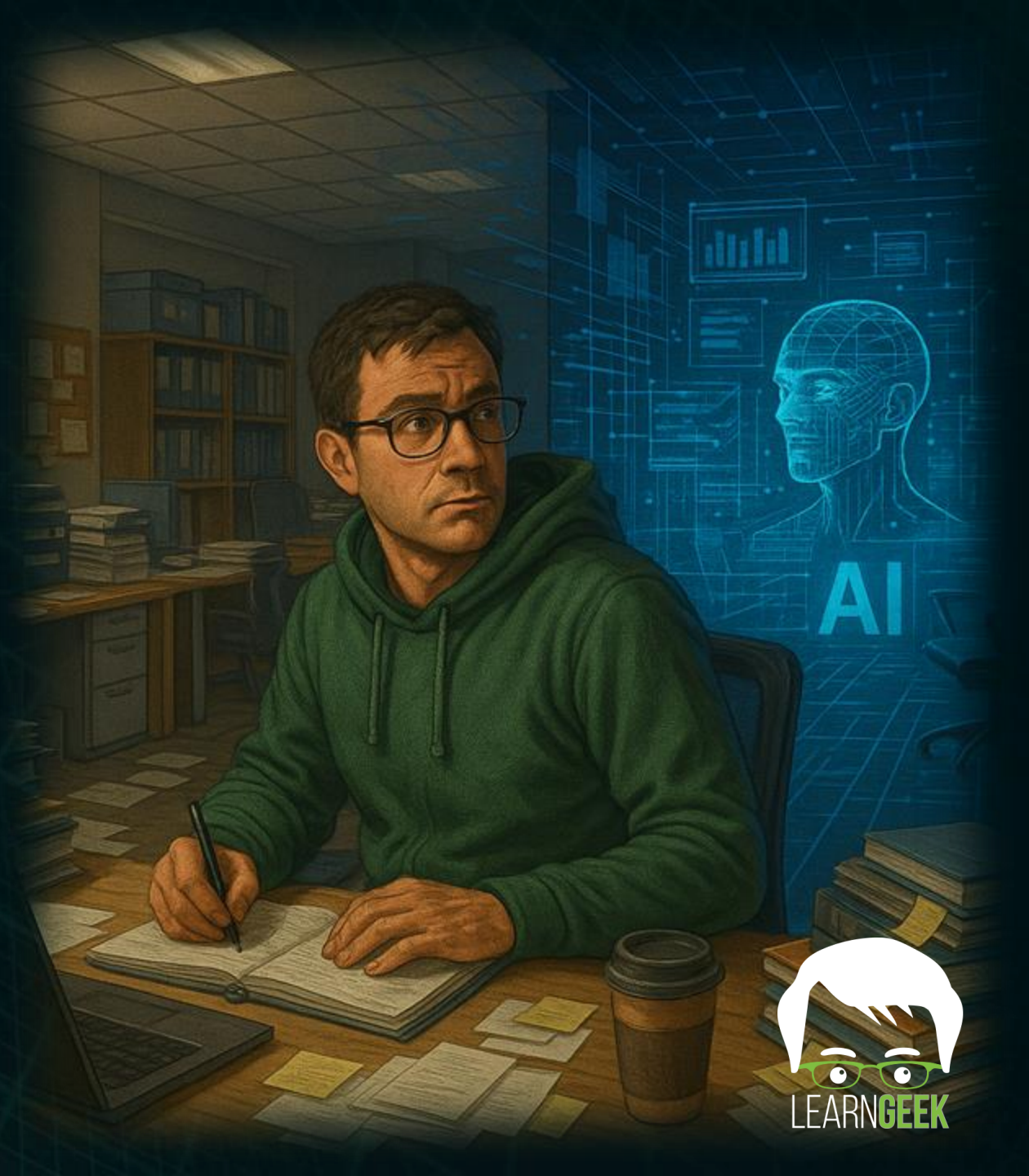


# Agents, Assistants, Automation

Unlock Your Potential in the  
AI-Powered Workplace



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

**This is wrong.**

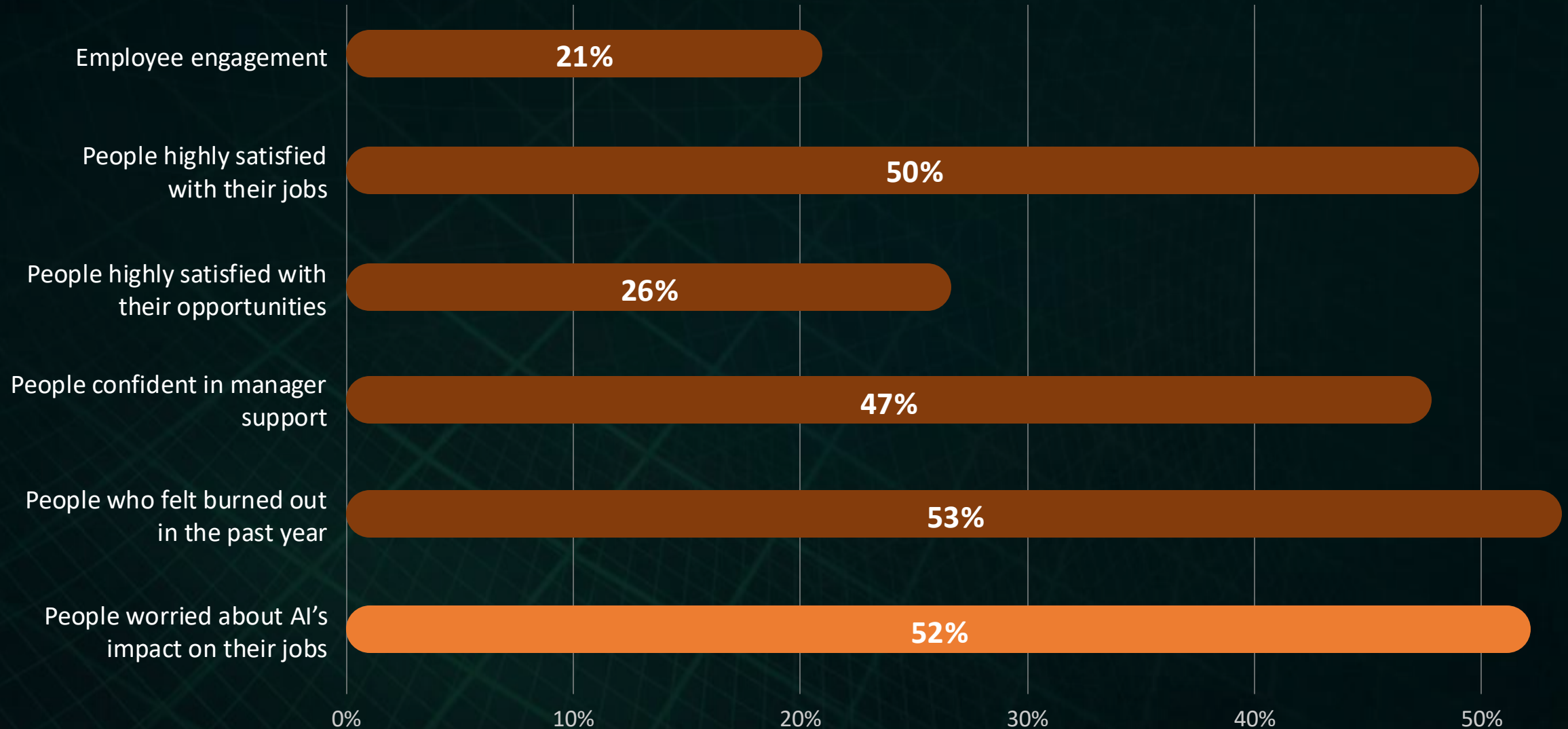


JD Dillon

CLO | Technologist | Author | Speaker | Founder



# Current state of the workplace

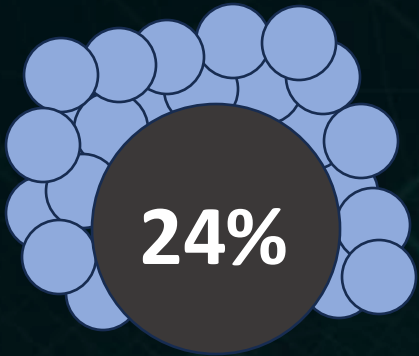




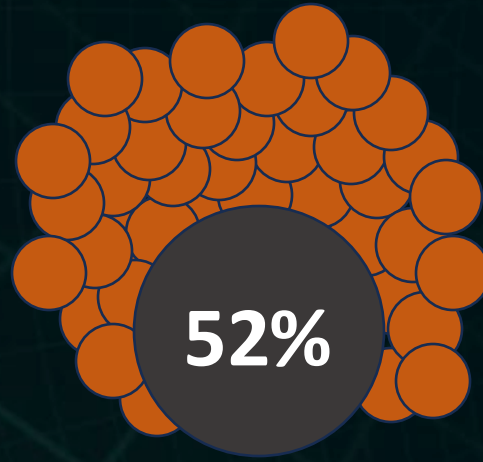
