Harness AI

TO TRANSFORM YOUR

Learning Ecosystem

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LEARNGEEK

JD Dillon

Founder | CLO | Technologist | Author | Speaker

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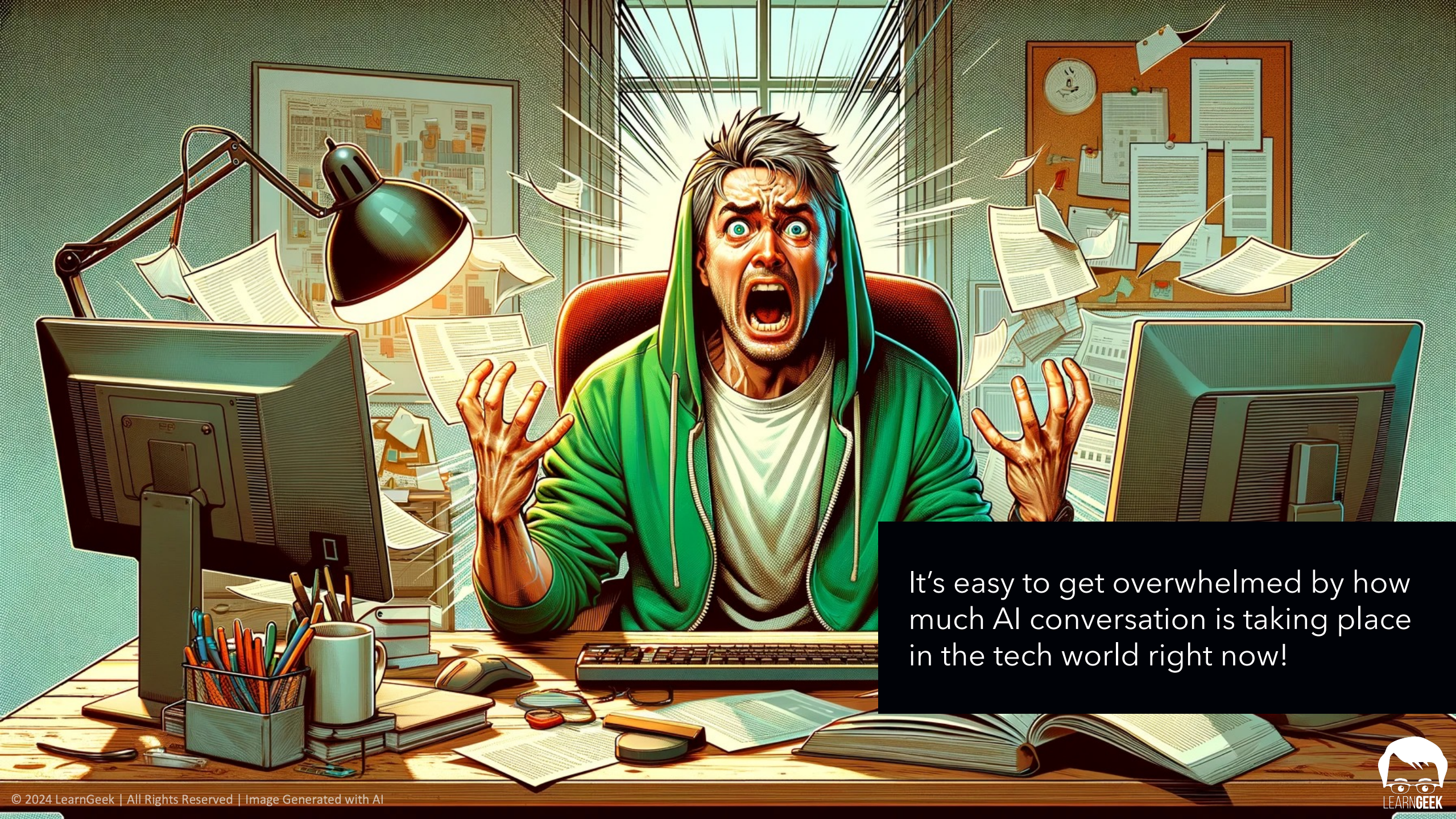

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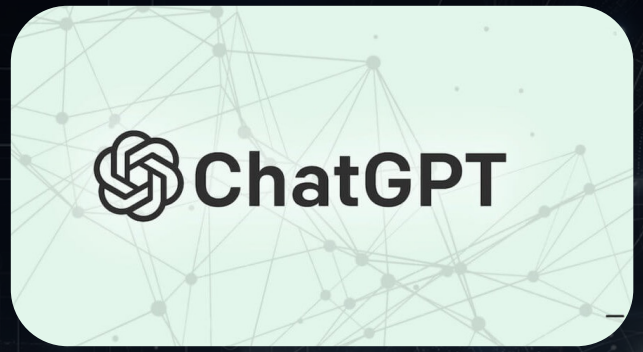
13,312
AI-powered tools in the marketplace



3,000,000+
custom GPTs in the OpenAI store

10%
of the conference agenda is focused on AI

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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

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This happens with every tech paradigm shift.

Remember when we used our iPhones to make it look like we were drinking beer and holding up lighters?

The first iPhone circa 2008.

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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 wrong.

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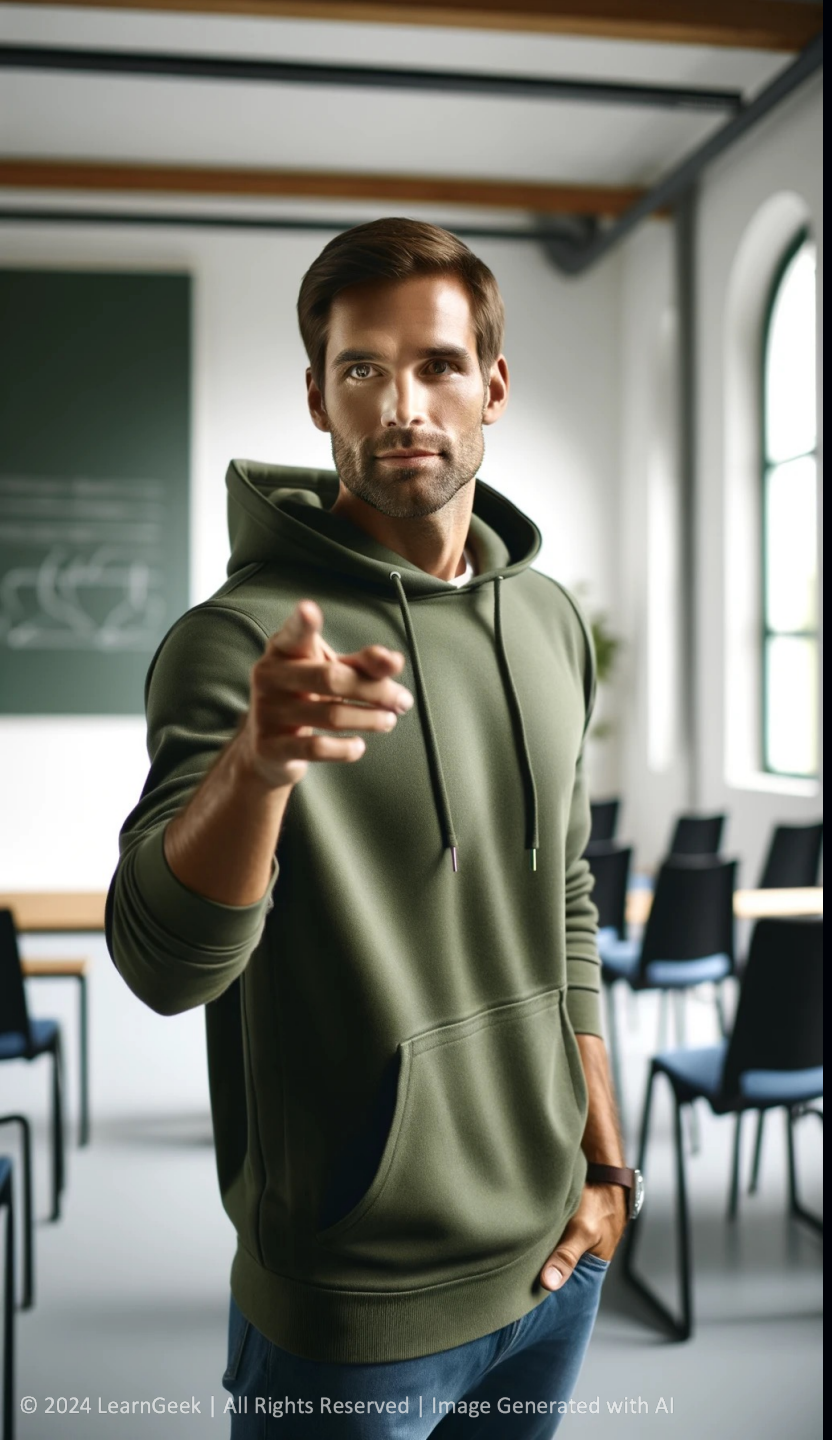
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- ✓ Get past the noise and hype
- ✓ Explore the strategic potential for AI in workplace learning and performance
- ✓ Identify practical steps to advance our strategies
- ✓ Be frank, open-minded and forward-thinking

Be afraid to ask questions and challenge others
Get distracted by cool technology
Be unrealistic or defensive
Get everything right

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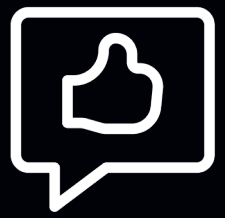
We're in the middle of the next digital paradigm shift.

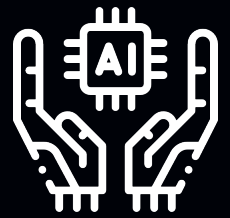
pc

internet



social

mobile



ai

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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.

