



ruthless (efficiency)

AI and the not-so-distant future of learning

What is the future of learning?



Is the future of learning
dictated by **technology**?



Josh Witty



Elizabeth Swan



Lynna Hu



John Mensik



Jeff Bechtel



Rob Rinsky



Mitchel Mayes



Angeline Huynh



Tamara Pitts

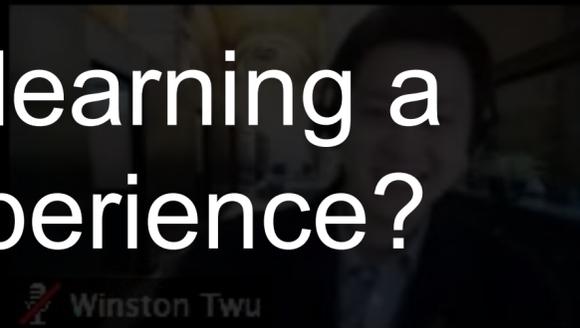


Zhenghang Gu

Is the future of learning a more digital experience?



Shari Clare



Winston Twu



James Desmond-Denve...



Rozette Pasahol



Huey Le - Zoom CSM



Jenny Eggimann



Subriah Esharc



Heather Jarrett



Justin Henry



Matt Caballero



George Bassil



Kerushan Bisetty



John Poje



Brian McIntyre



Farah Faraclas



Can the future of learning
be **predicted** at all?

The future of learning is dictated by the future of work.



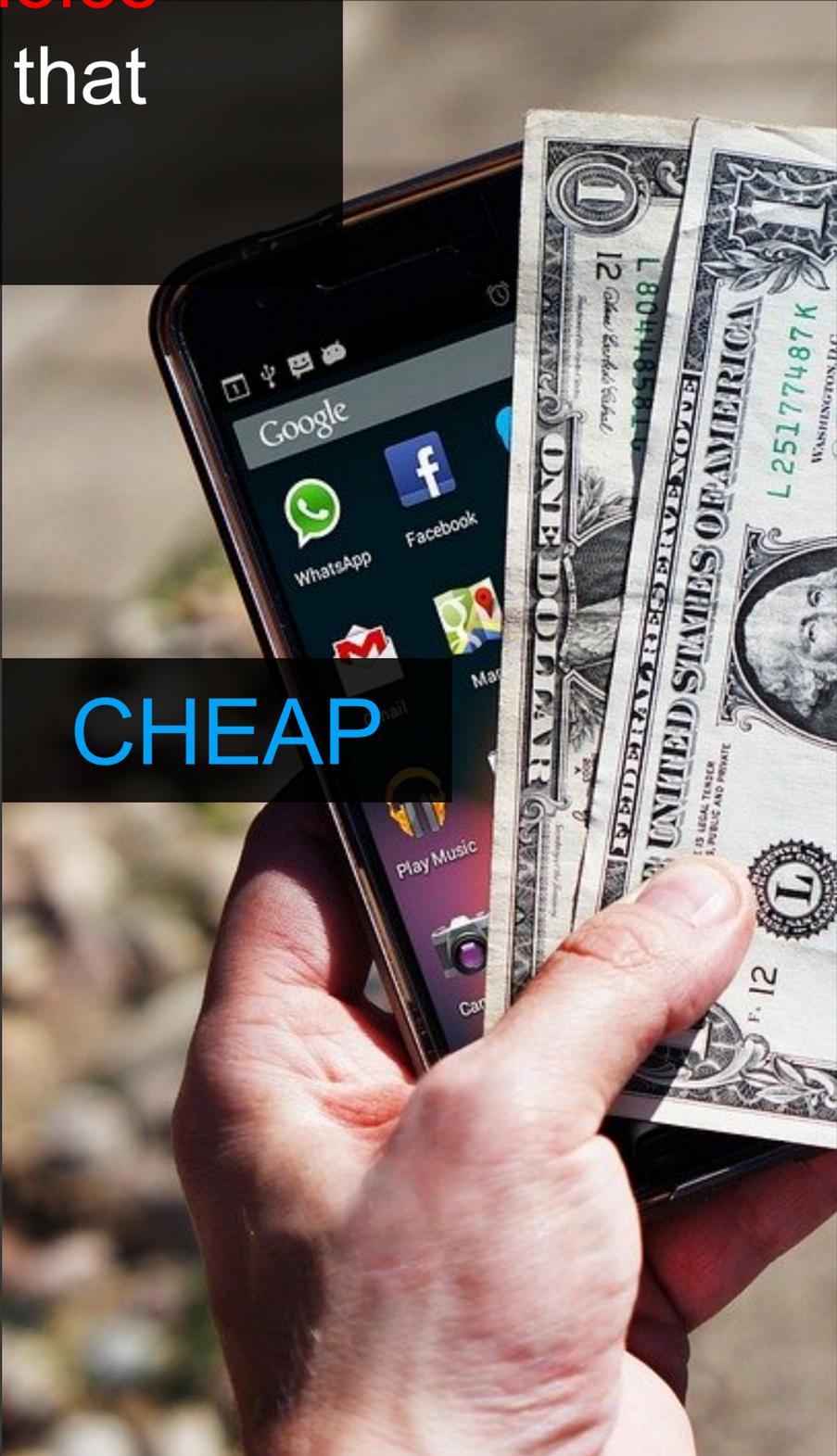
We're heading towards this future **faster and faster** but will never truly reach it.

Future success relies on our ability to **keep up.**

We usually make a **difficult choice** as we try to provide solutions that keep pace with change.



GOOD



CHEAP



FAST

efficacy

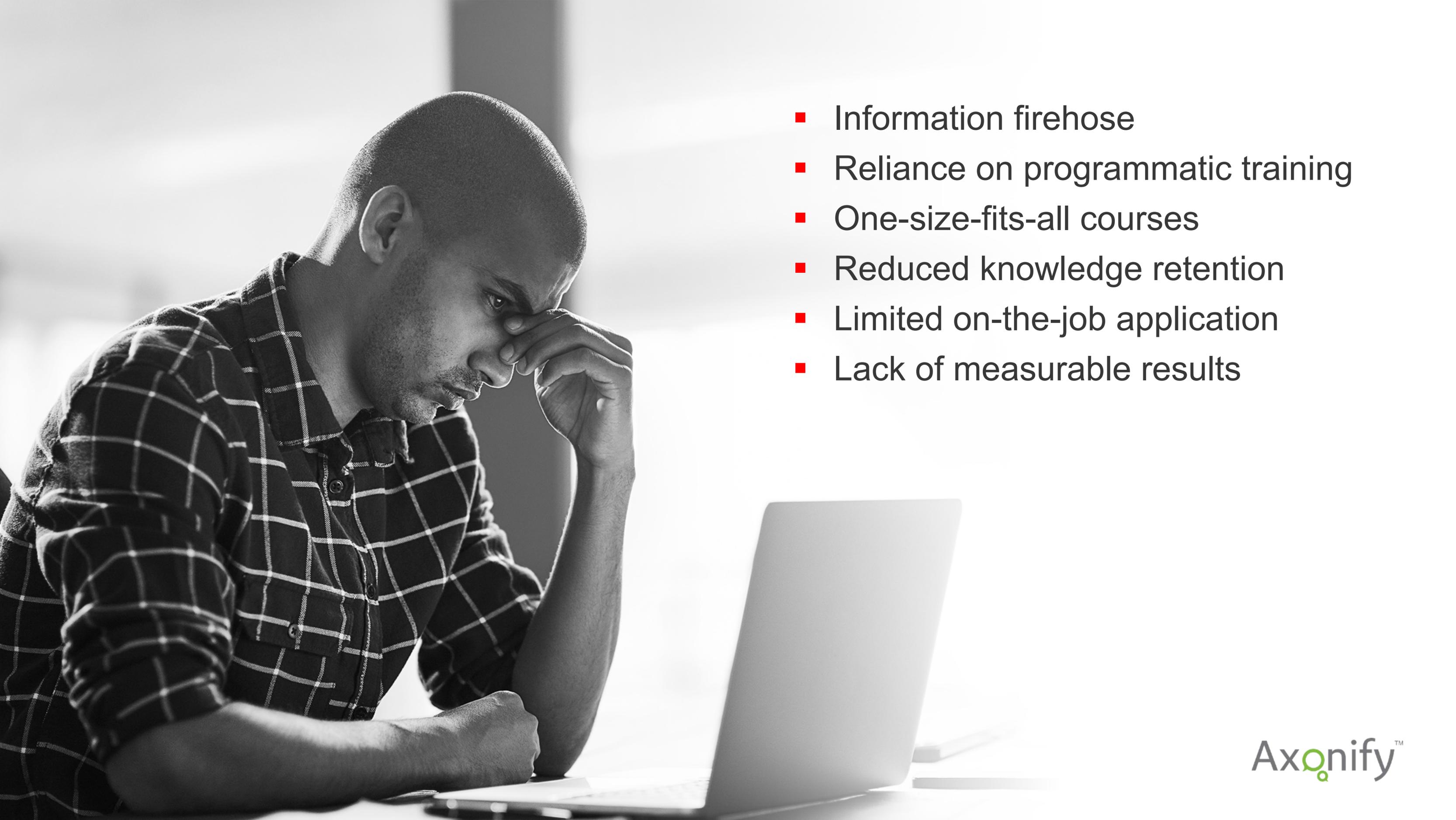


efficiency

We are forced to choose between the **best** solution and the **timely** solution.



Unfortunately, efficiency usually wins out over efficacy, throwing the learning experience **out of balance** for the individual employee.



- Information firehose
- Reliance on programmatic training
- One-size-fits-all courses
- Reduced knowledge retention
- Limited on-the-job application
- Lack of measurable results



We know workplace learning is out of balance. So why do we **continue to choose** efficiency?

Axonify™



Is it demanding **stakeholders**?
Is it bad **technology**?
Is it lack of **budget**?

