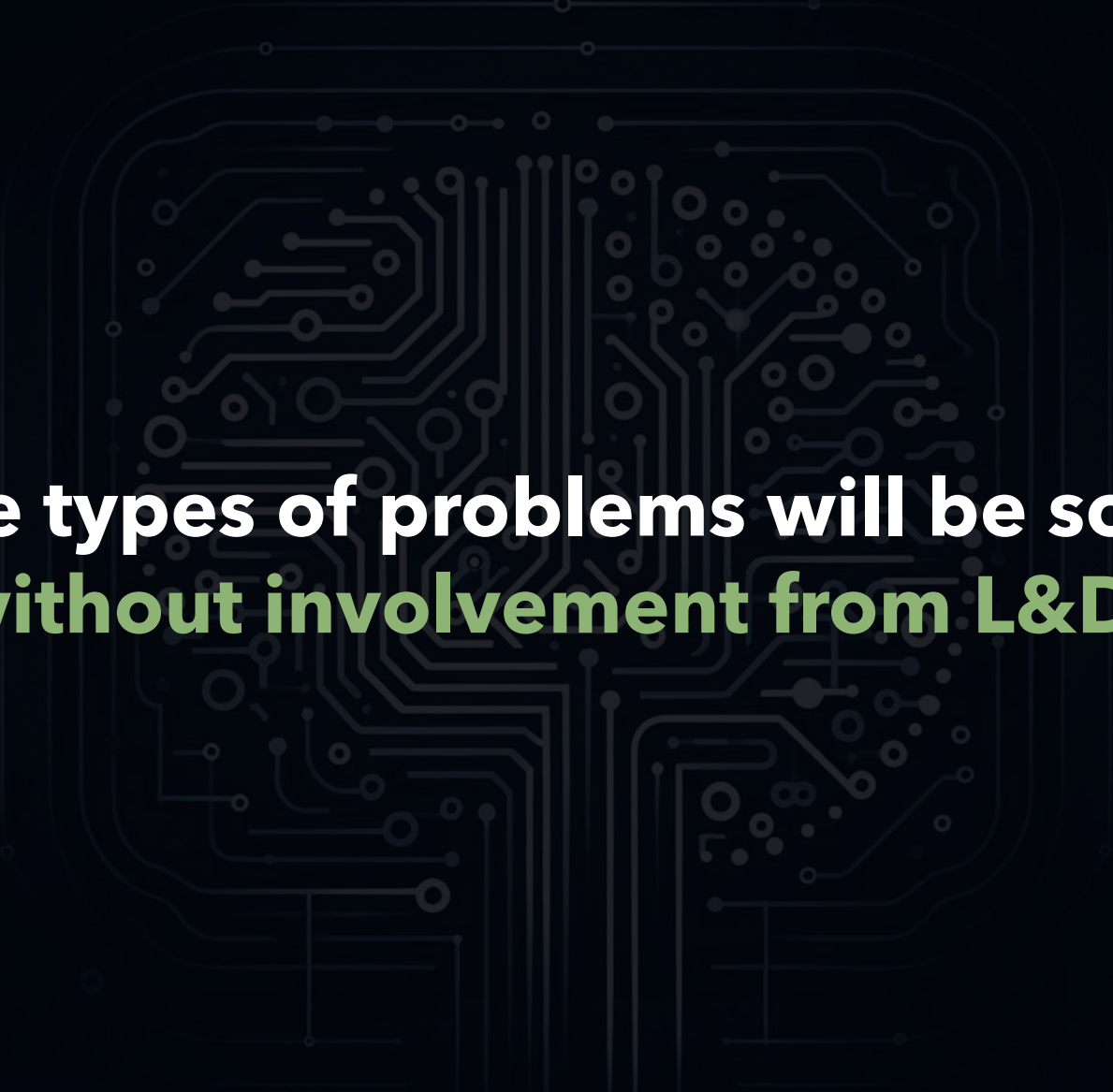
Performance Support

- Digital Assistant (by role + preferred language)

Shared Knowledge

- Standard Operating Procedure (preferred language)
- SOP Summary (by role + preferred language)
- Digital Update (by role + preferred language)