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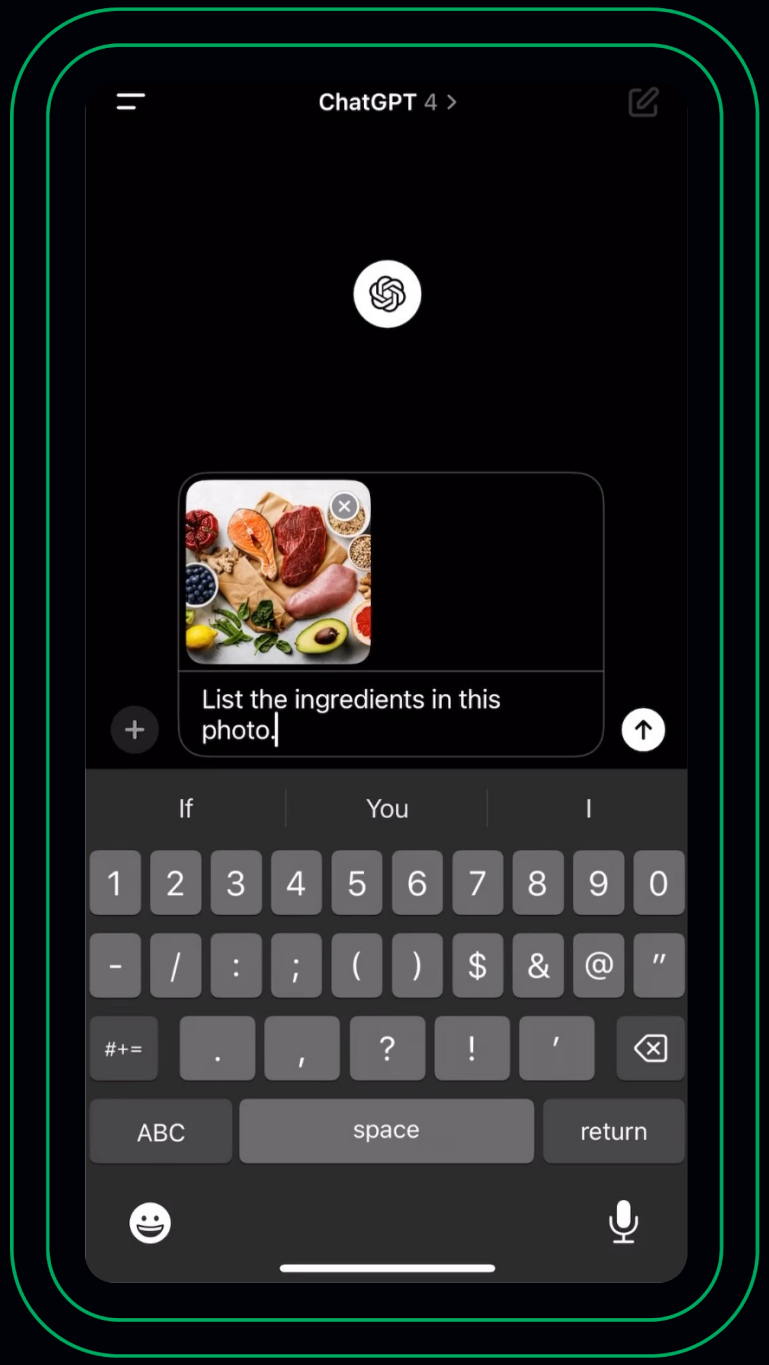

Multimodal AI is a subset of GenAI.
It combines information from different sources or modalities, like text and images, to generate content that is more holistic and contextually rich.

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AI is good at …

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

AI is NOT good at …

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

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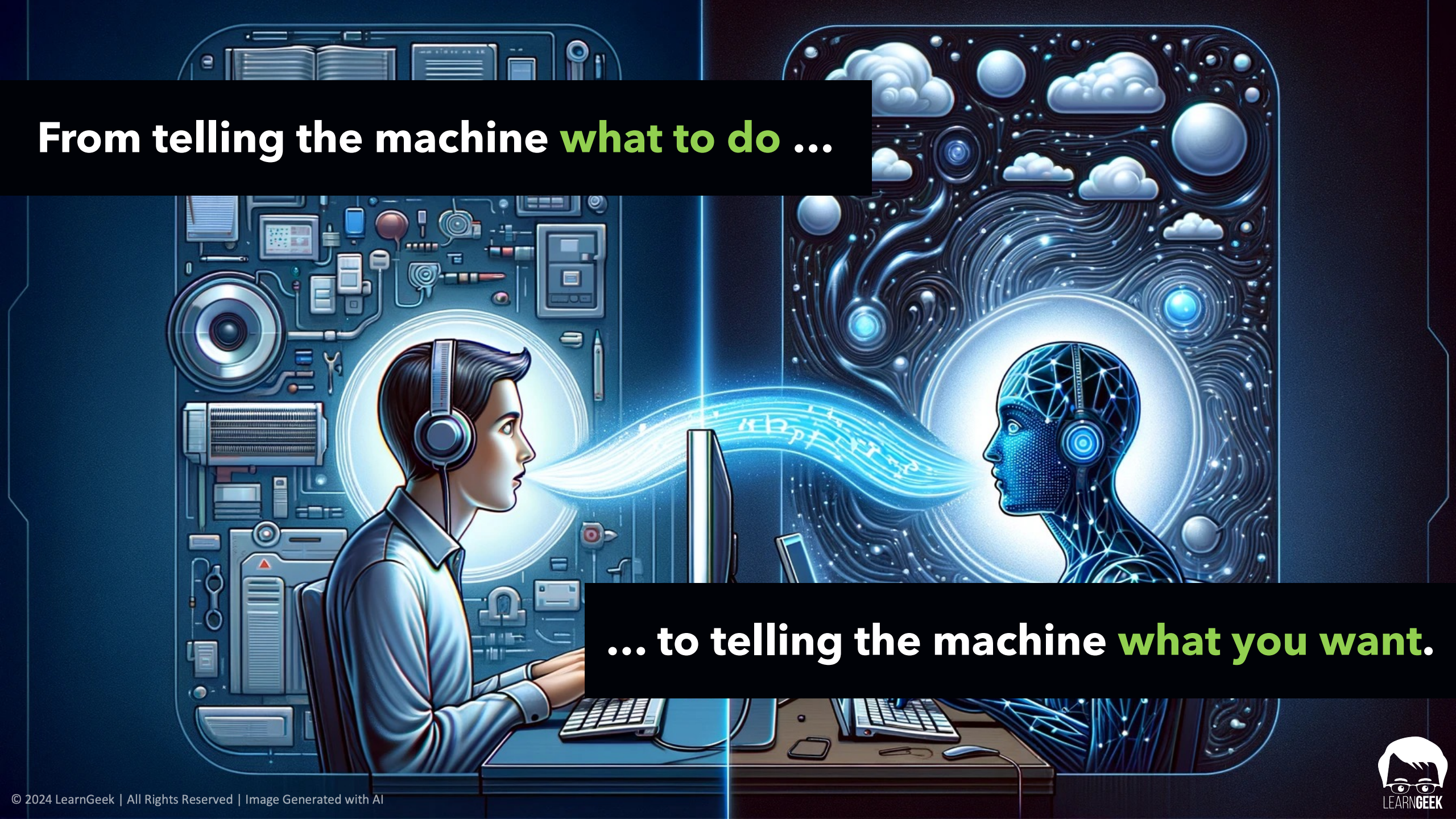

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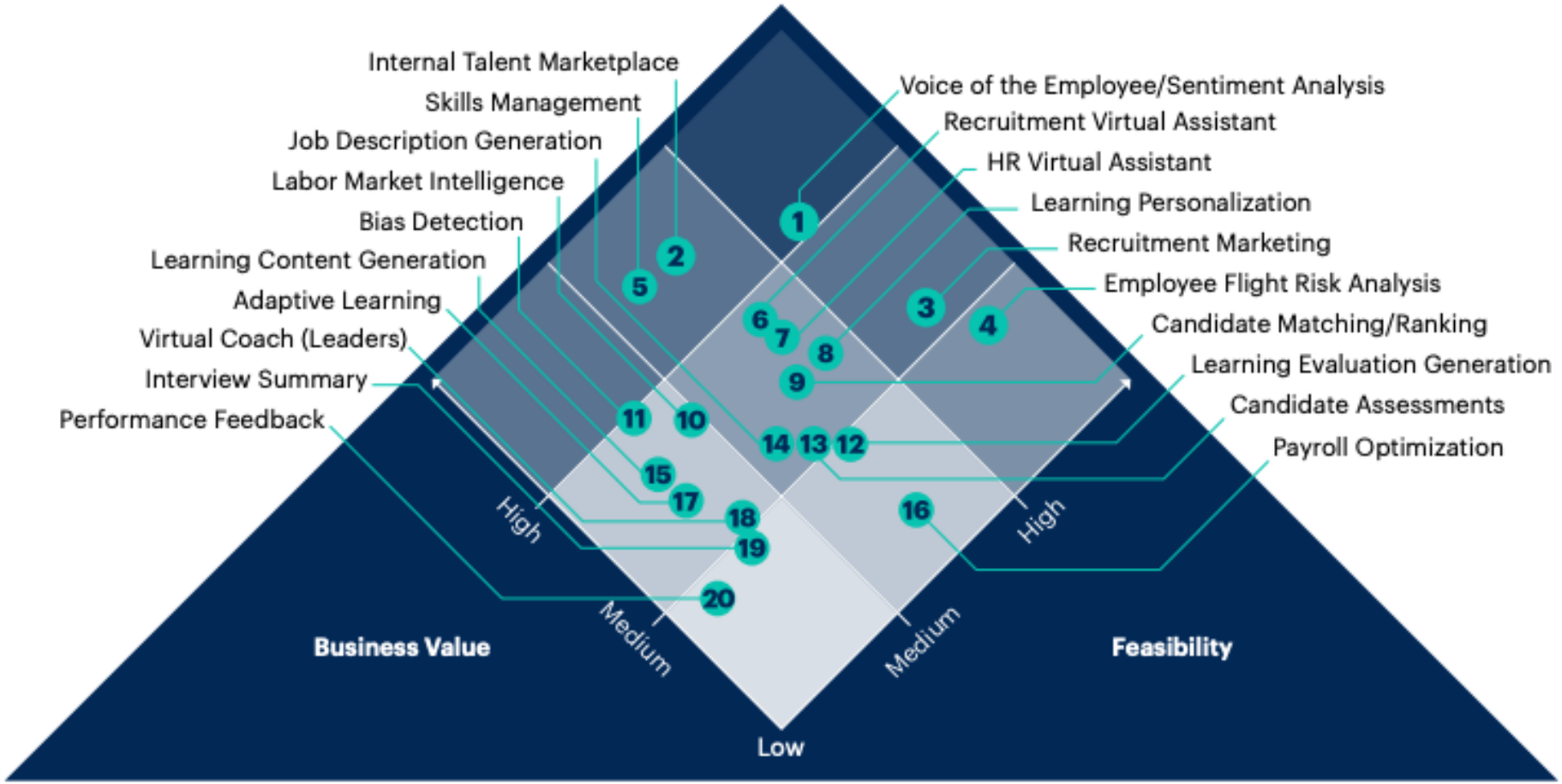
Gartner's