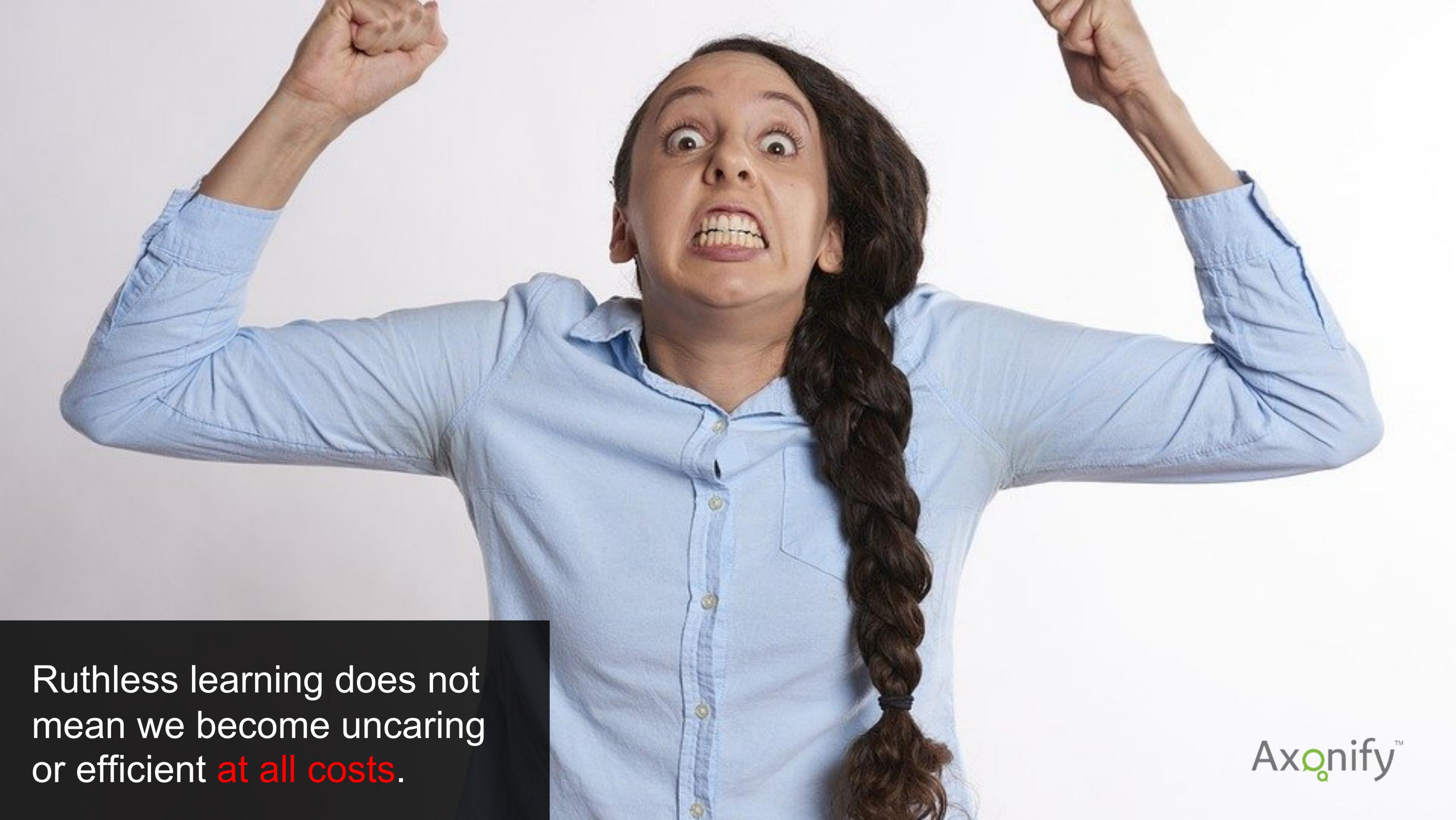


- Breakneck pace
- Limited resources
- Complex work
- Reskilling
- Learning requires time.



How can we help every employee
overcome time to build the
knowledge and skill they need to do
their best work every day?

Workplace training must become **ruthless**.



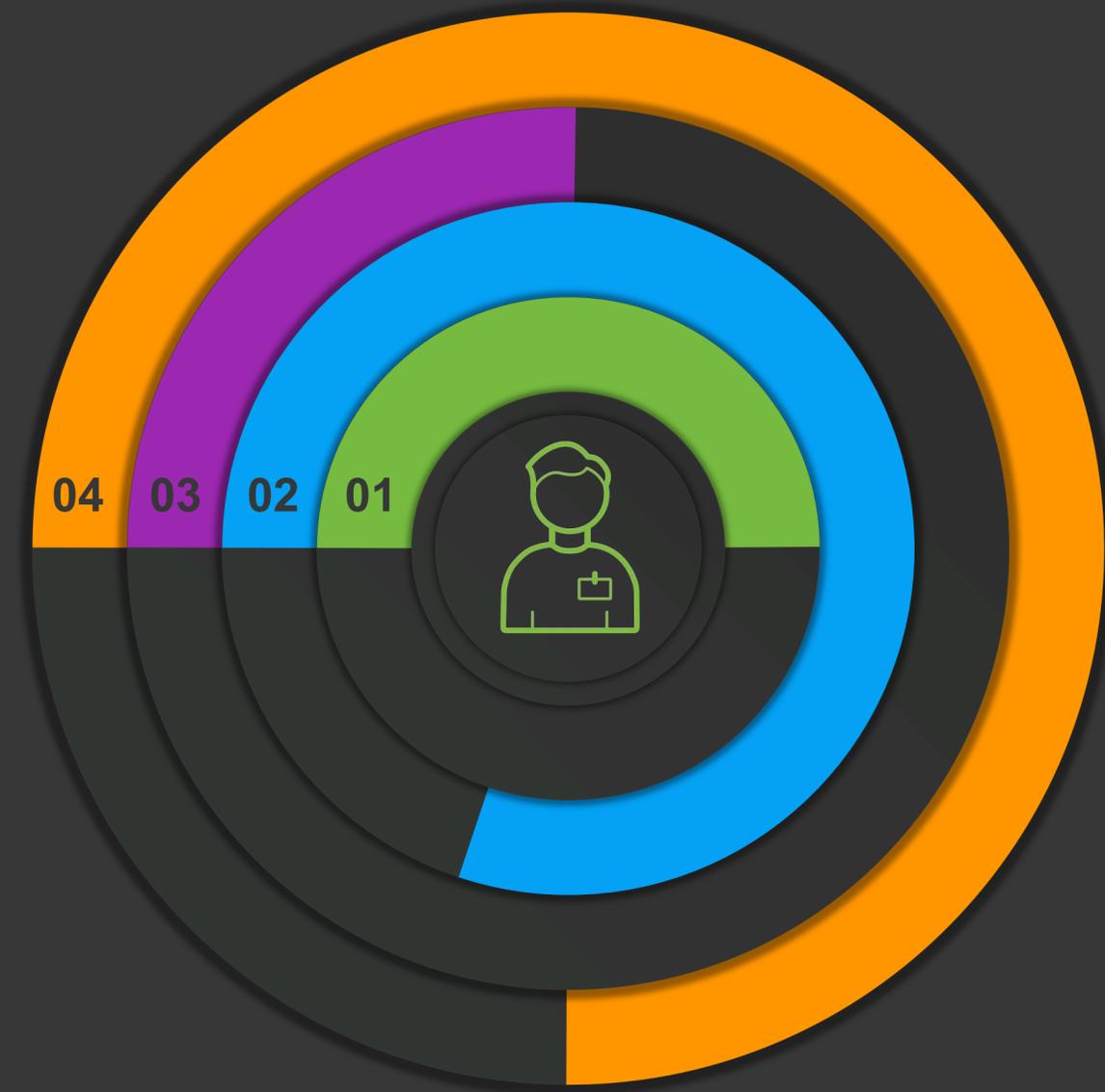
Ruthless learning does not mean we become uncaring or efficient **at all costs.**

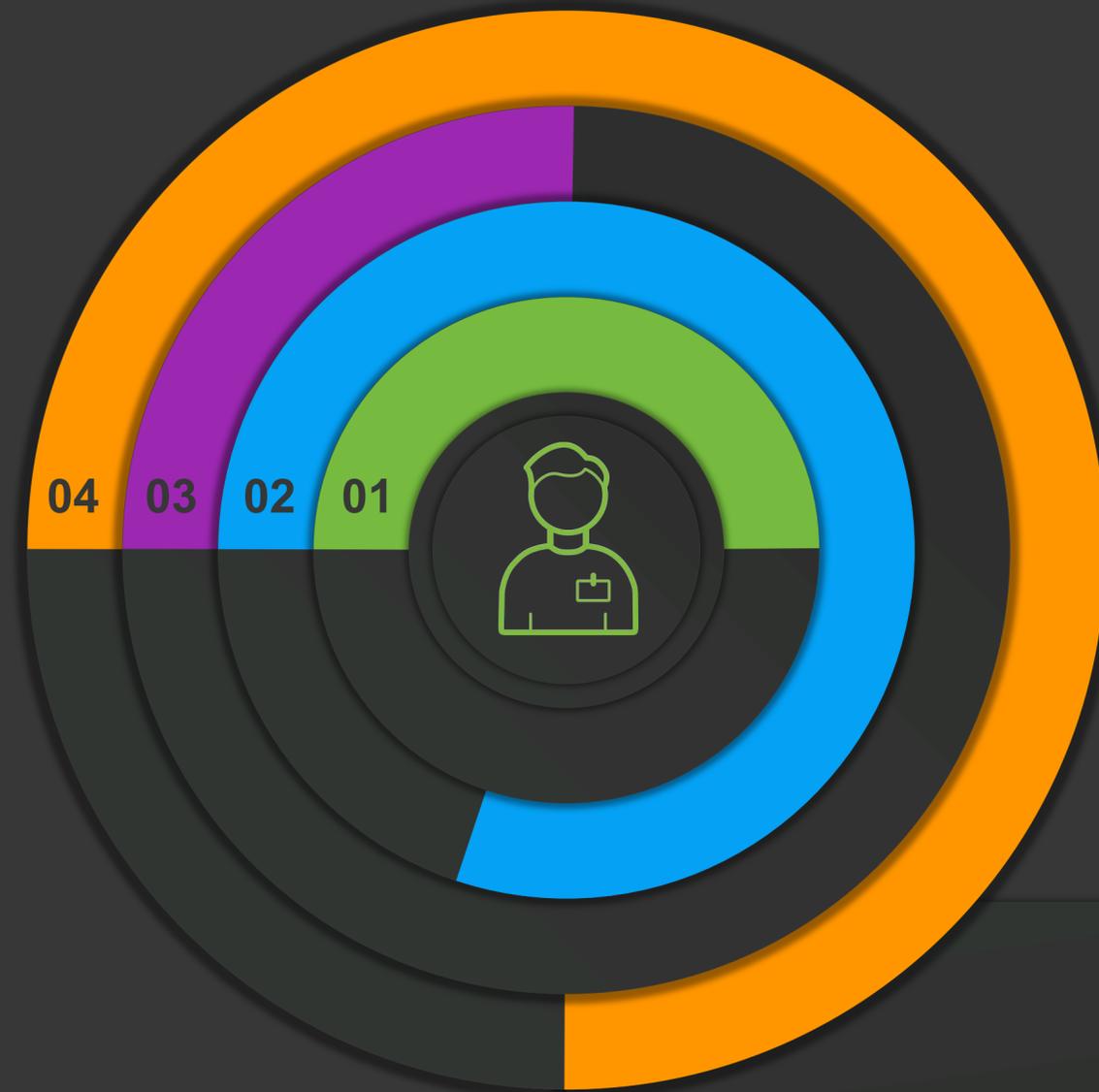


Ruthless learning requires L&D to **reimagine our approach** based on the realities of the people we support.

ruthlesslearningmodel

A new approach to workplace learning with a focus on providing a balanced, right-fit, high-impact experience for every employee.