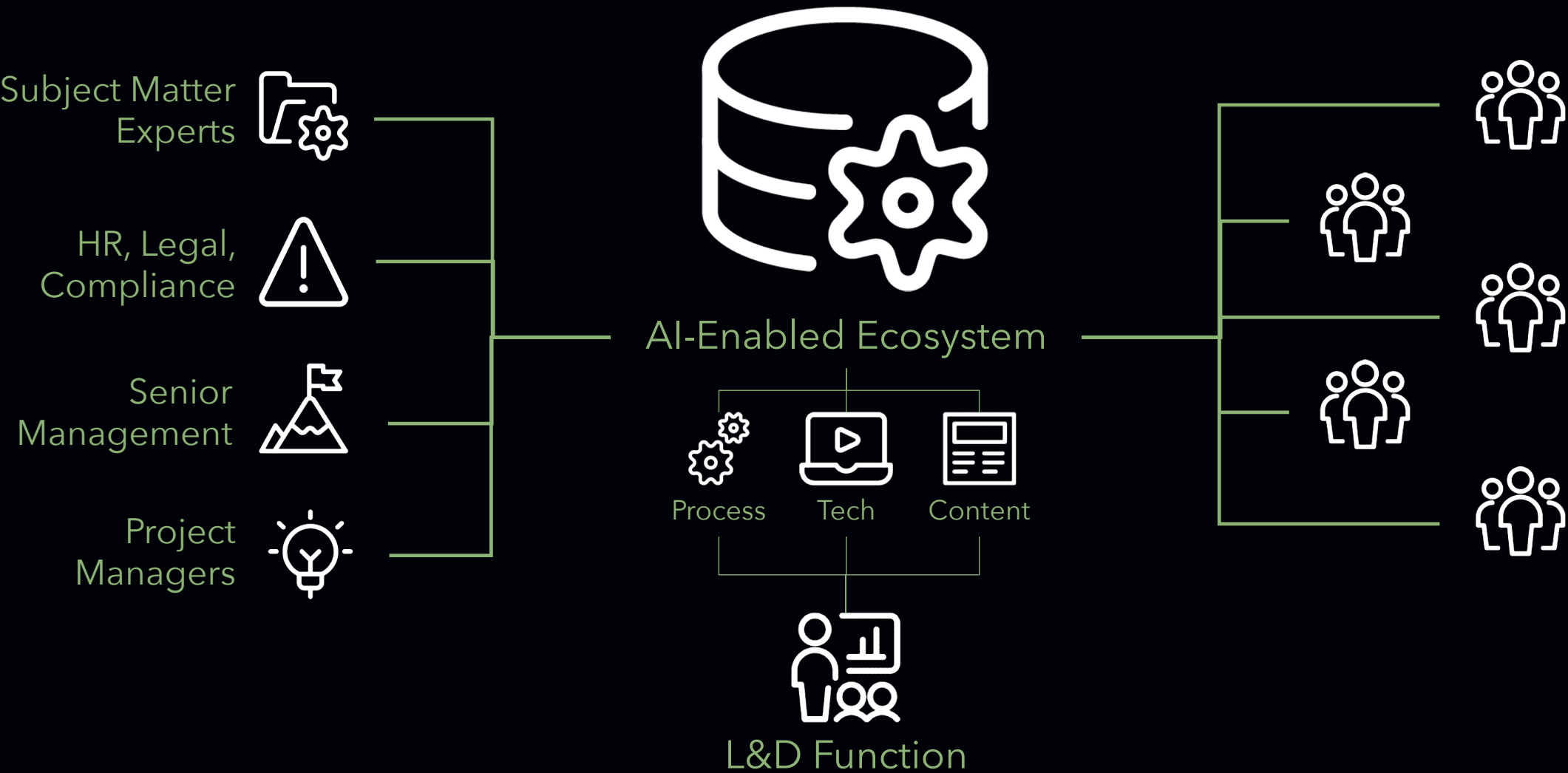




**These types of problems will be solved
without involvement from L&D.**



AI-Enabled L&D





**How will this functional shift impact
the roles of individual L&D pros?**



INDIVIDUAL LEVEL

TODAY

- ✓ Templated digital content
- ✓ Voice-over audio
- ✓ Informal language translation
- ✓ Assessment questions
- ✓ Text-based messages
- ✓ Stock illustrations
- ✓ Captions
- ✓ Content Summaries
- ✓ Automated nudges

NEXT YEAR

- AI becomes table stakes
- SMEs become creators
- Translation gets formal
- Multimodal goes mainstream
- Admin becomes automated
- Digital assistants get specific
- Search looks for answers
- Text-to-insights replaces ad hoc reporting

WITHIN 5 YEARS

- Learning tech is integrated with Ops tech
- Digital creation is transformed
- Personalization is the norm
- Nudges become the standard training tactic
- Learning impact is clear and measurable





FUNCTION

Align our capabilities and value with shifting workplace realities.



