Getting Started with AI in L&D

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Chief Learning Architect

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Today we’re going to talk about 4 things …

Mindset

Application

Data

Preparation

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Why are you interested in AI?

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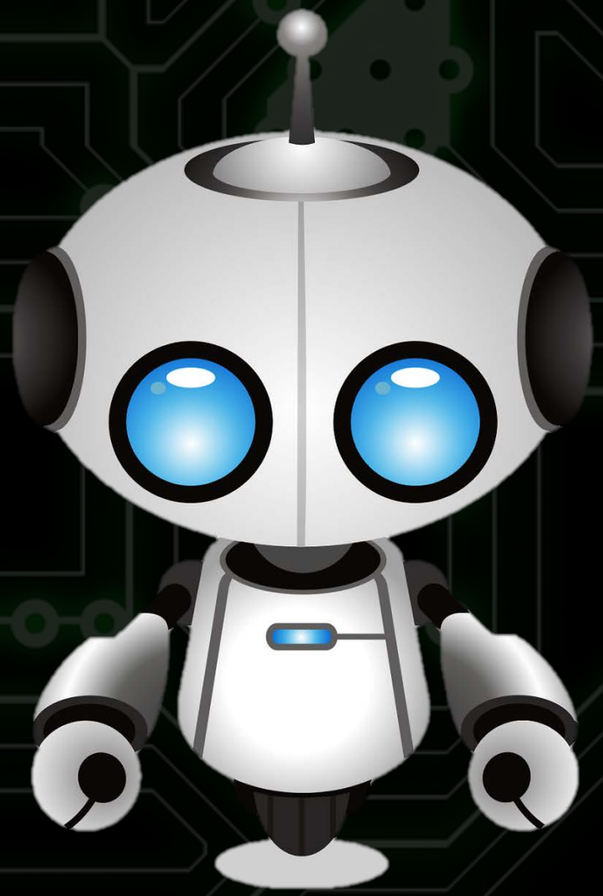

AI is NOT about robots.

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This is what AI can do today.

- Pattern Recognition
- Natural Language Processing
- Conversational Response
- Discovery
- Visual Recognition
- Sentiment Analysis
- Text <> Speech

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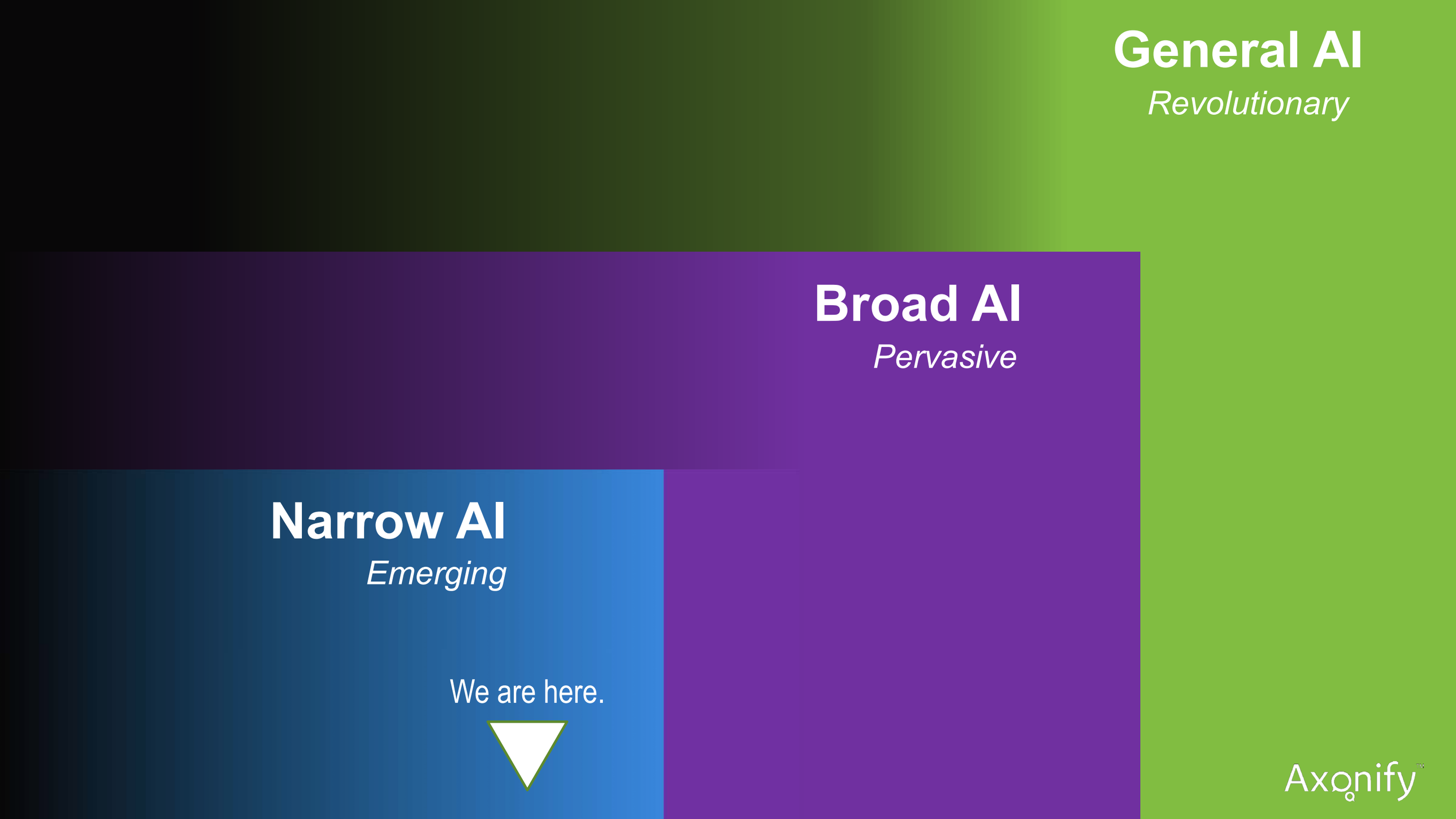
General AI
Revolutionary
Broad AI
Pervasive
Narrow AI
Emerging
We are here.
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L&D will not introduce AI in your workplace.

AI-enabled technology is likely already in use by your Sales, Marketing, Logistics or Recruitment teams.

Pixabay

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Before we can talk about applying AI in workplace learning …

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… we have to talk about boxes.

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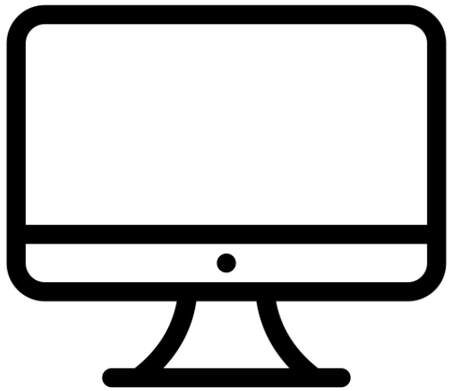
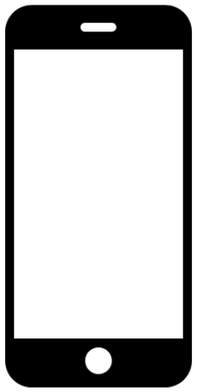
L&D tends to put new concepts into isolated boxes,
thereby missing the larger potential impact of the innovation.


internet


social


mobile

AI represents the next technology inflection point for L&D.

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L&D

75% of ~~commercial~~ applications will use AI ~~by next year~~.

within 3 years.

IDC – Worldwide IT Industry 2018 Predictions

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How can you apply AI within workplace learning?

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AI can be applied to solve problems in different ways.

AI-enabled traffic signals can alleviate congestion and help vehicles move through a designated area more effectively.

Self-driving cars are also AI-enabled and focus on transportation challenges but from a different perspective.

Pixabay

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Before you decide how you want to apply AI, you must determine what problem are you trying to solve.