Does it work?

PROCESS



ruthless**learning**model

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Traditional measurement models **do not align** with the realities of modern workplace learning.



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.



Instead, L&D should approach measurement more like Marketers, as the **foundation of our practices.**

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Adaptation

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

Prediction

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

Outcomes

How is learning impacting business results and delivering ROI?



Engagement

How are people engaging with learning opportunities?

Learning

How is people's knowledge changing over time?

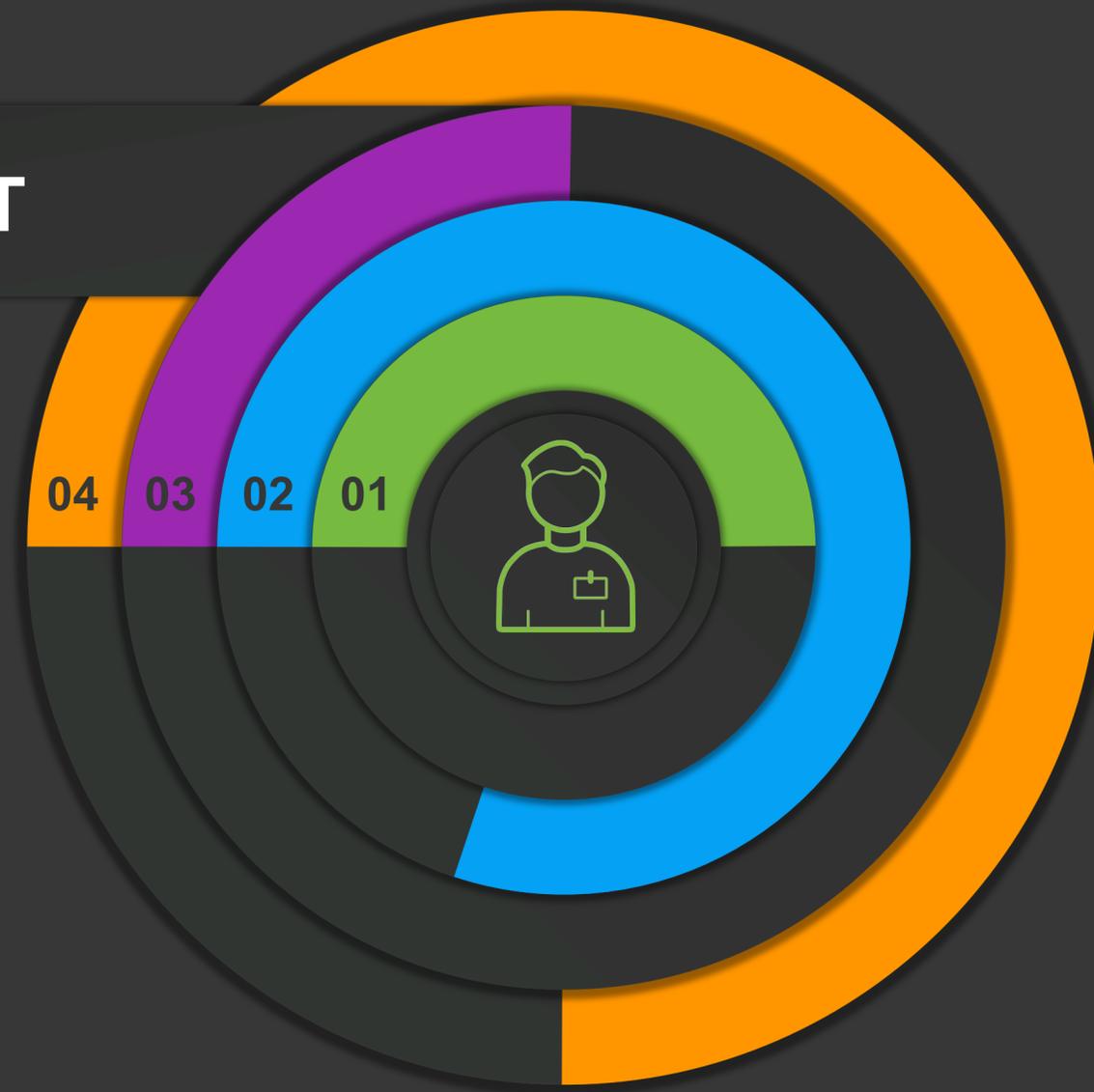
Behaviors

How are people's behaviors changing on the job?

Does it fit?



CONTENT



ruthless**learning**model



Providing a giant catalogue of aggregated training content **does not solve** meaningful workplace problems.

FILTER



Active Listening

GCFLearnFree.org • 121K views • 1 year ago

In this video, you'll learn strategies for active listening during a conversation with another person.



How to actively listen to others | Scott Pierce | TEDxBirmingham

TEDx Talks • 24K views • 11 months ago

In this inspiring talk, Scott Pierce shows us that "Yes, and" is not just the first rule of improv, but it also touches on deeper lessons ...



Active Listening Skills

Communication Coach Alex Lyon • 13K views • 2 months ago

Improve your Active Listening Skills, a key part of our overall effective communication skills. Plus, get a 50% discount code: ...

CC



Active Listening - A practical example

Christ Currency • 26K views • 3 years ago



The Big Bang Theory Active Listening - english sub

Школа Китайгородской • 119K views • 3 years ago

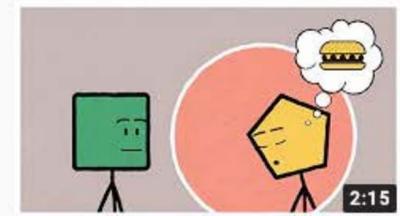
The Big Bang Theory 'Please pass the butter' conversation between Amy and Sheldon with english subtitles.



Active Listening: Katie Owens at TEDxYouth@Conejo

TEDx Talks • 230K views • 7 years ago

In the spirit of ideas worth spreading, TEDx is a program of local, self-organized events that bring people together to share a ...

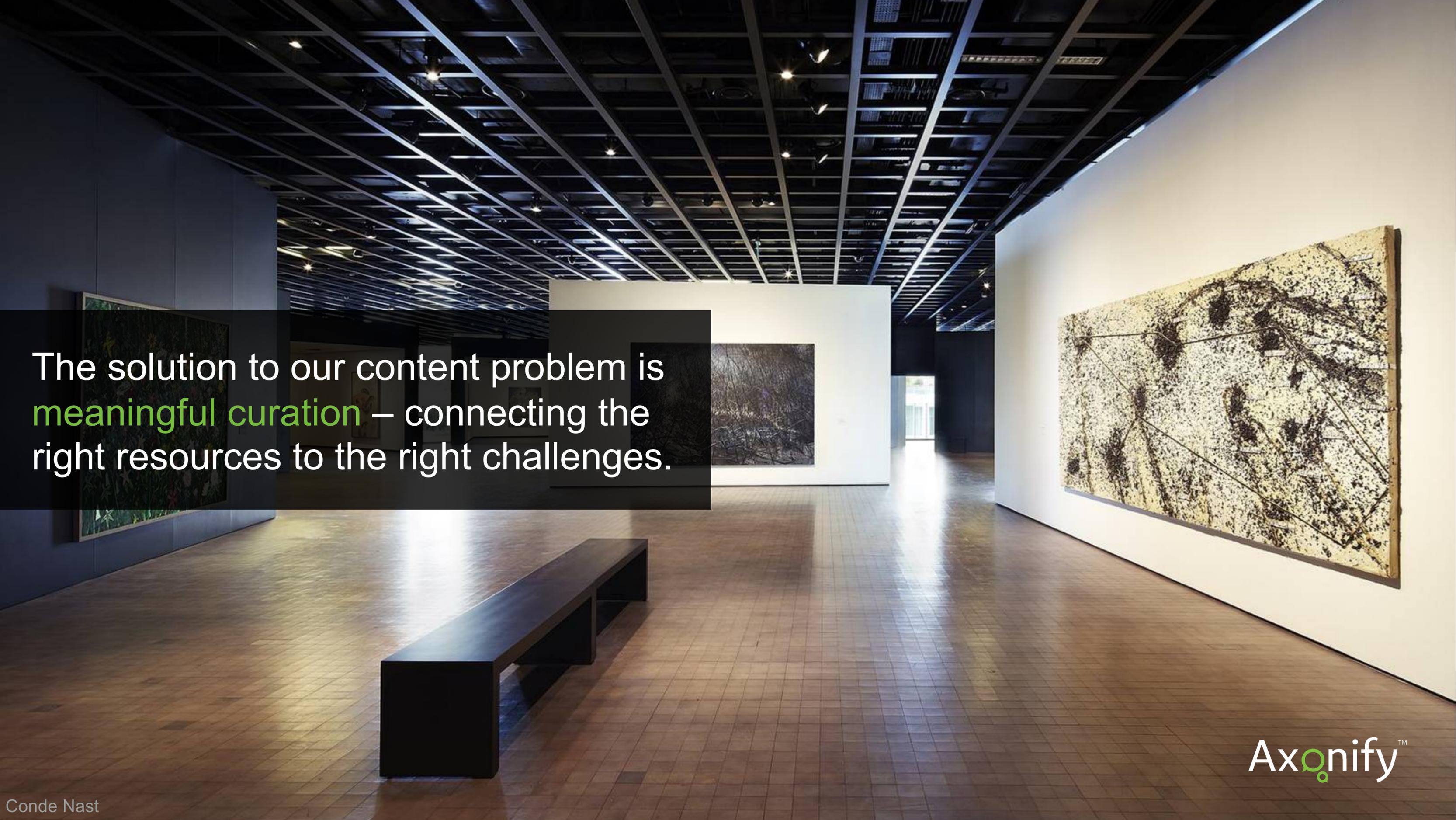


Active listening is a skill! Here's how it's done.