During my session at the ATD25 Conference, I asked L&D pros how they felt about the current pace of change in the workplace, especially as related to AI.



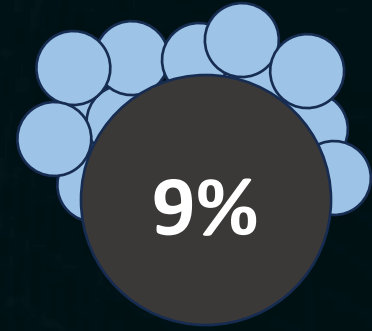
# How are you doing?



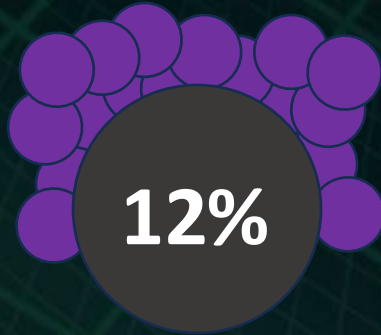
I'm excited.



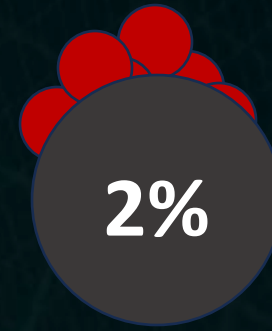
I'm finding my way.



I'm not sure.



I'm struggling.

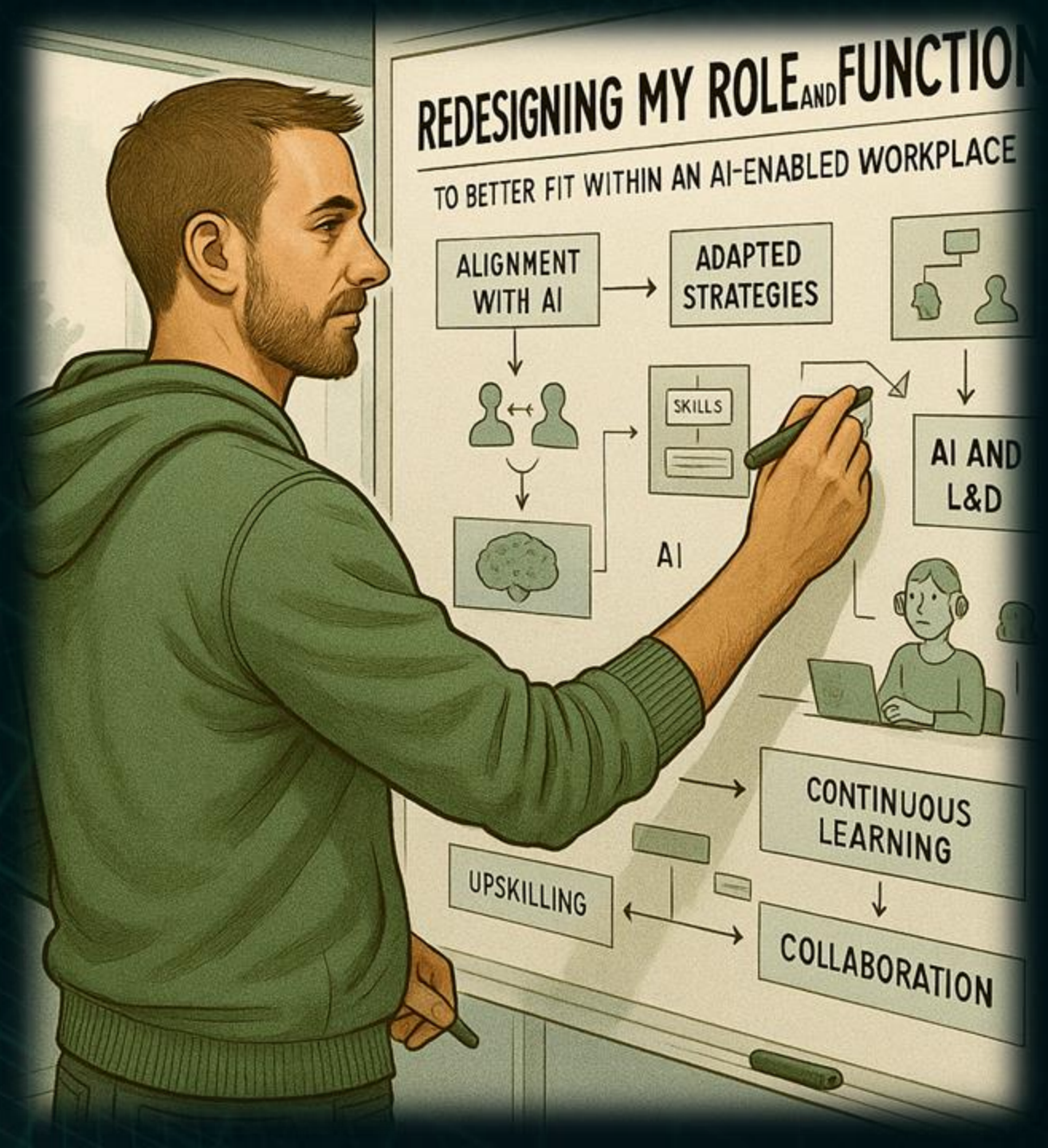


I'm scared.