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10 Real-world AI Applications in L&D

- Administration
- Translation
- Authoring
- Chatbot
- Search
- Recommendation
- Coaching
- Personalization
- Impact Analysis
- Gap Analysis

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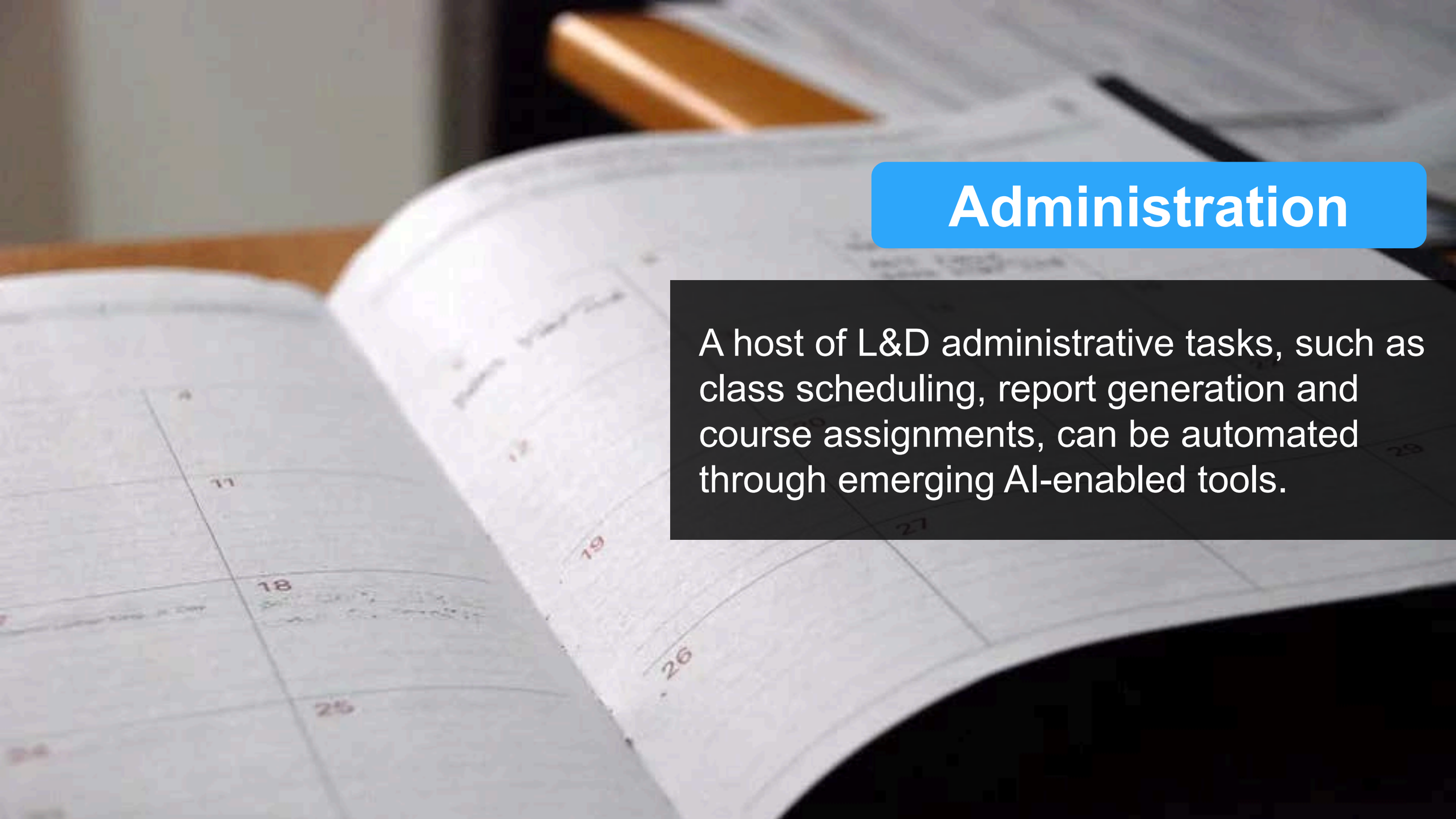
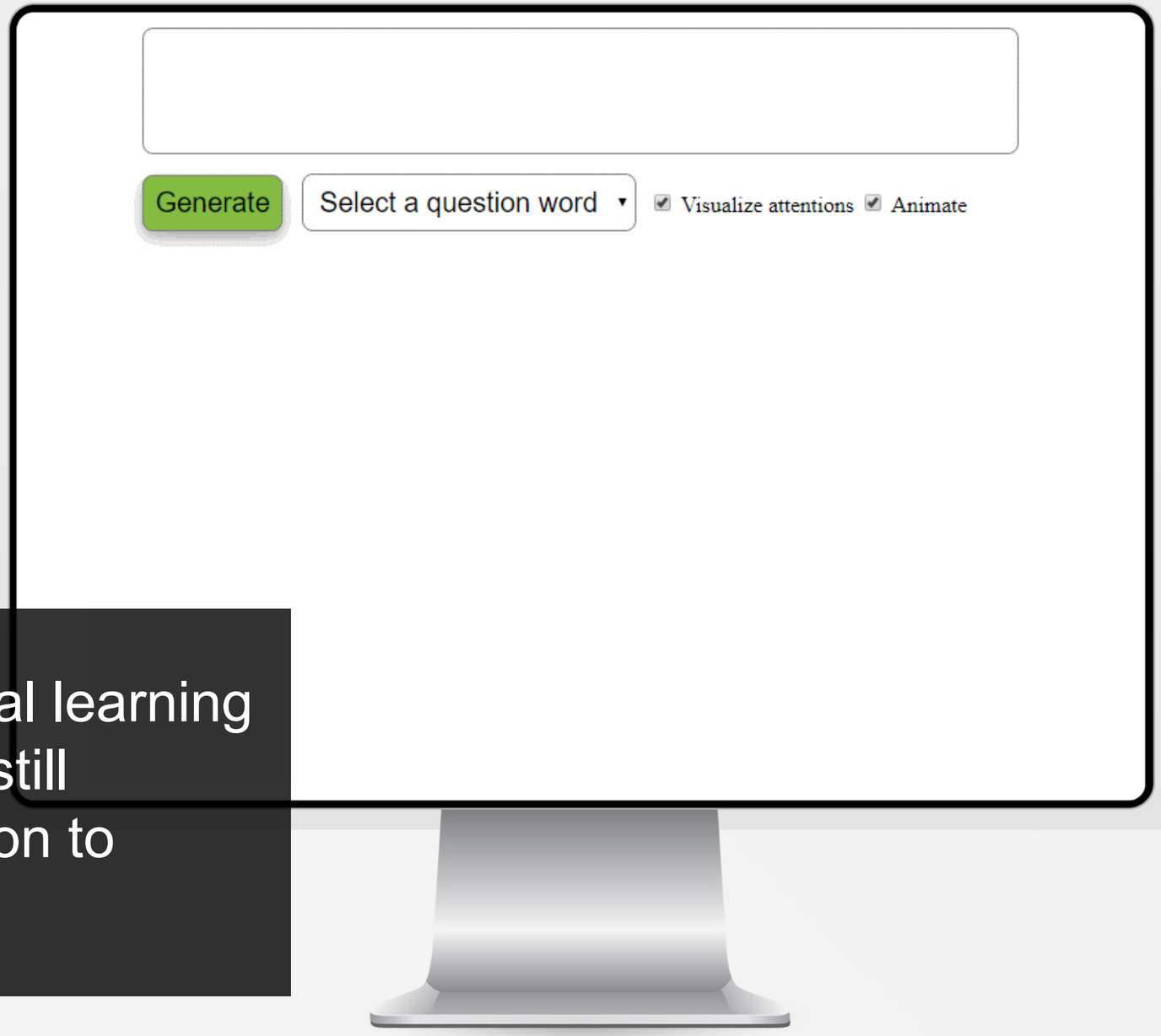