AI Use-Case Prism for Human Capital Management



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

L&D lagged during past shifts. Why?

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How can we prepare for the impact of digital transformation in the workplace?

Individual

Function

Organization

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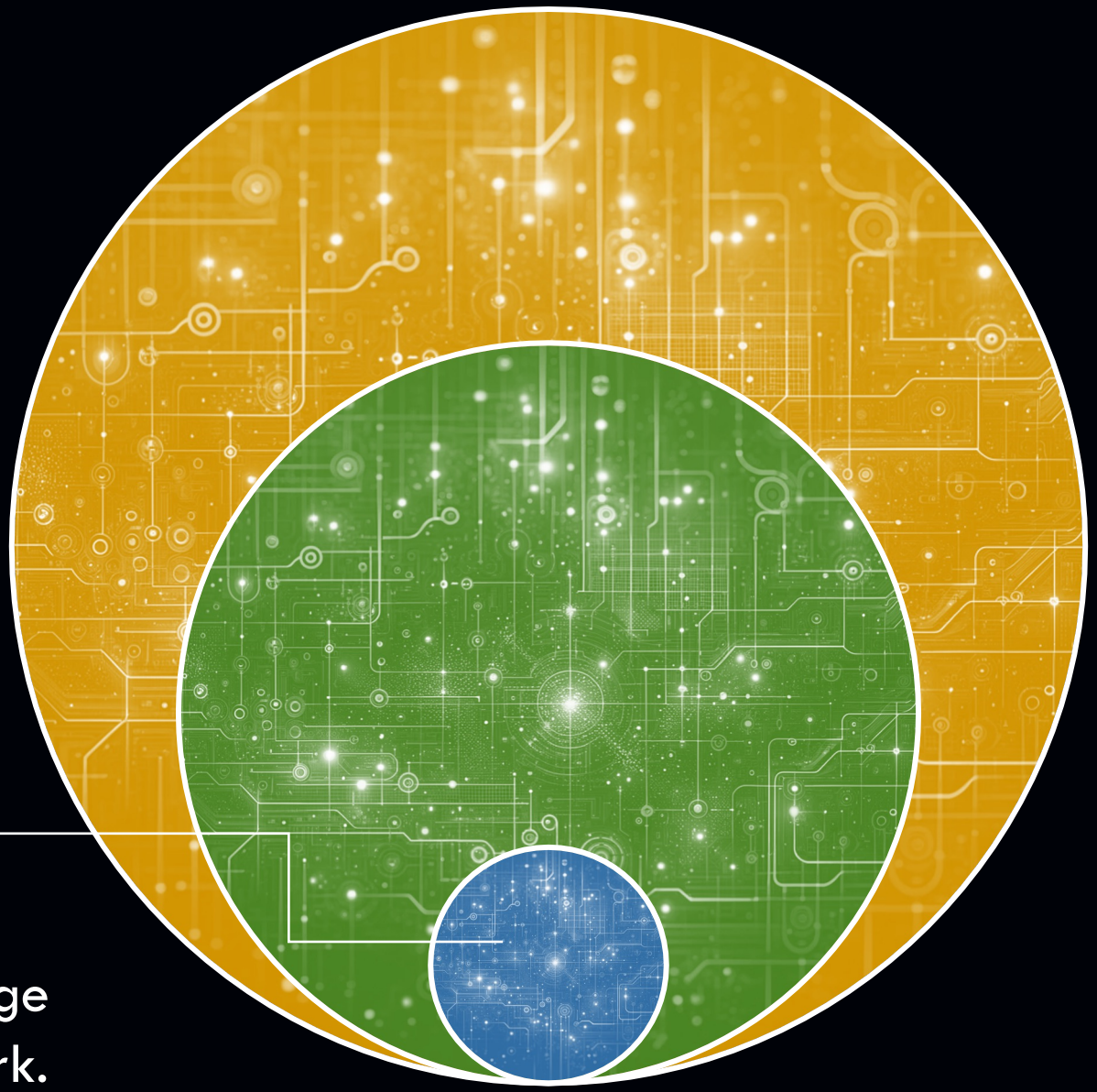

The **INDIVIDUAL**
applies their knowledge
and skill to do the work.

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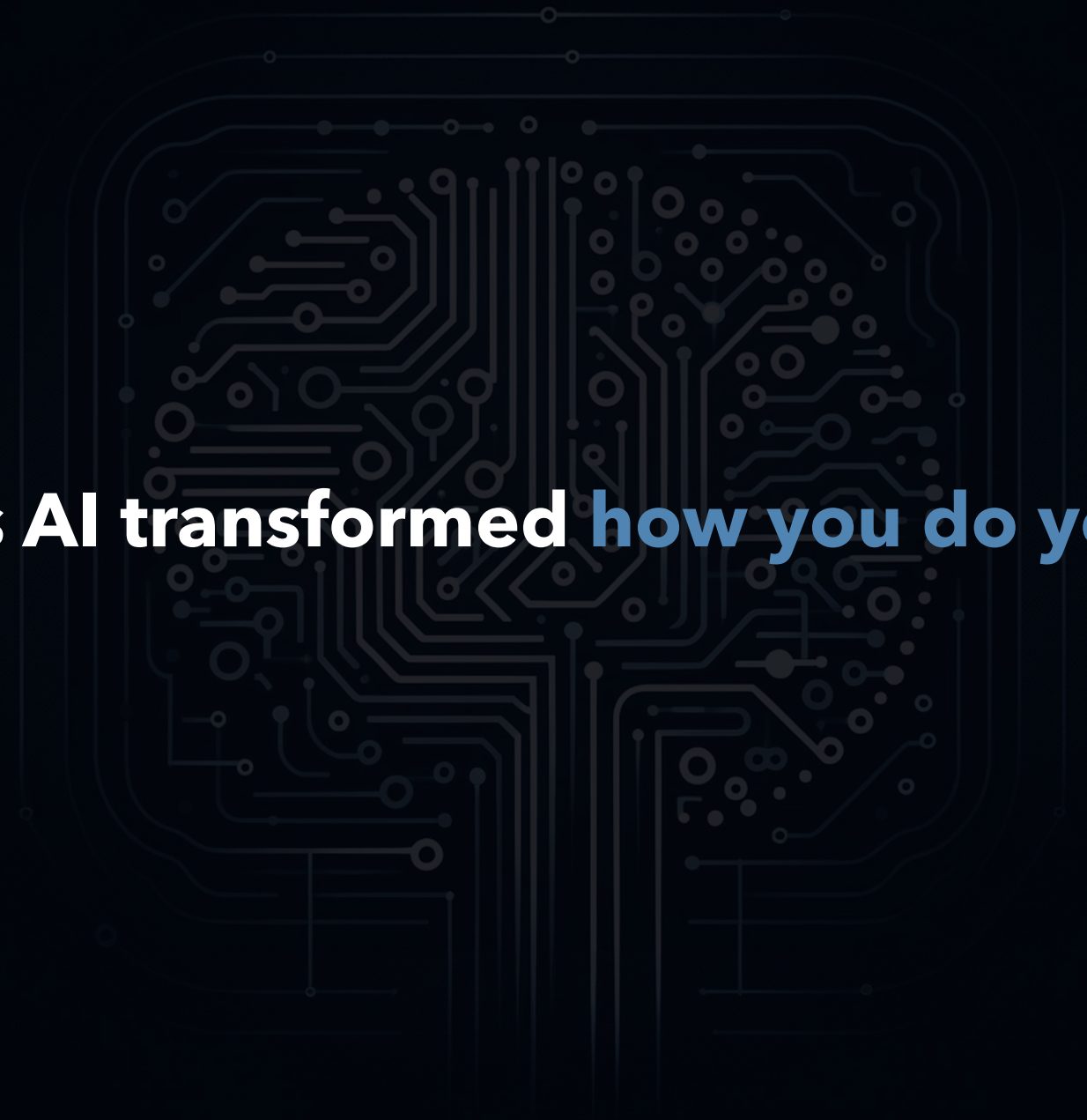
How has AI transformed how you do your job?