We're not here to talk about **technology**.

Let's discuss how you can **reframe** AI from a disruption into an opportunity.



**To prepare for workplace change, L&D pros must consider the impact of technology from two perspectives.**



## **Function**

The purpose and value of the L&D team within the evolving workplace



## **Role**

The purpose and value of the L&D pro within the evolving workplace



**Workplace transformation occurs  
at three critical levels within an  
organization.**



**Individual**

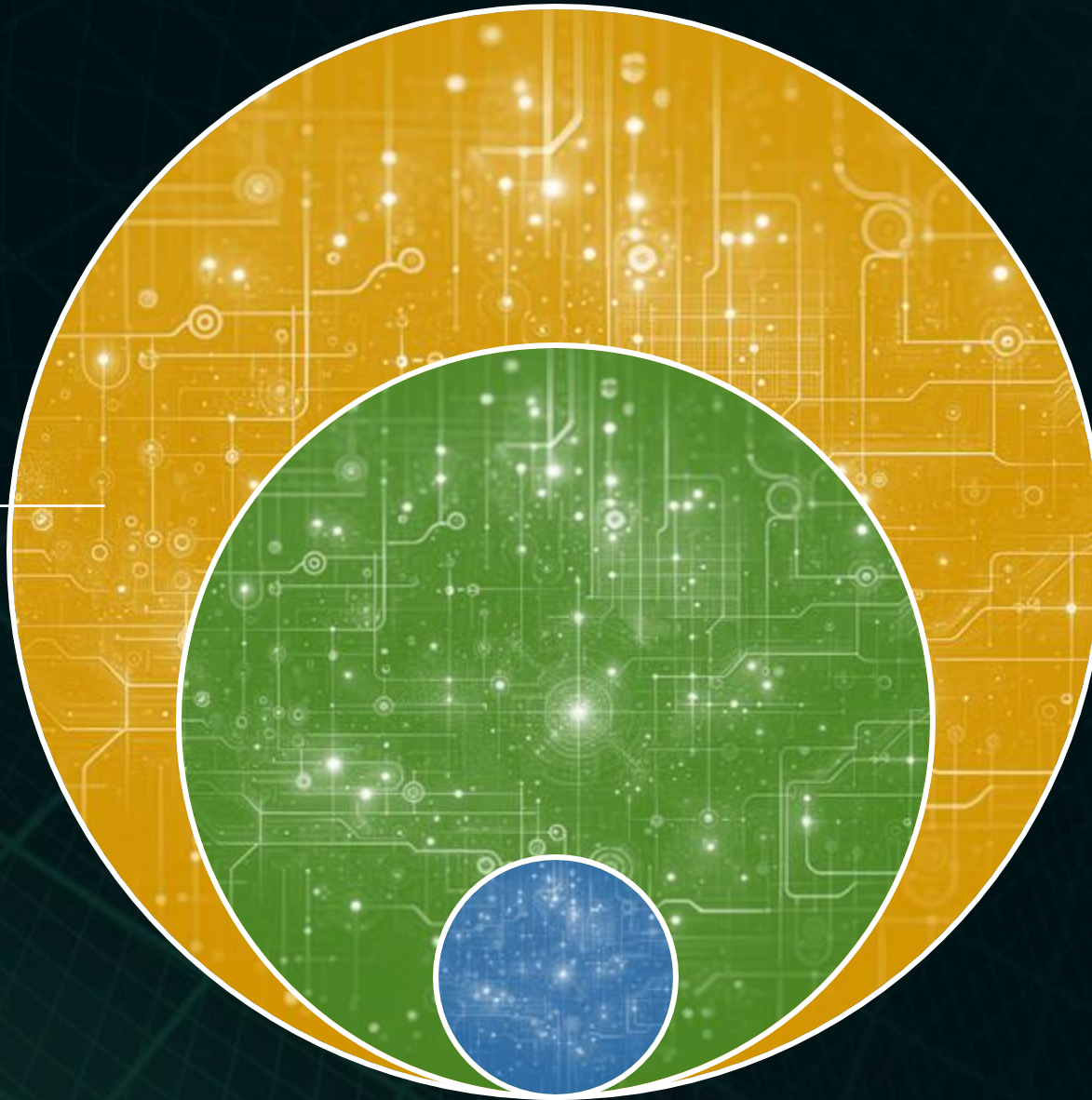


**Function**



**Organization**

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





**To make the most beneficial decision for the organization, stakeholders must balance two competing factors.**



• NEWS

## IBM Fires 8,000 Employees to Replace Them With AI — Only to Rehire Just as Many Because Of...

IBM shook the tech world by laying off 8,000 employees. But within a few weeks, everyone off-gassing the move was talking about an unexpected benefit: a reduction in the cost of work.

## Why Most AI Projects Die in Silence

From the [The Young Project Manager Blog](#) by [William Meller](#)

Like 0

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Categories: [Artificial Intelligence](#)

### How AI Projects Fail Before They Even Begin

Most AI projects begin with a strong sense of purpose.

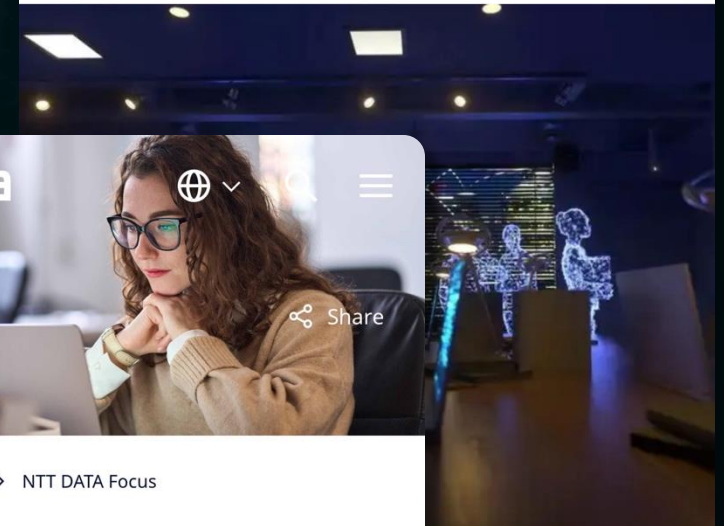
A team hears about success stories from another department or a vendor introduces a tool that promises faster results or lower costs. The budget gets approved. The kickoff meeting is full of optimism, maybe even a “transformational” moment.

Everything seems ready for a big step forward.

But then, reality arrives much sooner than an

PANACHE

## After firing 700 employees for AI, Swedish company admits their mistake and plans to rehire humans. What went wrong?



NTT DATA



Share

Home > Insights > NTT DATA Focus

## Between 70-85% of GenAI deployment efforts are failing to meet their desired ROI

Are your own employees sabotaging these efforts?

AI Replacements

reversing its decision to

DIVE BRIEF

## AI project failure rates are on the rise: report

The share of businesses scrapping most of their AI initiatives increased to 42% this year, up from 17% last year, according to S&P Global Market Intelligence.