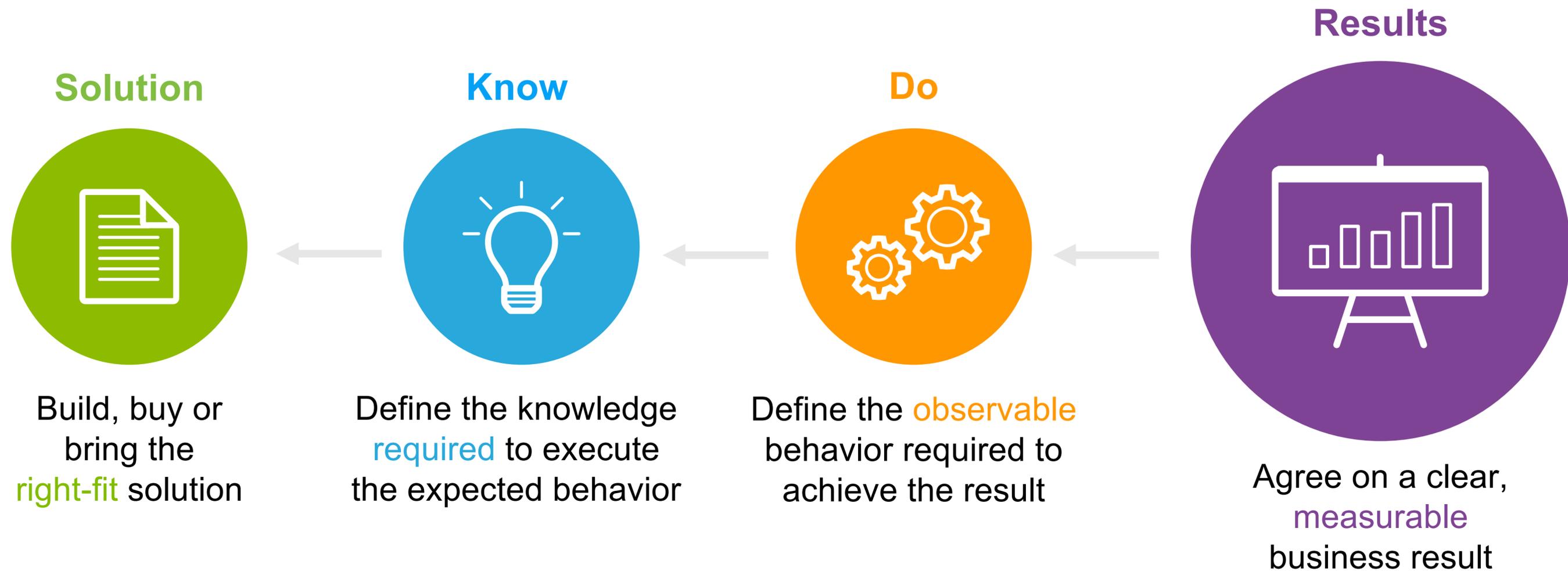
HeartlinesSA • 962 views • 4 months ago

Stop. Breathe. Listen. Here's some simple tips on how to be an active listener when someone is sharing their story.

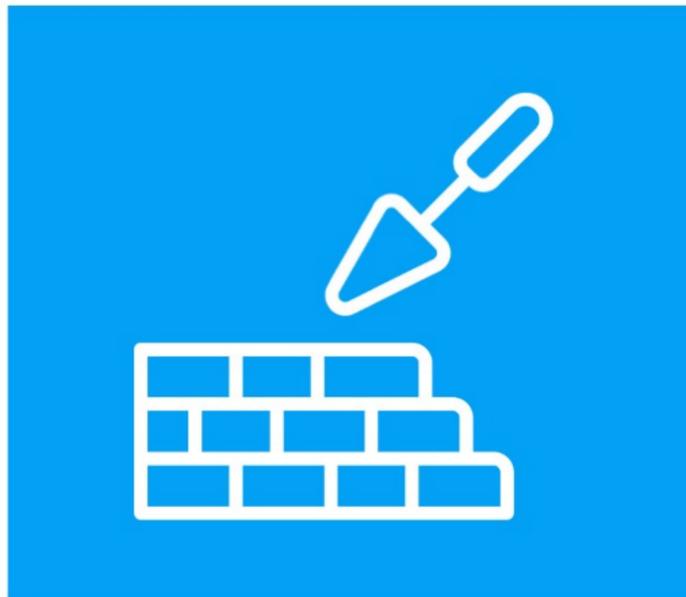
Forcing people to search for their own resources just adds **distraction and confusion** to the problem.



The solution to our content problem is **meaningful curation** – connecting the right resources to the right challenges.

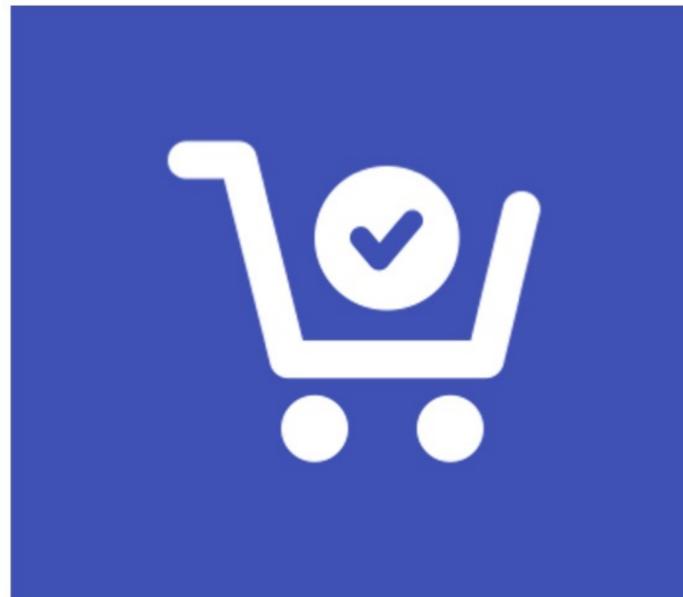


curation



Build

Topic and/or application of knowledge and skill is unique to our organization.



Buy

A trustworthy partner has already solved this problem and it's more efficient to leverage their expertise.

