

A wooden ladder is leaning against a dark wooden wall. The ladder is made of light-colored wood and has several rungs. The wall is made of dark vertical wooden planks. The scene is dimly lit, with shadows cast on the wall.

The AI Ladder

Preparing for the Not-So-Distant
Future of Learning Technology

Axonify™



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Chief Learning Architect



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Senior Product Manager



Is AI the **next big thing** in workplace learning?



AI

**Machine
Learning**

Analytics

**Information
Architecture**

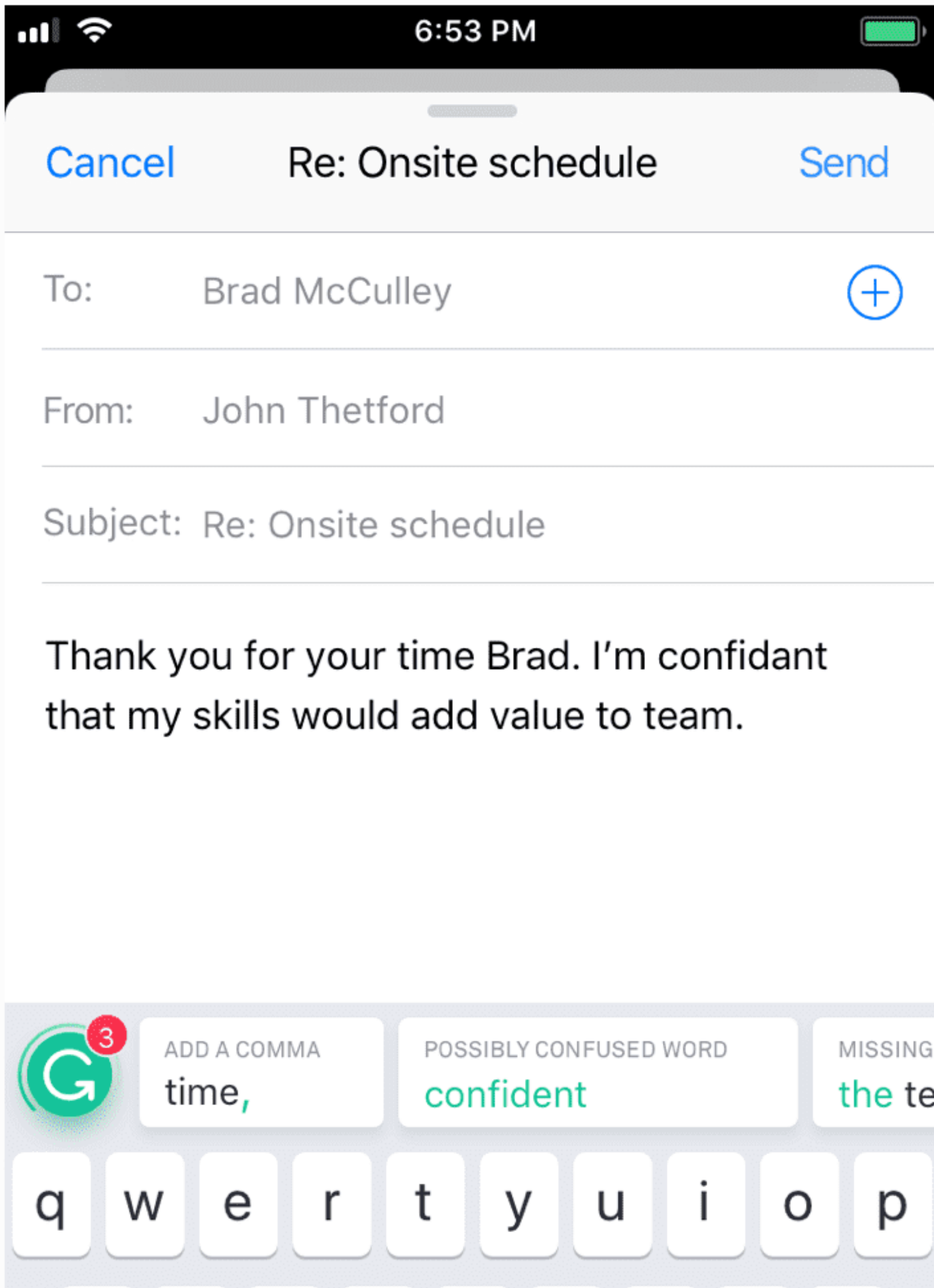
We can now harness the ability for machines to learn from data and act based on this evolving intelligence in order to solve prescribed problems in support of human performance and organizational impact.

