

the augmented L&D pro  
using AI to enhance your work

Axonify



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Disney

KAPLAN



Brambles



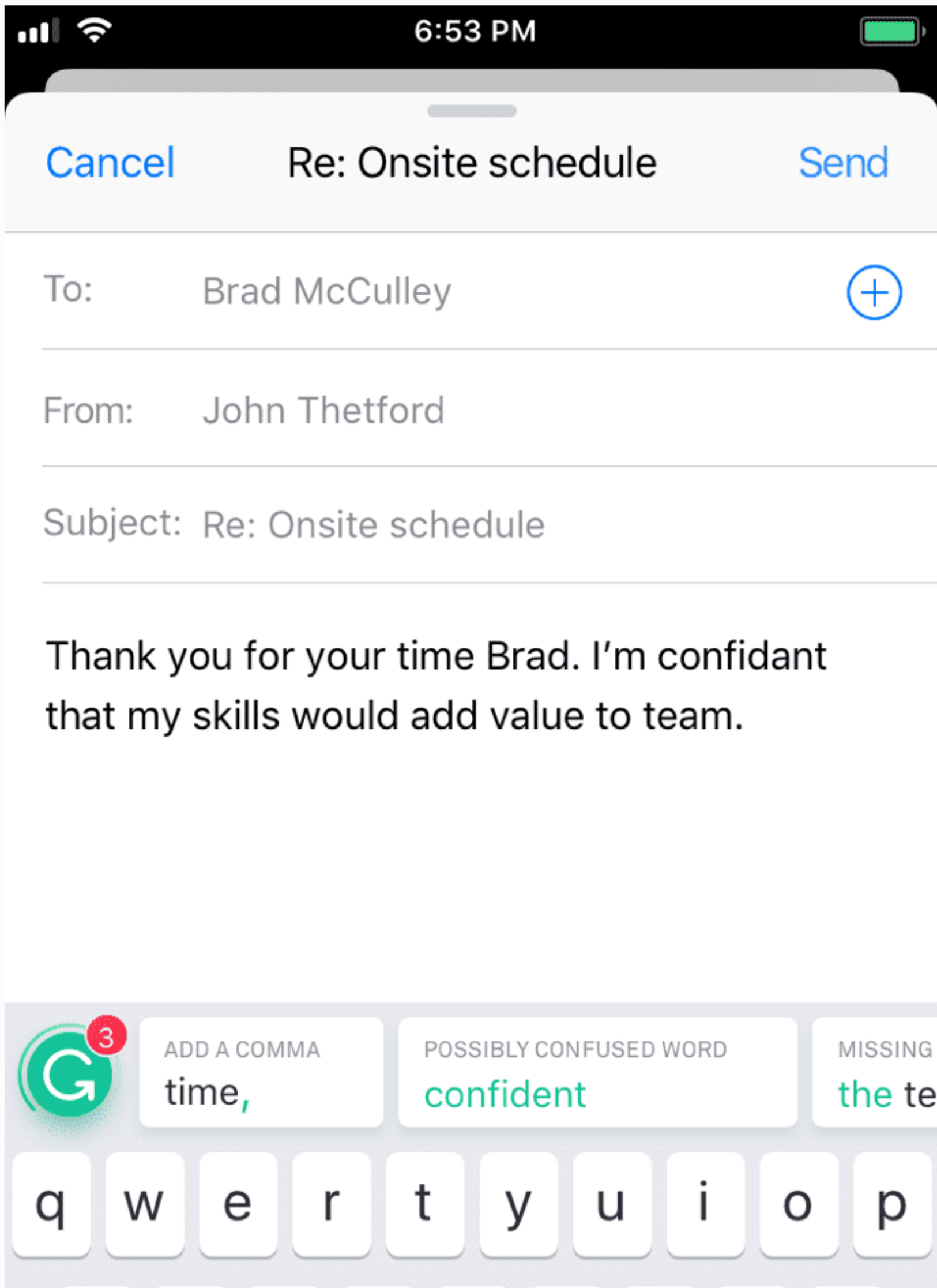
What **problems** does AI help you solve  
to make your everyday life better?

# The Grammarly Keyboard



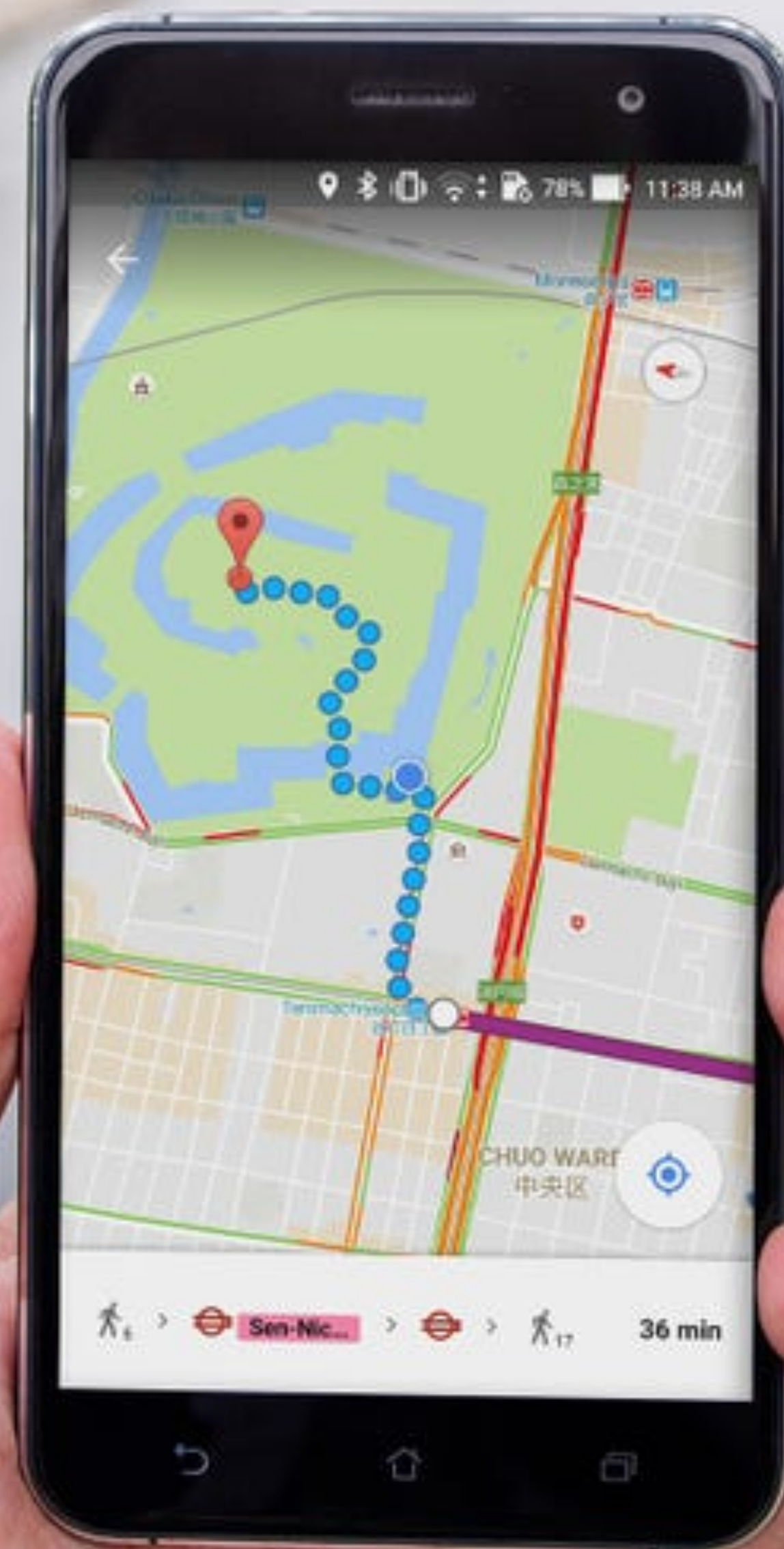
**Autocorrect** improves the quality and speed of your digital communication.

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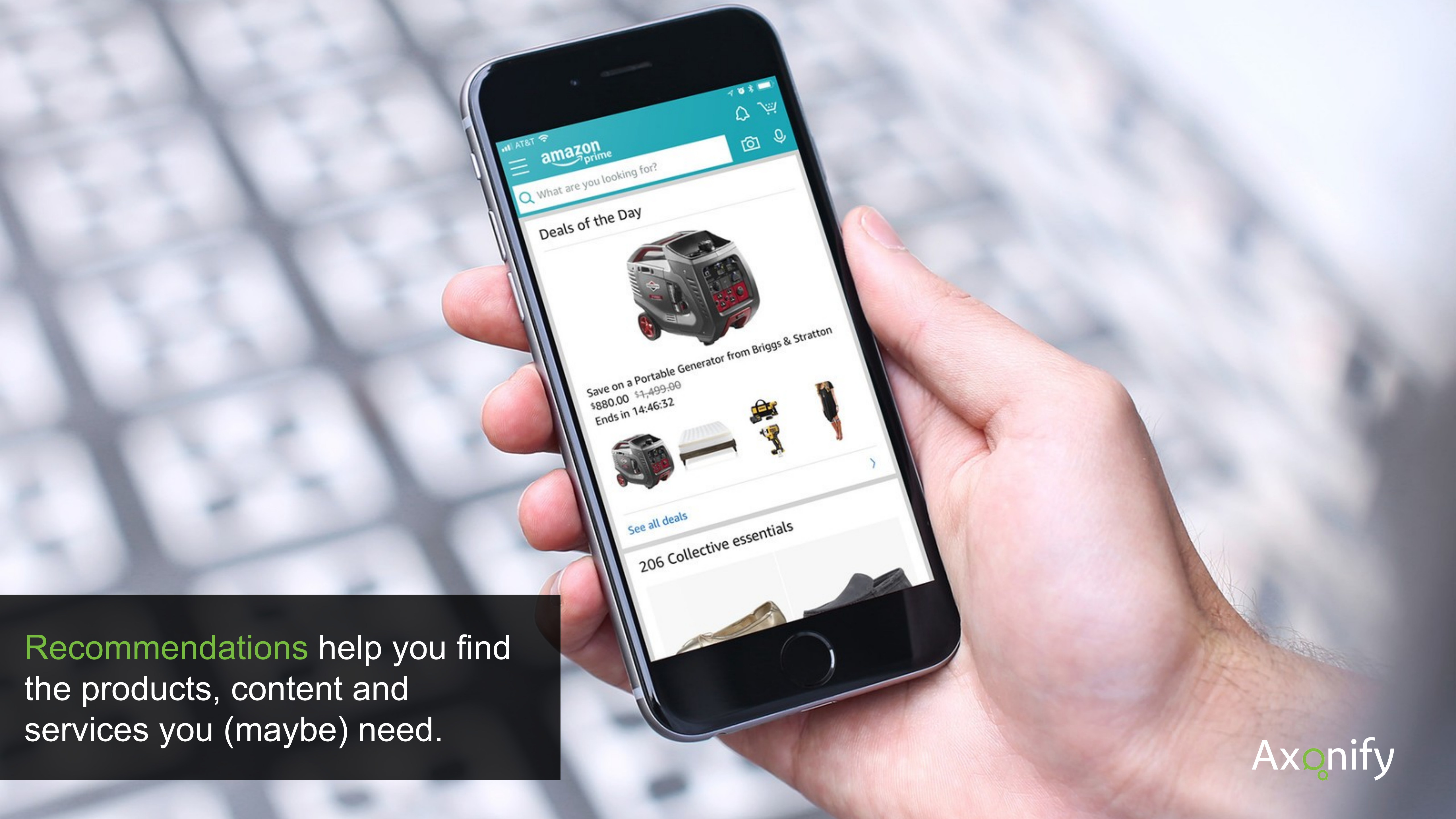