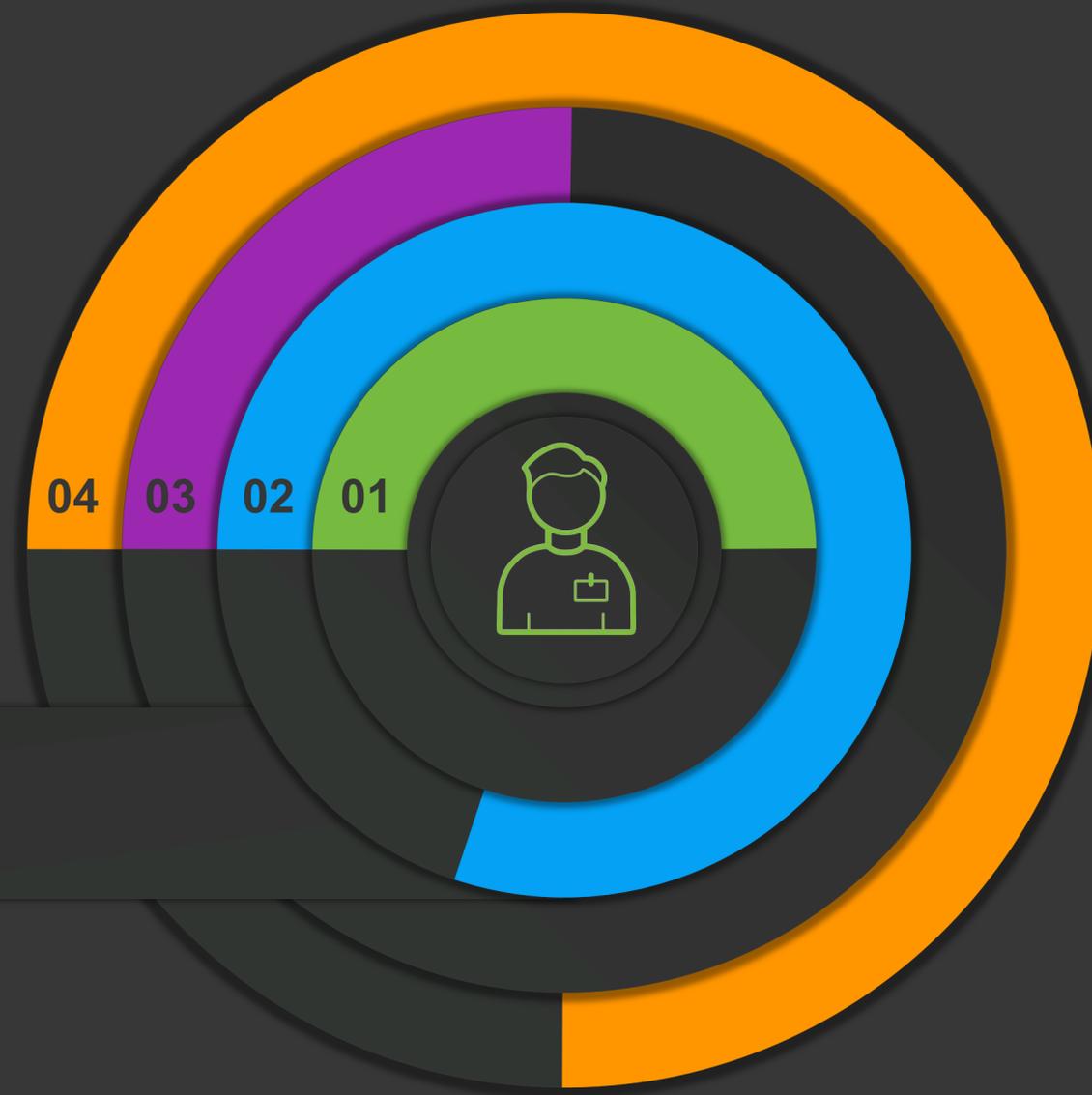


Bring

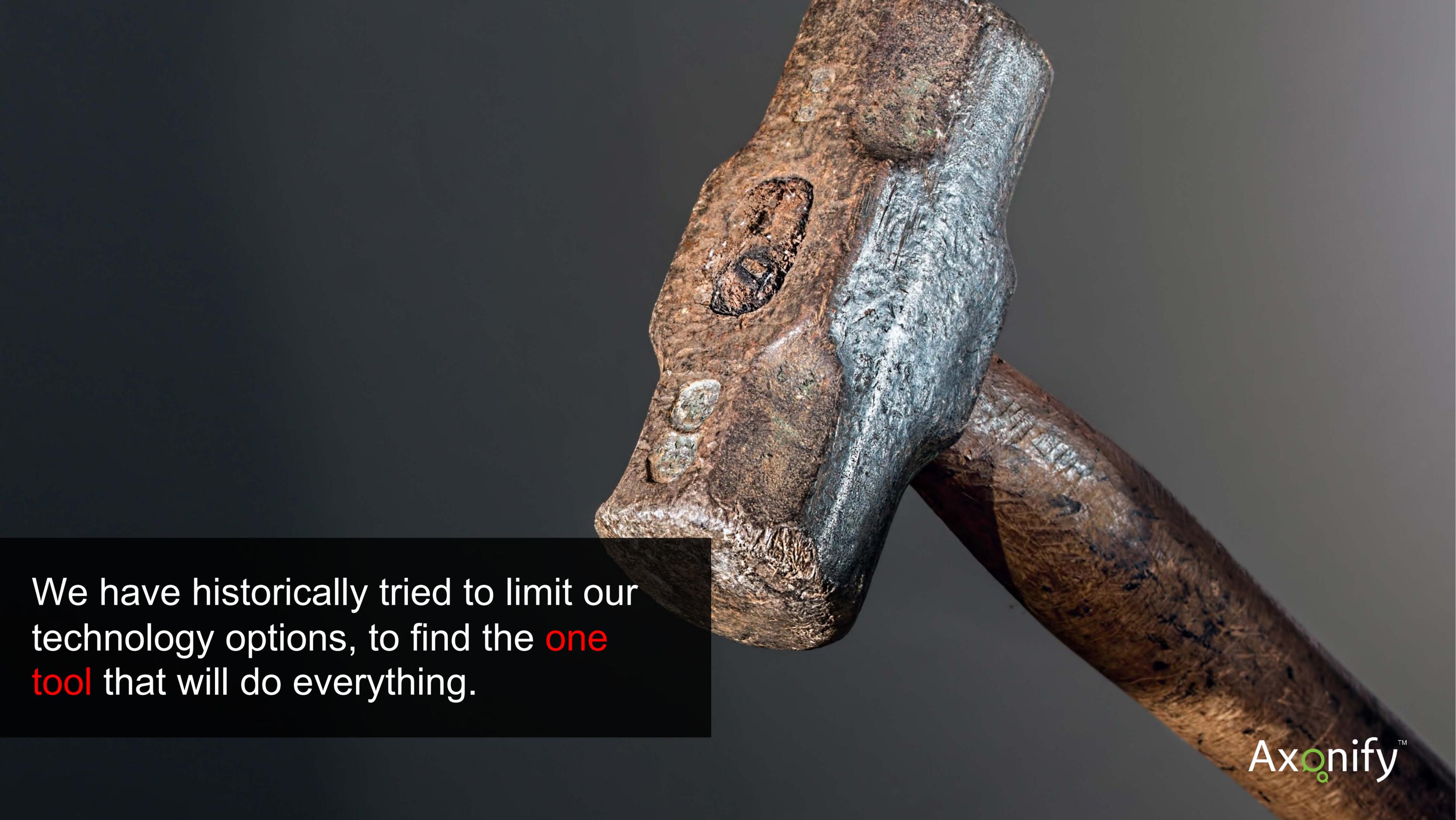
The topic is generic enough to leverage open resources and/or can be crowdsourced.

Is it available?

 **TECHNOLOGY**



ruthless**learning**model

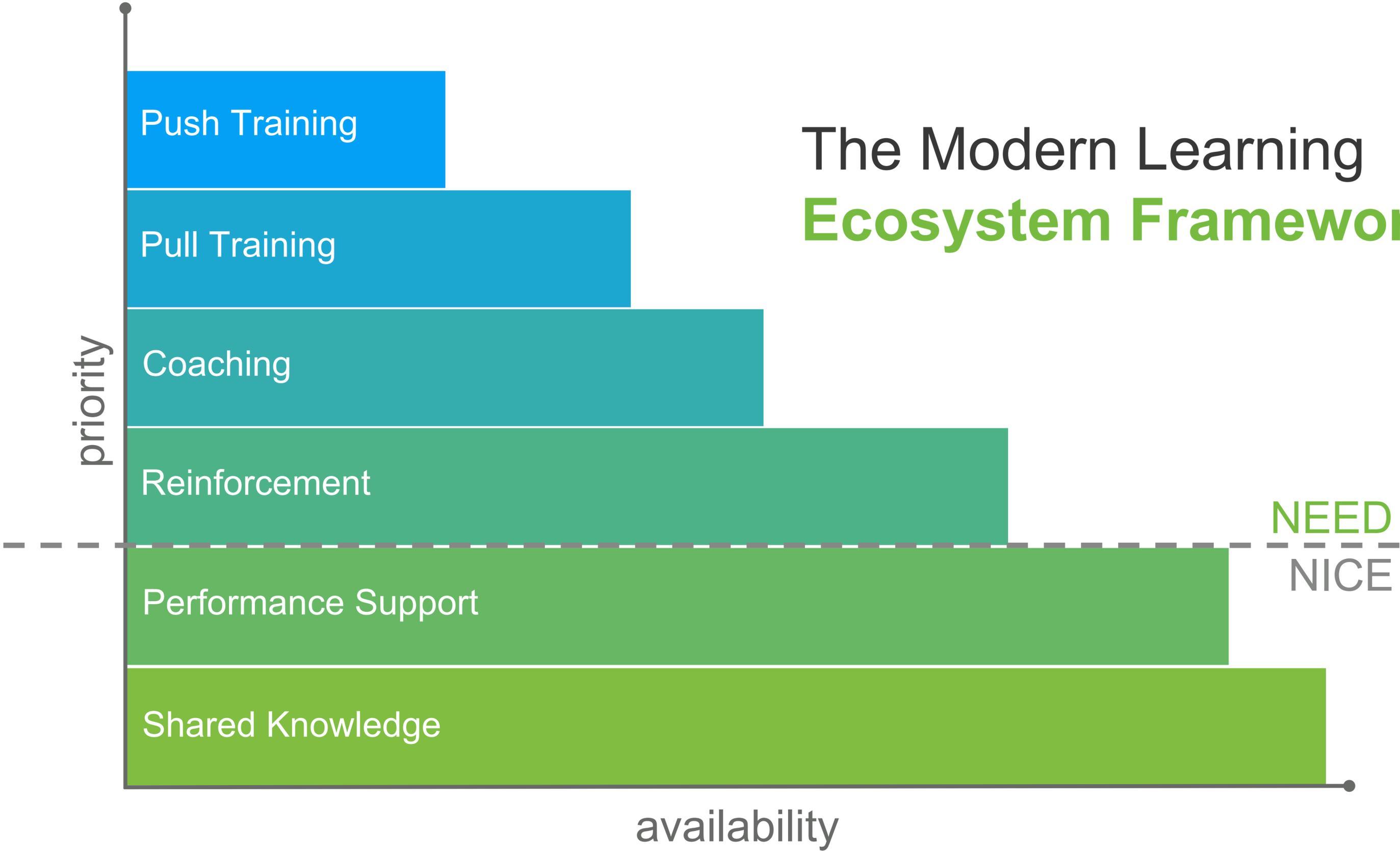


We have historically tried to limit our technology options, to find the **one tool** that will do everything.

A top-down view of various tools laid out on a dark, vertically-grained wooden surface. The tools include a large hammer with a wooden handle, a smaller claw hammer, an axe with a wooden handle, a pair of worn tan leather work gloves, a pair of large metal pliers, a blue Craftsman nickel-plated tape measure, a pair of wire cutters, a utility knife, a metal cup, a metal bell, and a curved metal tool. The lighting is dramatic, with a bright light source from the left creating strong highlights and deep shadows.

Modern technology requires an **ecosystem approach**, a blend of right-fit, complimentary tools.