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

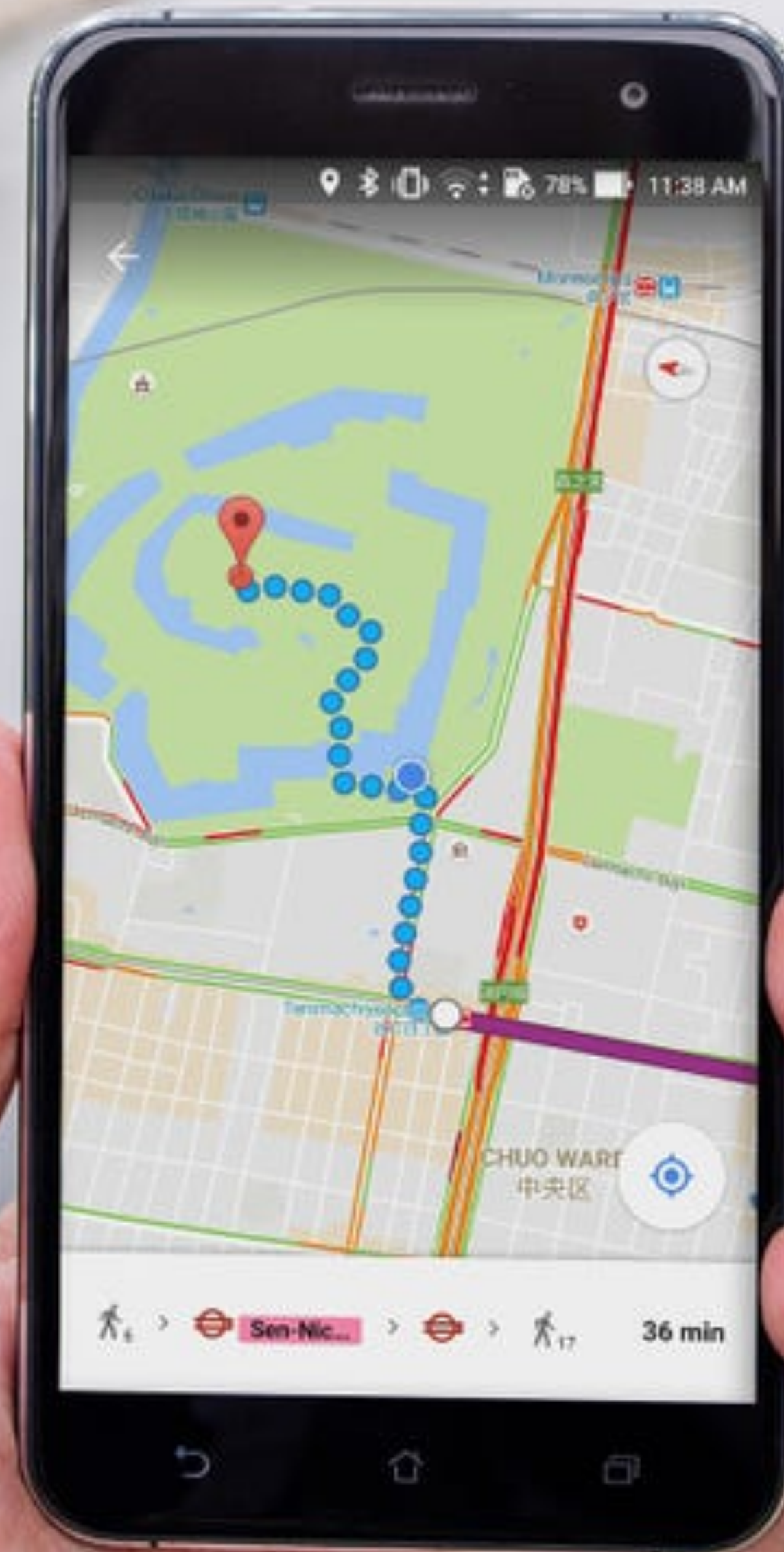
The Grammarly Keyboard

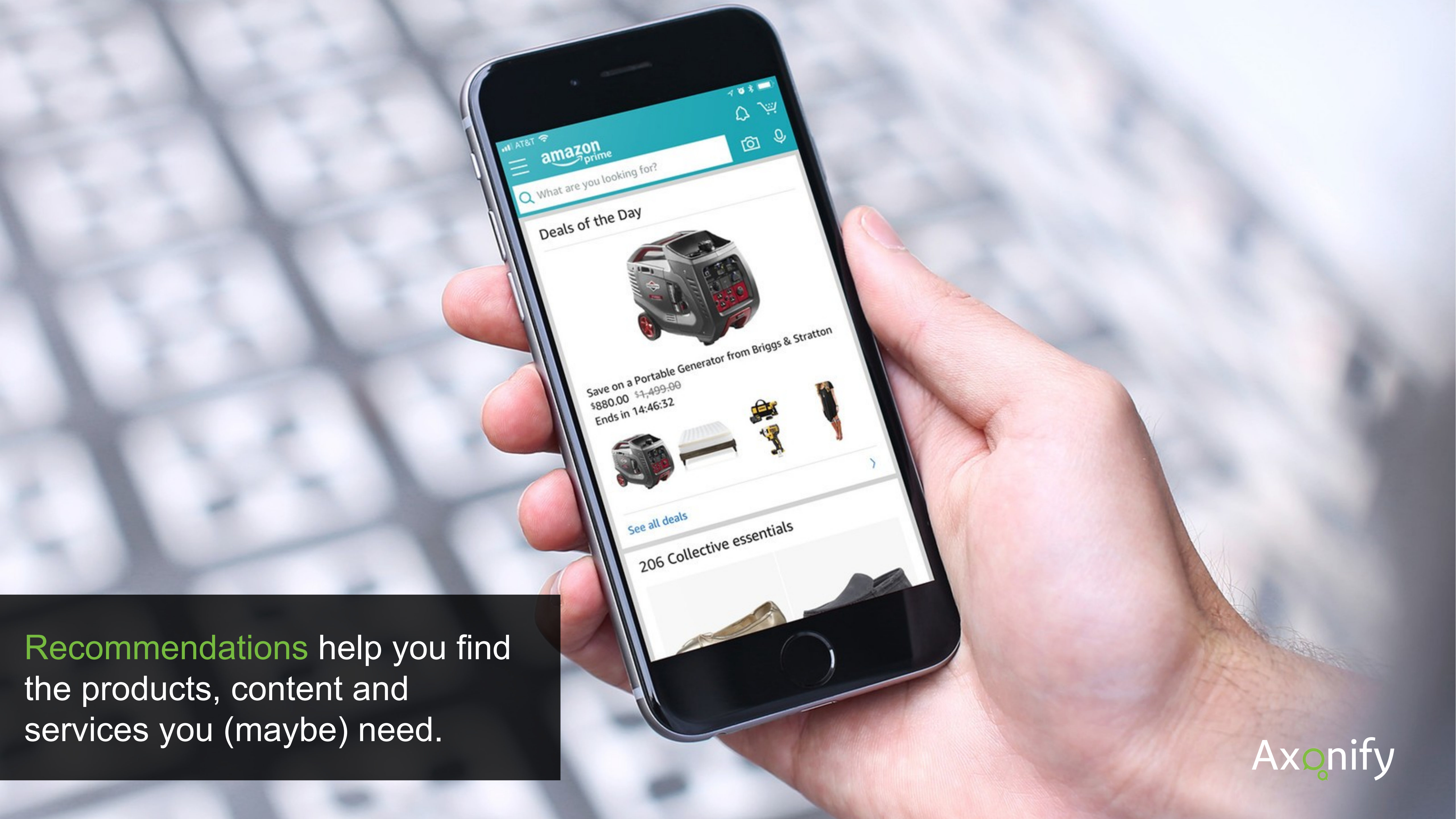


Autocorrect improves the quality and speed of your digital communication.



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



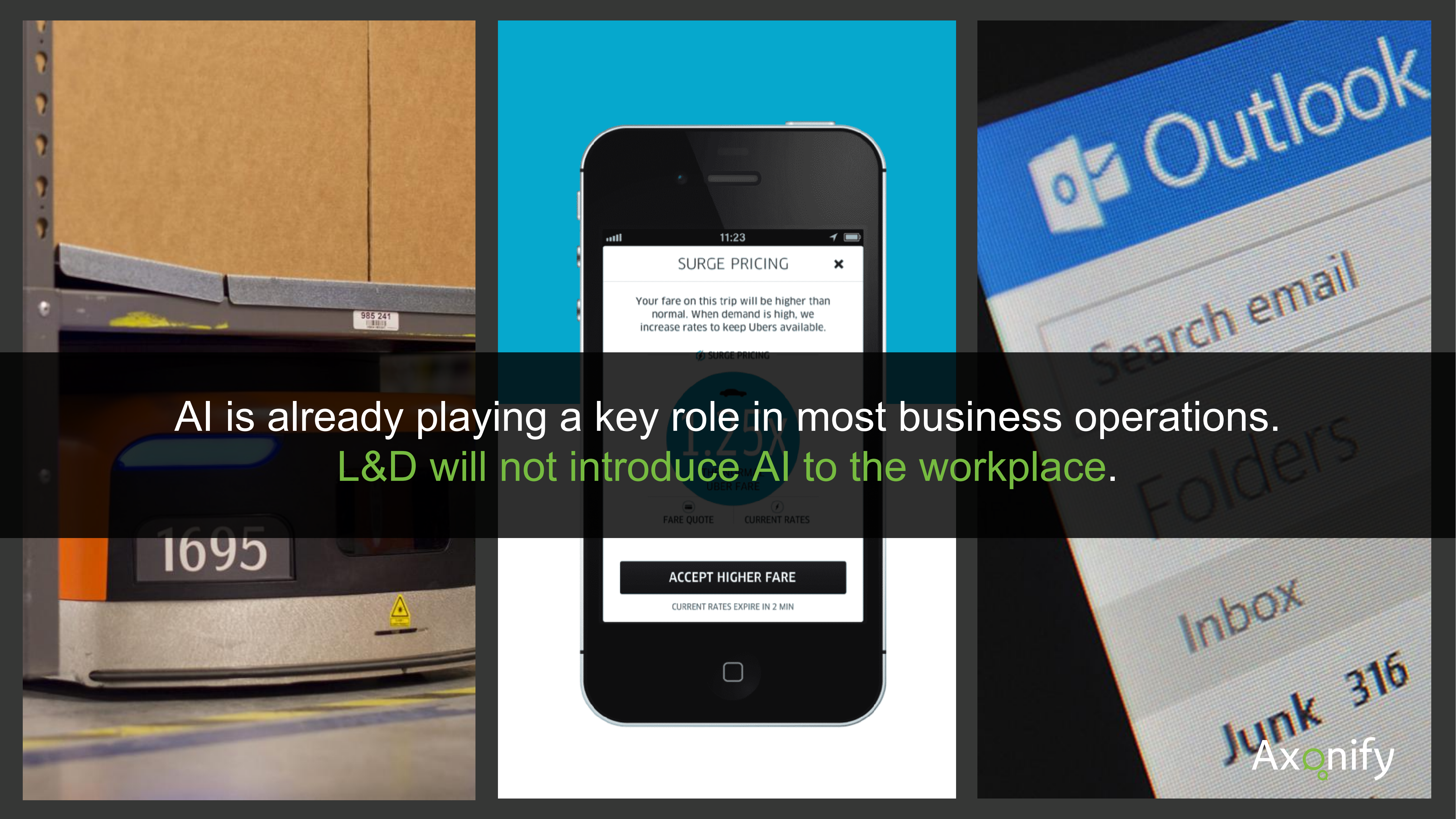


Recommendations help you find the products, content and services you (maybe) need.

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**.