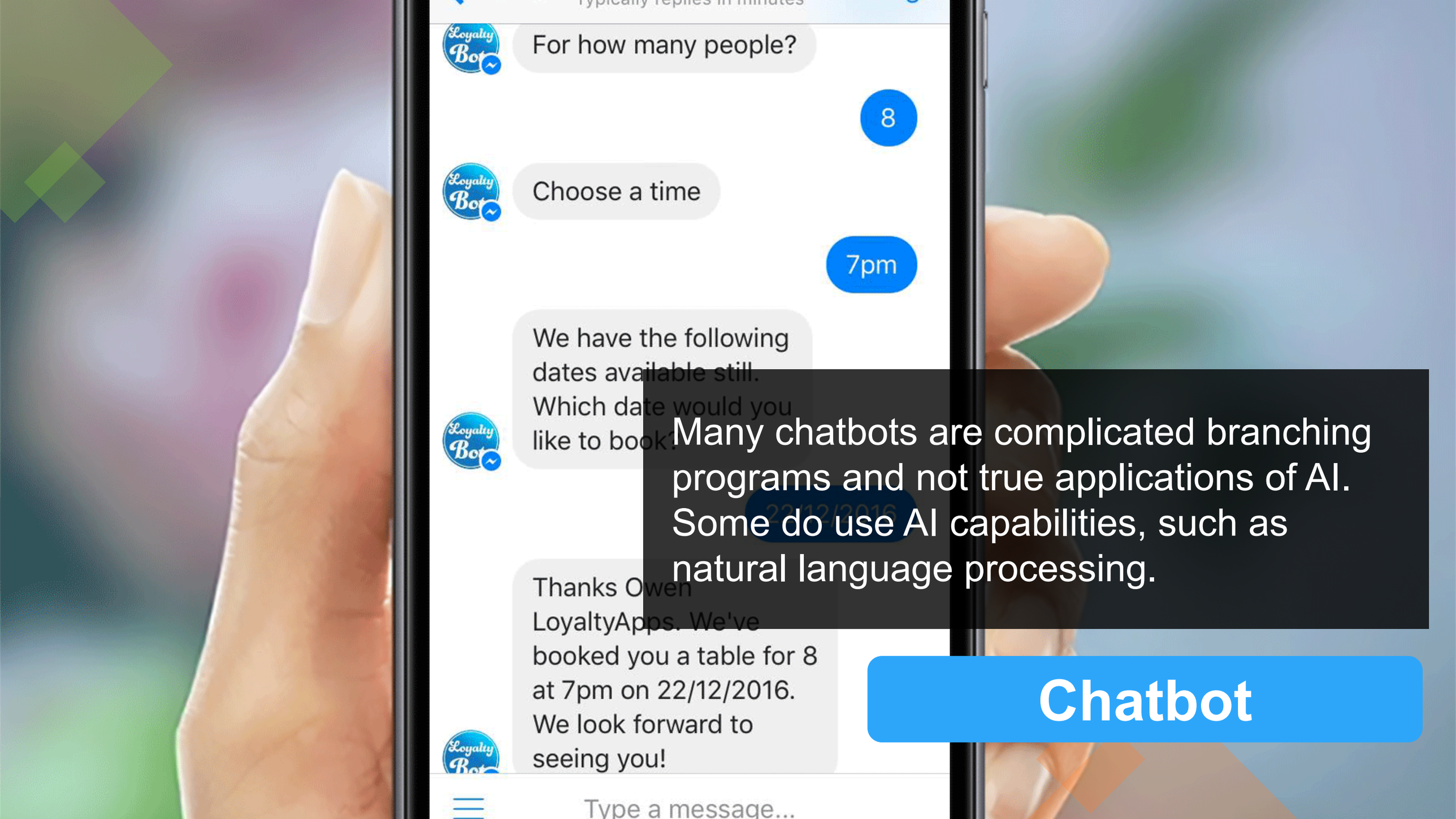
Administration

A host of L&D administrative tasks, such as class scheduling, report generation and course assignments, can be automated through emerging AI-enabled tools.

Authoring

AI can be applied to develop digital learning content from source material but still requires human review and revision to ensure accuracy and context.




For how many people?
8
Choose a time
7pm
We have the following dates available still. Which date would you like to book?
Thanks Owen LoyaltyApps. We've booked you a table for 8 at 7pm on 22/12/2016. We look forward to seeing you!
Type a message...
Many chatbots are complicated branching programs and not true applications of AI. Some do use AI capabilities, such as natural language processing.
Chatbot

how old is ted danson

All | News | Images | Shopping | Videos | More | Settings | Tools

About 4,010,000 results (1.14 seconds)

Ted Danson / Age

72 years

December 29, 1947

People also search for

Larry David
72 years

Feedback

People also ask

Is Ted Danson still married?

Feedback

Ted Danson

American actor

Edward Bridge Danson III is an American actor and producer who played the lead character Sam Malone on the NBC sitcom Cheers, Jack Holden in the films Three Men and a Baby and Three Men and a Little Lady, and Dr. John Becker on the CBS sitcom Becker. Wikipedia

Born: December 29, 1947 (age 72 years), San Diego, CA

Height: 6′ 2″

Nationality: American

Spouse: Mary Steenburgen (m. 1995), Casey Coates (m. 1977–1993), Randy Danson (m. 1970–1975)

Children: Kate Danson, Alexis Danson

Books: Oceana: Our Endangered Oceans and What We Can Do to Save Them

Movies and TV shows

View 45+ more

Cheers
1982 – 1993

The Good Place
2016 – 2020

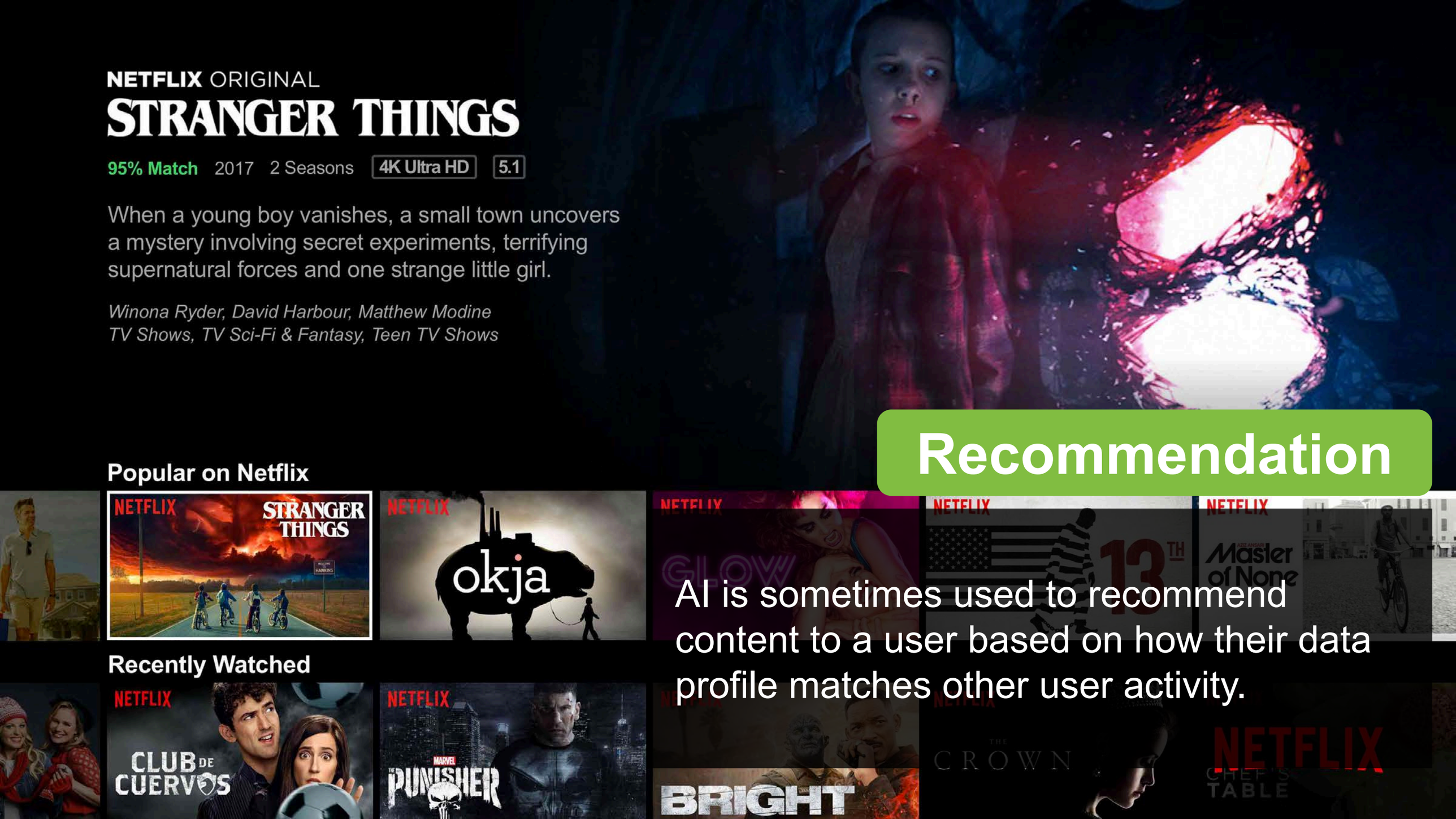
Becker
1998 – 2004

Three Men and a Baby
1987

CSI: Crime Scene In...
2000 – 2015

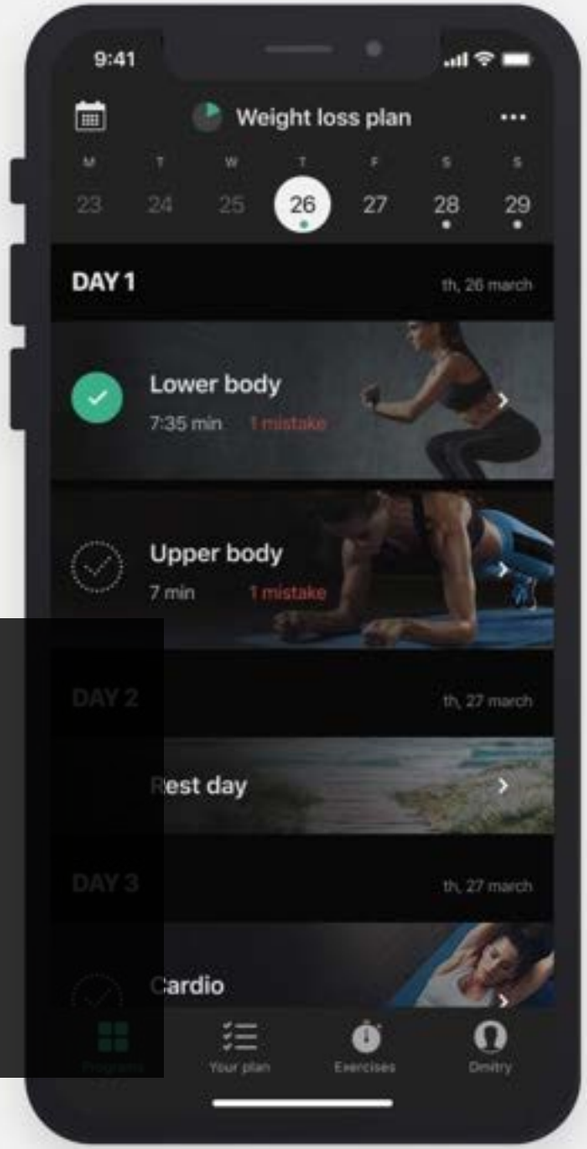
Search

AI can be applied to help users find specific information rather than just providing links to related content based on keywords.