The Modern Learning Ecosystem Framework™





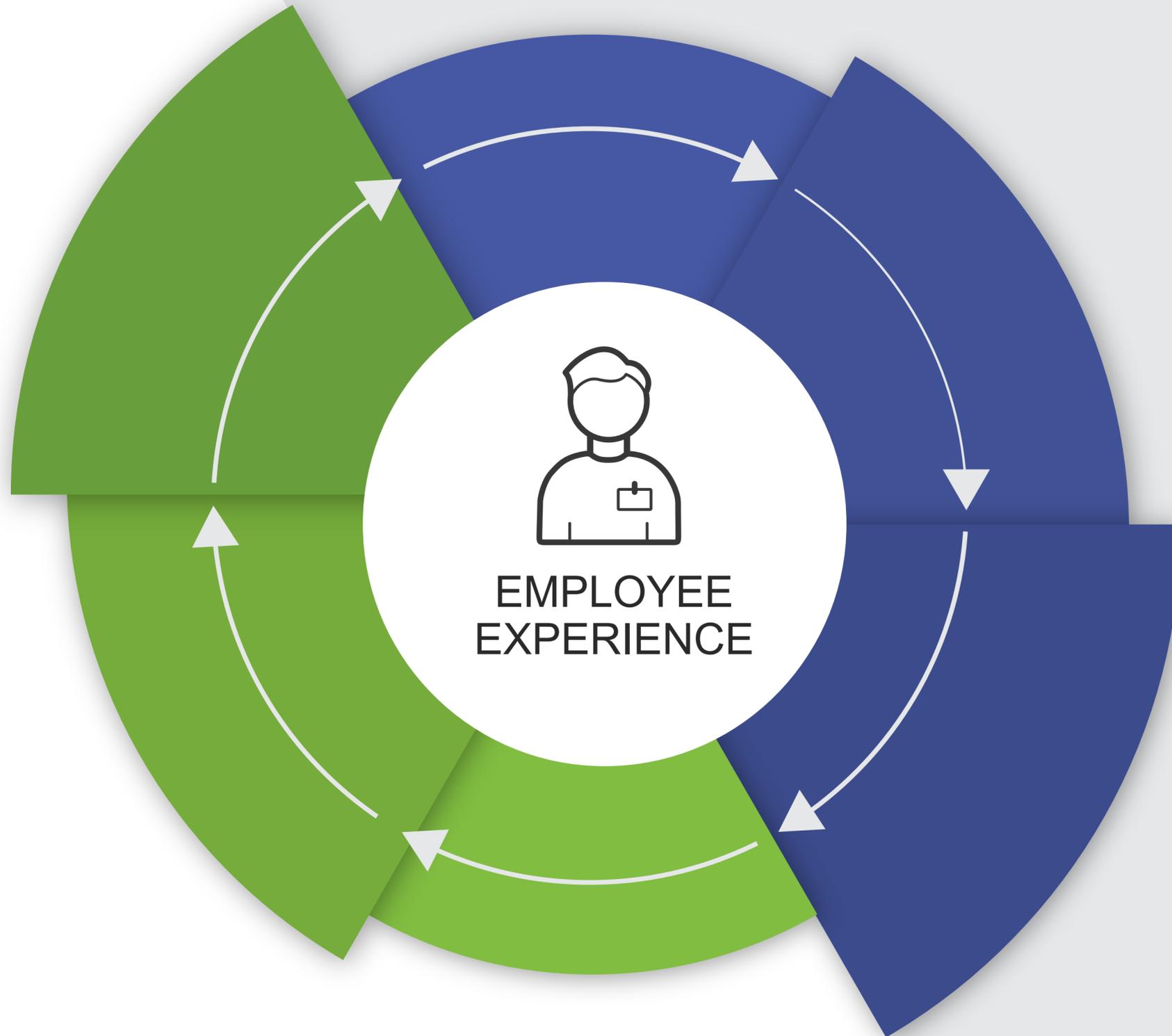
ruthlesslearningmodel

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PULL

Future-focused
skill development

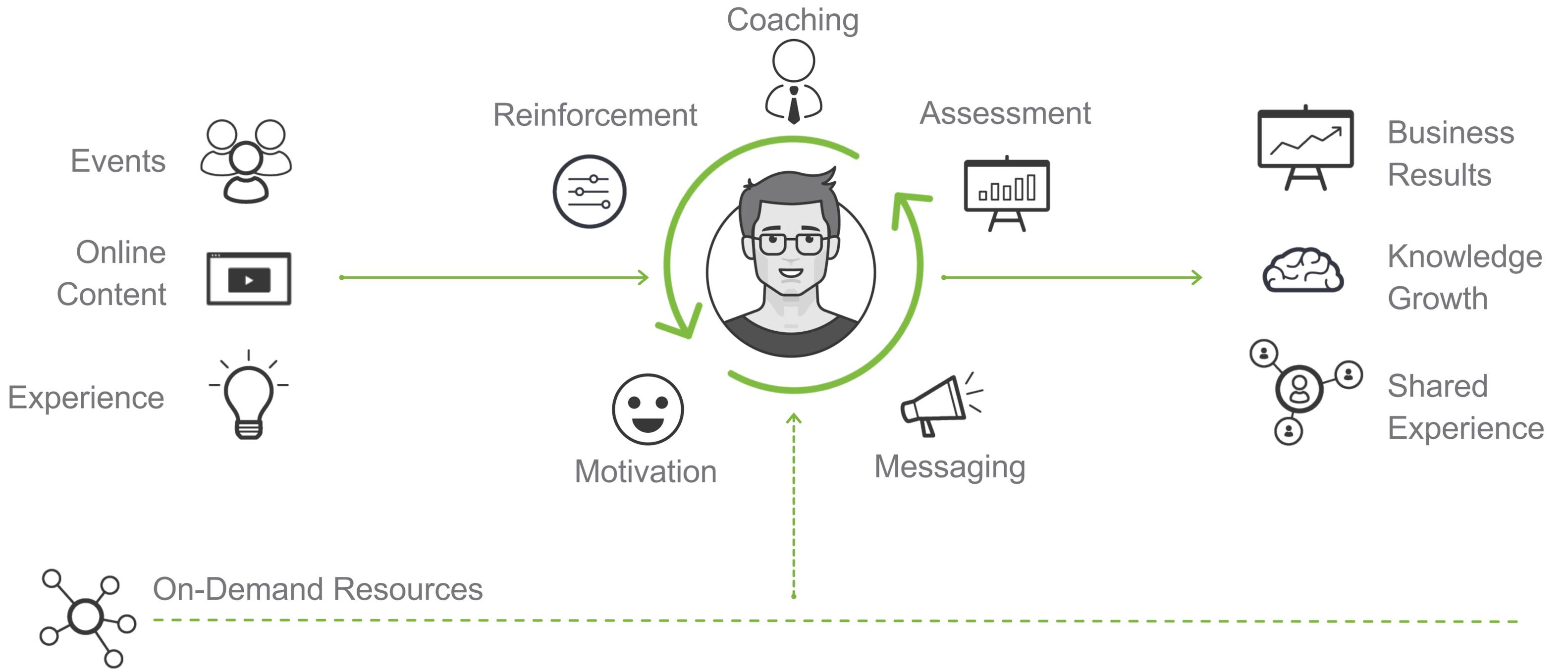
Self-Direction
Performance Support
Curated Content
Reskilling
Collaboration

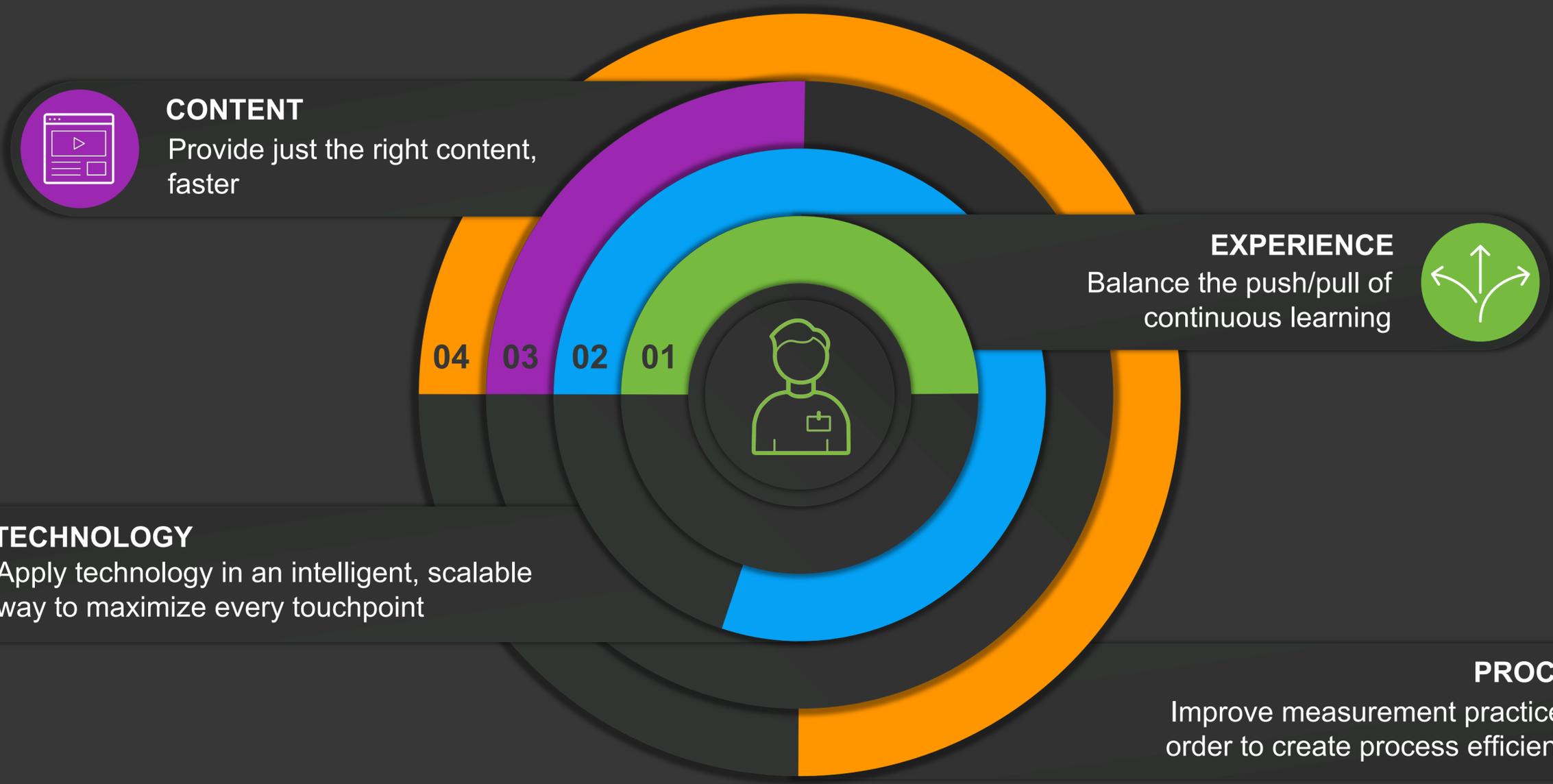


PUSH

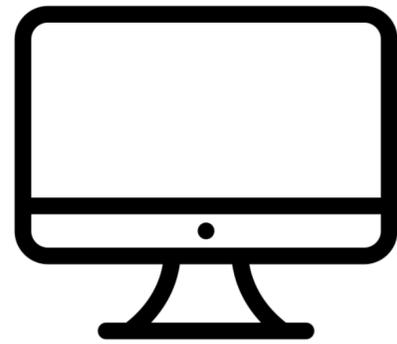
Today's biggest
business priorities

Messaging
Job Training
Compliance
Upskilling
Reinforcement
Coaching





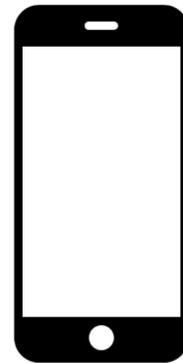
ruthless**learning**model



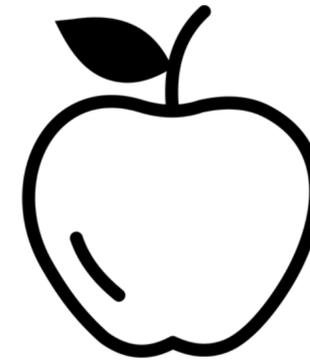
online



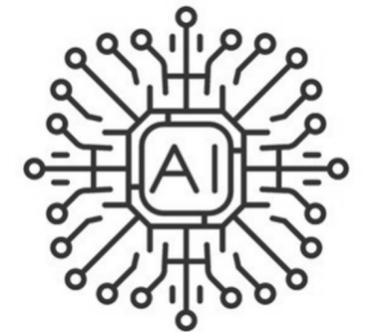
social



mobile



micro



ai

Artificial intelligence is the latest technology evolution that will enable a **ruthless learning** approach.

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

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

What **problem** are you trying to solve?

An open calendar with a gold pen resting on it. The calendar pages are visible, showing dates like 11, 18, 25, 19, 20, and 26. A green callout box is overlaid on the right side of the image.

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.

ВЫХОД В ГОРОД

Translation

Machine learning now makes it possible for everyone to receive content in their preferred language and reduce the need for expensive, time-consuming translation services.



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.



Typically replies in minutes



For how many people?

8



Choose a time

7pm



We have the following dates available still. Which date would you like to book?

22/12/2016



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...

Chatbot

Many chatbots are complicated branching programs and not true applications of AI. Some do use AI capabilities, such as natural language processing.

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



Mary Steenburgen



Shelley Long
70 years



Larry David
72 years

Feedback

Search

People also ask

How old was Ted Danson in Cheers?

What is Ted Danson's net worth?

How long has Ted Danson been married?

Is Ted Danson still married?

Feedback

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

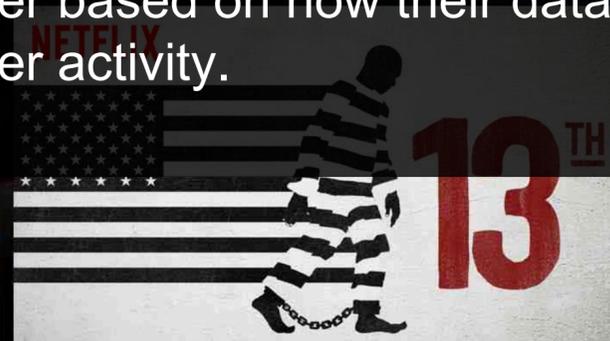
When a young boy vanishes, a small town uncovers a mystery involving secret experiments, terrifying supernatural forces and one strange little girl.