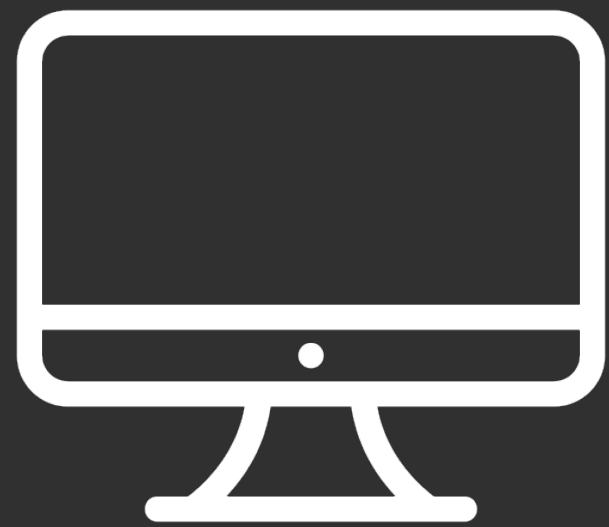
Pattern Recognition
Natural Language Processing
Conversational Response
Discovery
Visual Recognition
Sentiment Analysis
Text <> Speech



AI is already playing a key role in most business operations.
L&D will not introduce AI to the workplace.

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

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



online



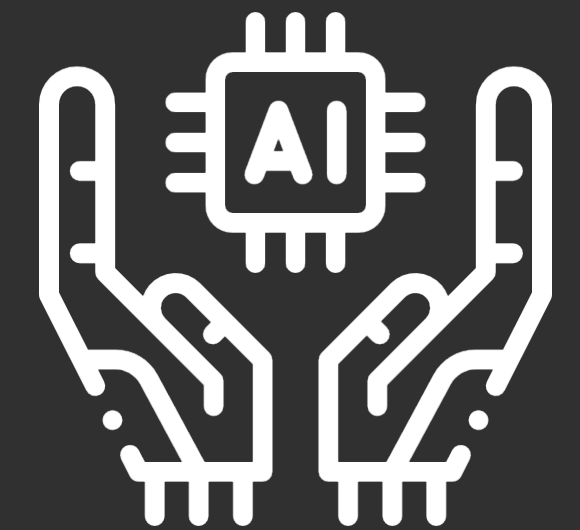
social



mobile



micro



ai



online



social

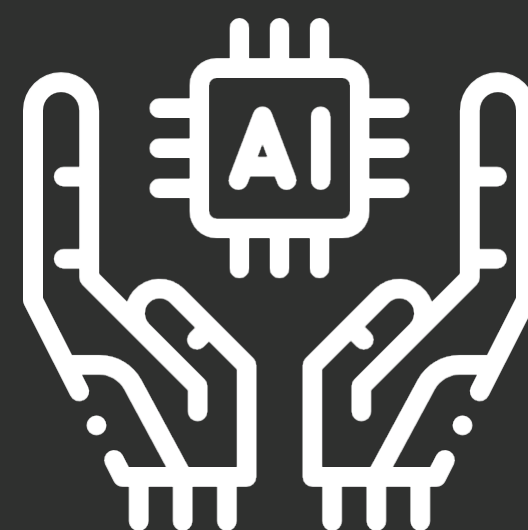


mobile



micro

But AI is not a stand-alone “thing.”