NETFLIX ORIGINAL
STRANGER THINGS
95% Match 2017 2 Seasons 4K Ultra HD 5.1
When a young boy vanishes, a small town uncovers a mystery involving secret experiments, terrifying supernatural forces and one strange little girl.
Winona Ryder, David Harbour, Matthew Modine
TV Shows, TV Sci-Fi & Fantasy, Teen TV Shows
Popular on Netflix
Recently Watched
Recommendation
AI is sometimes used to recommend content to a user based on how their data profile matches other user activity.

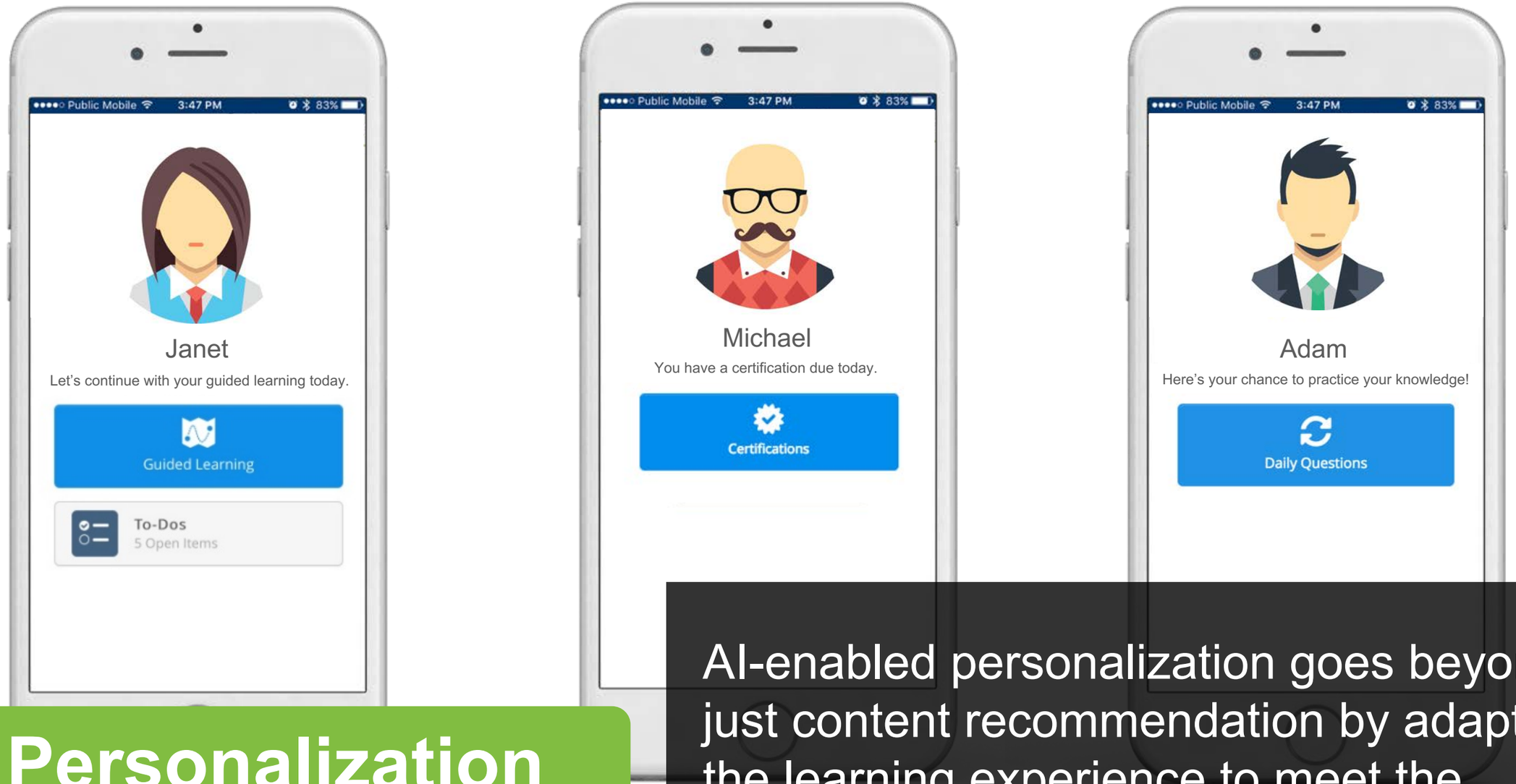
Coaching

AI can be applied to provide actionable coaching recommendations, just like a personalized exercise application.



Fully guided workouts

Automatic repetitions count

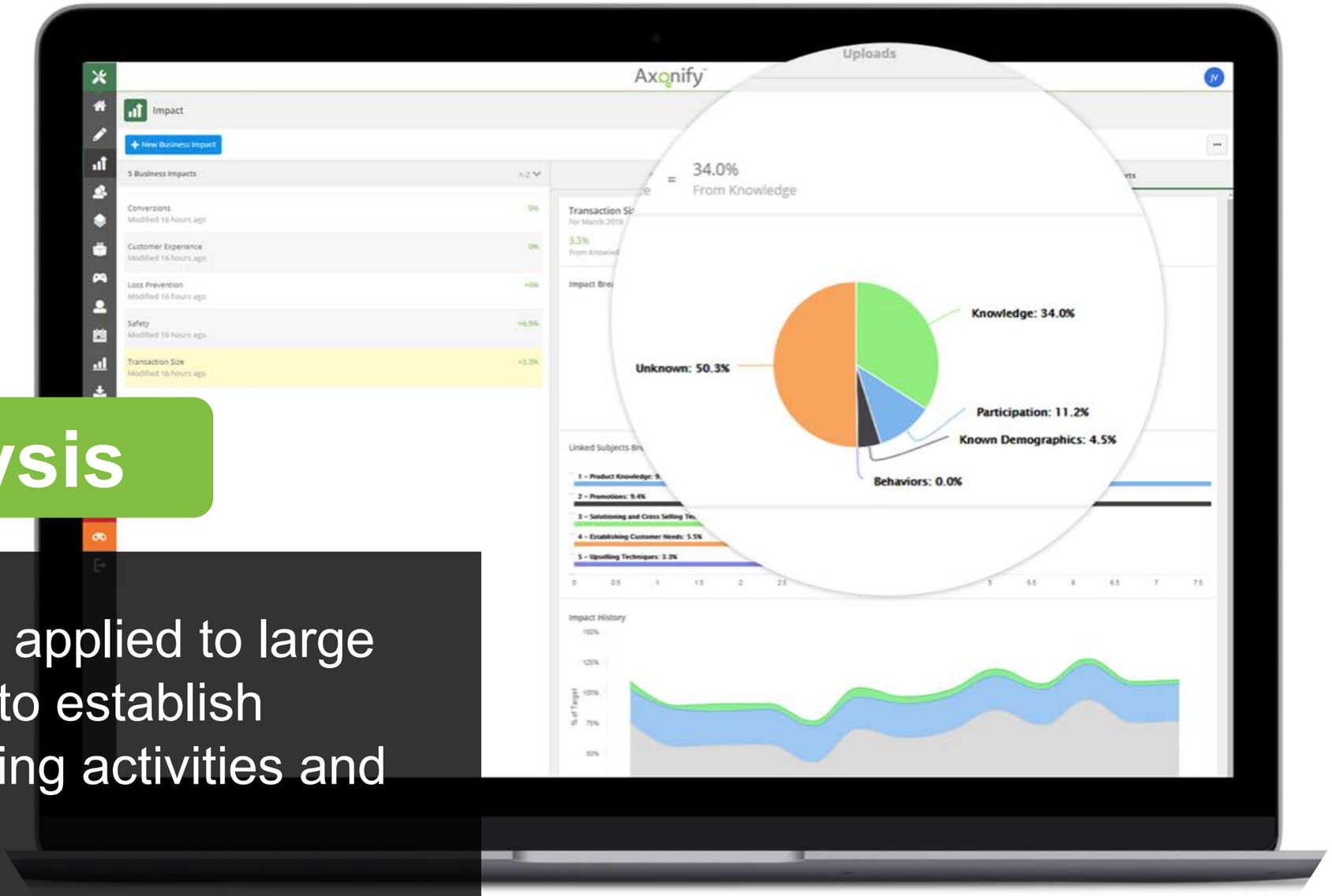


Personalization

AI-enabled personalization goes beyond just content recommendation by adapting the learning experience to meet the immediate, proven needs of an individual.