Published March 14, 2025



[Lindsey Wilkinson](#)  
Reporter

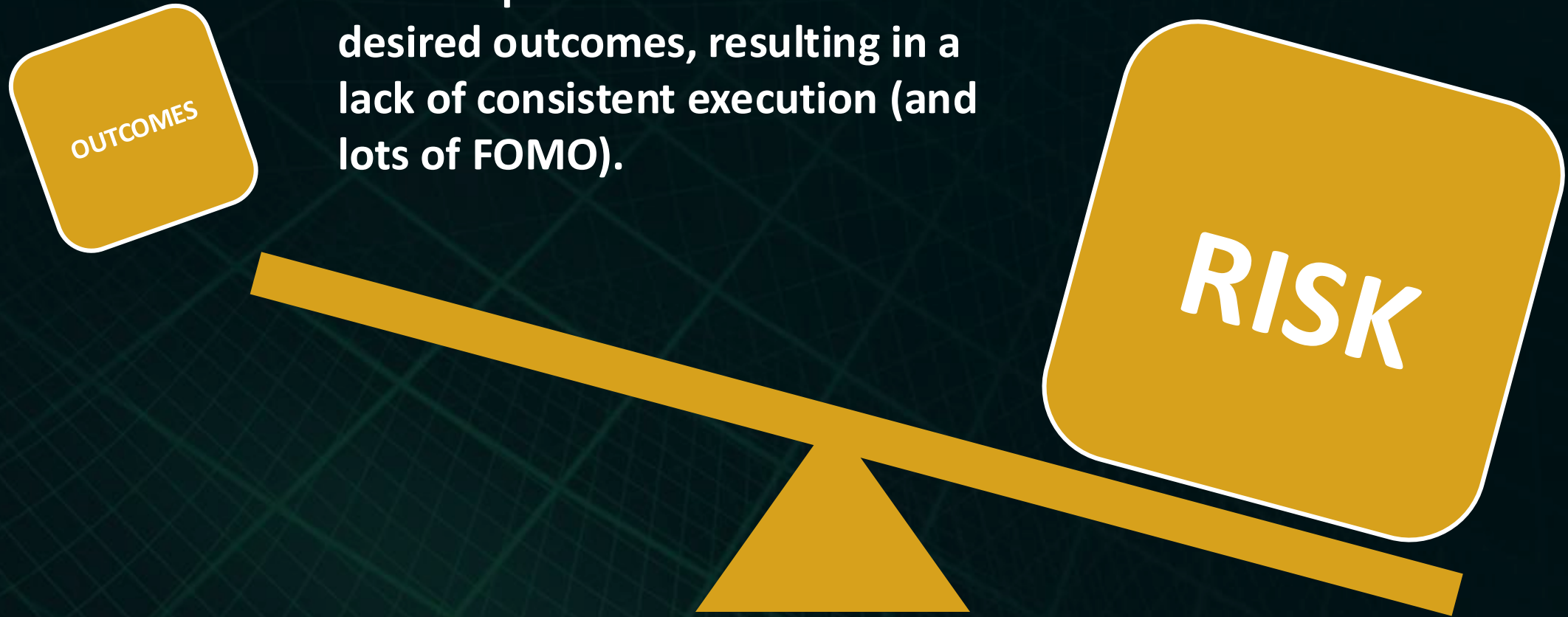






Retailers faced similar challenges with self-checkout, often scaling back the technology in response to customer frustration and increased theft.

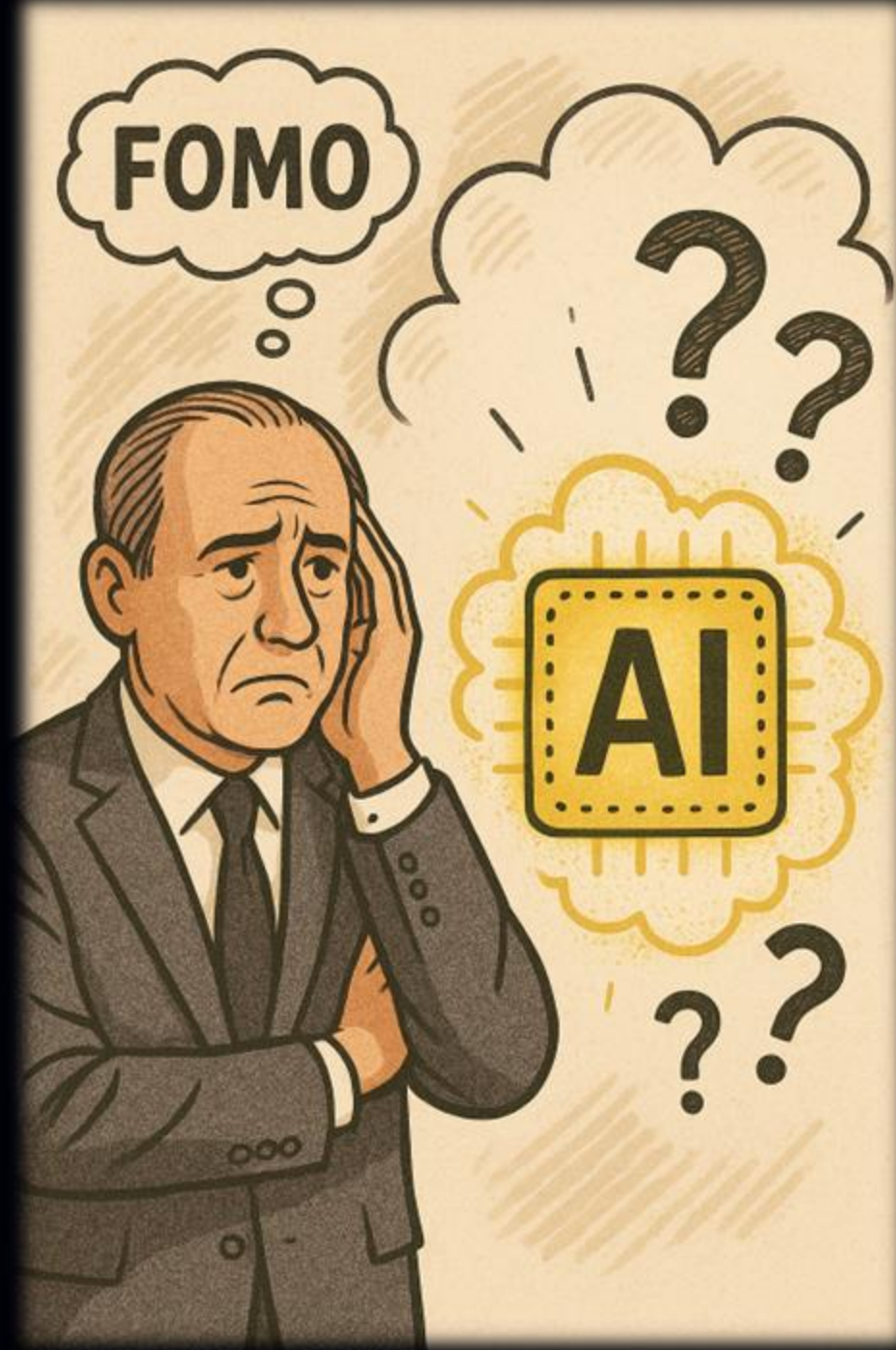
When it comes to the potential for AI in the workplace, many organizations are struggling to balance perceived risks with desired outcomes, resulting in a lack of consistent execution (and lots of FOMO).