**Navigation** helps you get where you need to go quickly and safely, without prior knowledge.







**Recommendations** help you find the products, content and services you (maybe) need.



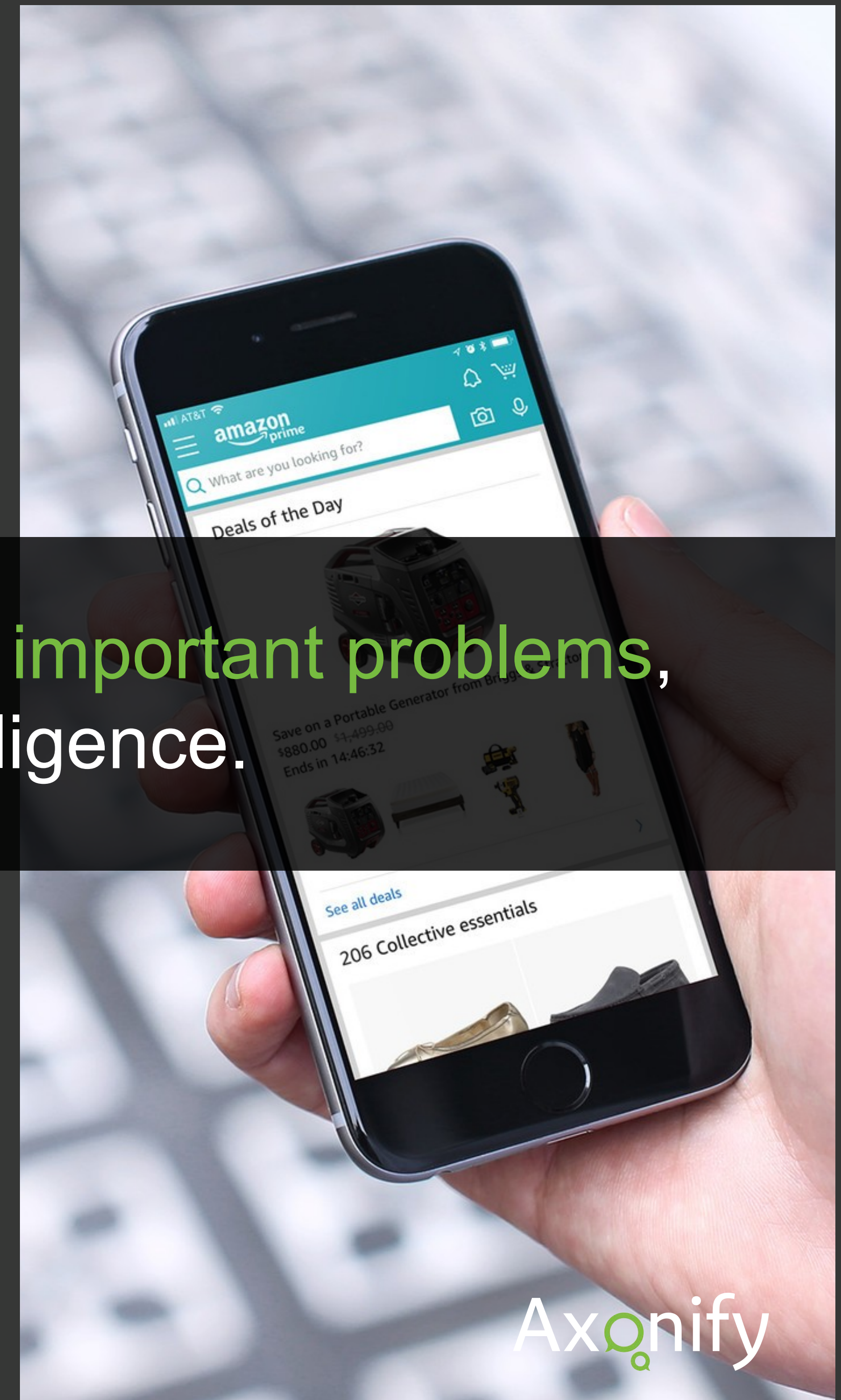
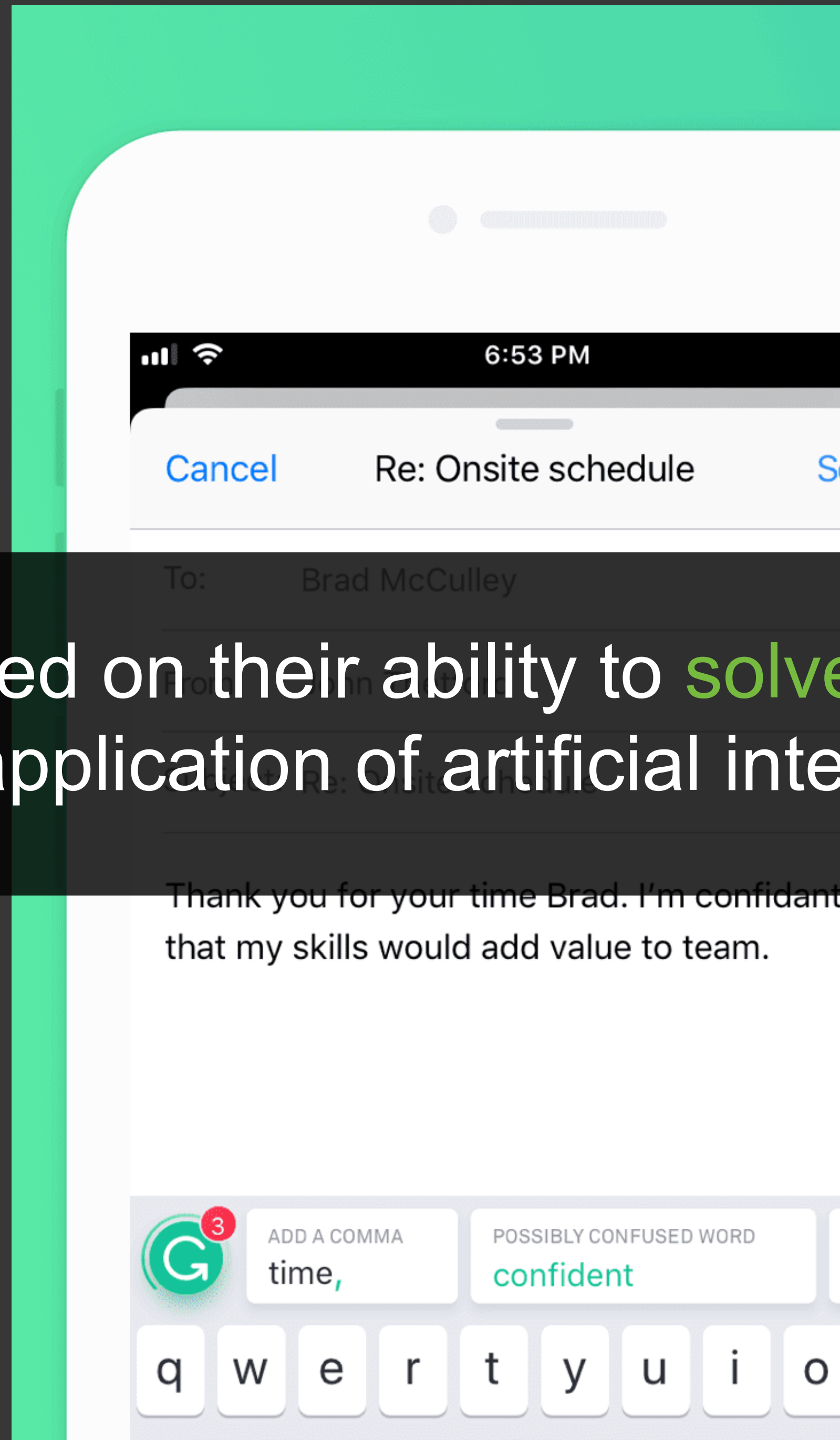
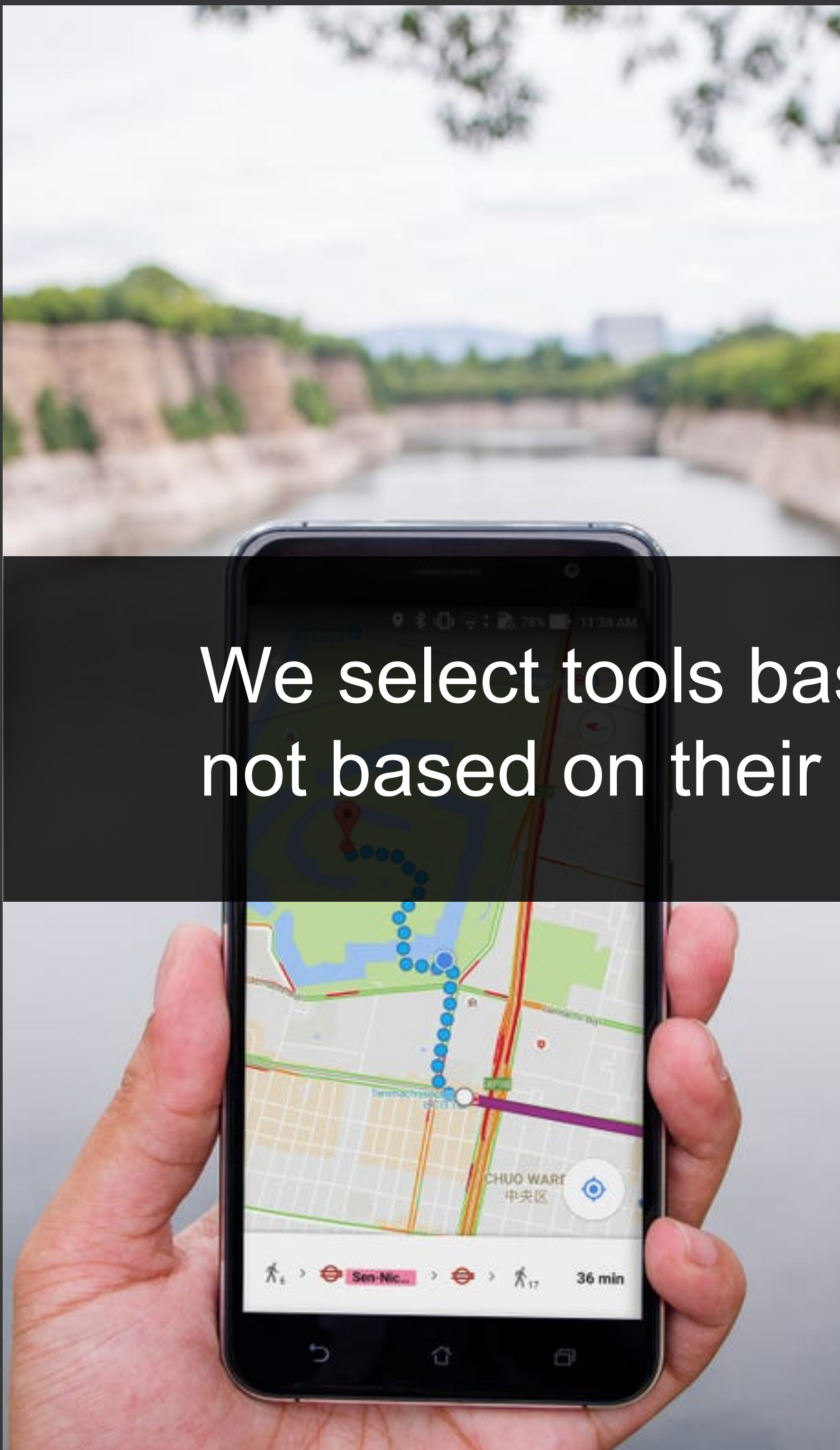
How often do you think about **how** these apps work?  
People care more about **what it does** than how it does it.