Impact Analysis

Machine learning can be applied to large data collections in order to establish causation between learning activities and performance outcomes.



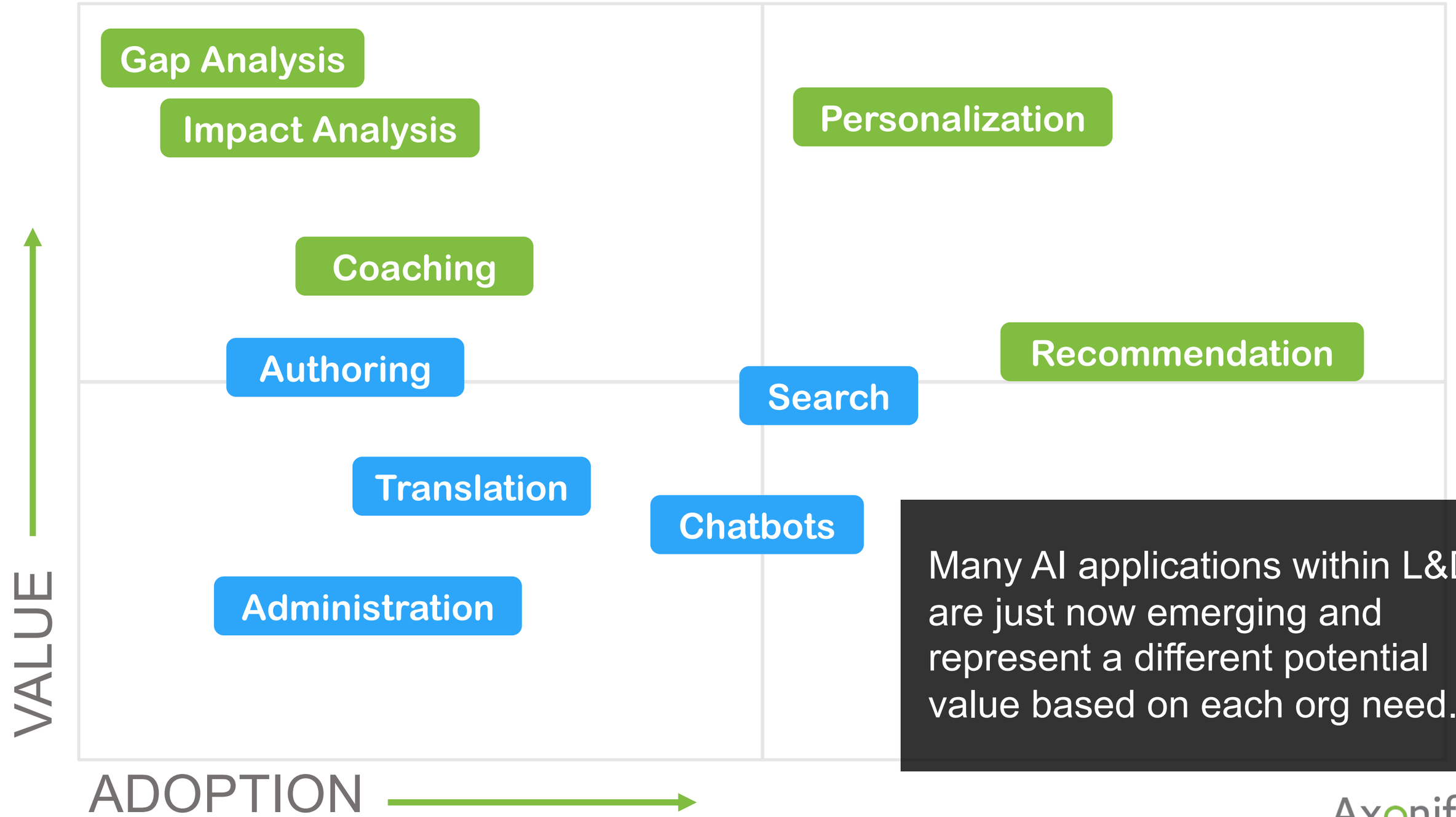
- ✓ Capability #1
- ✓ Capability #2
- ✓ Capability #3
- ✓ Capability #4
- ✓ Capability #5

- ✓ Capability #1
- ✓ Capability #2
- ❑ Capability #3
- ✓ Capability #4
- ✓ Capability #5

- ✓ Capability #1
- ✓ Capability #2
- ✓ Capability #3
- ❑ Capability #4
- ❑ Capability #5

AI can be applied to proactively identify employee capability gaps and match people to roles with both speed and scale.

Gap Analysis



Many AI applications within L&D are just now emerging and represent a different potential value based on each org need.

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Is L&D ready for AI?

Kinda …

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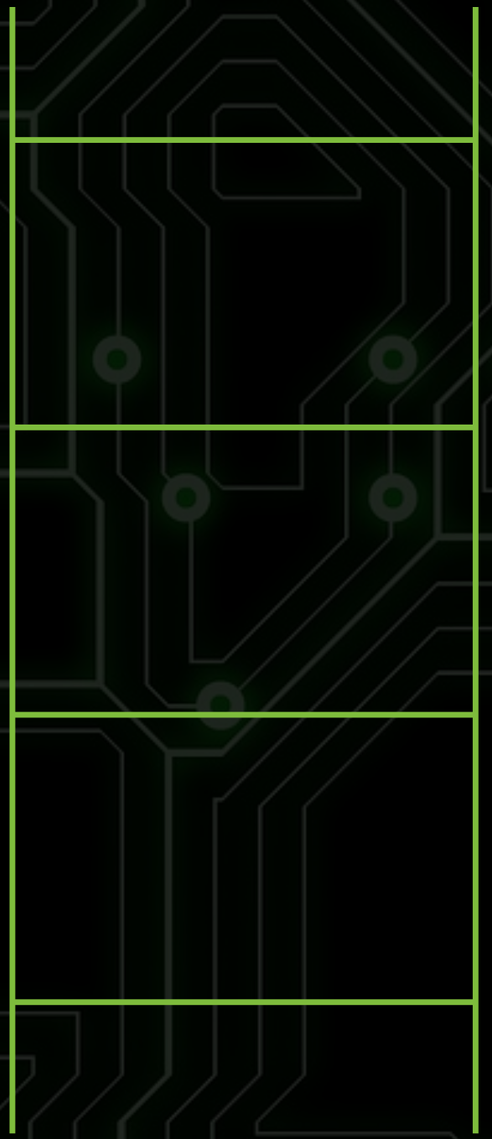
AI requires data.
An AI-enabled application must have the right information architecture at its foundation to power the solution.



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Administration

Translation

Authoring

Chatbot

Search

Software-Enabled AI Limited IA Required

Applications may be able to function without a robust information architect.

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Software-Executed AI

IA Foundation Required

Applications require a strong information architecture in order to function.