INDIVIDUALS

Assess our skills, shift our mindsets and adapt our practices.

Legacy practices

build courses
deliver programs
partner with SMEs
manage projects
check boxes

AI-enabled practices

curate input
maintain systems
enable creators
foster experiences
surface insights

(and still check boxes)

LearnGeek Core Technology Principles



TRANSPARENT

We help people understand how tech impacts them.



STRATEGIC

We solve problems instead of buying into the hype.



GROUNDED

We fit tech into the flow of everyday work.



EQUITABLE

We make sure everyone has a chance to do their best.




COMPLIANT

We play by the rules and avoid adding risk.

Your organization is going to apply...

AI will not take your job. ~~Someone~~ using AI will.

... to change how
work gets done.

A man with short brown hair and a light beard, wearing a green hoodie, is sitting in a black office chair. He is looking upwards and to the right with a thoughtful expression. His hands are clasped in his lap. The office is modern, with a large window in the background letting in natural light. To the left, there are wooden shelves with books and a small plant. To the right, there is a desk with a computer monitor displaying code, a desk lamp, and some office supplies. The overall atmosphere is professional and contemplative.

L&D must begin shifting our mindset,
expanding our skills and adapting our
practices now to uncover the value we will
provide in this next version of work.

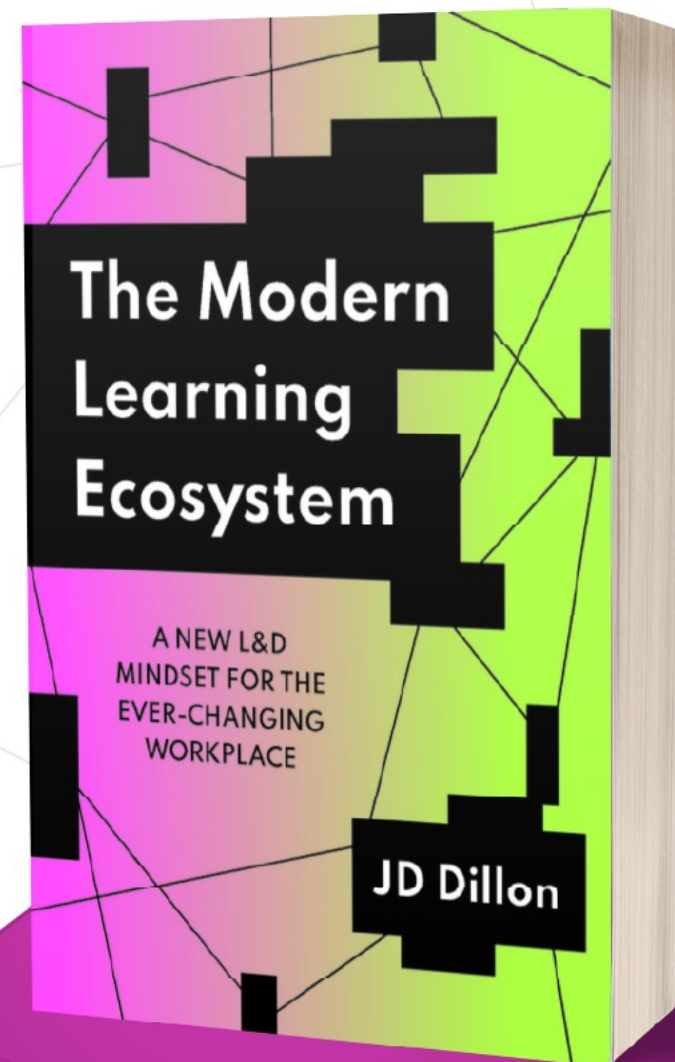


LearnGeek AI

- Get advice on modern learning practices based on 10+ years of LearnGeek content!
- Available now for ChatGPT Plus subscribers.
- Get more info at LearnGeek.ai.
- ChatGPT can make mistakes. Consider checking important information.



available now
jdwroteabook.com





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LearnGeek.ai



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*Let's
connect!*



Technology used to create this session



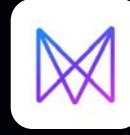
Arist
Course Generation
arist.co



LearnGeek AI
Digital Advisor
learngeek.ai



Axonify
Digital Assistant
axonify.com



MindSmith
Course Generation
mindsmith.ai



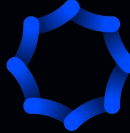
ChatGPT-4
Text, Image, Multimodal Generation
chat.openai.com