# This is what AI can do **today**.

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



We select tools based on their ability to **solve important problems**, not based on their application of artificial intelligence.





AI is not the tool that solves the problem.  
AI powers the tool that solves the problem.



What **L&D problems** can AI help you solve  
that would make your work life better?

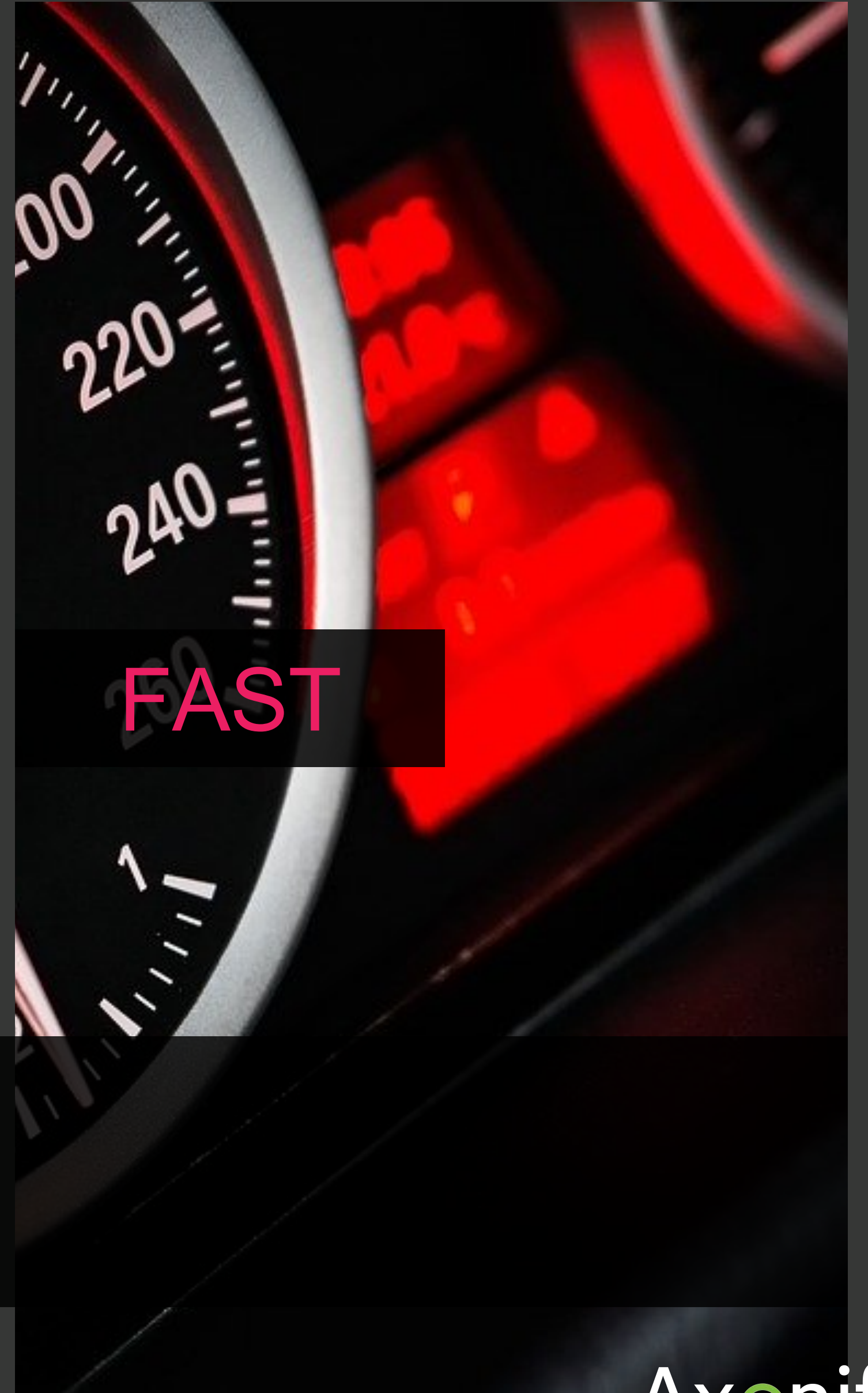




GOOD



CHEAP



FAST

You must pick 2.



efficacy



Workplace learning is a constant balancing act between the **best possible solutions** (efficacy) and the **timely, scalable solutions** (efficiency).


efficiency



Unfortunately, the pace and complexity of business combined with limited L&D resources often throws our strategies **out of balance**.







L&D problems are more than L&D problems. We must balance our strategies so the **people we support** can experience balanced workplace support.

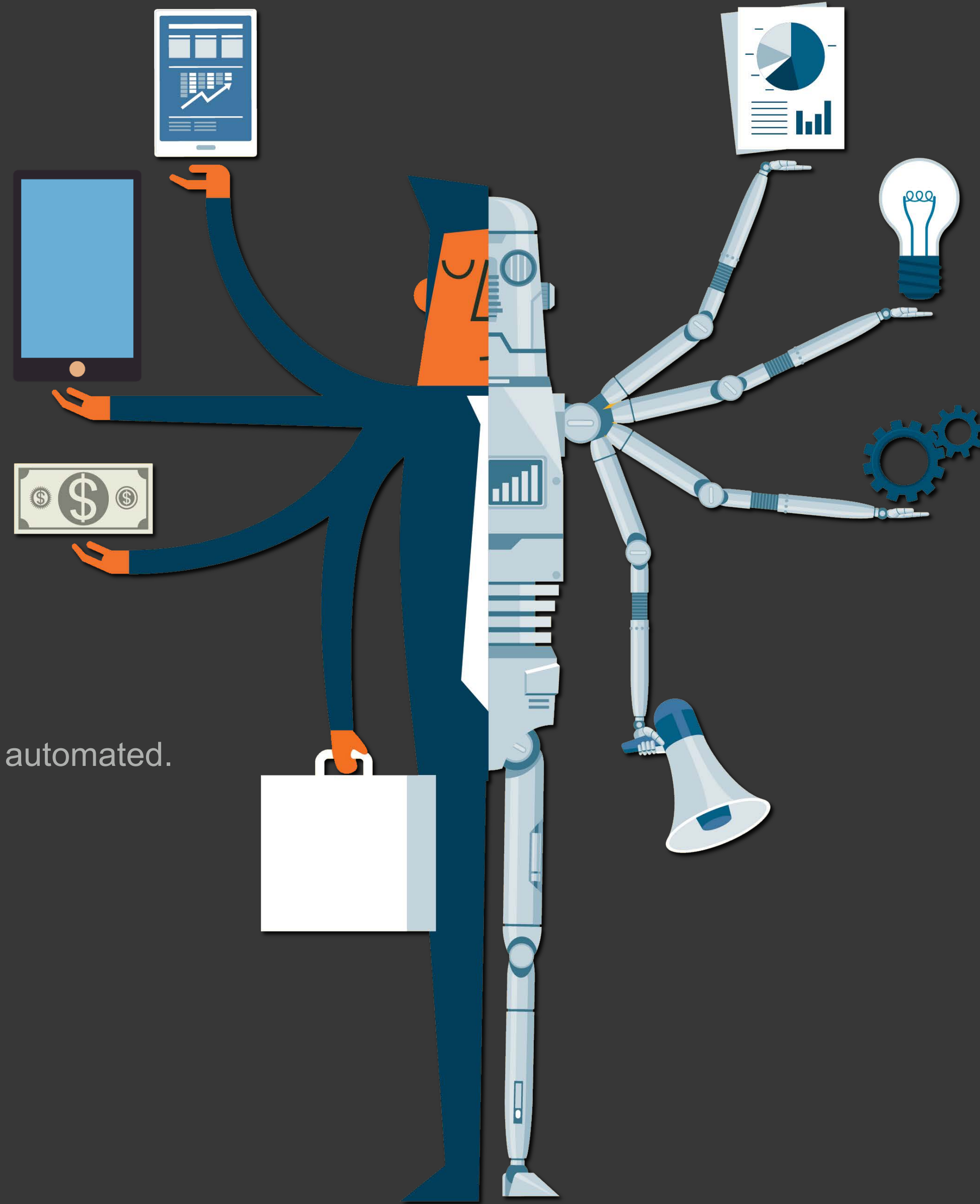


What **L&D problems** can AI help the people you support solve that would make their work lives better?