# The ORG Perspective

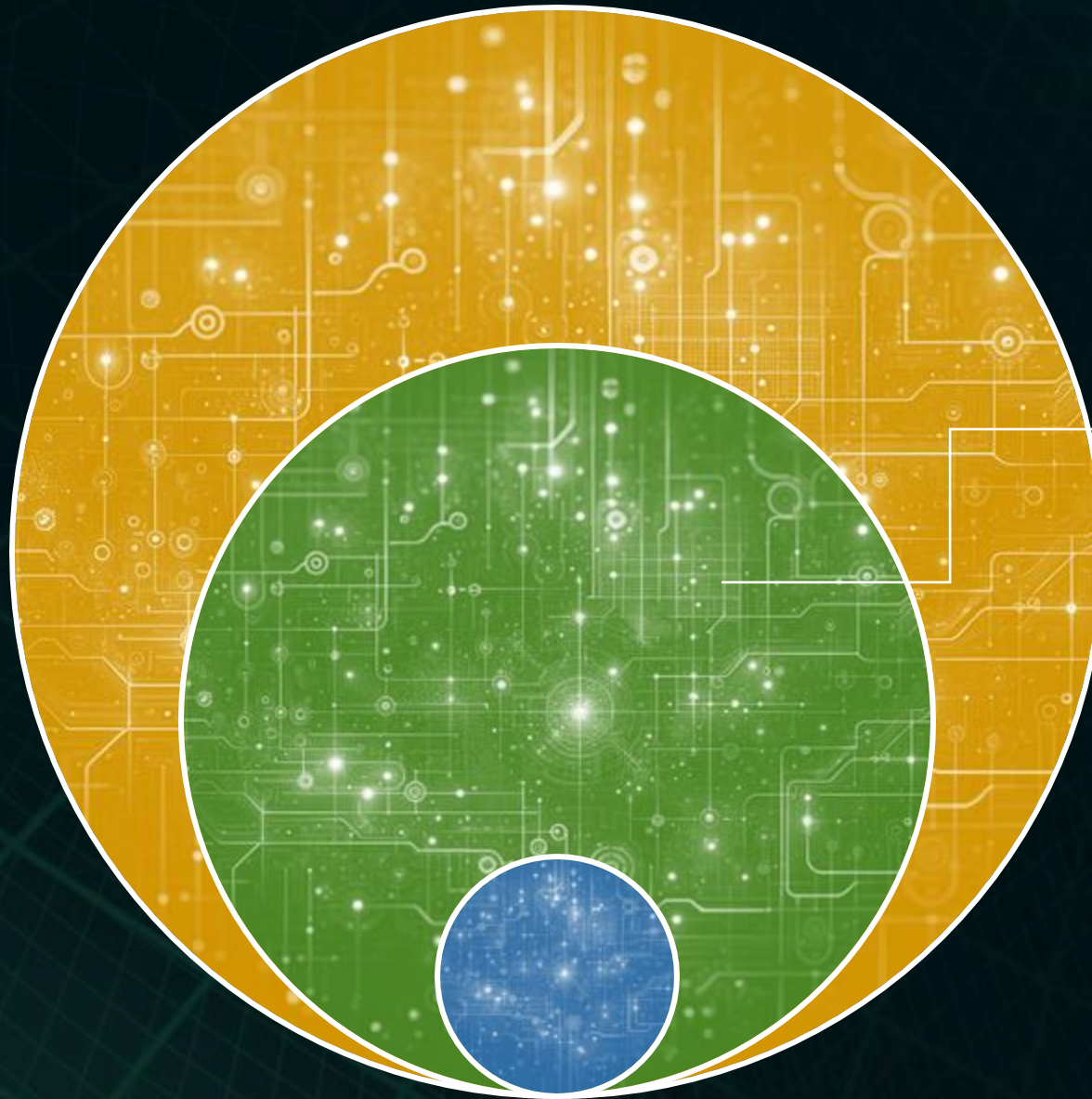
- 92% of executives plan to increase AI spending over the next 3 years.
- AI leaders expect 60% higher revenue growth and nearly 50% greater cost savings by 2027.
- 74% of companies struggle to scale AI value across their businesses.
- CEOs are quietly acknowledging 30 to 40% of roles could be eliminated due to AI.





Support functions – like HR and L&D – cannot afford to get distracted or left behind (again) as technology shifts the way organizations function around us.

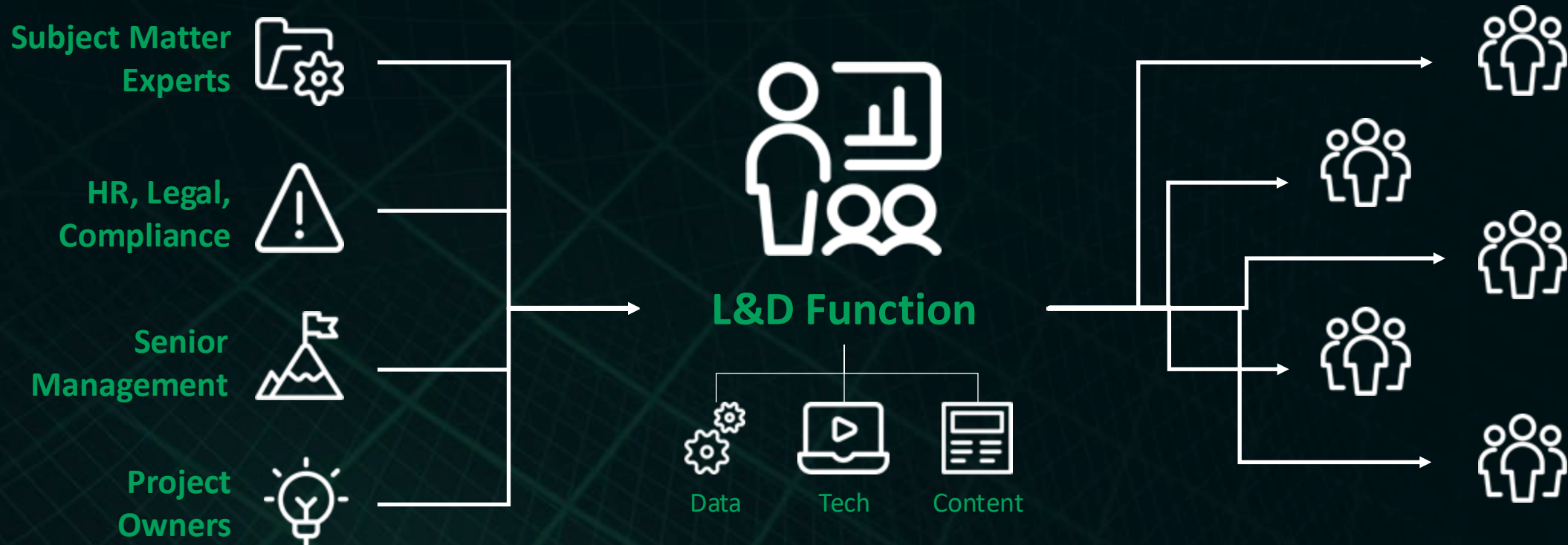




The **FUNCTION**  
determines the best  
way to accomplish  
this work.