Opus Clip
Video Editing
opus.pro



ElevenLabs
Voice Generation
elevenlabs.io



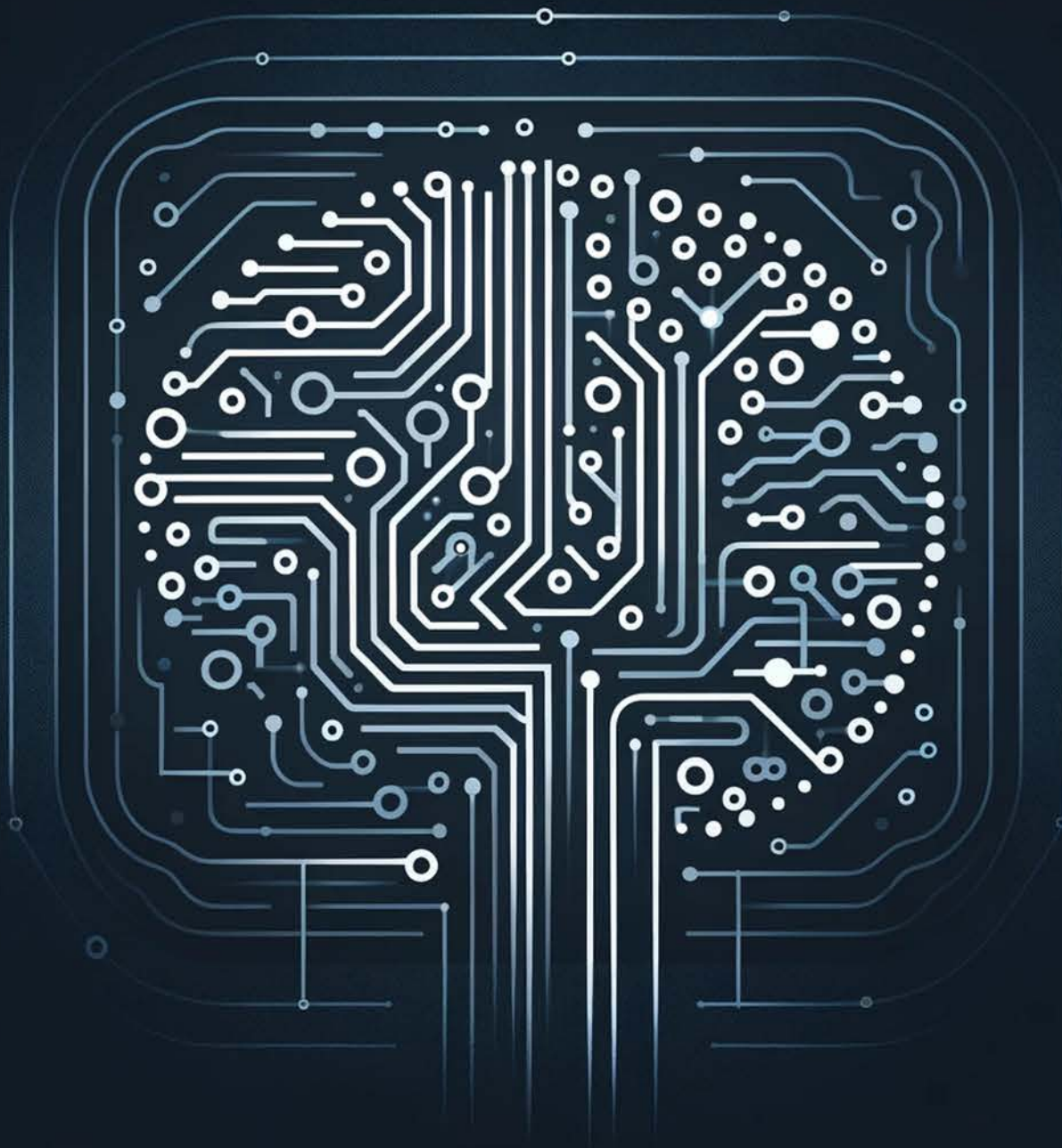
Synthesia
Video Avatars
synthesia.io



HeyGen
Video Avatars, Language Translation
heygen.com



Zoom
Summarization
zoom.us



Be well.