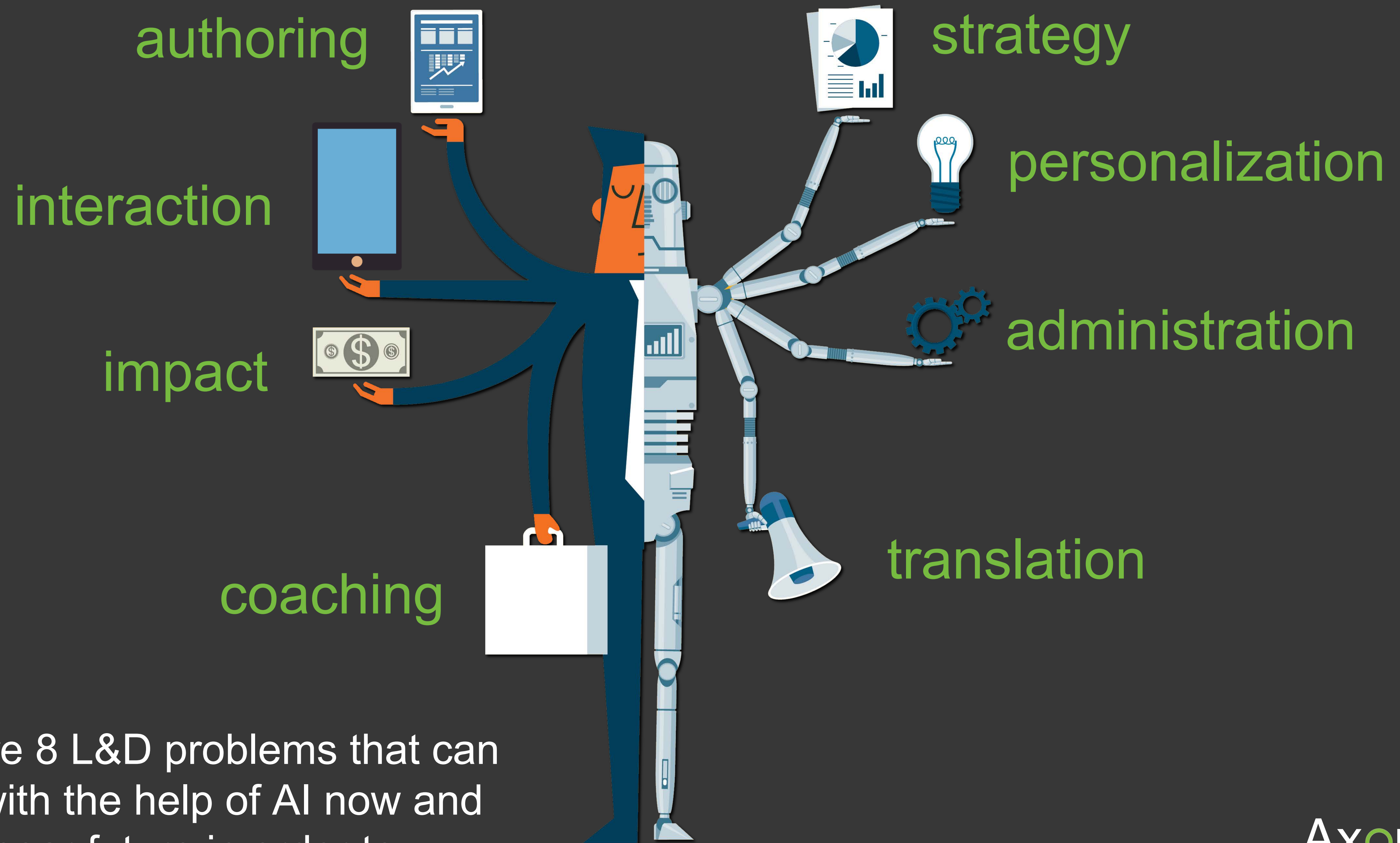


This is not about  
**replacement.**

50% of the **tasks** people do today can be automated.  
5% of **jobs** can be entirely automated.  
*McKinsey - 2019*



This is about  
**augmentation.**



Let's explore 8 L&D problems that can be solved with the help of AI now and in the very near future in order to ...



Get people the help they need **when and where** they need it.

# Administration

## Problem.

It takes significant time and effort to manually administer learning programs (logistics, enrollment, tracking, reporting).

## Solution.

Apply AI to dynamically associate people and resources to training activities and generate, personalize, and distribute reporting data.



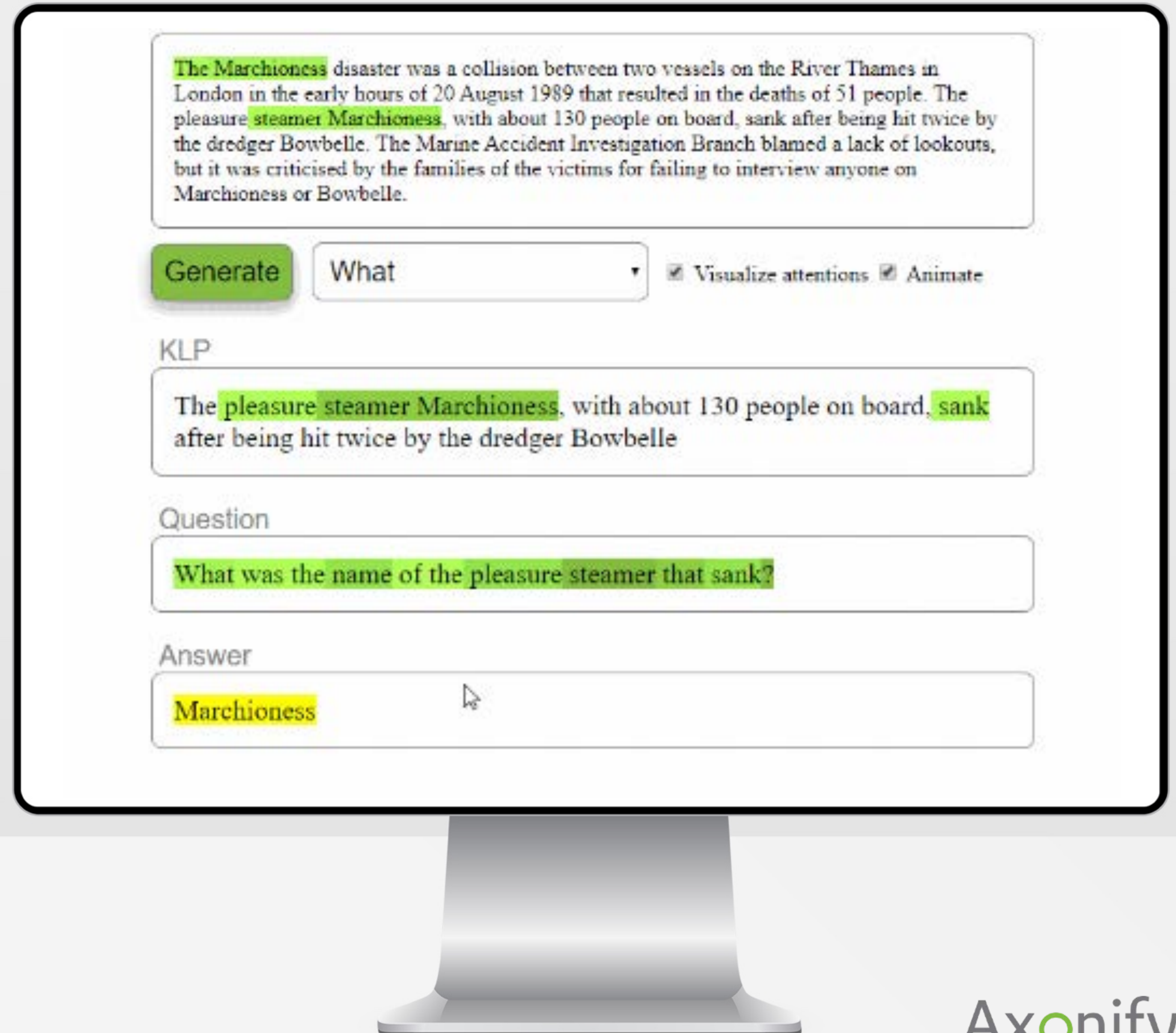
# Authoring

## Problem.

It's hard to keep up with training requests because custom content development is time consuming and expensive.

## Solution.

Apply AI to automate the creation of draft quality training content for ID revision and deployment.





# Translation

## Problem.

It's time consuming and expensive to translate content into all required/desired languages.

## Solution.

Apply AI to automate translation at draft quality for developers (now), full quality for users directly (near future).



# Interaction

## Problem.

People are required to know how to interact with different systems in order to find information quickly.

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!

## Solution.

Apply AI to allow for more human interaction with technology and enable faster information access.

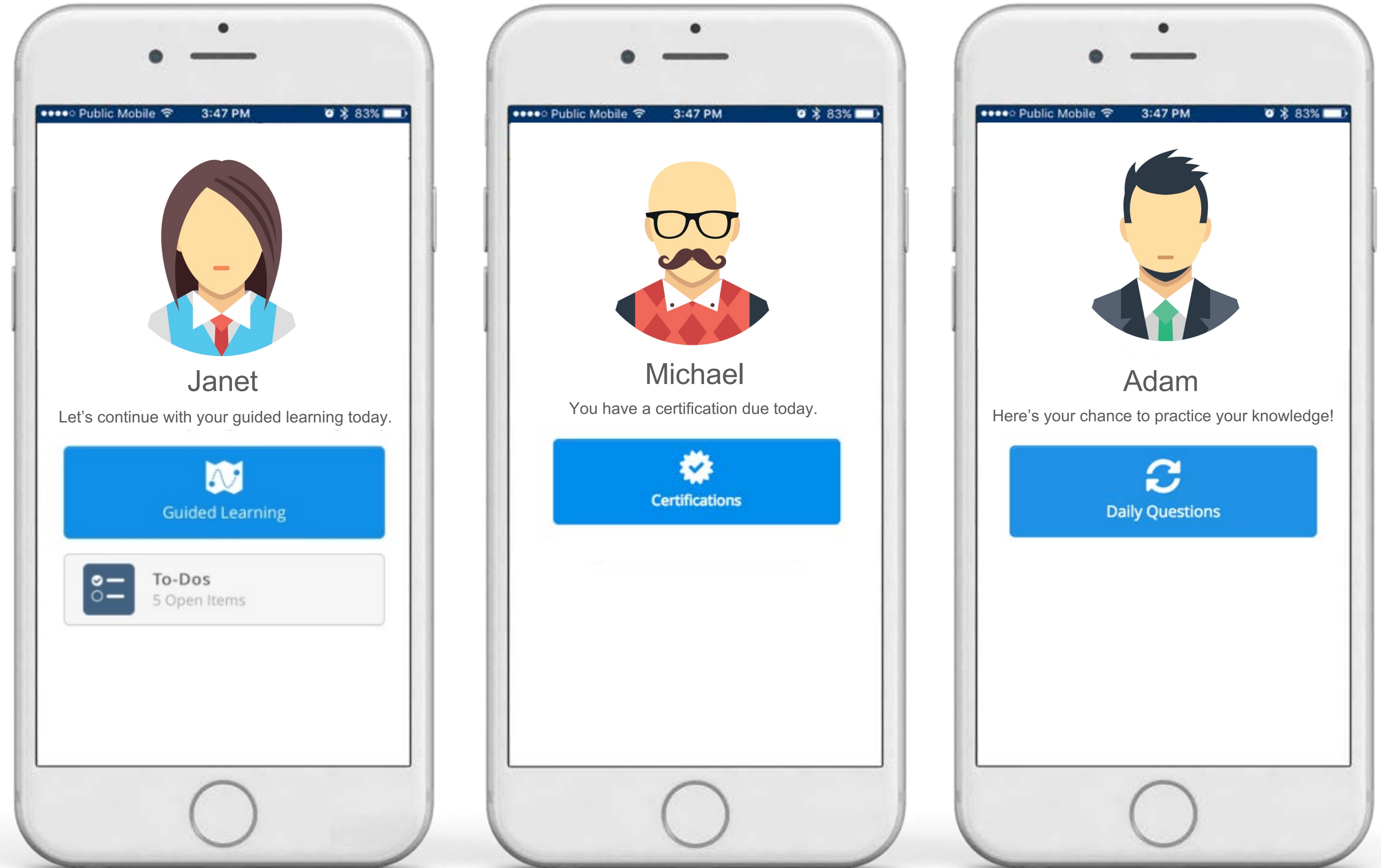


## Problem.

One-size-fits-all training never actually fits anyone, but it's too hard to meet individual needs at scale.