- Recommendation
- Coaching
- Personalization
- Impact Analysis
- Gap Analysis

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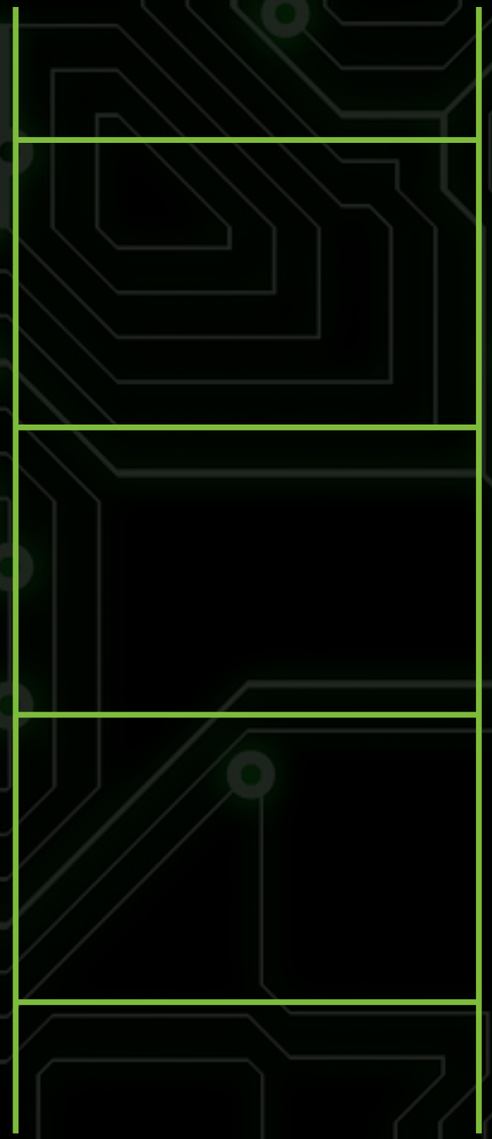

AI

Machine Learning

Analytics

Information Architecture

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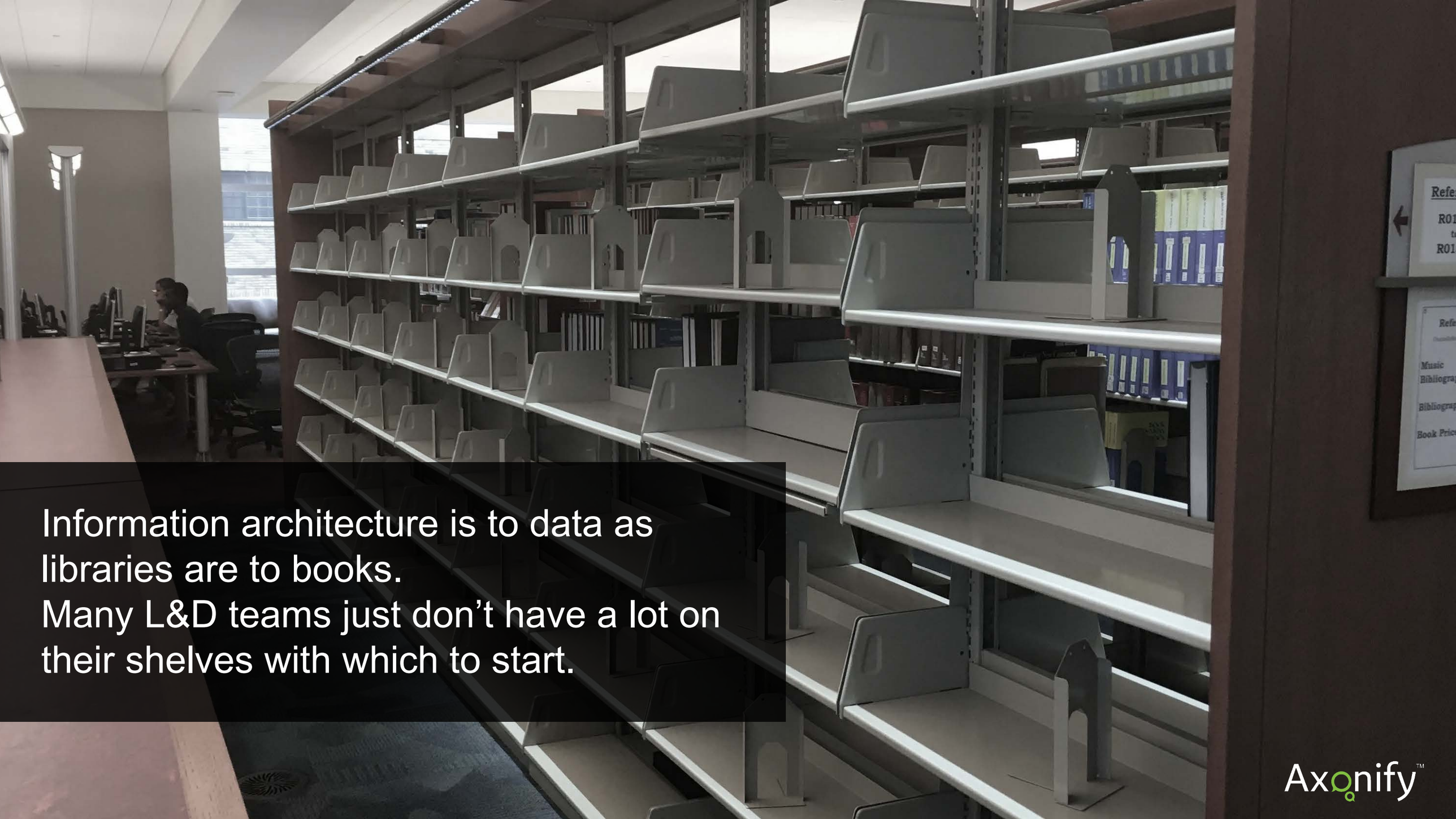

Information architecture is to data as libraries are to books.
Many L&D teams just don’t have a lot on their shelves with which to start.