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My AI Tech Stack

Axonify
Digital Assistant
axonify.com

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

ElevenLabs
Voice Generation
elevenlabs.io

HeyGen
Video Avatars, Language Translation
heygen.com

LearnGeek AI
Digital Advisor
learngeek.ai

MindSmith
Course Generation
mindsmith.ai

Opus Clip
Video Editing
opus.pro

Synthesia
Video Avatars
synthesia.io

Zoom
Summarization
zoom.us

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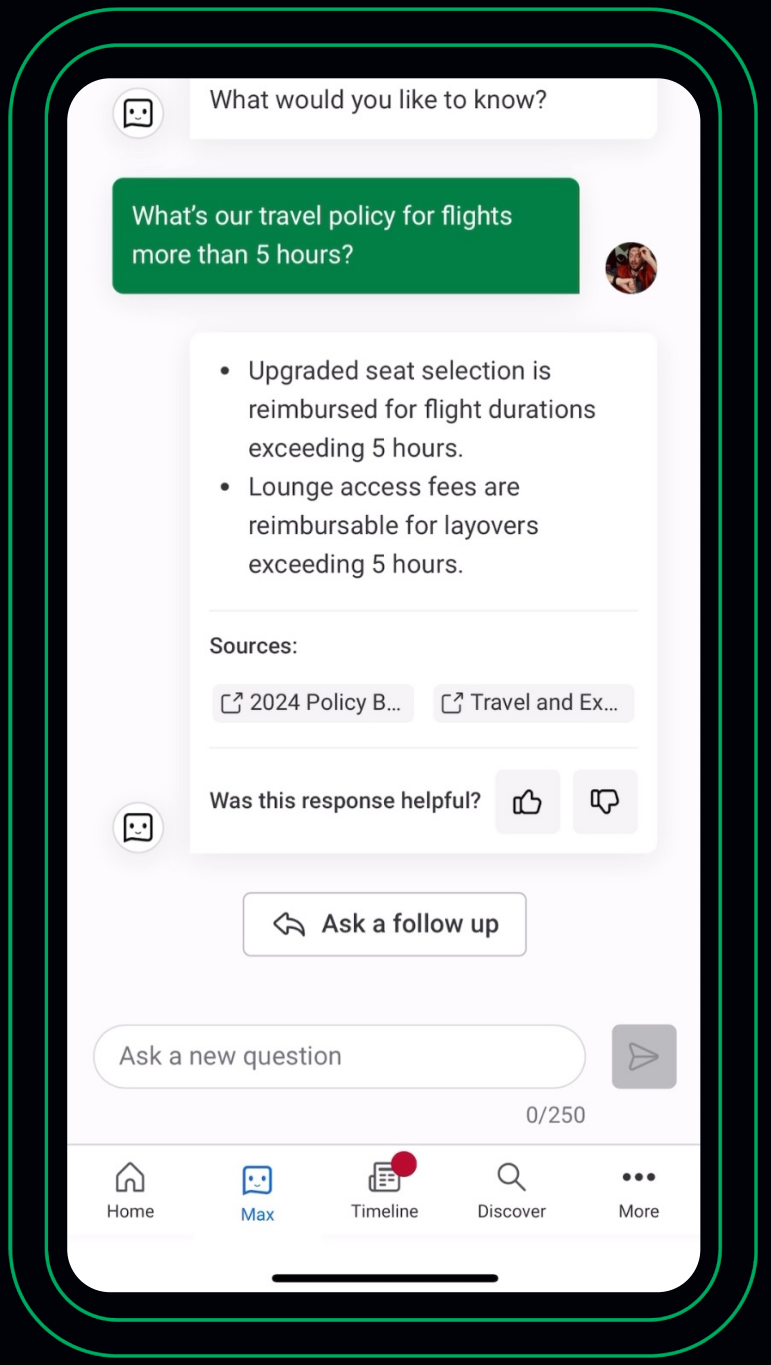
Digital assistants are providing performance support in real time using every available shared knowledge resource.
Plus, they respond in your preferred language and adjust to your reading level.



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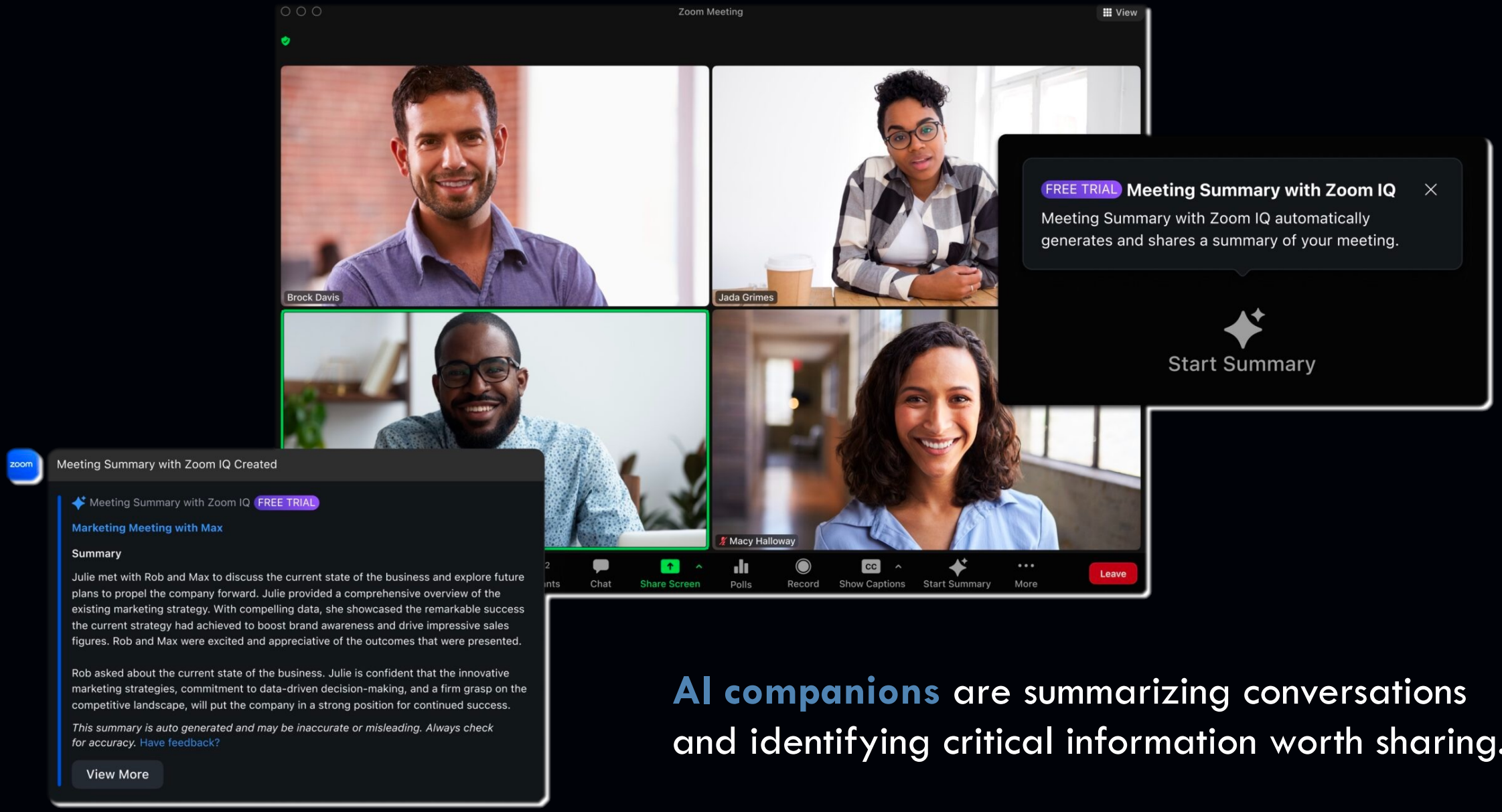

AI companions are summarizing conversations and identifying critical information worth sharing.

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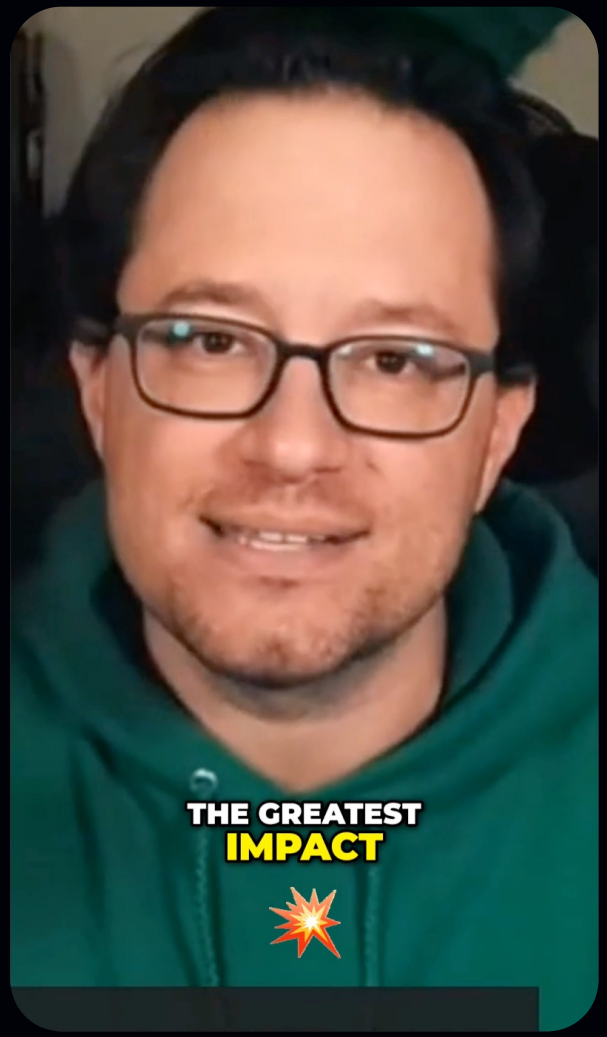

AI-powered editing tools are identifying key information and automatically captioning content to make it more easily shared and consumed.