Winona Ryder, David Harbour, Matthew Modine
TV Shows, TV Sci-Fi & Fantasy, Teen TV Shows

Recommendation

AI is sometimes used to recommend content to a user based on how their data profile matches other user activity.

Popular on Netflix



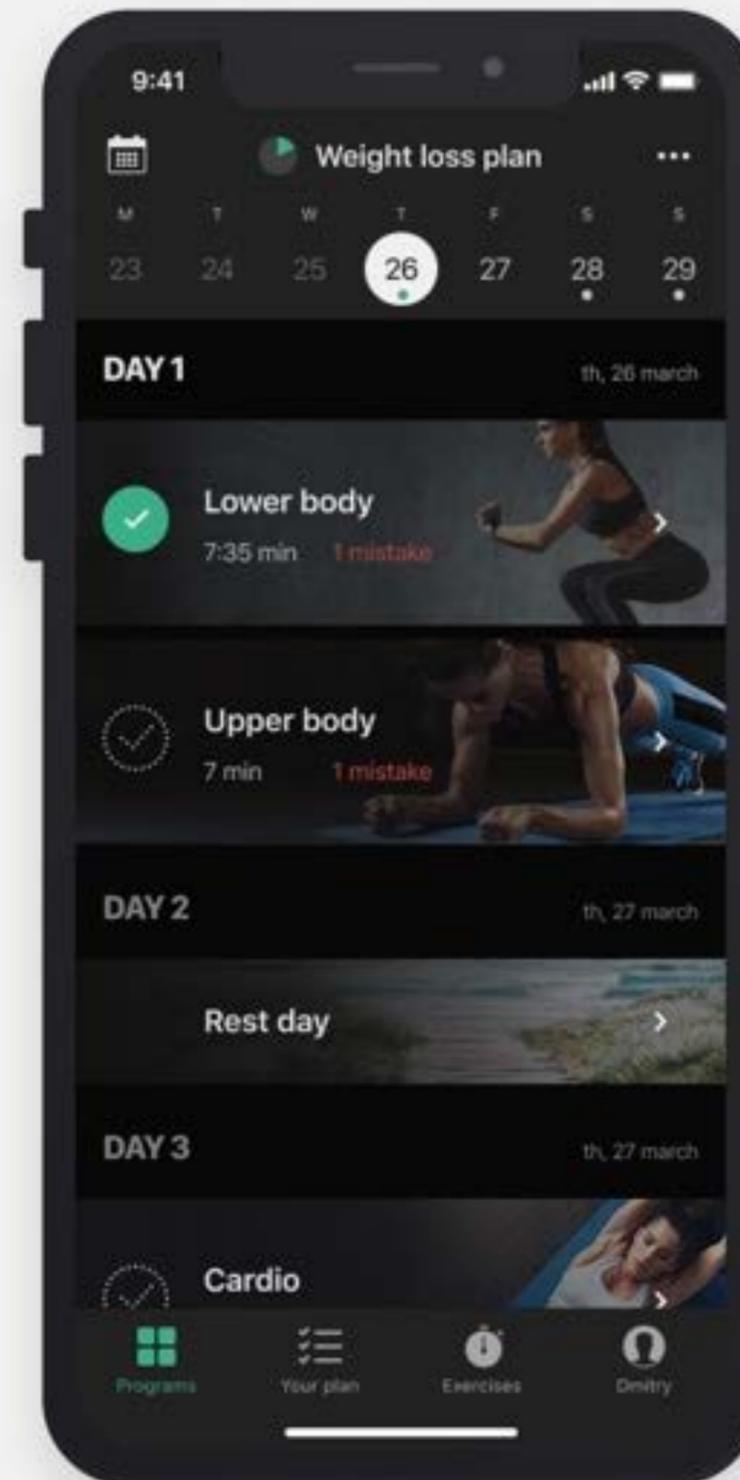
Recently Watched



Coaching

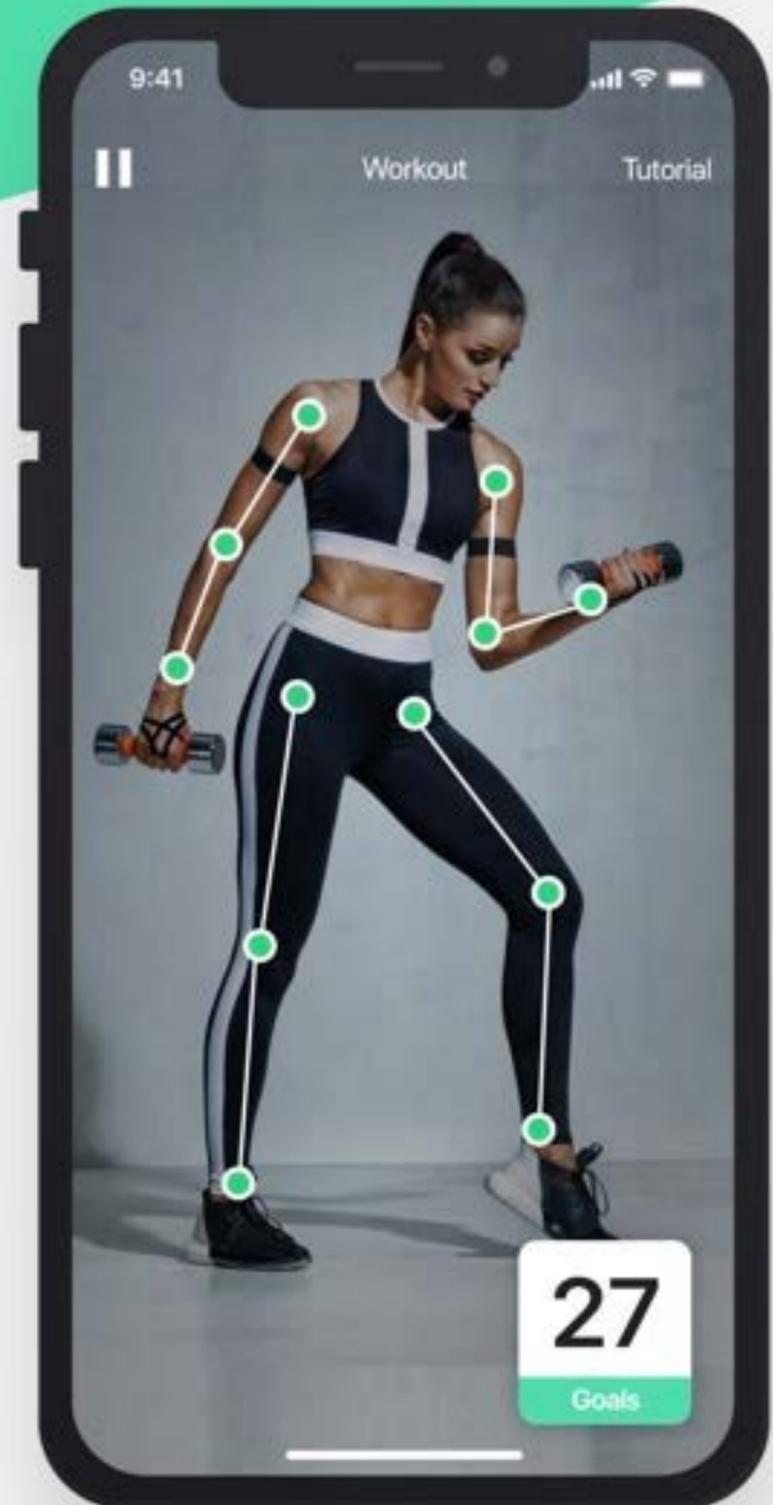
AI can be applied to provide actionable coaching recommendations, just like a personalized exercise application.