## Solution.

Apply AI to personalize the learning experience based on everyone's proven needs and preferences.

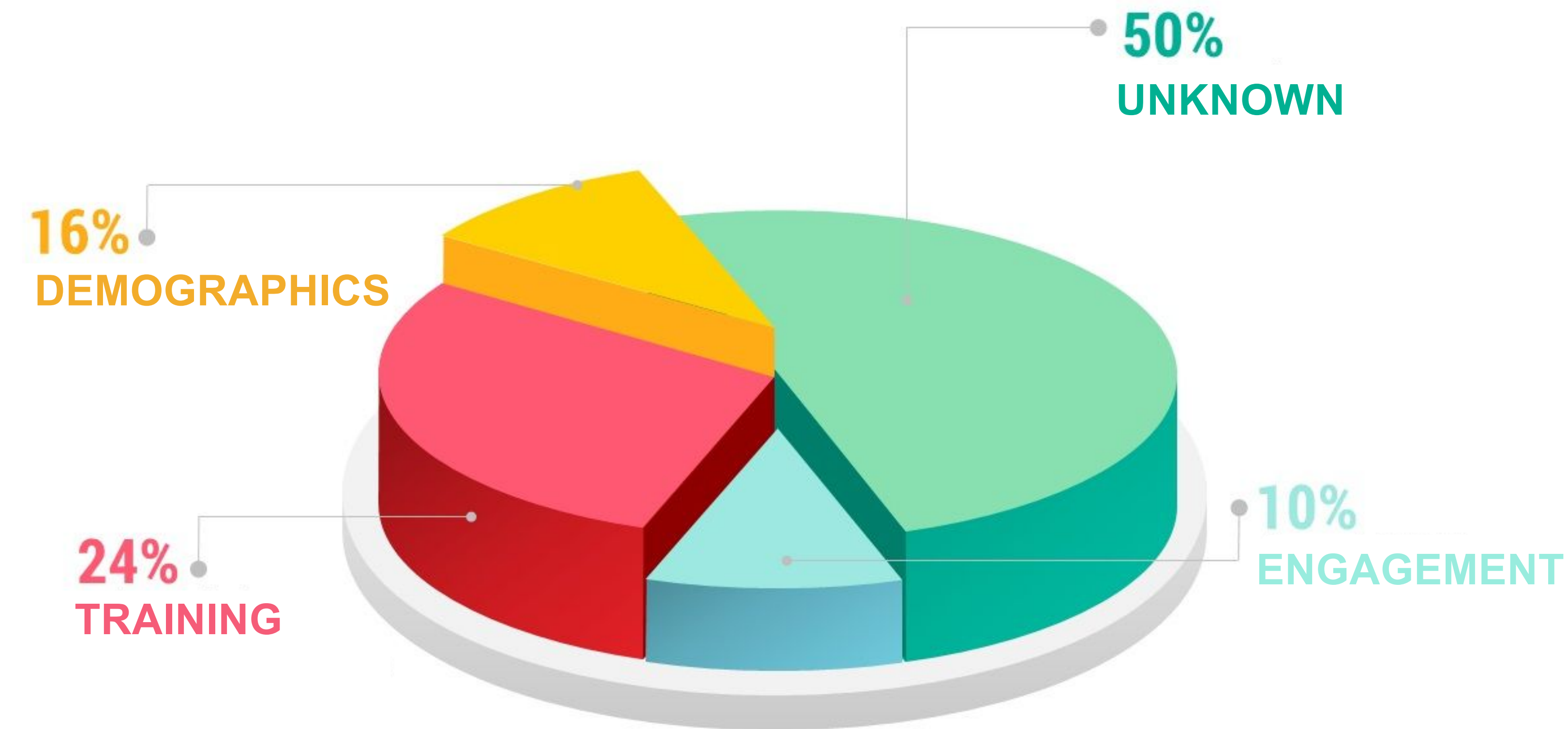


**Personalization**

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# Impact Analysis

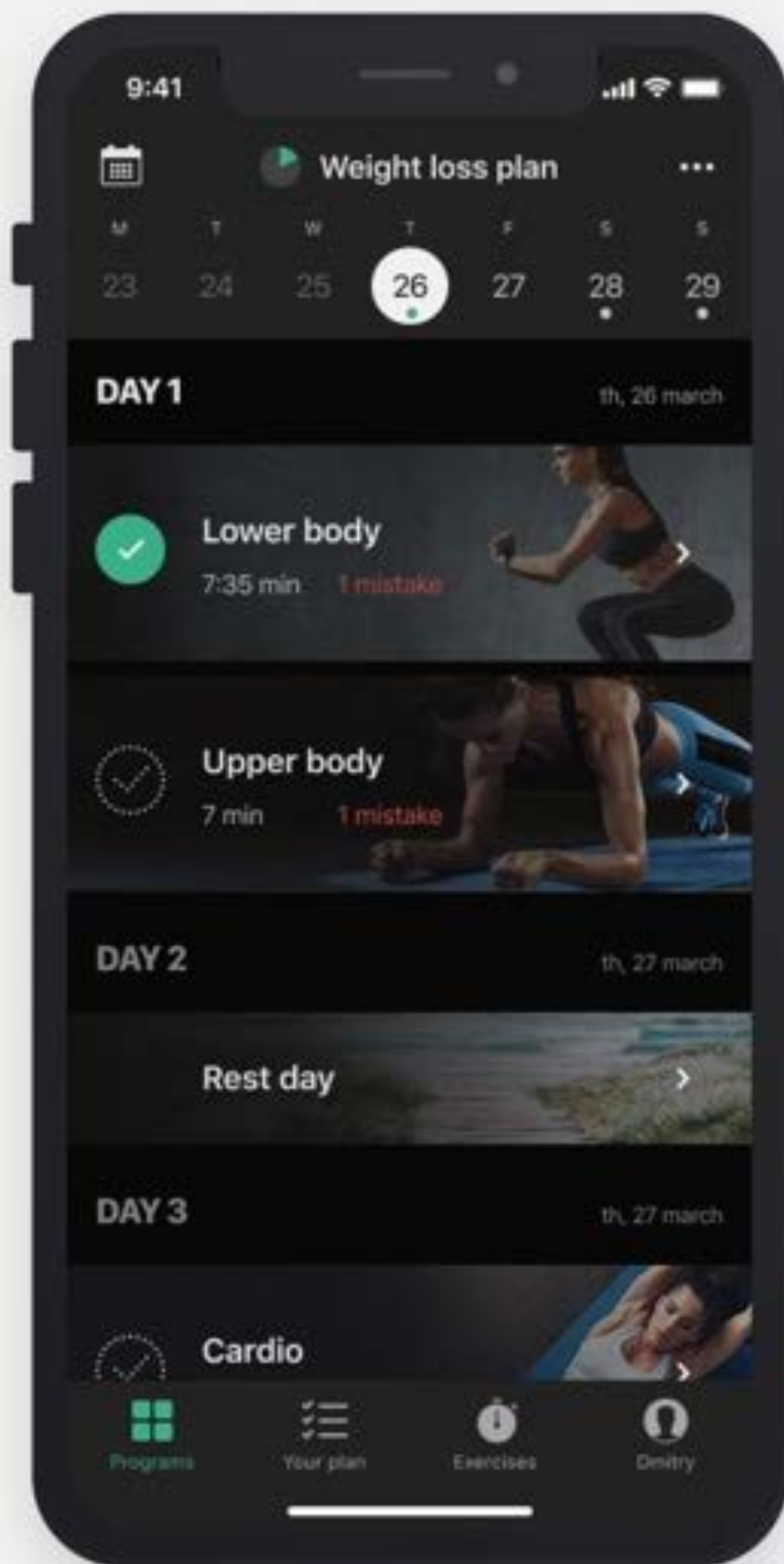


## Problem.

It's too hard to get past Level 2 measurement.