# Legacy L&D

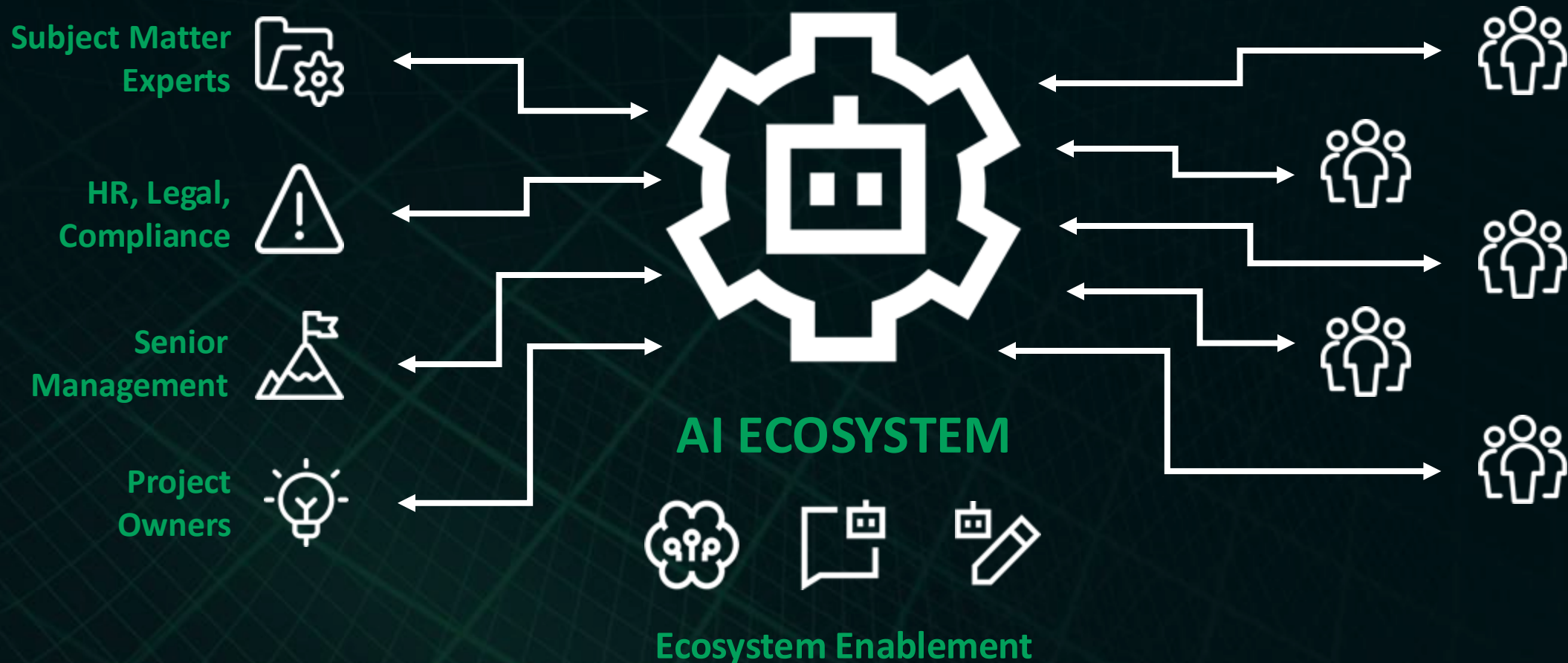
The traditional L&D model positions the function between decision-makers and job executors - translating priorities into programs by applying data, tech and content to close performance gaps.





# AI-Enabled Workplace Performance

AI fosters direct connections across the workplace as support functions enable a dynamic ecosystem of tools, data and information.





# SOP Update Process

Across the ecosystem, agents automate familiar enablement practices – often without the need for a human in the loop.



Human in  
the Loop  
(when needed)



**Content Agent** | Compares new SOP to all published materials, makes adjustments



**Training Agent** | Determines impact on each employee, builds/deploys material



**Digital Assistant** | Pushes updates, answers questions, reinforces changes



**Perform Agent** | Analyzes outcomes to determine if SOP is being properly applied

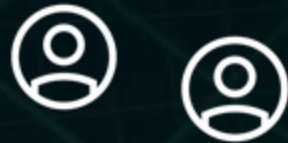


# L&D Functional **Re-Construction**

Within the function, some traditional roles remain. Others are evolved or removed.



Administration



Programs



Content



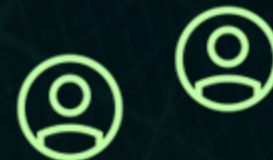
Facilitation



Strategy



Curation



Data



Technology

# Enablement Function **Consolidation**

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Similar functions are consolidated to maximize resources and simplify experiences.

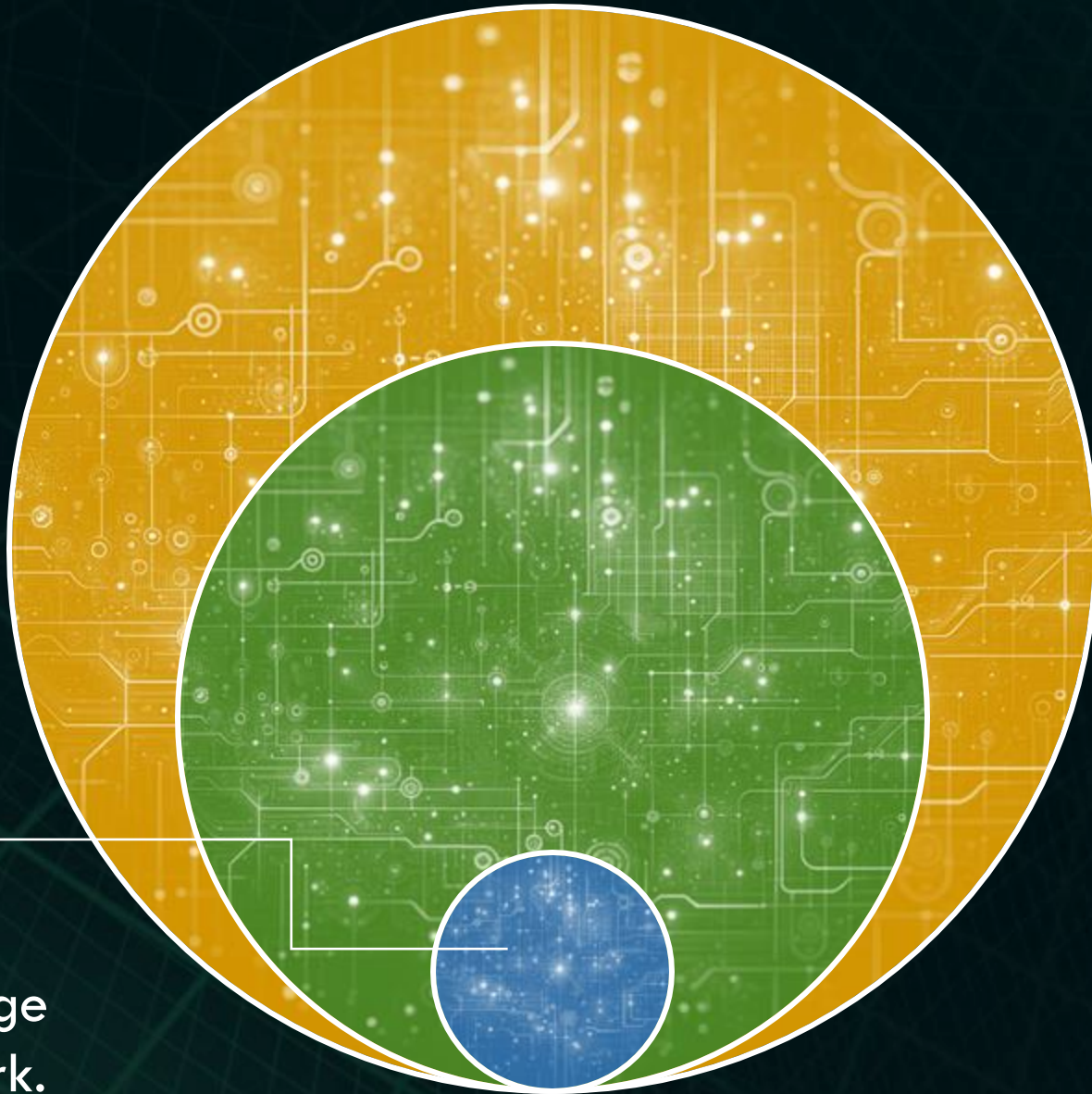
- Learning & Development
- Talent Development
- Knowledge Management
- Internal Communications
- Functional Enablement