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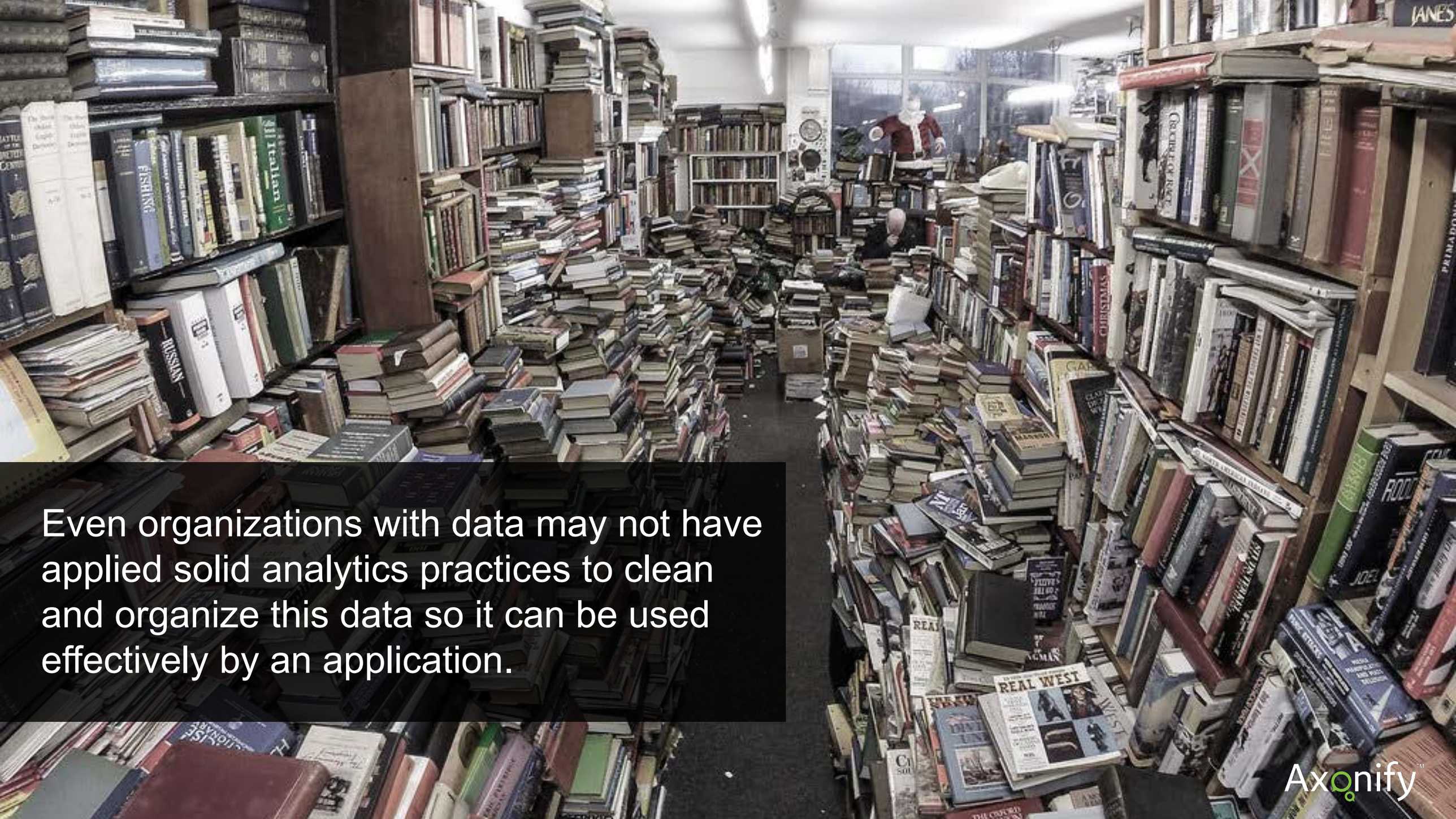
Even organizations with data may not have applied solid analytics practices to clean and organize this data so it can be used effectively by an application.
REAL WEST
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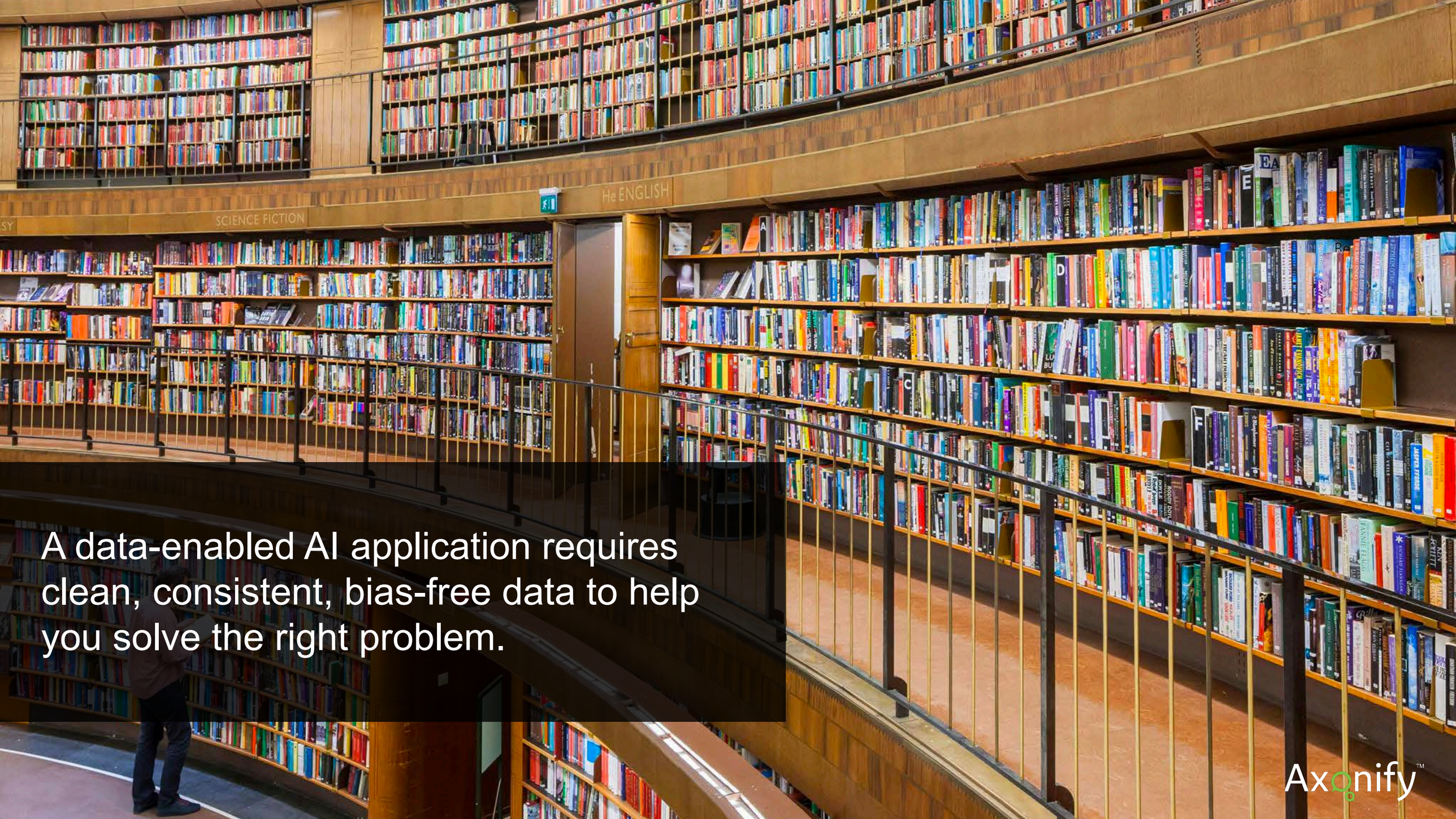

A data-enabled AI application requires clean, consistent, bias-free data to help you solve the right problem.

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L&D does not have sufficient data to power AI.

The Kirkpatrick Model

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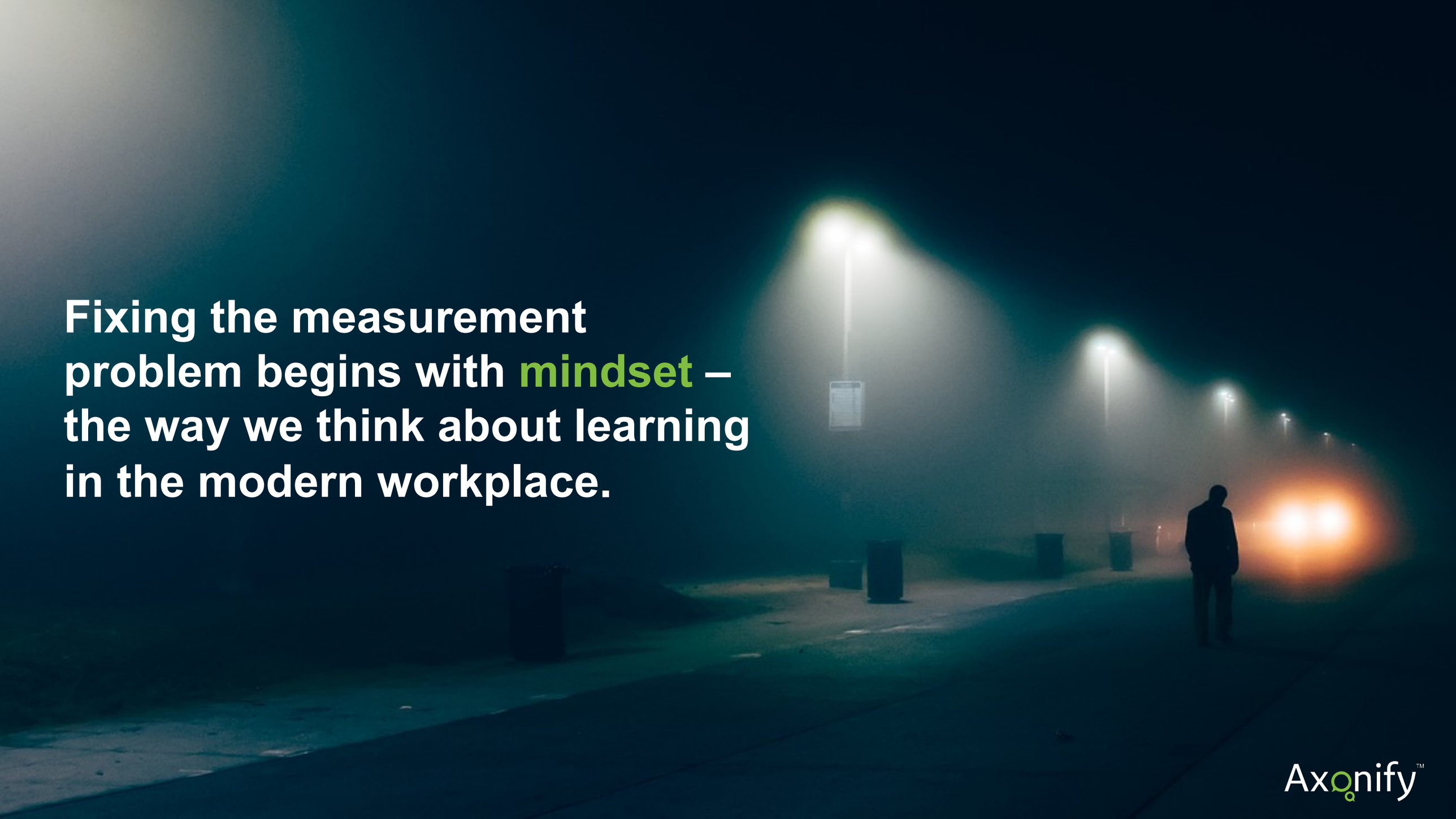
Fixing the measurement problem begins with mindset – the way we think about learning in the modern workplace.
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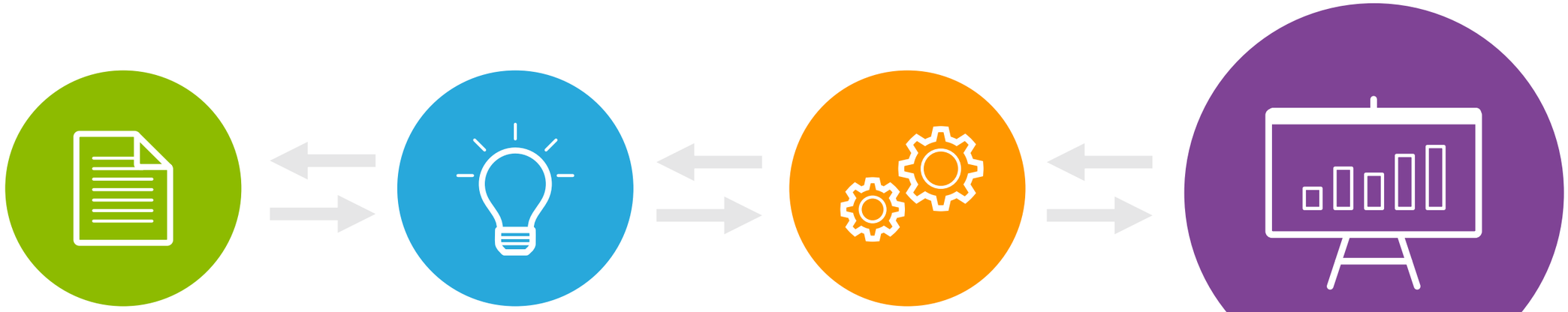
data-rich solution design