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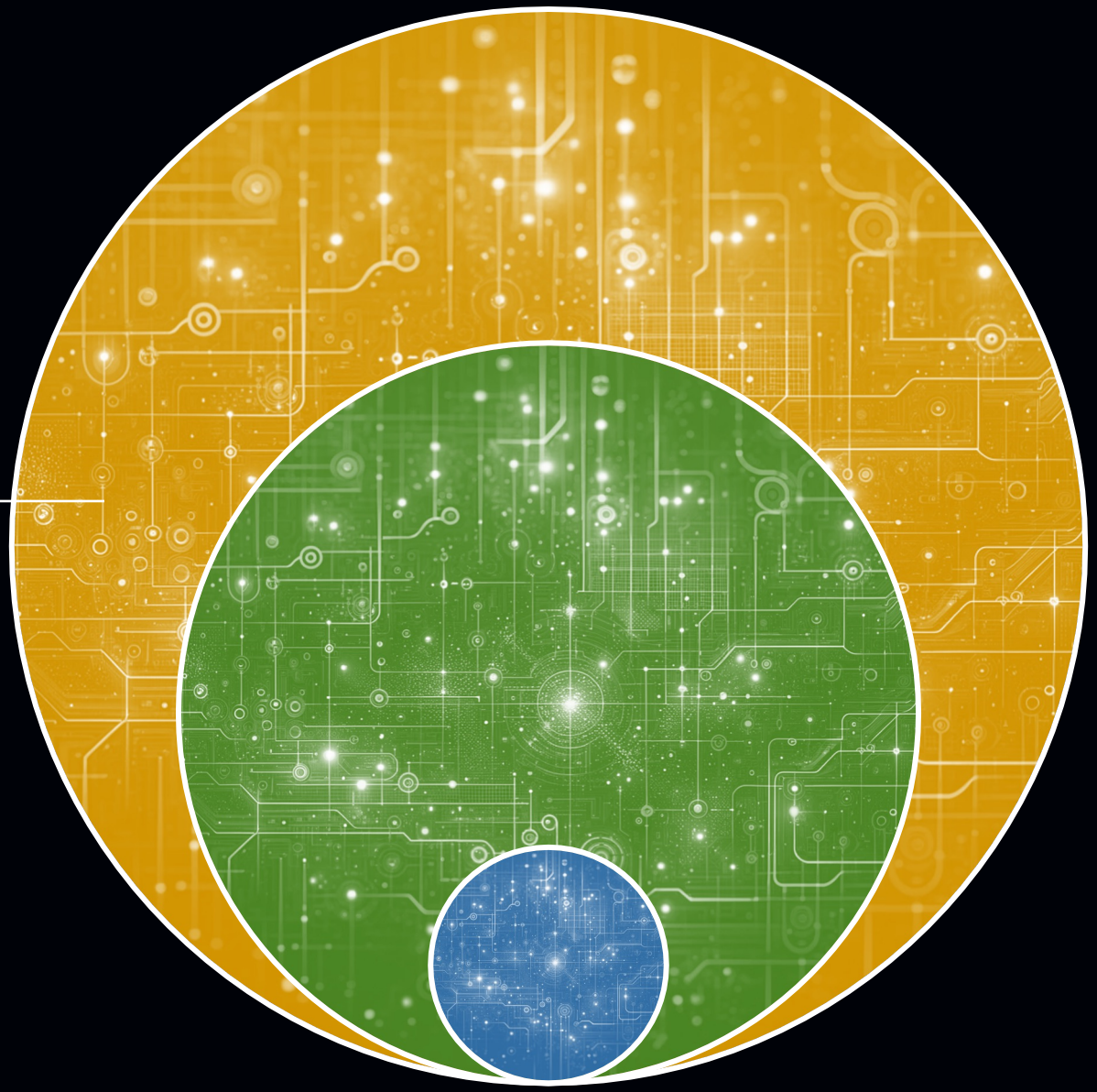
The **ORGANIZATION** decides what work must be completed to achieve its goals.



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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

Is AI at the Drive-Thru Inevitable for Restaurants?

OCT 17 2023

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.

Sports Illustrated found publishing AI generated stories, photos and authors

Economy Nov 29, 2023 6:56 PM EST

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

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

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AI at the ORG LEVEL

- 60% of organizations use GenAI.
- GenAI spending expected to double to $151B this year.
- 28% of companies have GenAI on their BoD agendas.
- 37% of business leaders say AI replaced workers in 2023.
- 83% say AI skills will help current employees retain their jobs.

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

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Data from McKinsey "The state of AI in 2023," Resume Builder November 2023 Survey

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

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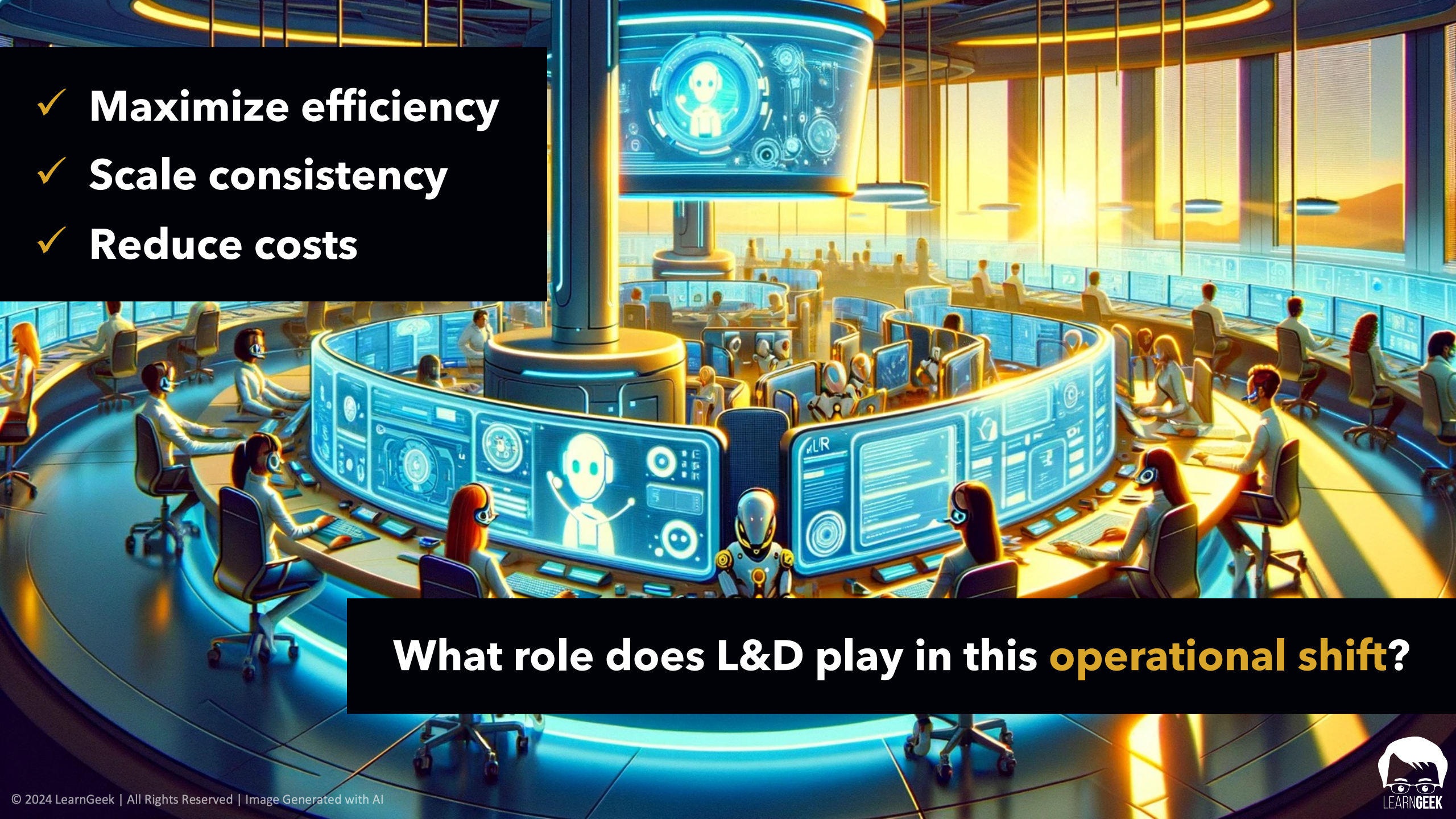