## Solution.

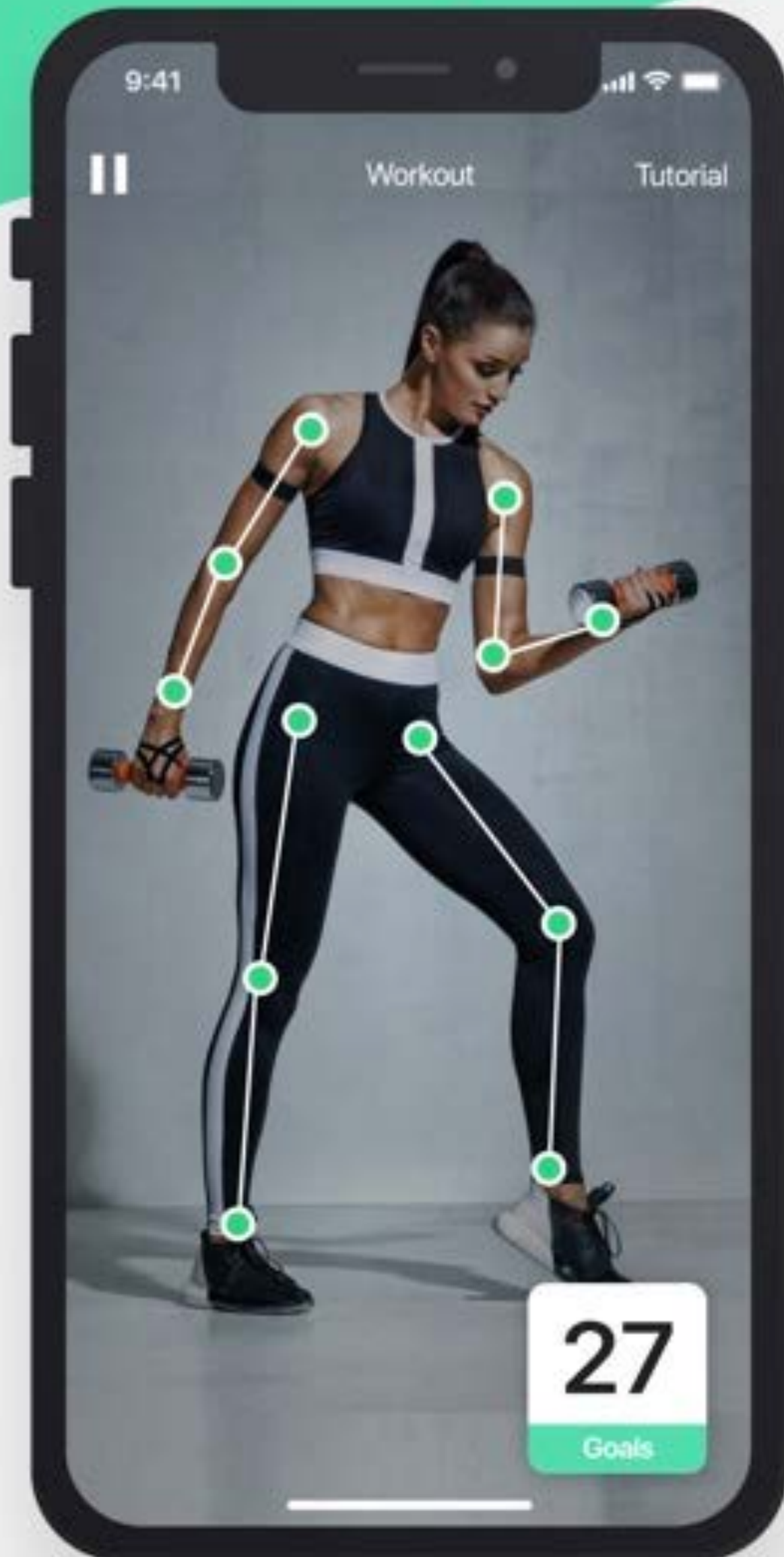
Apply AI to establish and act on the connection between training and changes in job behaviors and business results.



**Fully guided  
workouts**

Fittonic

**Automatic  
repetitions count**



# Coaching

## Problem.

Coaching is critical, but managers often provide generic feedback or act based on assumptions.

## Solution.

Apply AI to provide specific, individual, actionable insights and recommended next steps.

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# Gap Analysis



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



- ✓ Skill #1
- ✓ Skill #2
- ☐ Skill #3
- ✓ Skill #4
- ✓ Skill #5



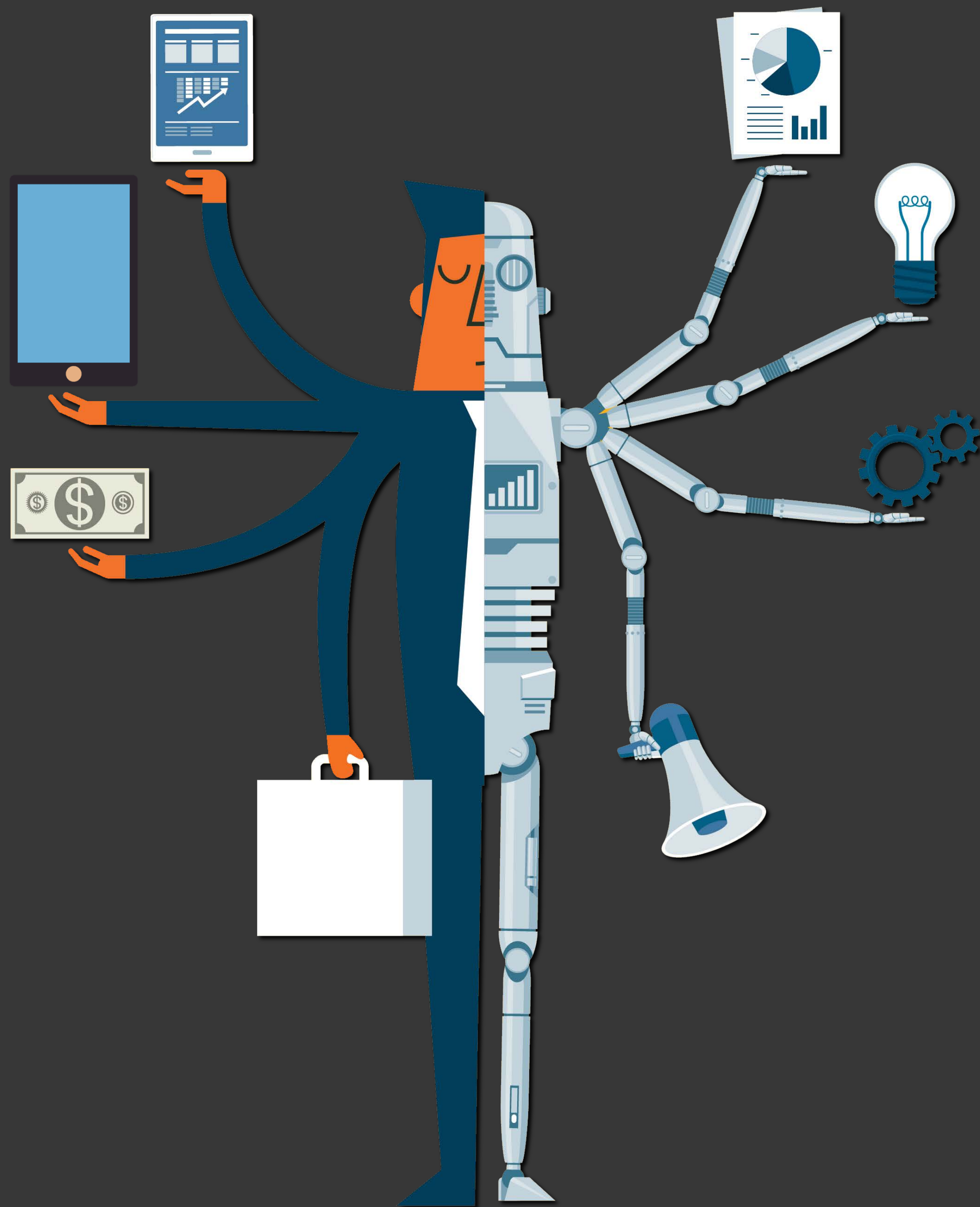
- ✓ Skill #1
- ✓ Skill #2
- ✓ Skill #3
- ☐ Skill #4
- ☐ Skill #5

## Problem.

It's almost impossible to figure out where skills gaps exist within your organization in real time and at scale.

## Solution.

Apply AI to identify and take action on proven skills and gaps for individuals, teams and the entire enterprise.



- ✓ Automate administrative tasks.
- ✓ Build and deploy content faster.
- ✓ Translate content in real time.
- ✓ Interact in a more natural way.
- ✓ Personalize learning to the individual.
- ✓ Adjust strategy based on training impact.
- ✓ Coach based on proven needs.
- ✓ Proactively identify skill gaps.



A woman with curly hair, wearing a white top and an orange beaded necklace, is smiling and talking on a black mobile phone. She is in a retail environment, with clothing racks and warm lighting visible in the background.

## People.

Get the support they need  
(and deserve) when and  
where they need it.

A close-up of a white 'OPEN' sign with blue lettering hanging from a blue cord. The sign is positioned in front of a store window. In the background, colorful items are visible on shelves, and a 'Store Hours' sign is partially visible at the bottom.

## Organization.

Proactively identify and act  
on skill gaps at the speed  
and scale of their business.



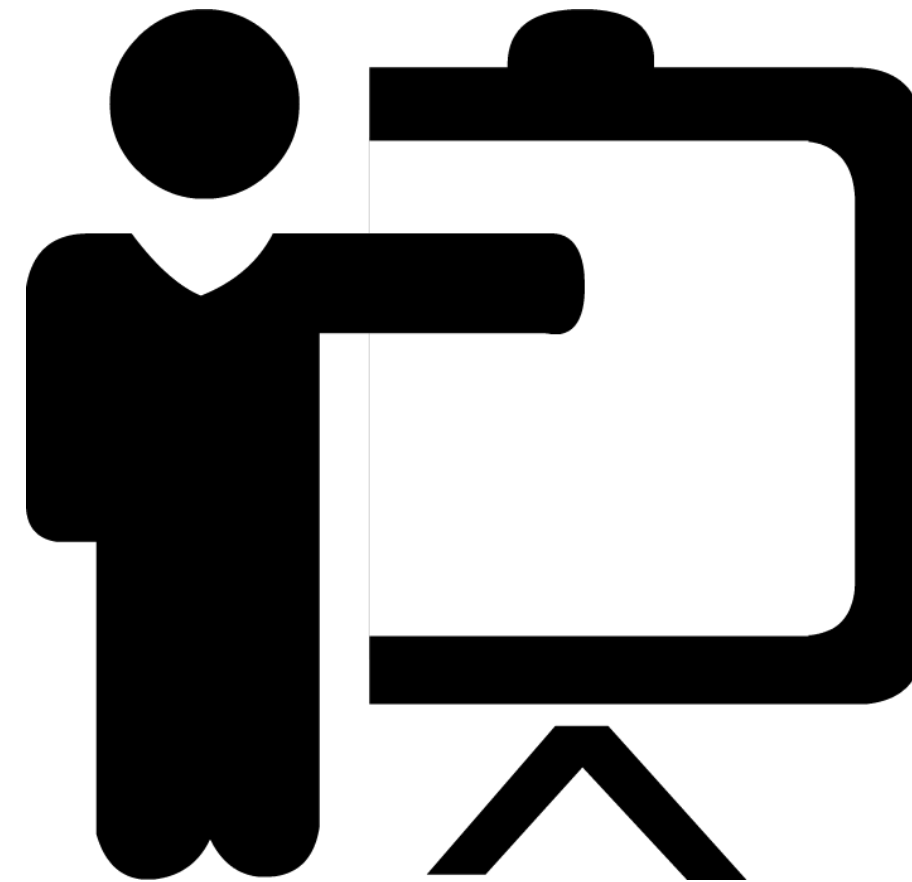
How does your **role change** as a result of these tools?