## Enablement Operations

- Strategic Architecture
- Experience Design
- Technical Orchestration
- Information Curation
- Insight Activation
- High-End Content Creation
- Compliance Assurance



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







The biggest mistake a professional can make is wrapping their arms tightly around their existing task list – claiming “AI can’t do it like I can.”



The workplace is changing.  
**Prepare now or get left behind.**

Legacy work is not the benchmark.  
**Low-risk efficiency wins.**

Your future is not determined by what you do today.  
**It's guided by what you can do tomorrow.**



# Assess Your Skills!

- What can you do?
- How relevant are your skills in tomorrow's workplace?
- How can you provide value?
- Where should you focus your development effort to maximize relevance?



# Instructional Designer

## TASKS

- Conduct task analysis
- Collaborate with SMEs
- Design courses
- Build learning content
- Leverage L&D tools
- Evaluate training impact

## SKILLS

- Experience Design
- Project Management
- Collaboration
- Analysis
- Writing
- Media Development

## NEW APPLICATIONS

- Curate and manage AI source information
- Manage cross-functional projects
- Craft enablement campaigns
- Develop high-end learning activities

# Program Manager / Consultant

## TASKS

- Identify stakeholder / business priorities
- Determine right-fit solutions
- Support change initiatives
- Track and report on results / impact

## SKILLS

- Performance Consulting
- Business acumen
- Data analysis
- Collaboration
- Problem-solving
- Influence

## NEW APPLICATIONS

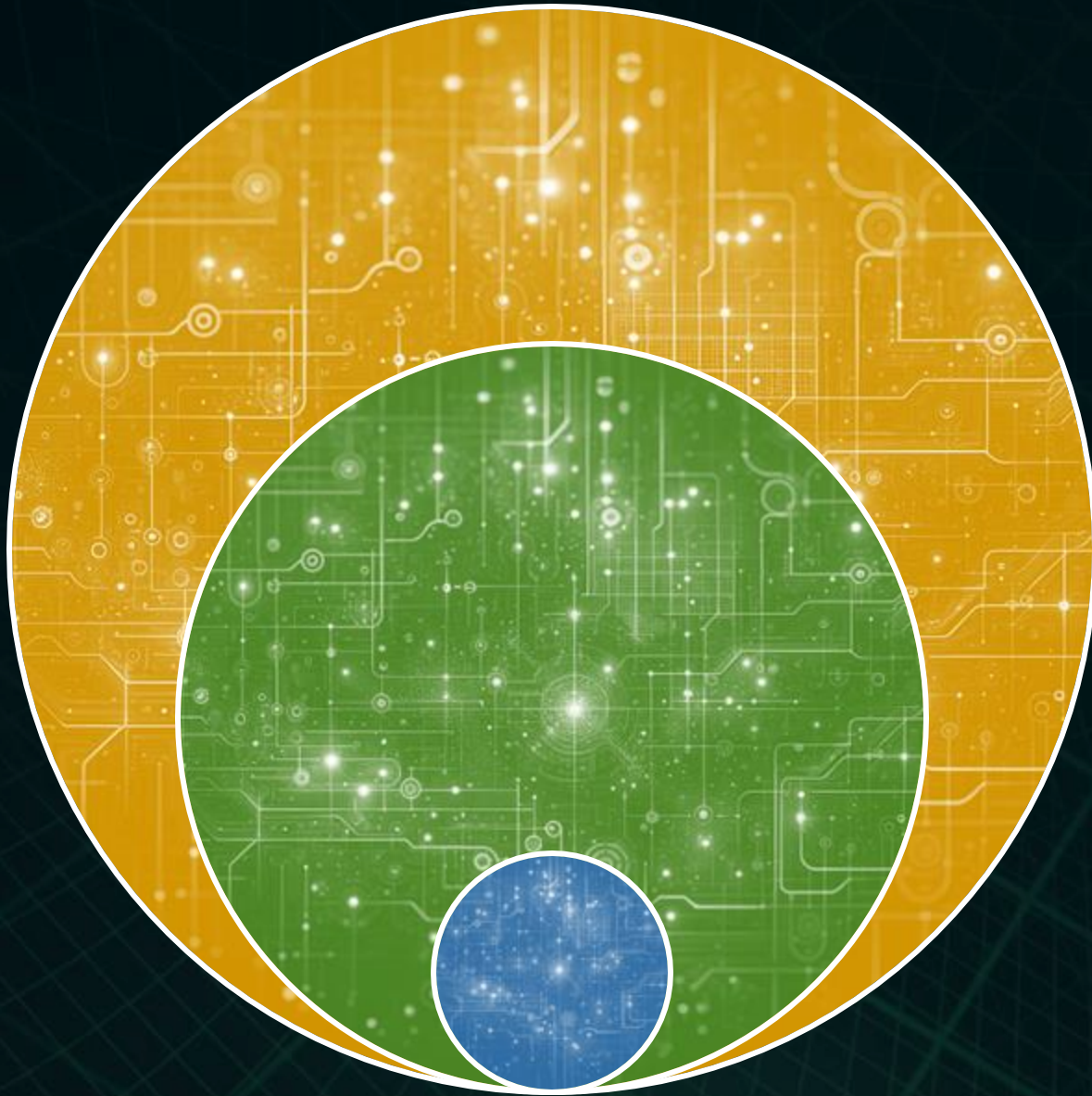
- Support change initiatives, tech adoption
- Foster cross-functional alignment in support of employee experience
- Align enablement with priority business outcomes and proven employee needs



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“You can't do today's job with  
yesterday's tools and still be in business  
tomorrow.”

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Determine how the **WORK** is changing so you can align your function and professional evolution.