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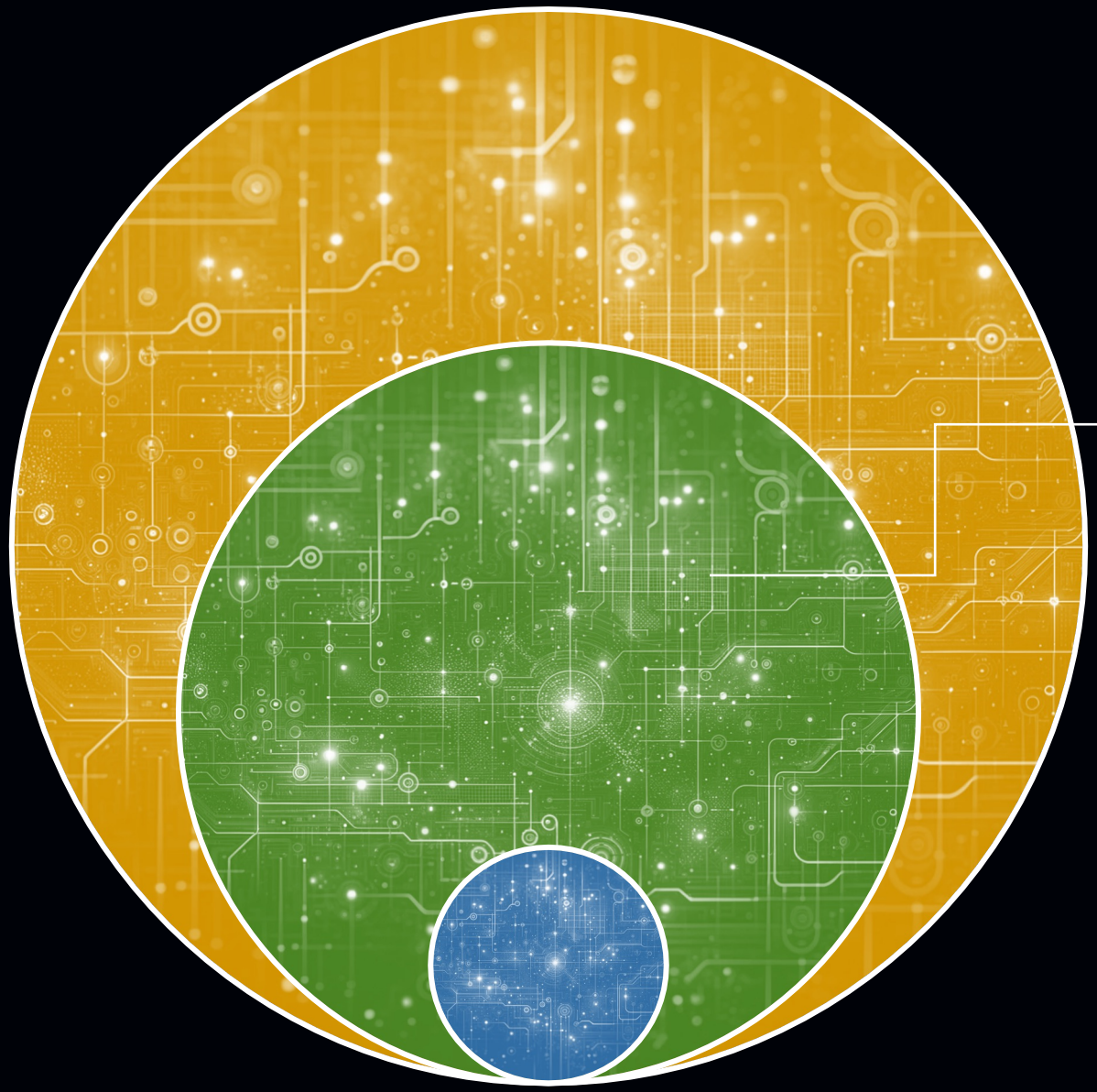

The **FUNCTION** determines the best way to accomplish this work.

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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?

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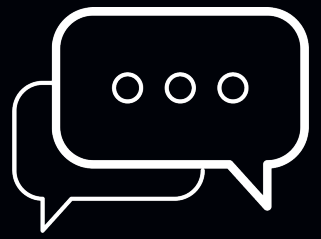
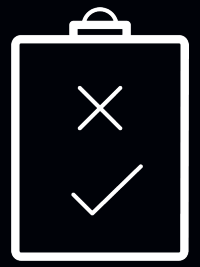
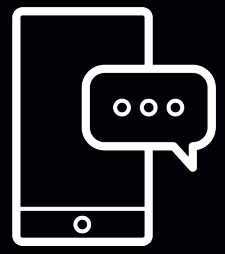
Learning is a human process. It does not change.



Timely, consistent, reliable communication

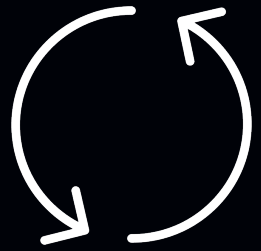


Training on core job knowledge and skills

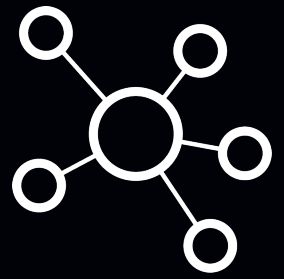


Access to on-demand performance support

Actionable coaching and feedback



Ongoing practice and reinforcement



Opportunities to develop and apply new skills

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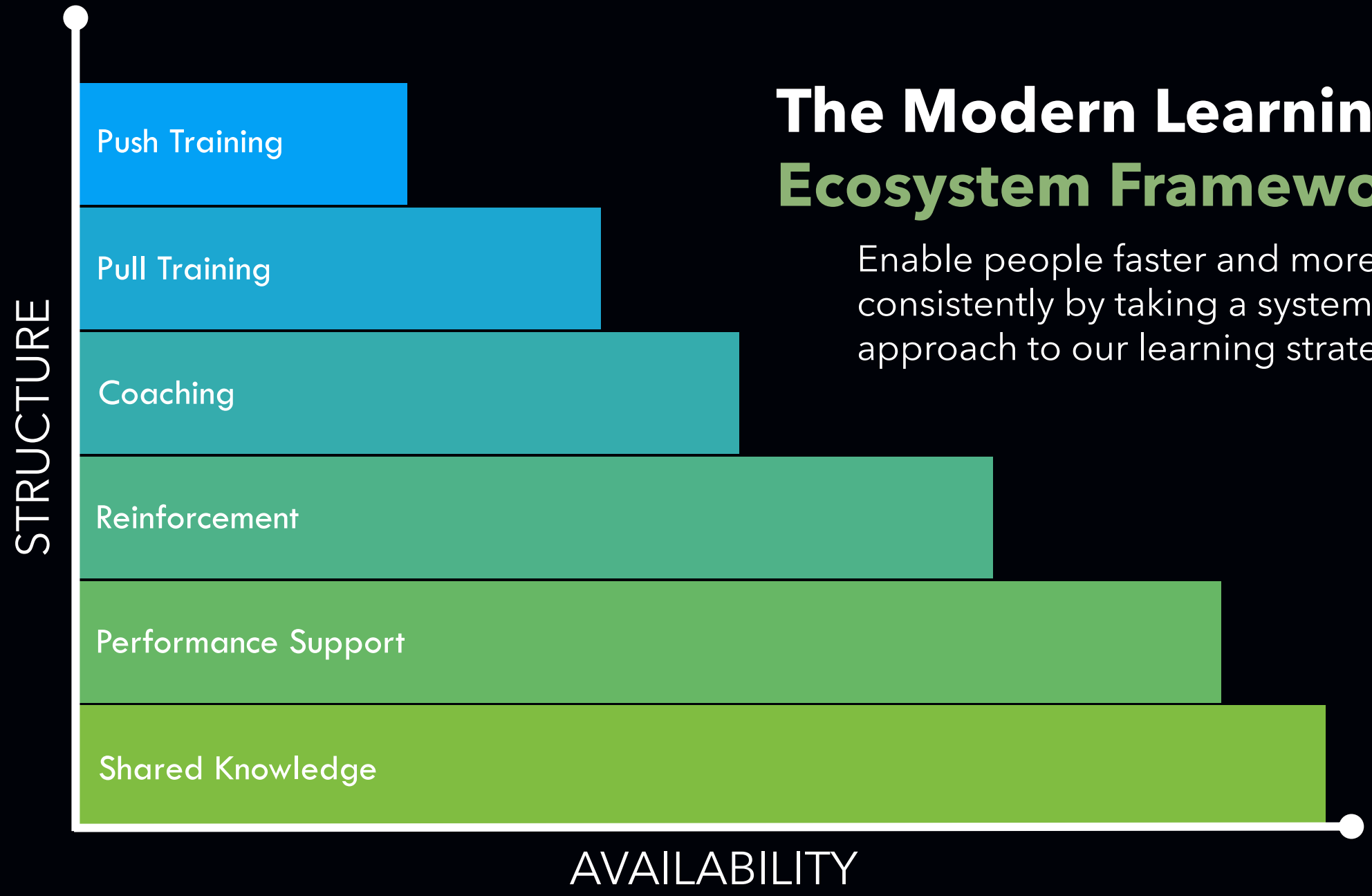
The Modern Learning Ecosystem Framework™

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



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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.

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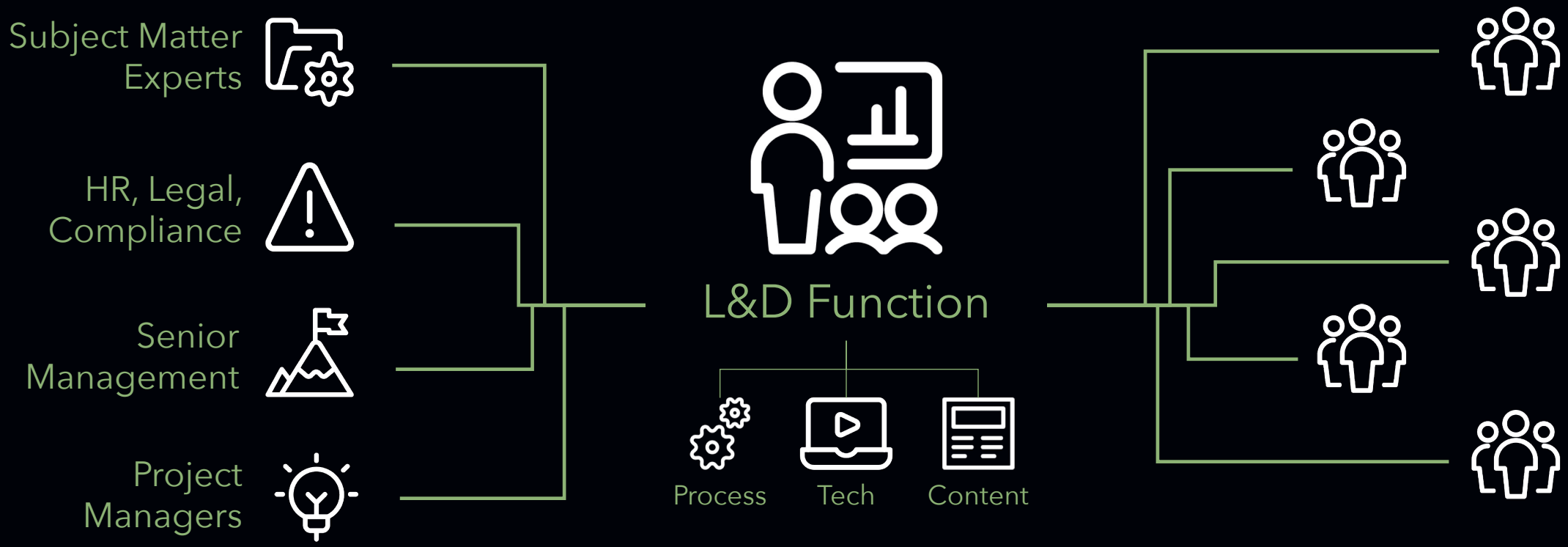
Traditional L&D