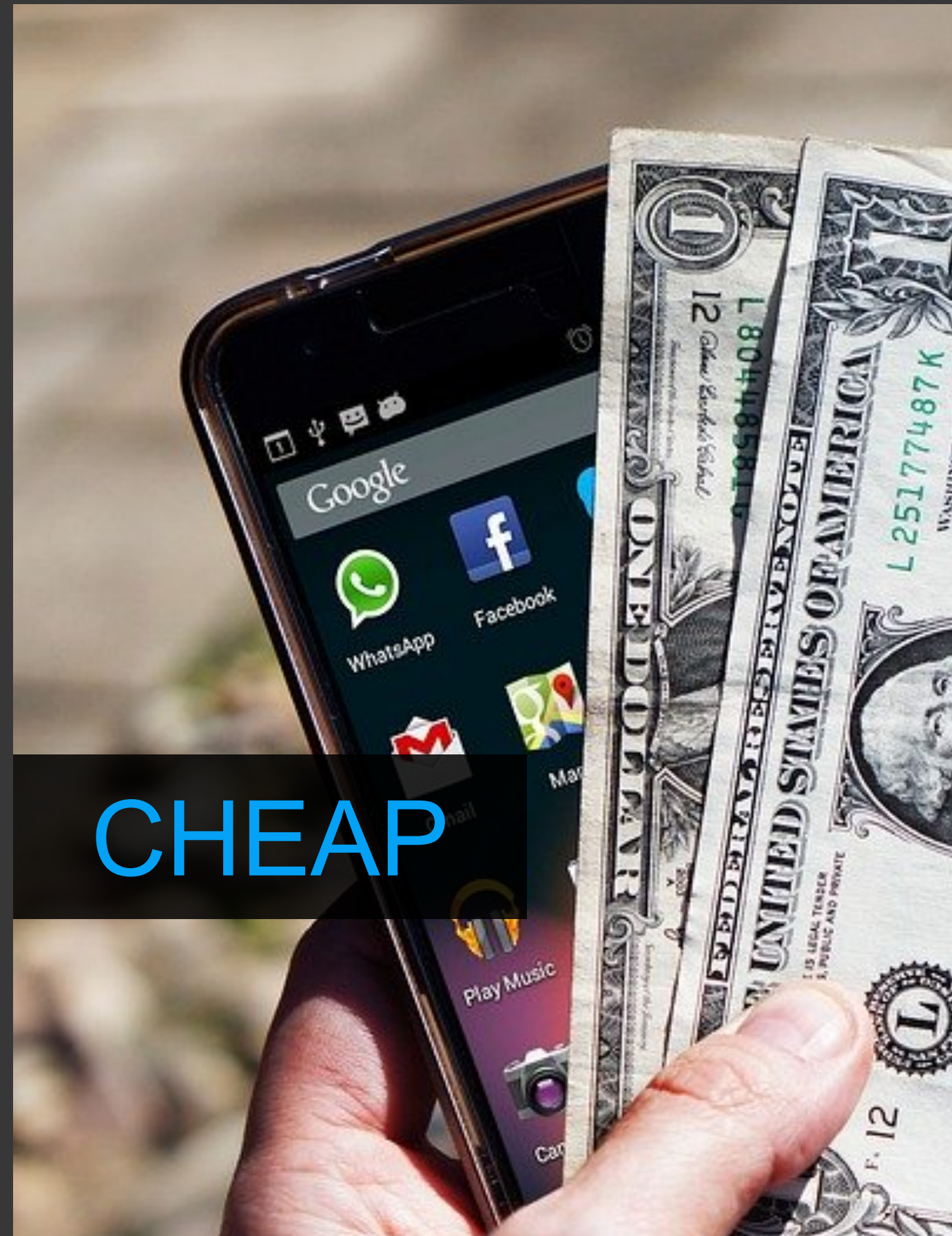
ai

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

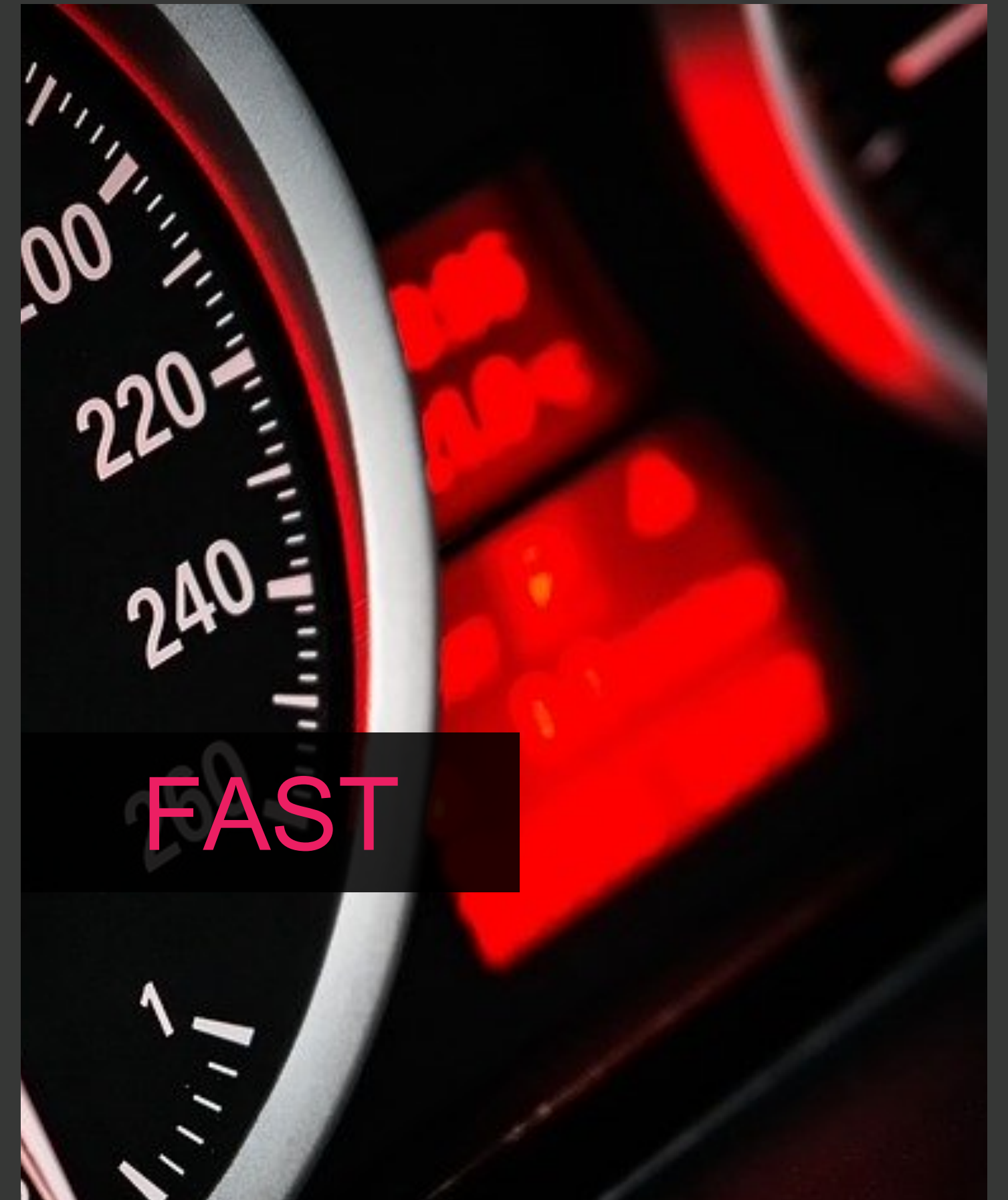
What **L&D problems** can AI help you solve
that would make your work life better?



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).