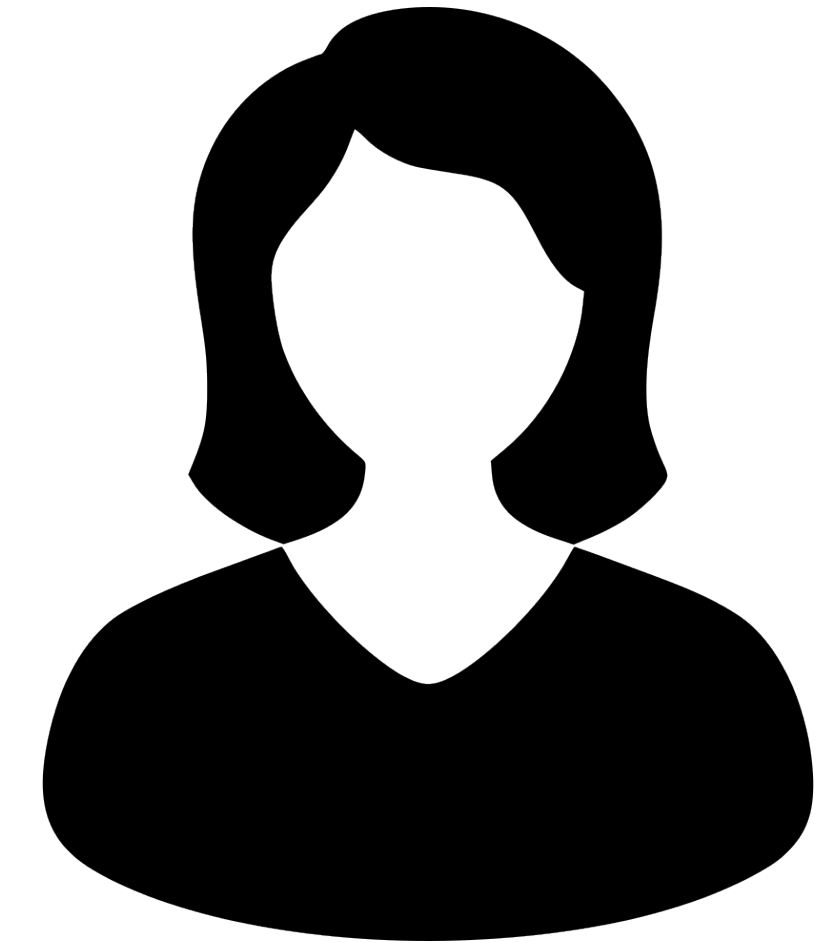
designer

- ✓ Less development, more consultation
- ✓ Focus on connecting people with content
- ✓ Apply skills to more complex activities



trainer

- ✓ Less telling, more supporting
- ✓ Proactively identify topics that need focus
- ✓ Spend time with people who have more needs

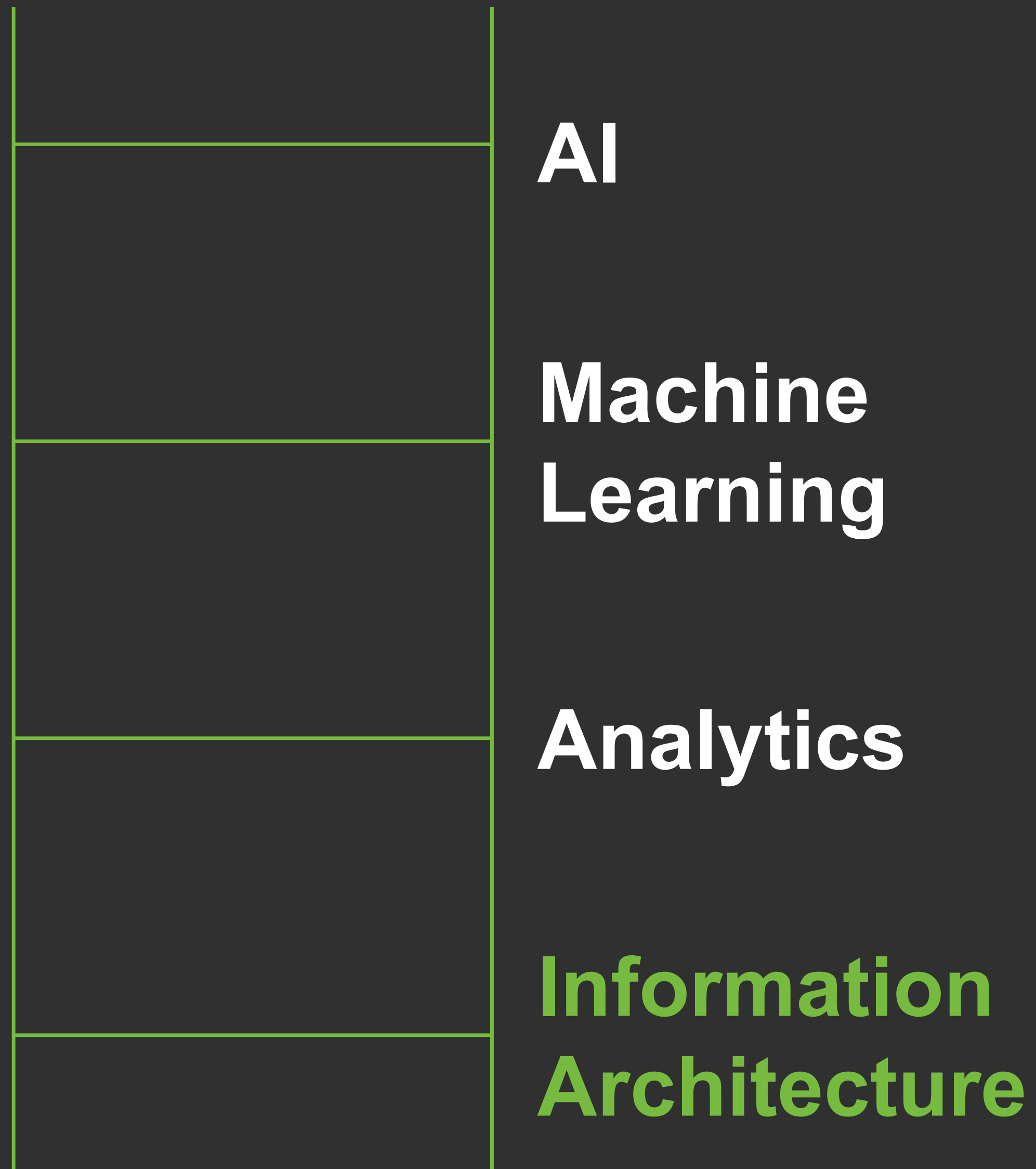


manager

- ✓ Less reaction, more proactive solutions
- ✓ Focus resources on the right groups and topics
- ✓ Prove the value of workplace learning

How can you **prepare** for the application of AI in your work?





Administration

Translation

Authoring

Interaction

# Software-Enabled AI Limited **IA** Required

*Applications may be able to function  
without a robust information architecture.*



# Software-Executed AI IA Foundation Required

*Applications require a strong information architecture in order to function.*

Gap Analysis

Impact Analysis

Personalization

Coaching



L&D often **lacks sufficient data** to power advanced AI applications.



## Level 2: Learning

Learning evaluation is the measurement of the increase in knowledge—before and after.



## Level 1: Reaction

Reaction evaluation is how participant feels about the training or learning experience.



L&D must expand data practices and adopt **continuous measurement** to leverage powerful AI applications.

## Adaptation

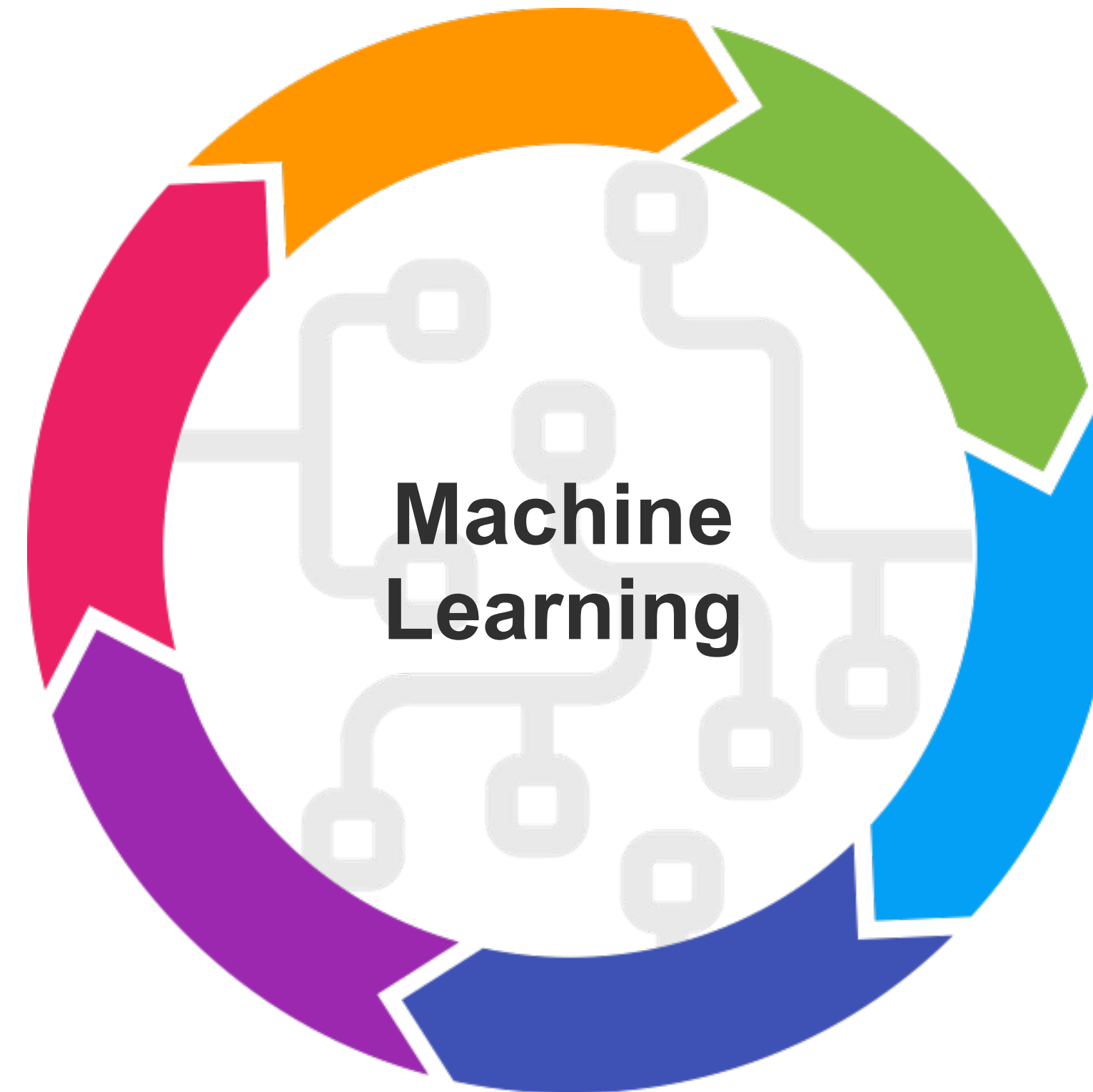
How can we continuously adapt our support tactics to ensure optimum results?