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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)

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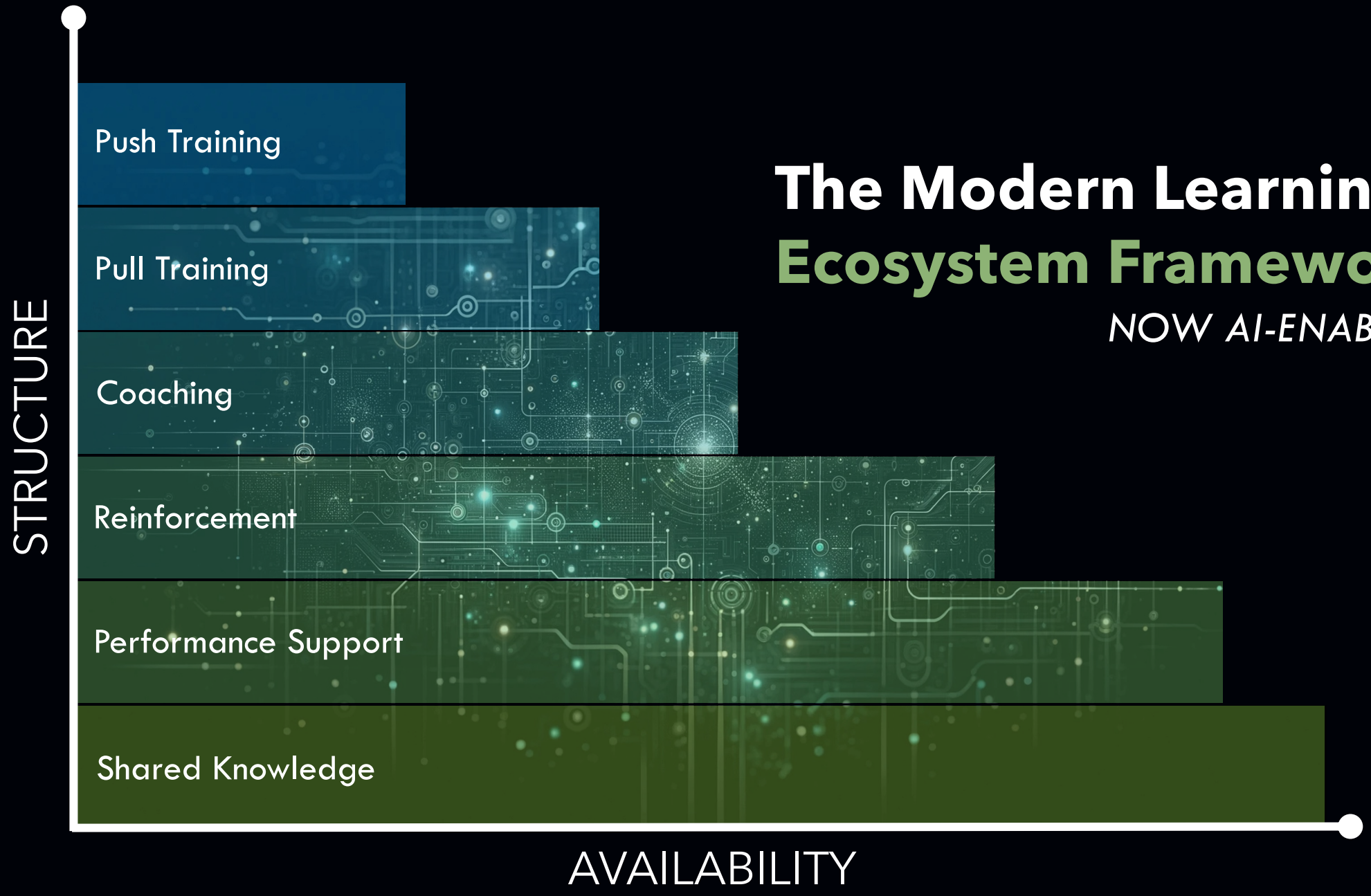
The Modern Learning Ecosystem Framework™

NOW AI-ENABLED



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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)

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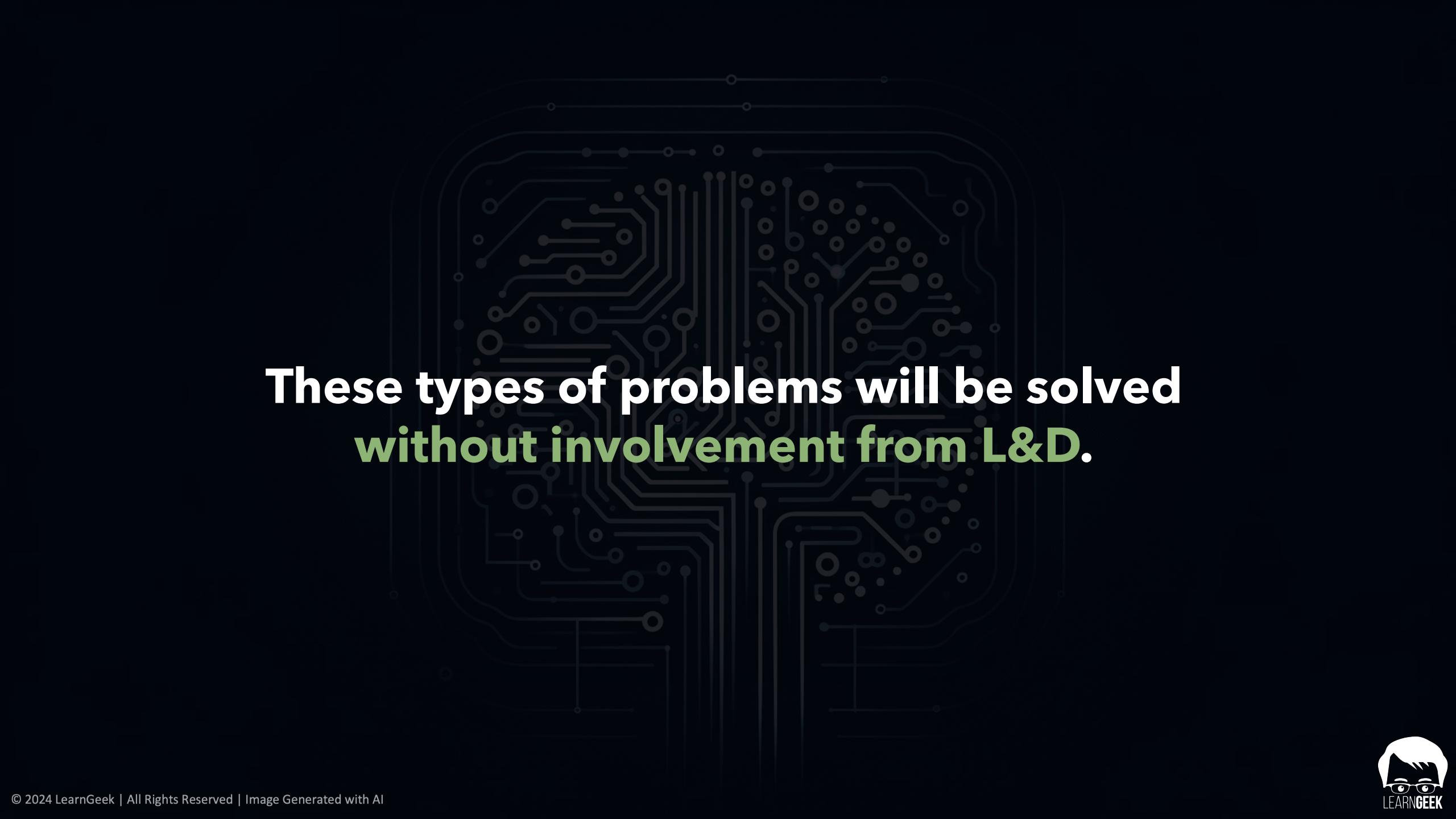

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AI-Enabled Learning Ecosystem

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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)