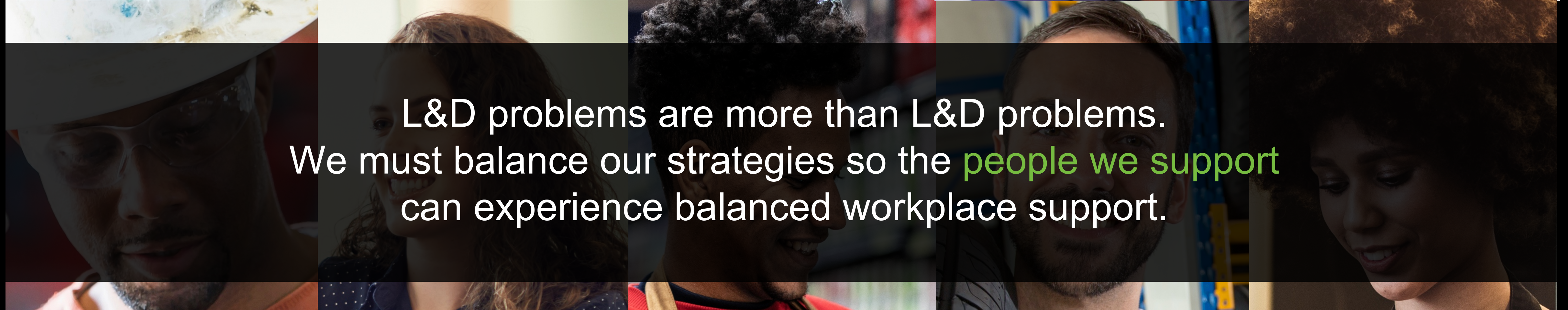
efficiency



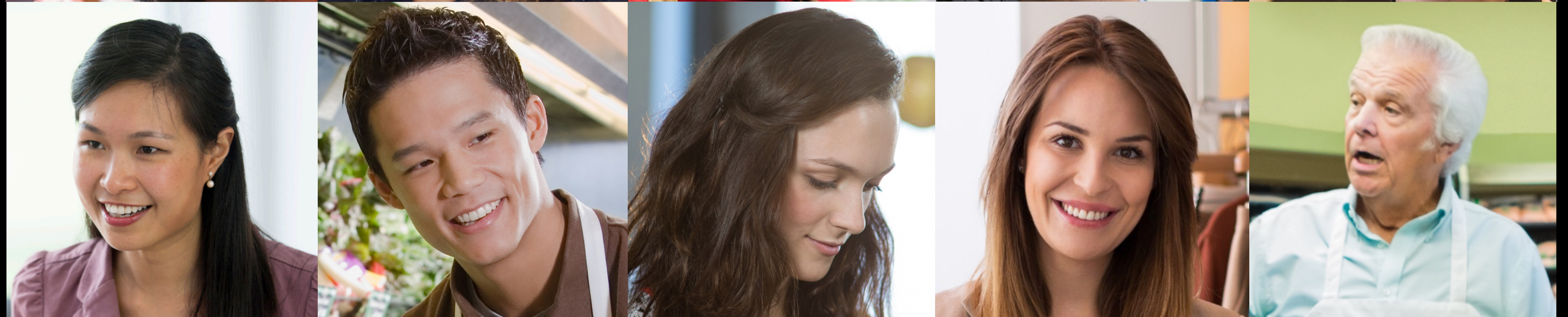
efficacy

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



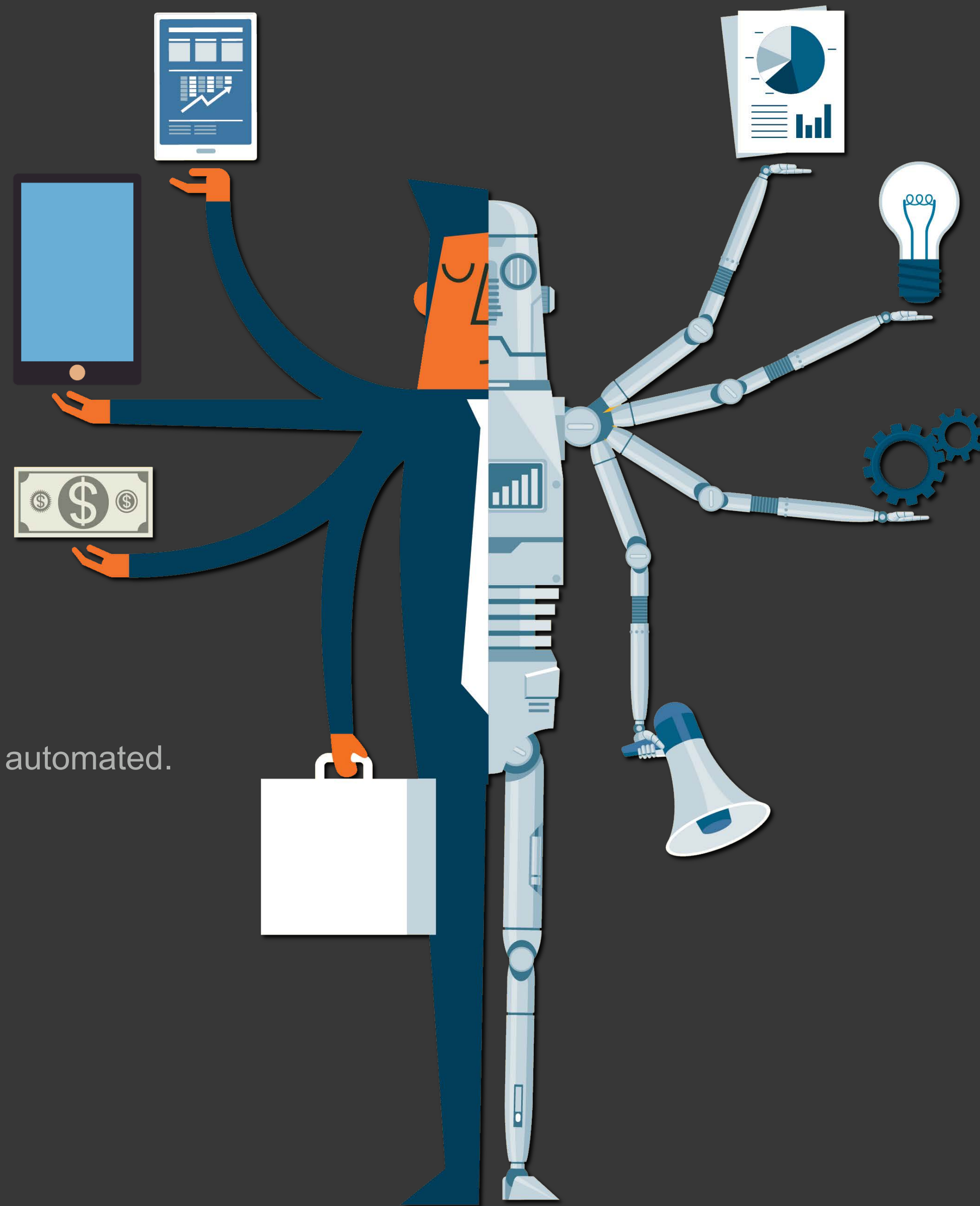


L&D problems are more than L&D problems.
We must balance our strategies so the **people we support**
can experience balanced workplace support.



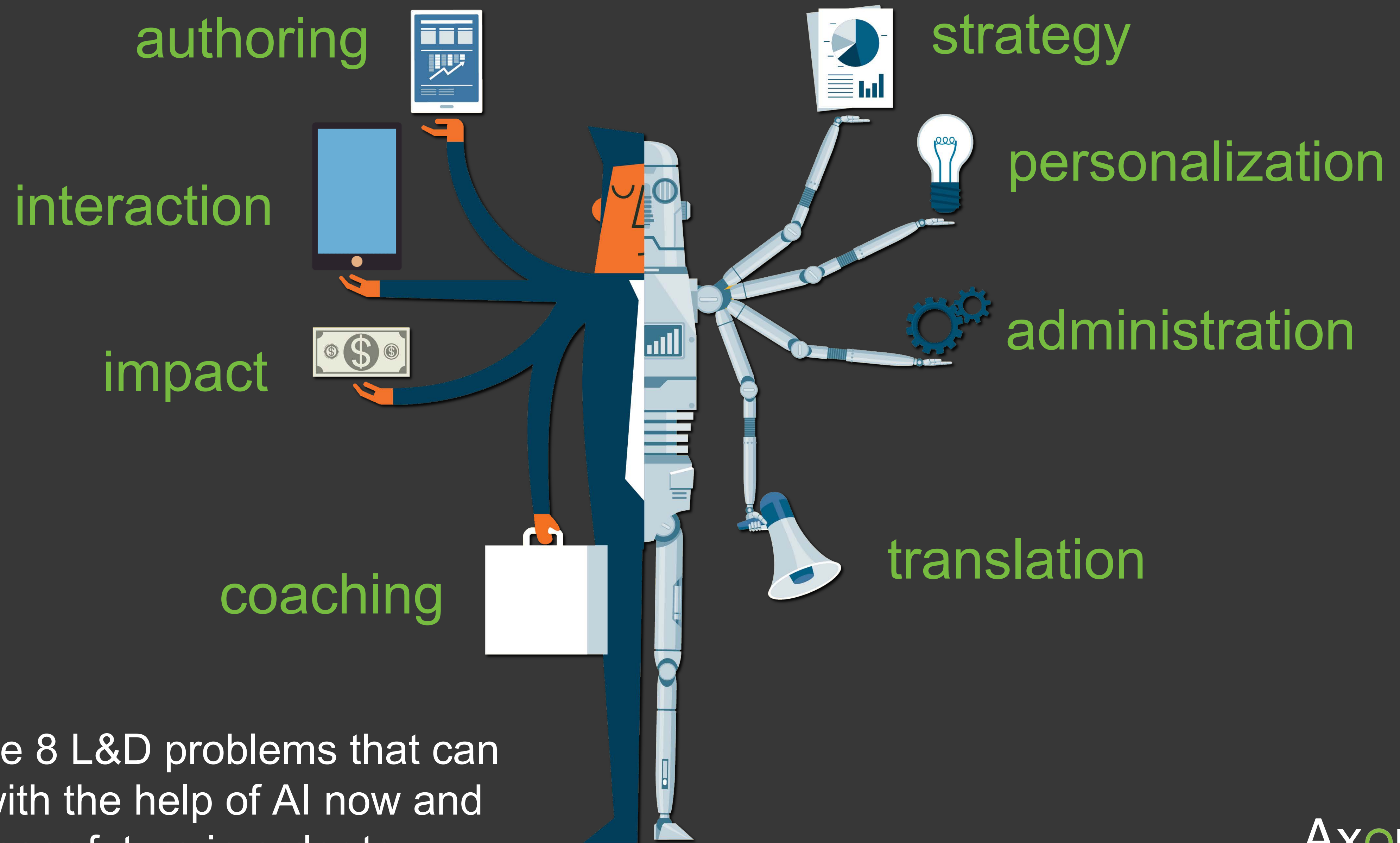
This is not about replacement.

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



This is about augmentation.

75% of learning platforms will
apply AI within the next 3 years.
JD – just now



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.

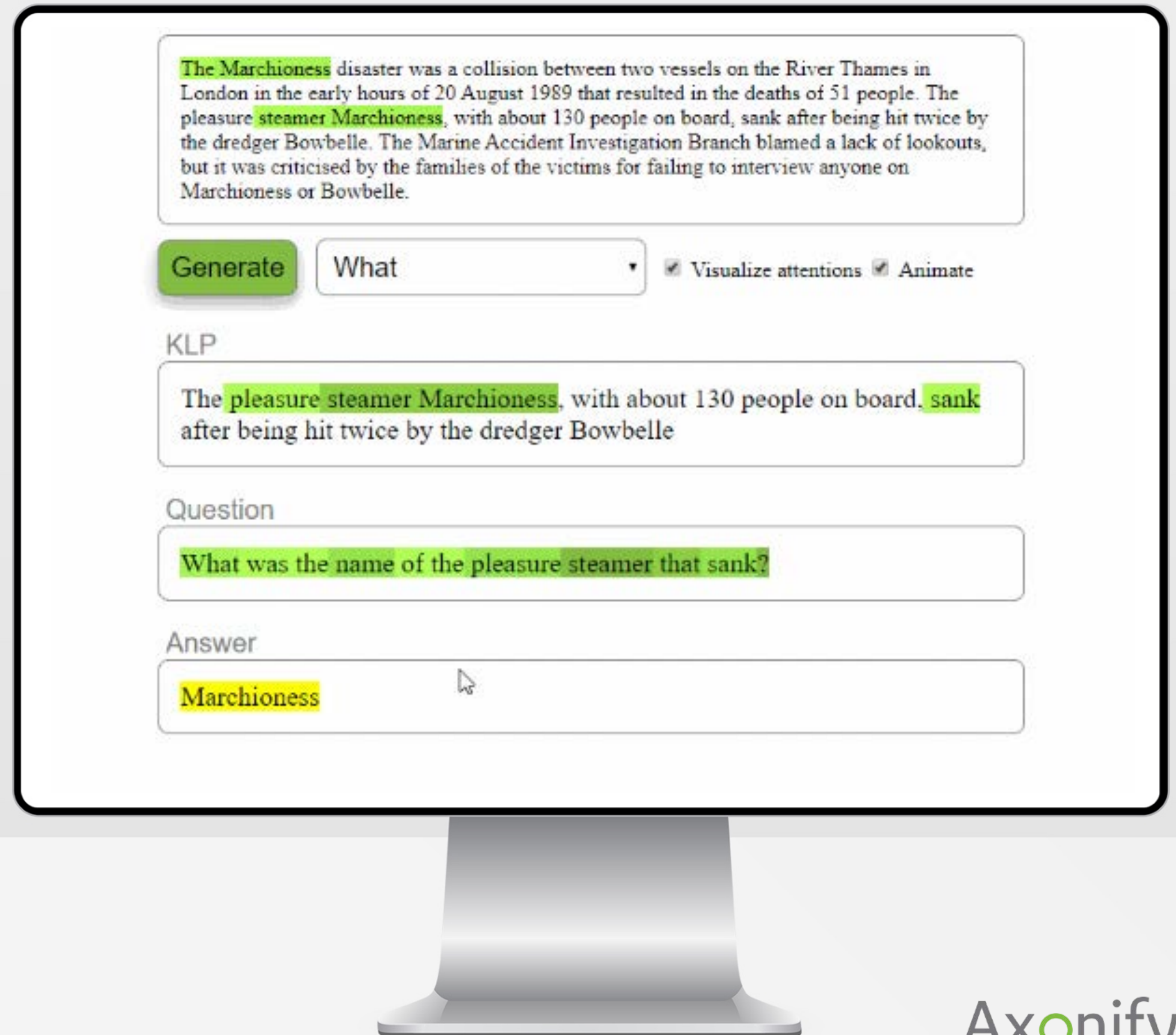
Authoring

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.