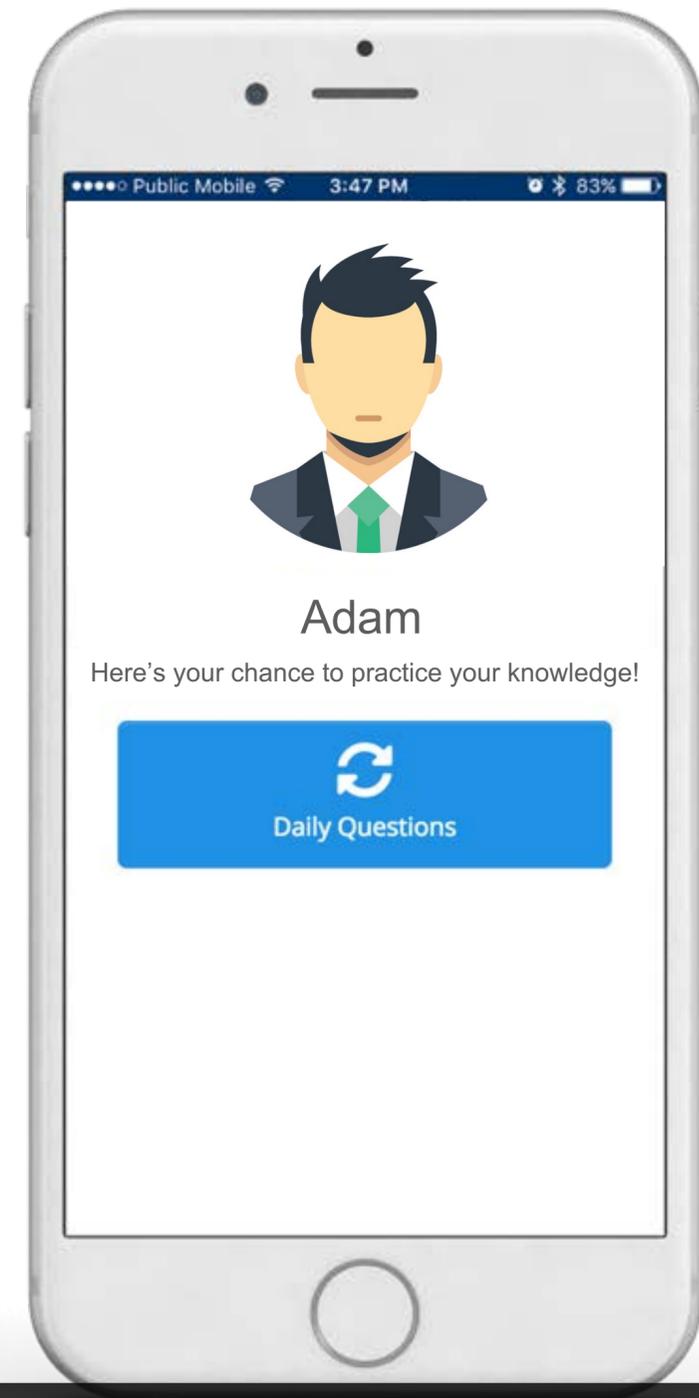
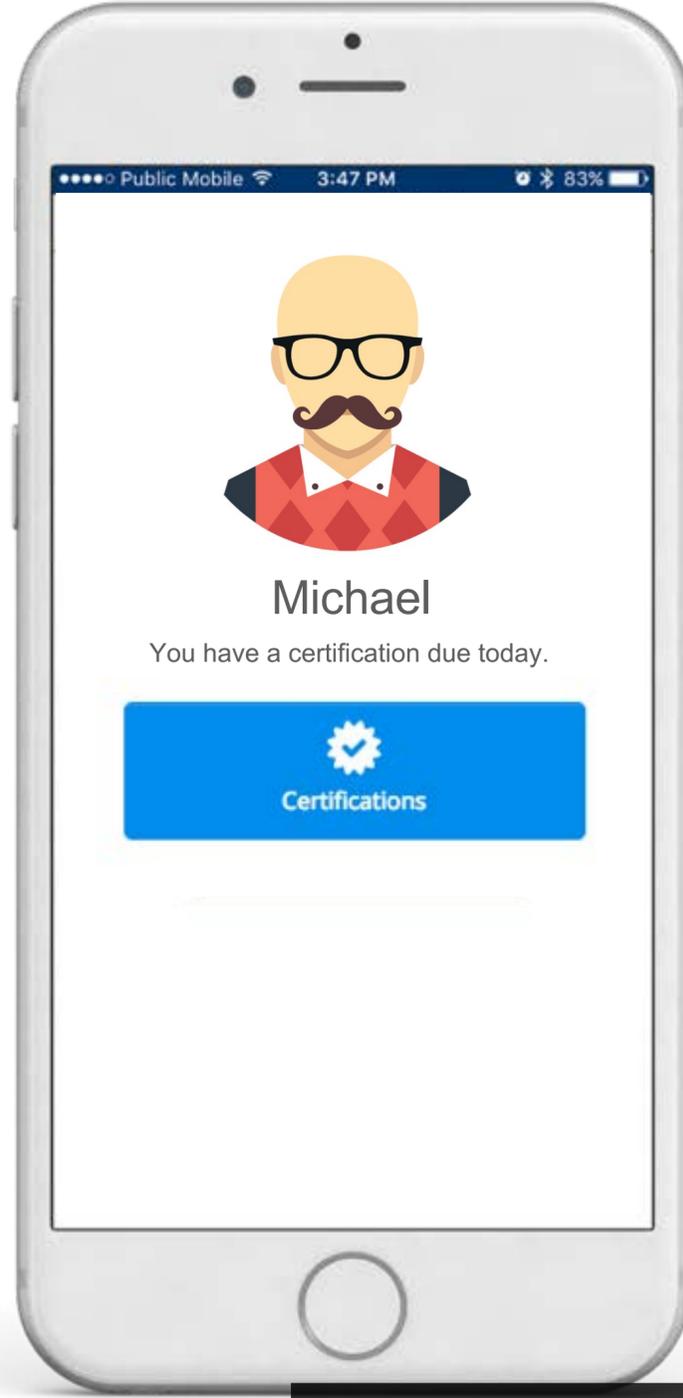
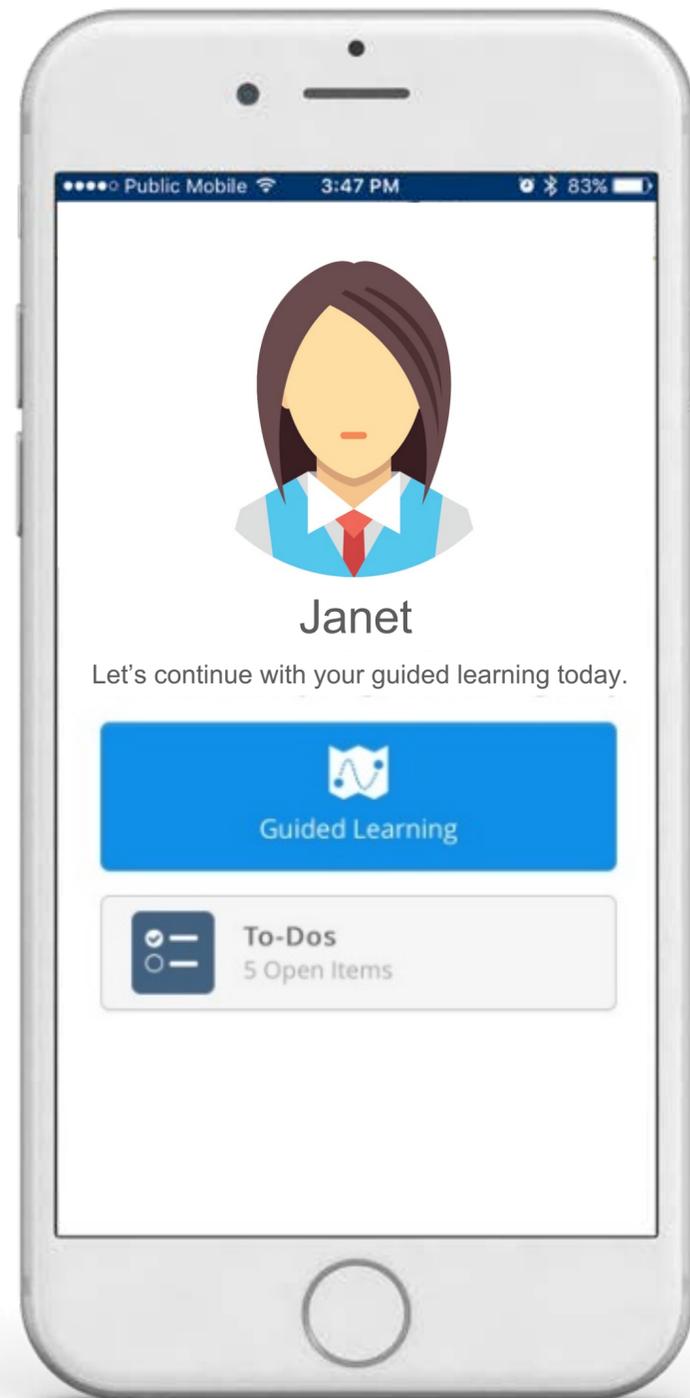
Fittonic



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

Gap Analysis

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

technology

AI will play a critical role in enabling a **ruthless learning** approach.

process

Gap Analysis

Impact Analysis

Administration

content

Authoring

Search

Recommendation

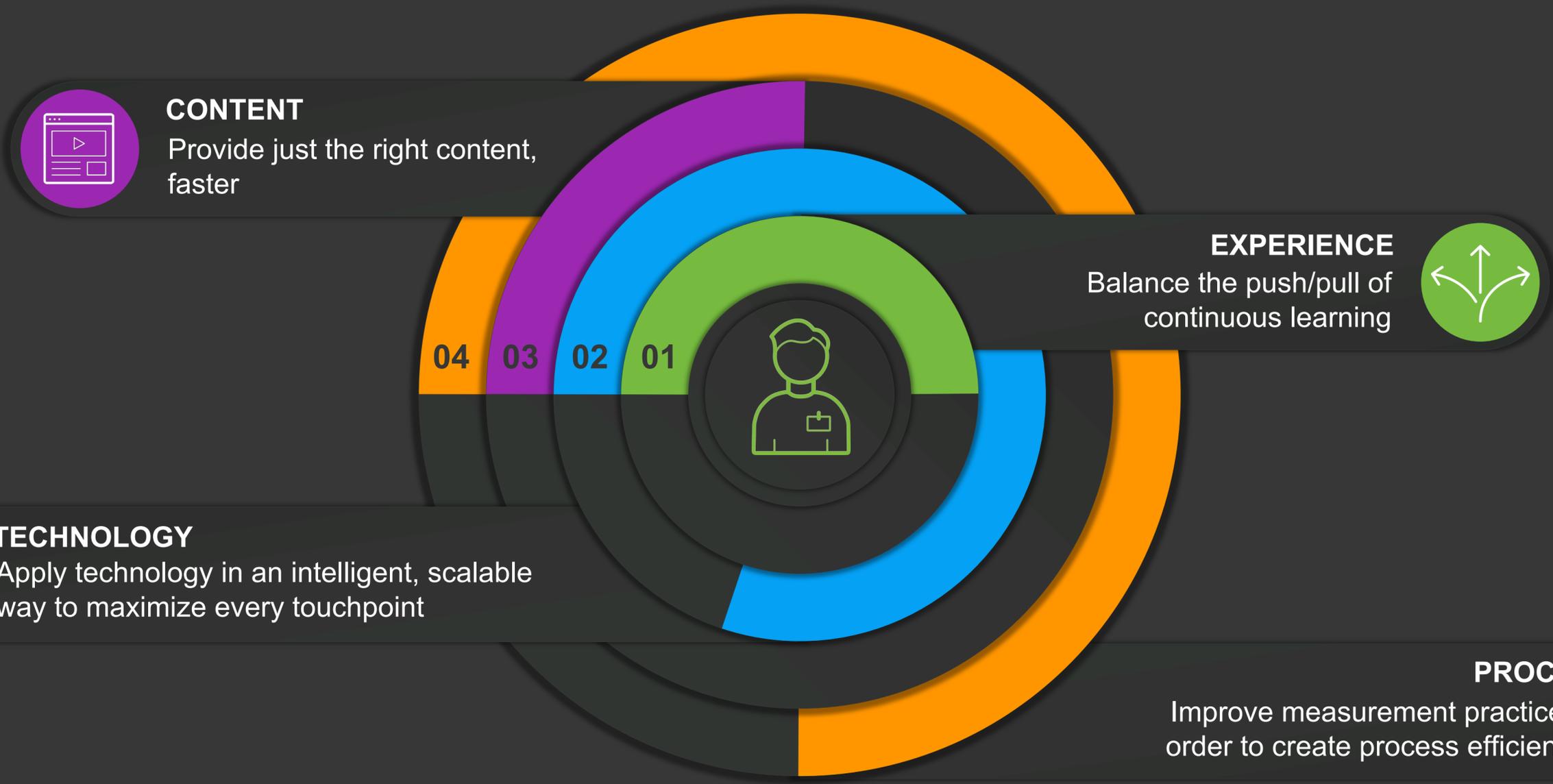
experience

Personalization

Translation

Coaching

Chatbots



ruthless**learning**model

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.

Axonify™



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learngeek.co/presentations

Be well.