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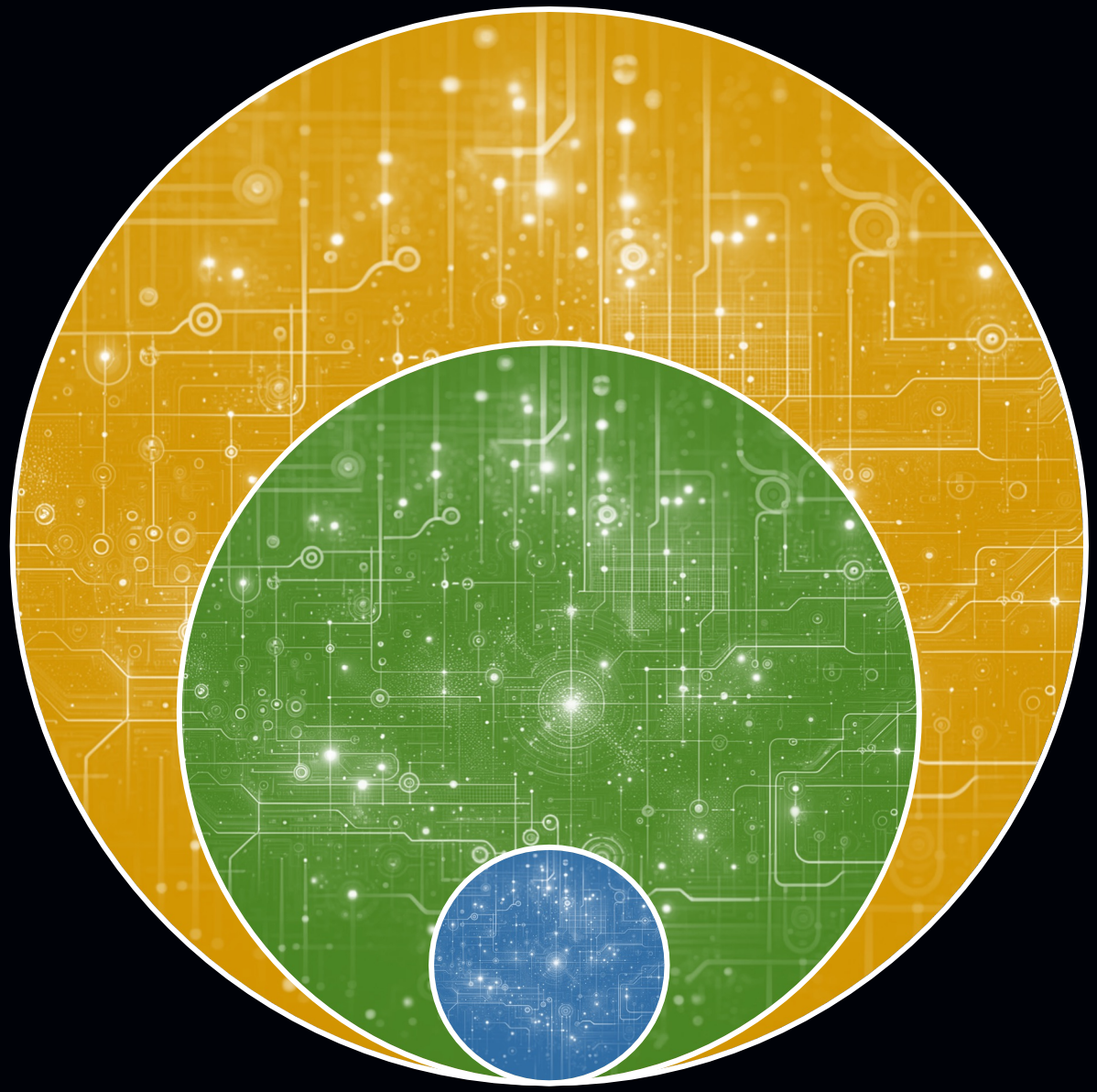

L&D must understand how the **WORK** is changing so we can determine how to best support it.

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.

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How fast will this transformation happen?

TODAY

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

NEXT YEAR

- AI becomes table stakes
- SMEs become creators
- Translation gets formal
- Multimodal goes mainstream
- More admin gets automated
- DAs become more common
- Search returns answers
- Text-to-insights start to replace ad hoc reporting

WITHIN 5 YEARS

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

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LearnGeek Core Technology Principles

Transparent

Strategic

Grounded

Equitable

Compliant

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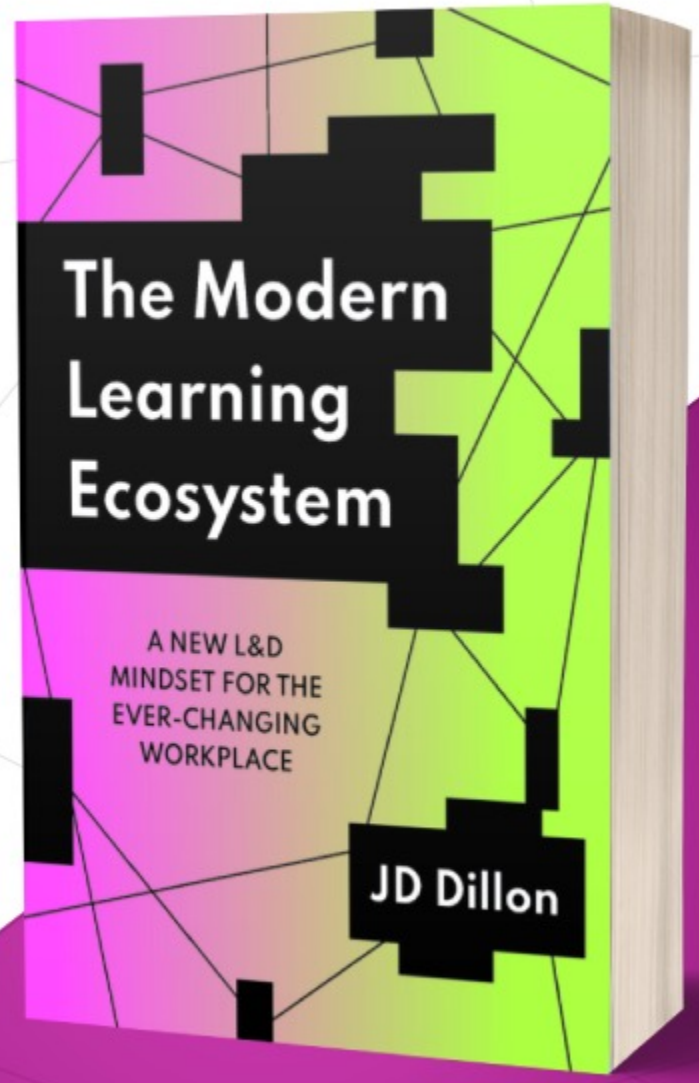
THE NEXT CHAPTER

Explore the strategic impact of AI on workplace learning and performance in a BRAND-NEW chapter:
AI Meets The Modern Learning Ecosystem

DOWNLOAD NOW | **jdwroteabook.com**
SECRET CODE: 1004



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.

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JD Dillon

Founder | CLO | Technologist | Author | Speaker

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Let's connect!

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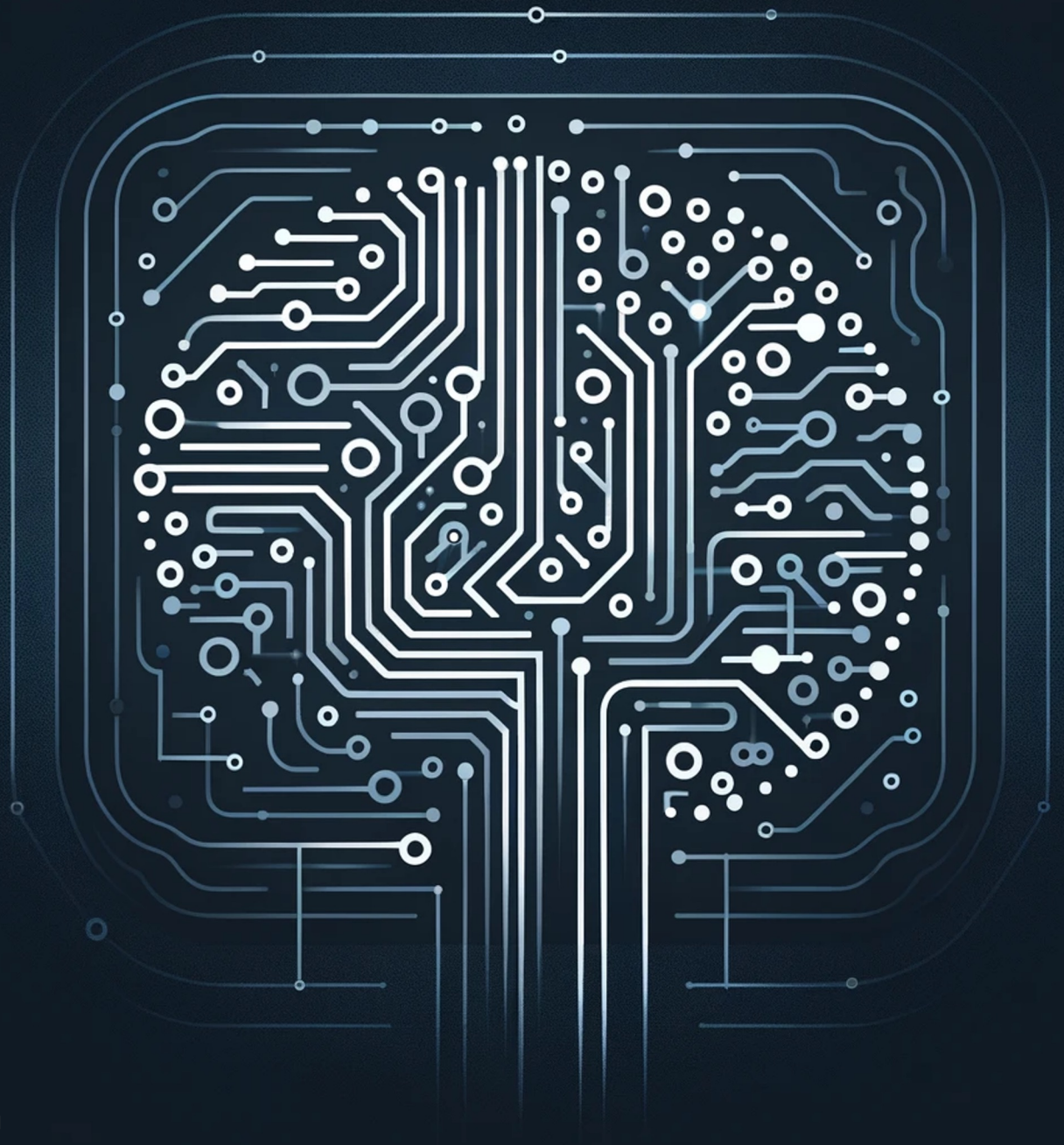

Be well.

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