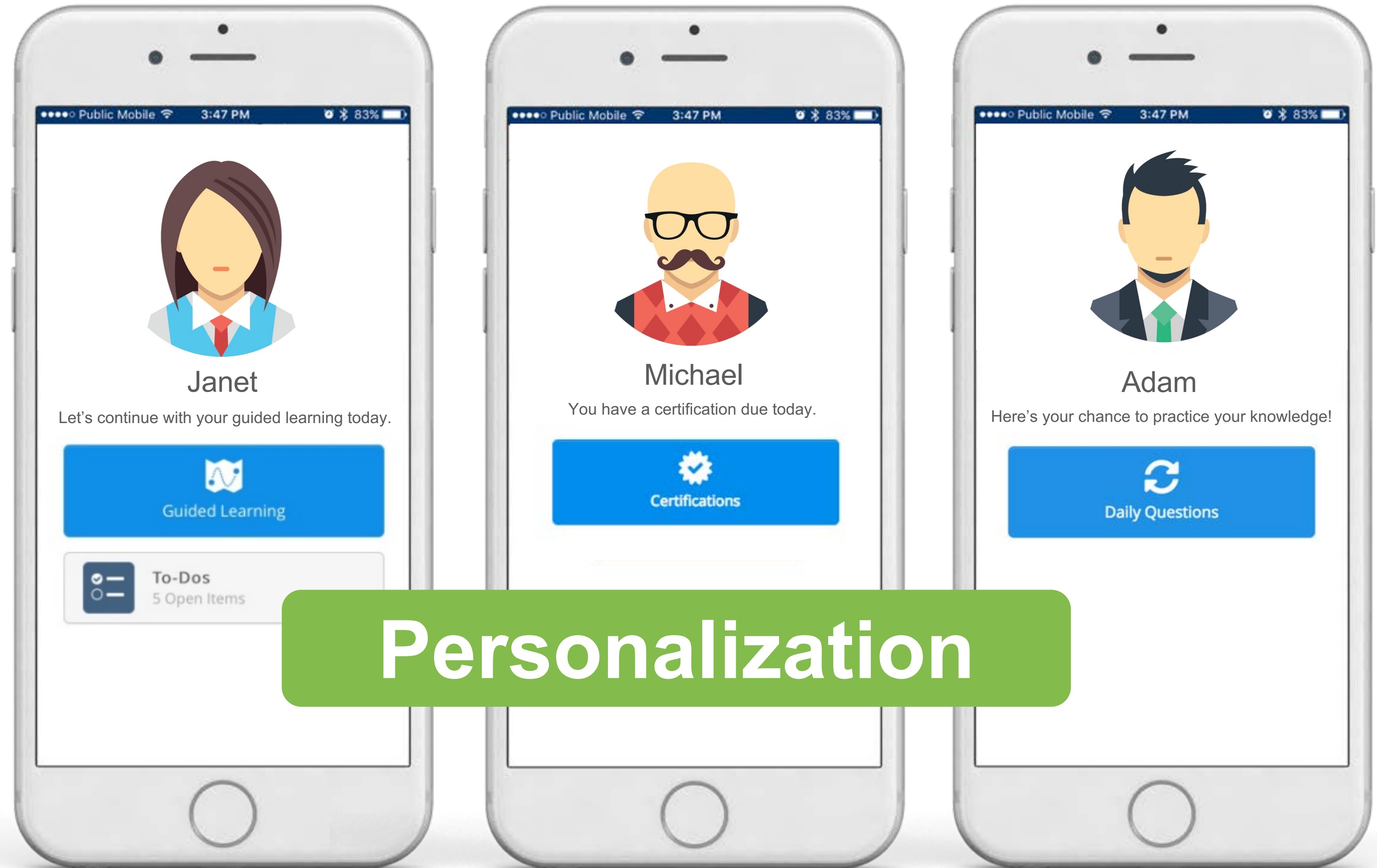
Apply AI to allow for more human interaction with technology and enable faster information access.

Problem.

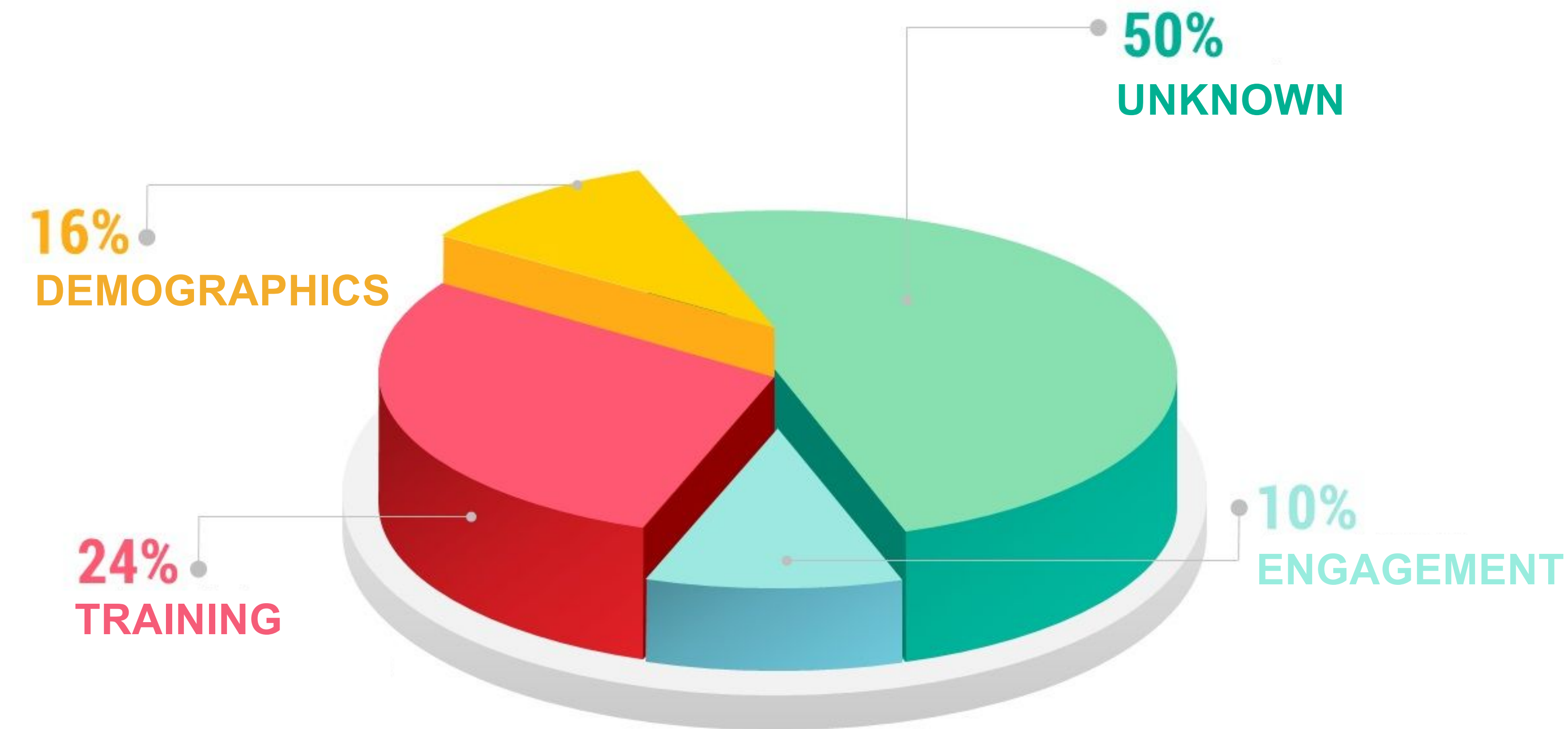
One-size-fits-all training never actually fits anyone, but it's too hard to meet individual needs at scale.