## Engagement

How are people engaging with learning opportunities?

## Prediction

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



## Learning

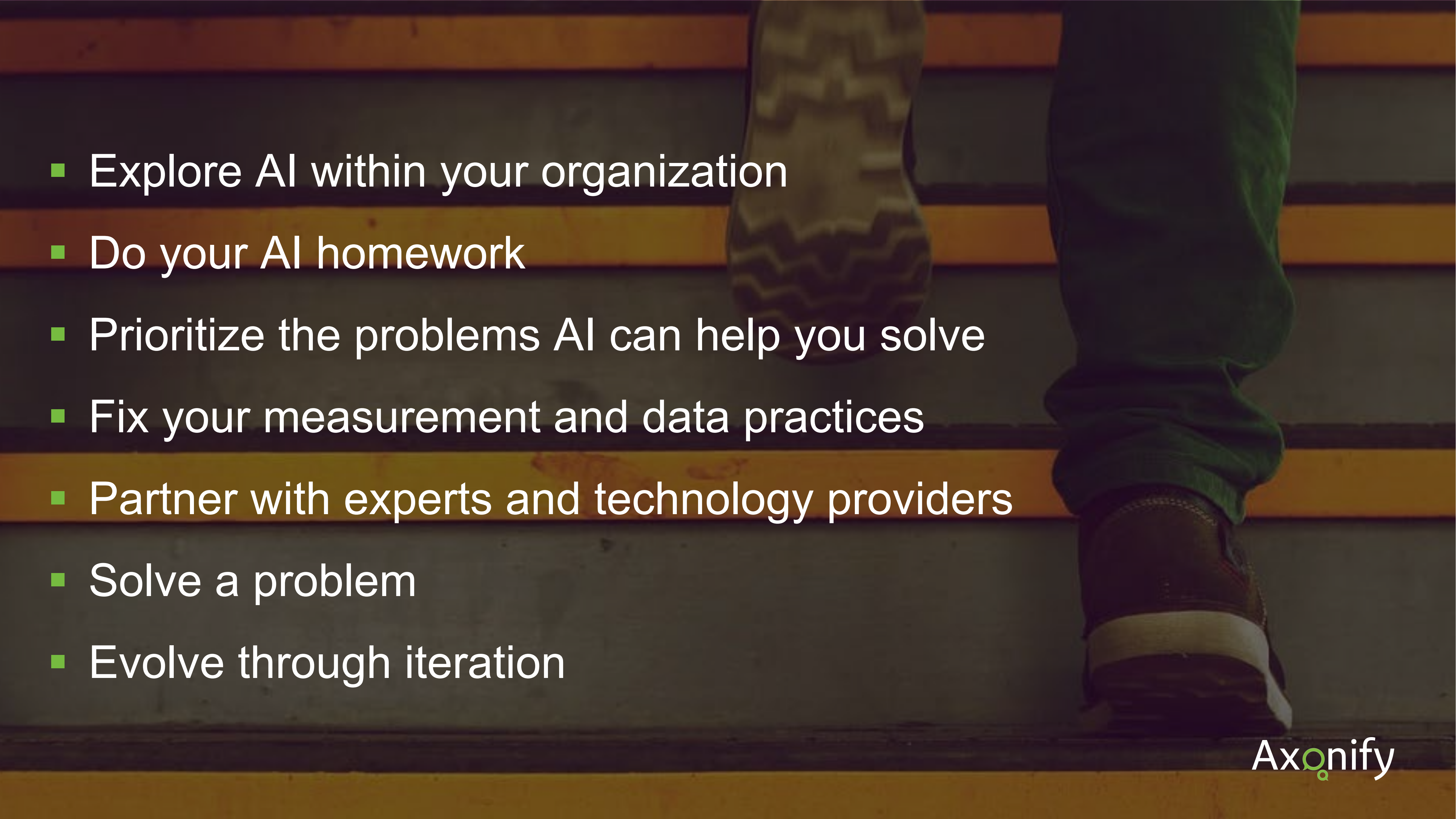
How is people's knowledge changing over time?

## Outcomes

How is learning impacting business results and delivering ROI?

## Behaviors

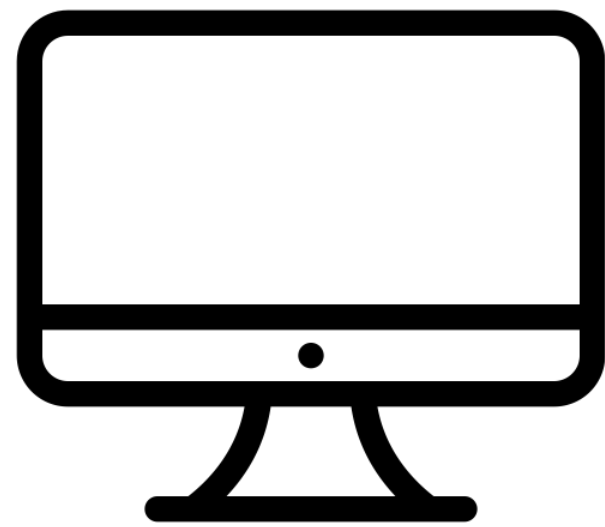
How are people's behaviors changing on the job?

- 
- Explore AI within your organization
  - Do your AI homework
  - Prioritize the problems AI can help you solve
  - Fix your measurement and data practices
  - Partner with experts and technology providers
  - Solve a problem
  - Evolve through iteration



Is AI the future of learning?

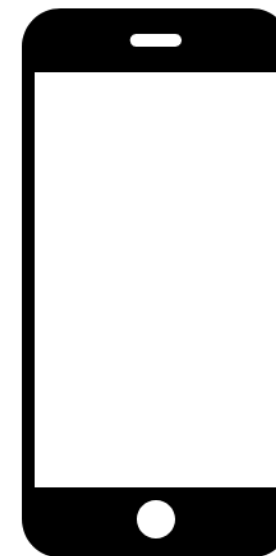
AI is often referenced as the "next big thing" in L&D.



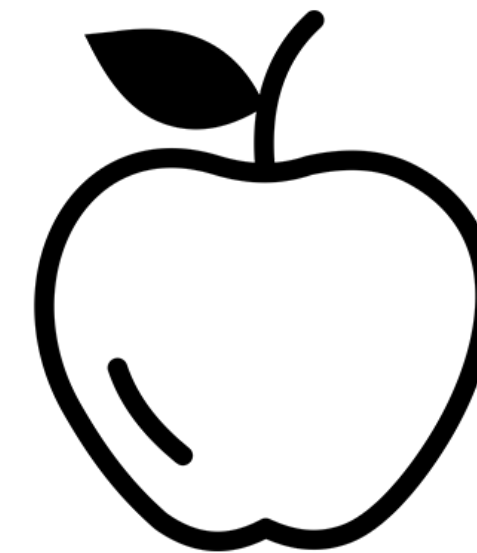
online



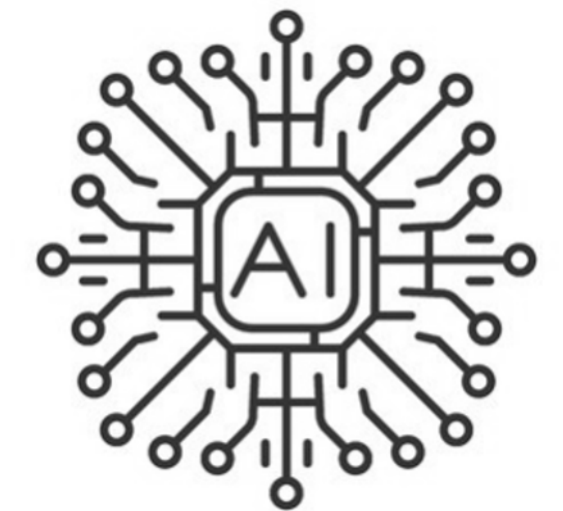
social



mobile

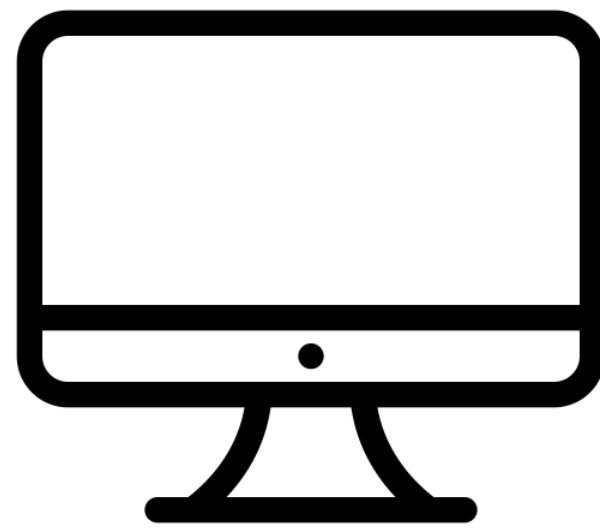


micro



ai

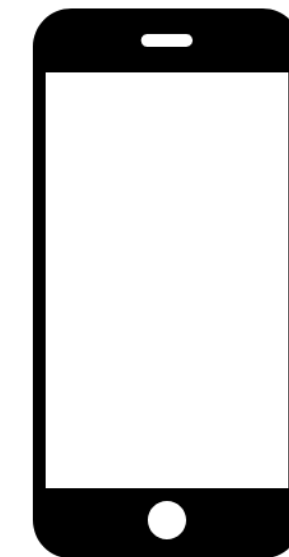




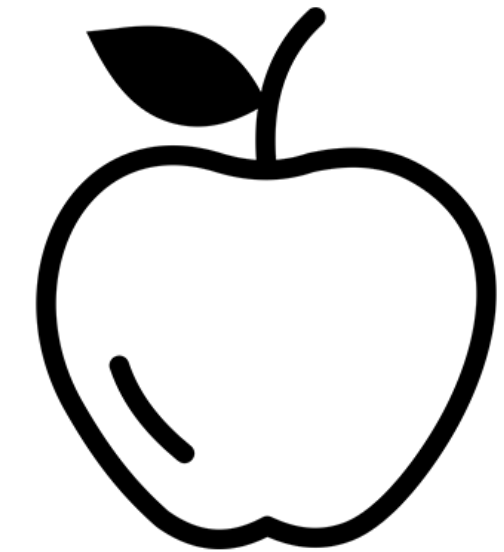
online



social



mobile



micro

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But AI is not a stand-alone “thing.”




ai

AI-enabled technology can power  
a wide variety of L&D solutions.

The future of training is ruthless efficiency.  
efficacy.  
impact.  
humanity.





Just what is needed,  
when and where it is needed,  
to help **people** be their best.

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learngeek.co/ai



— THE —  
**80**  
**PERCENT**



# THE**80**PERCENT

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