START HERE



Determine the right-fit solution

Define the knowledge required to execute the expected behavior

Define the observable behavior required to achieve the result

Agree on a clear, measurable business result

DESIGN + MEASUREMENT

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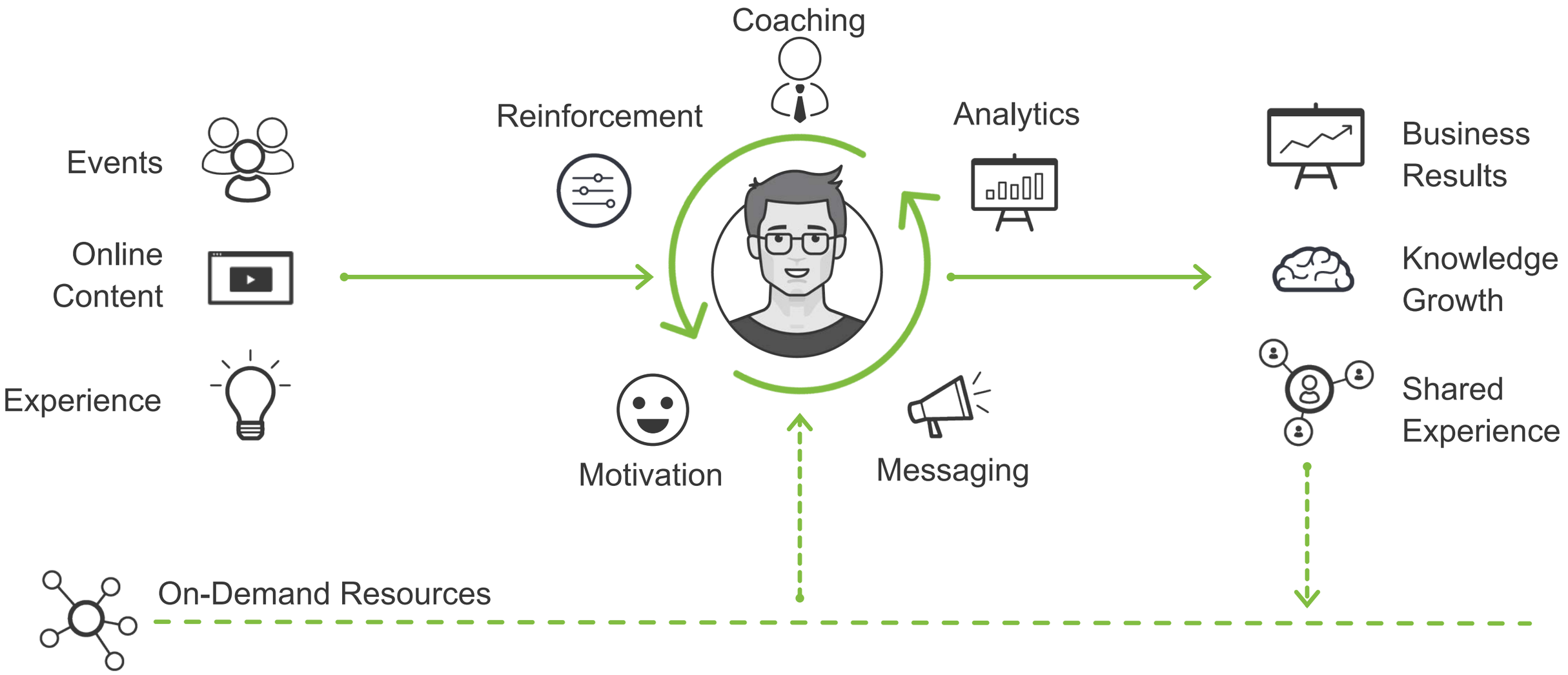
data-rich learning tactics



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multi-dimensional data

Demographic
Who is this person?

Connections
How does this person engage with the org?

Consumption
What has this person reviewed?

Knowledge
What does this person know right now?

Feedback
What does this person say they want/need?

Behavior
What is this person doing on the job?

Context
What else is happening around this person?

Results
What impact is this person having on business outcomes?

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Adaptation

How can we continuously adapt our support tactics to ensure optimum results?

Engagement

How are people engaging with learning opportunities?

Prediction

How are we projected to perform in the future with our key business goals?

Learning

How is people's knowledge changing over time?

Outcomes

How is learning impacting business results and delivering ROI?

Behaviors

How are people's behaviors changing on the job?

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What steps can you take to prepare for the application of AI in L&D?

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1 | explore AI within your organization

2 | do your AI homework

3 | find the problems

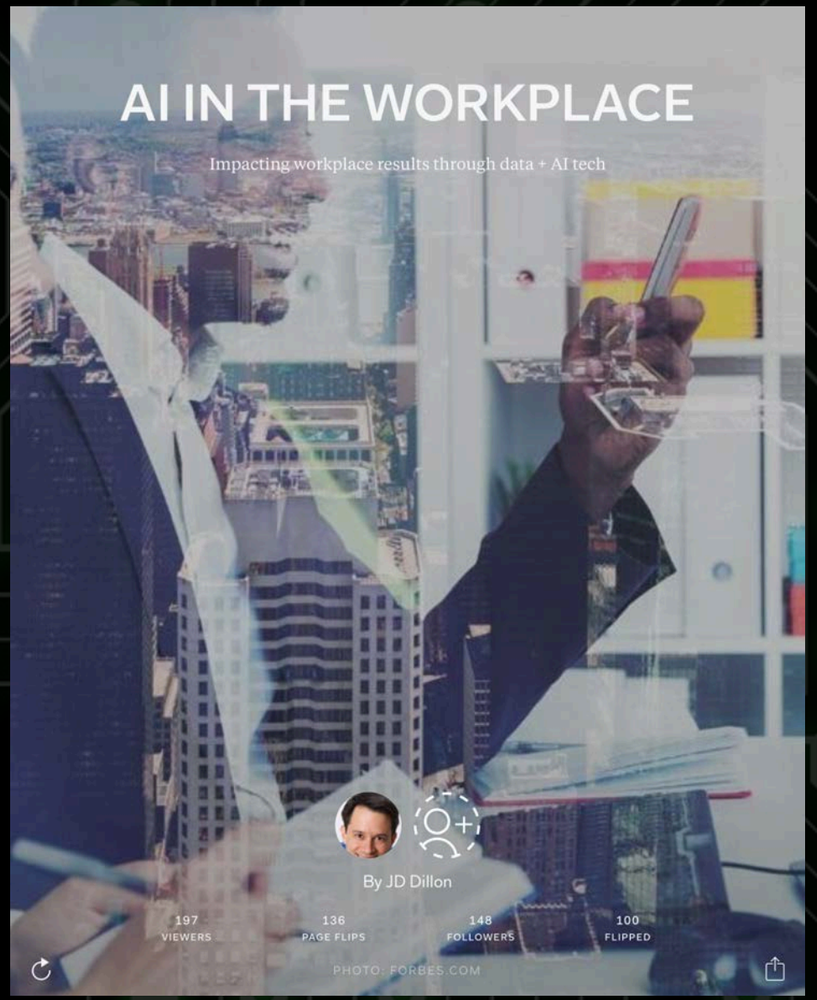
4 | establish a vision for AI-enabled L&D

5 | fix your measurement practices

6 | partner with experts + providers

7 | solve specific problems

8 | evolve your role



learngeek.co/ai

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As we explore AI, L&D must continue to focus on solving problems to help people do their best work every day.

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To summarize …

1 | L&D is late to the AI party, but that’s OK.

2 | AI is very good at very specific tasks.

3 | AI is not about tech. It’s about solving problems.

4 | Meaningful AI is out of reach until we fix L&D measurement.

5 | To fix measurement, we must change how we approach learning.

6 | Don’t try to solve this one on your own. Get expert help.

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