Solution.

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



Impact Analysis

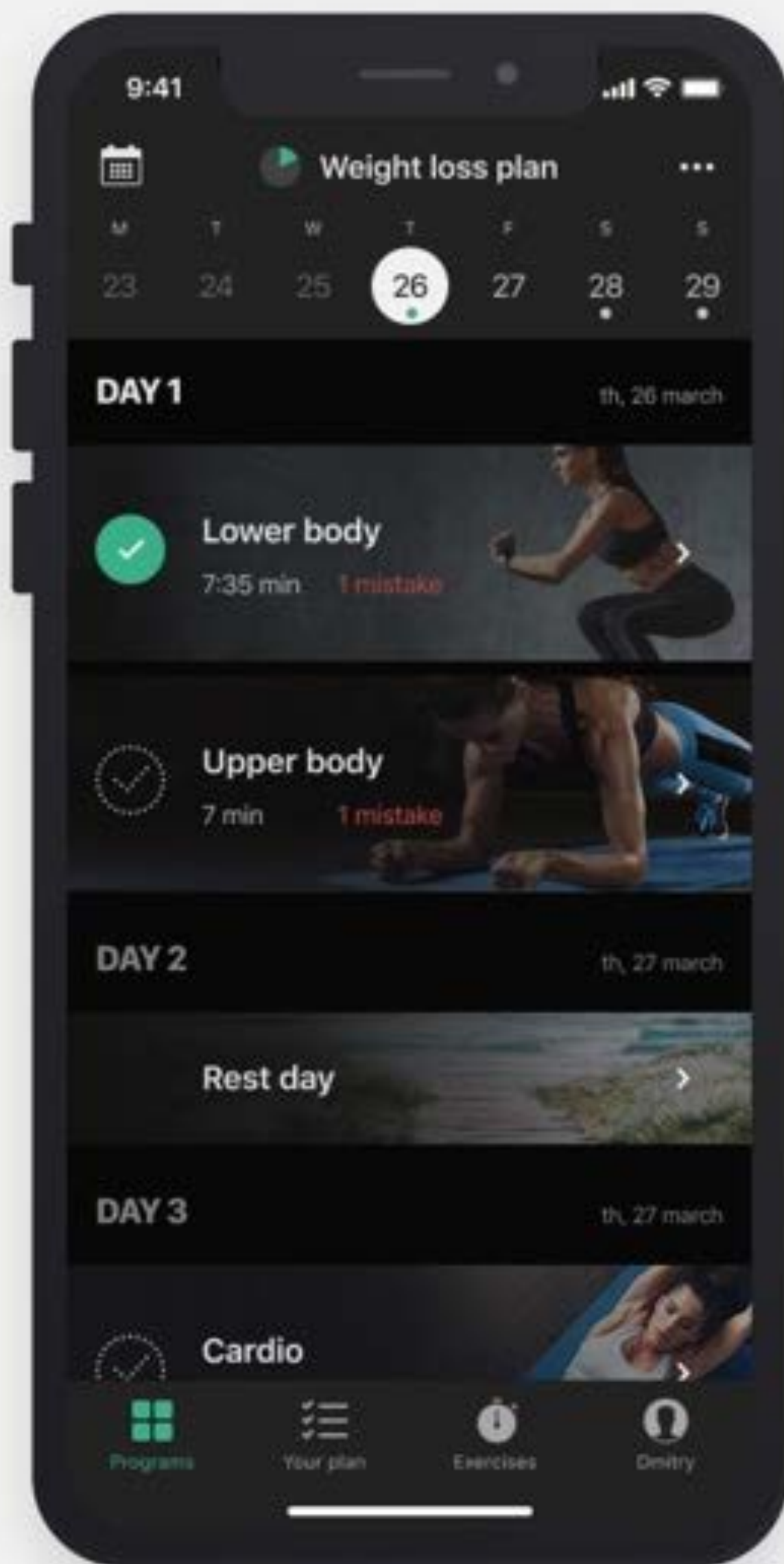


Problem.

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

Solution.

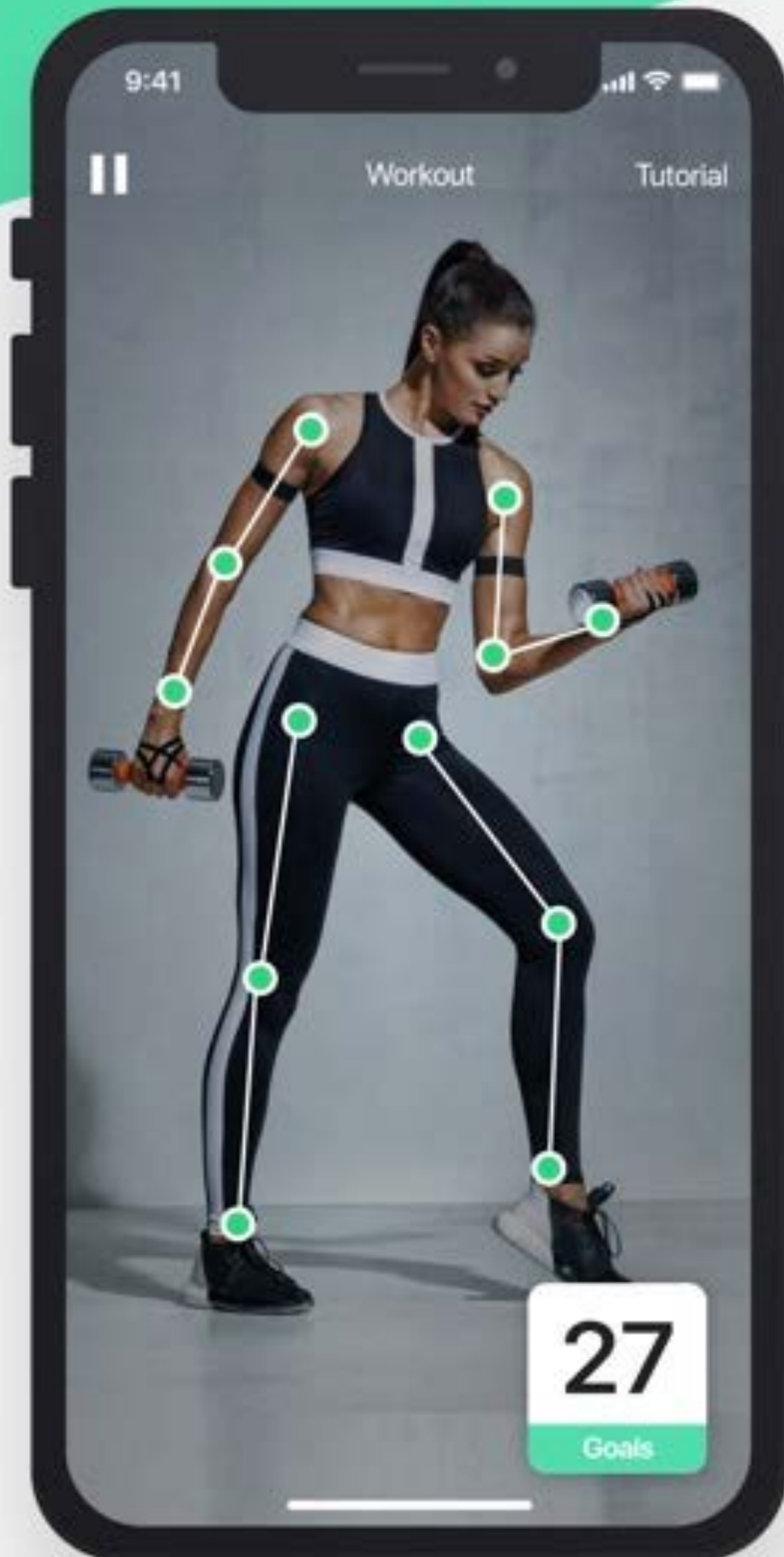
Apply AI to establish and act on the connection between training and changes in job behaviors and business results.