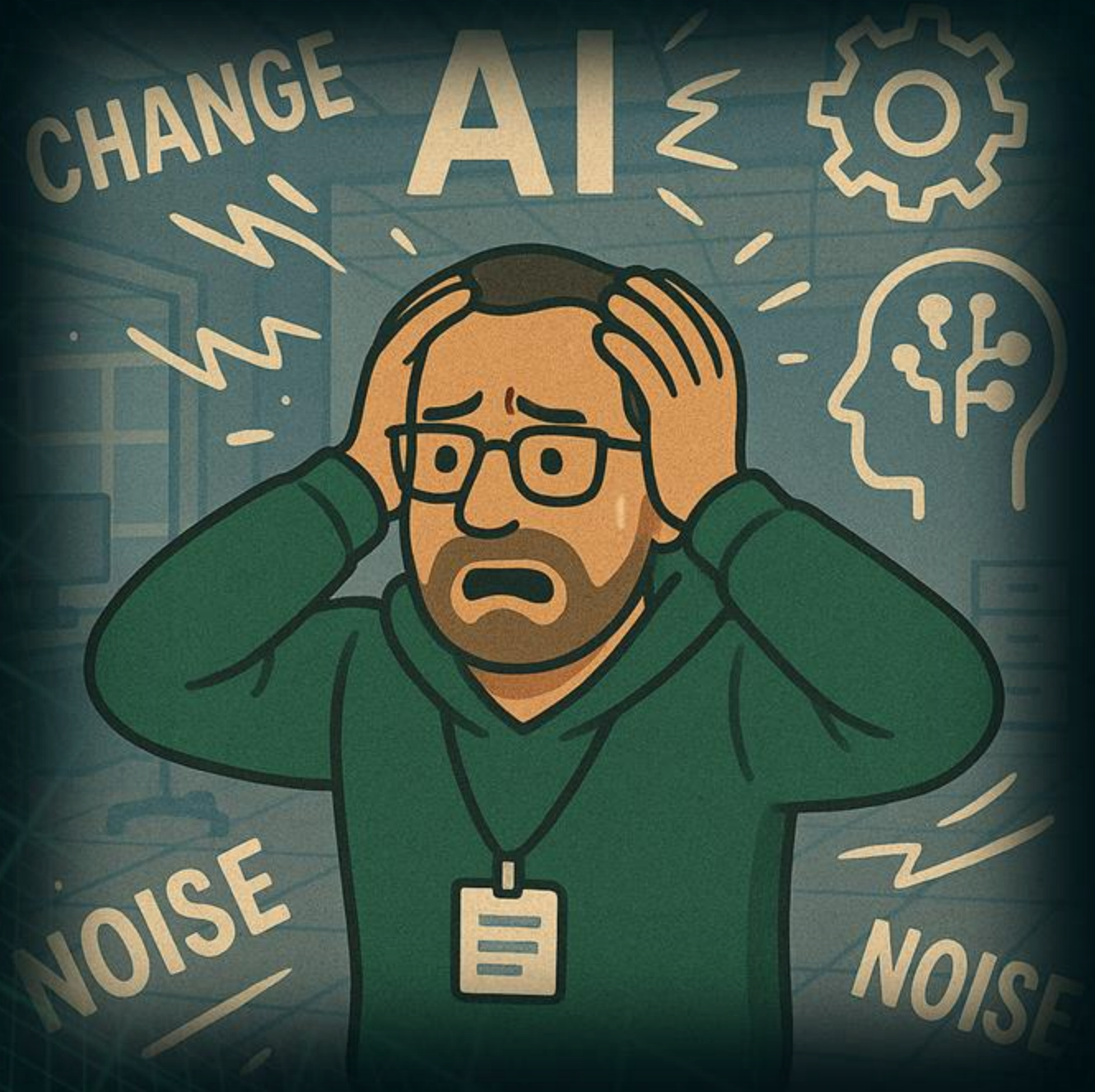
Adapt your **TOOLS, SYSTEMS and PROCESSES** to enable this new version of work.

Foster the **MINDSET and SKILLS** you will need to power the enablement ecosystem.



# What you should be doing NOW!

1. Stop chasing the tech.
2. Focus on the big picture.
3. Be selfish (gasp!).
4. Audit your skills.
5. Redefine your value prop.
6. Proactively embrace new tools and processes.
7. Lean into relationships.



**AI will not take your job.**

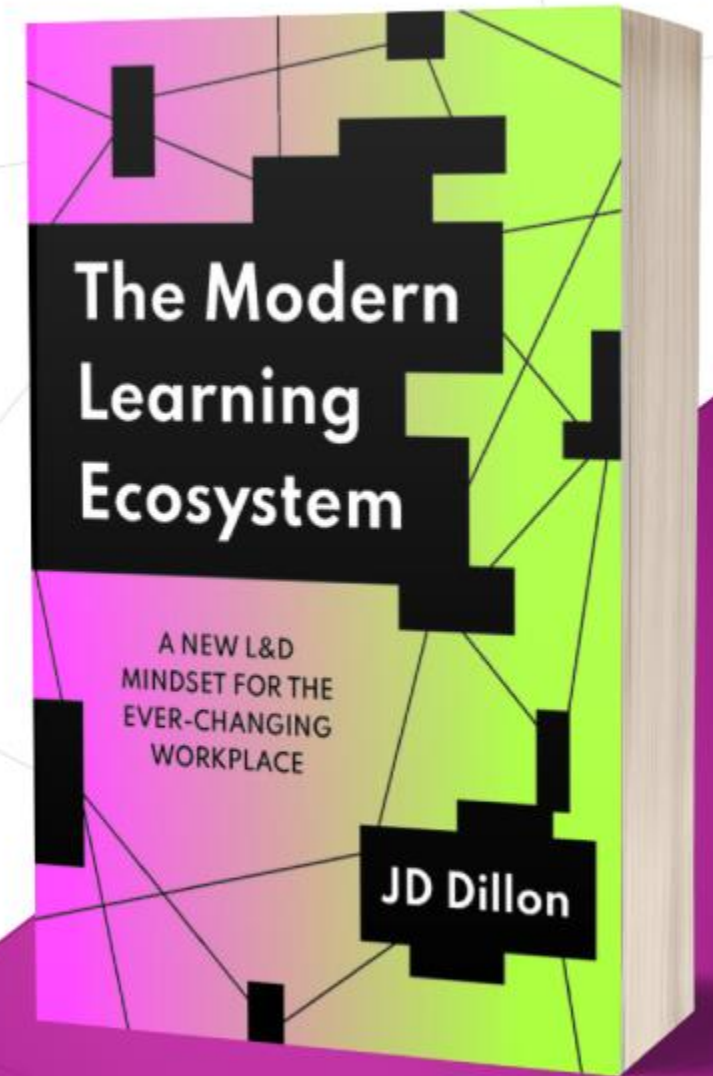
**Your organization is applying technology  
to change how work gets done.**



# THE NEXT CHAPTER

Explore the strategic impact of AI on workplace learning and performance in the latest chapter:  
**AI Meets The Modern Learning Ecosystem**

DOWNLOAD NOW | [jdwroteabook.com](http://jdwroteabook.com)  
**SECRET CODE: 1004**





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Founder / Principal



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*Let's  
connect!*





Be well.