**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.

Axonify™

Gap Analysis



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



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



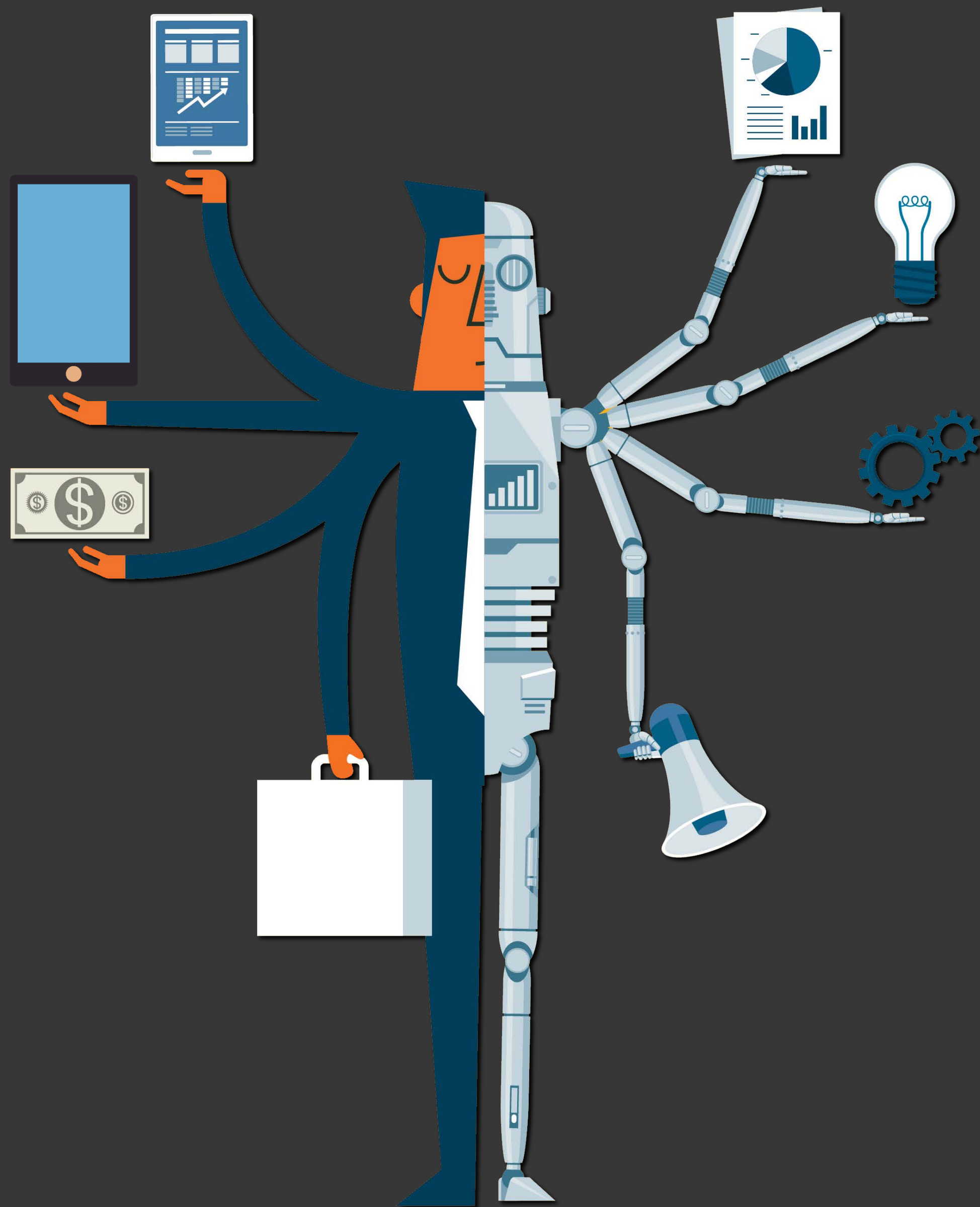
- ✓ Skill #1
- ✓ Skill #2
- ✓ Skill #3
- ☐ Skill #4
- ☐ Skill #5

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.

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



Expertise

Don't try to do this by yourself. Partner with internal and external experts to improve your AI capabilities. Focus on how to apply AI-enabled technology to solve problems rather than trying to become an AI expert.



Privacy

Give people the opportunity to understand how data is being used to support their job performance. Employees shouldn't be surprised by your learning strategy. Some may not care, but many will.



Governance

Work with your internal experts to align L&D processes with existing IT and AI governance models so there is a clear, cross-functional understanding of how technology and data is used.



Risk

Before you dive head-first into AI, work with your stakeholders to assess the potential risks to your organization, including data privacy and regulatory considerations. Weigh the potential risks against the potential benefits to determine how to move forward.



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



AI

**Machine
Learning**

Analytics

**Information
Architecture**

Data Collection

Make the right data easy
to access and collect



AI

**Machine
Learning**

Analytics

**Information
Architecture**

Data Organization

Make data known,
discoverable, usable
and reusable



AI

**Machine
Learning**

Analytics

**Information
Architecture**

Data Analysis

Determine what happened,
what is happening, and
what might happen



AI

**Machine
Learning**

Analytics

**Information
Architecture**

Data Infusion

Apply our data-enriched
understanding to solve
real-world problems
through automated action



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



Level 2: Learning

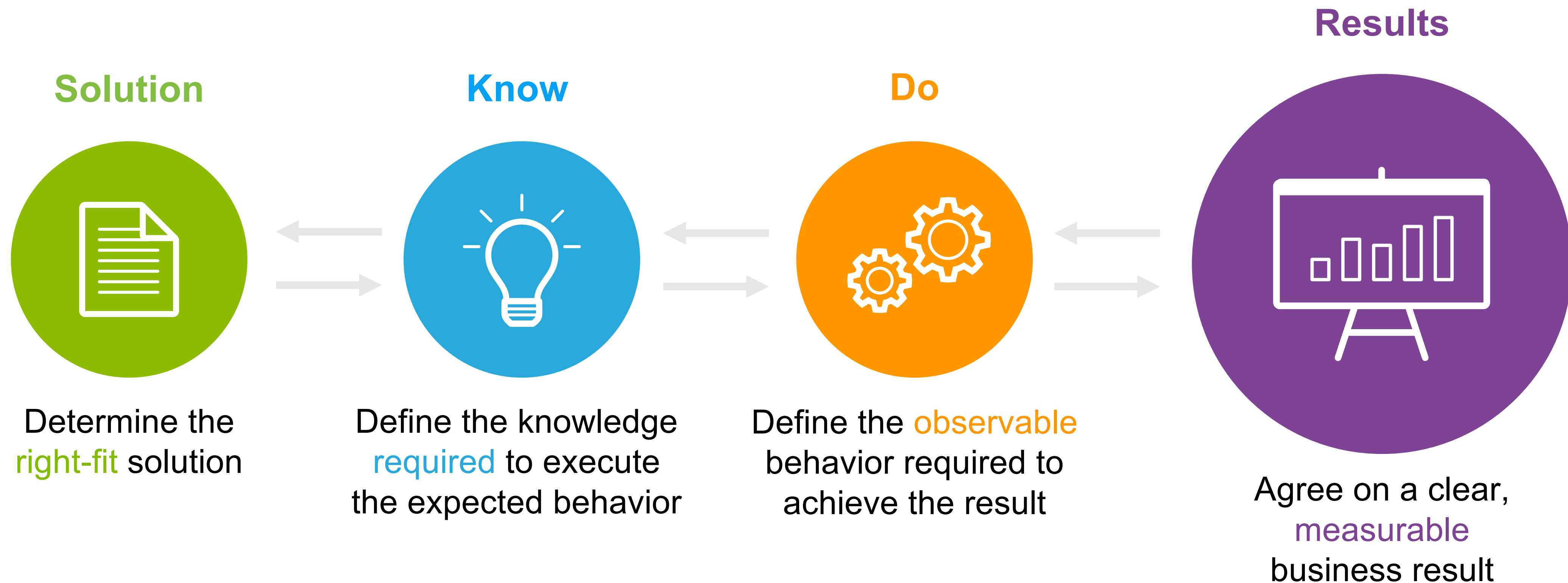
Learning evaluation is the measurement of the increase in knowledge—before and after.



Level 1: Reaction

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

L&D must design solutions that **generate and apply** the right data.



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

Adaptation

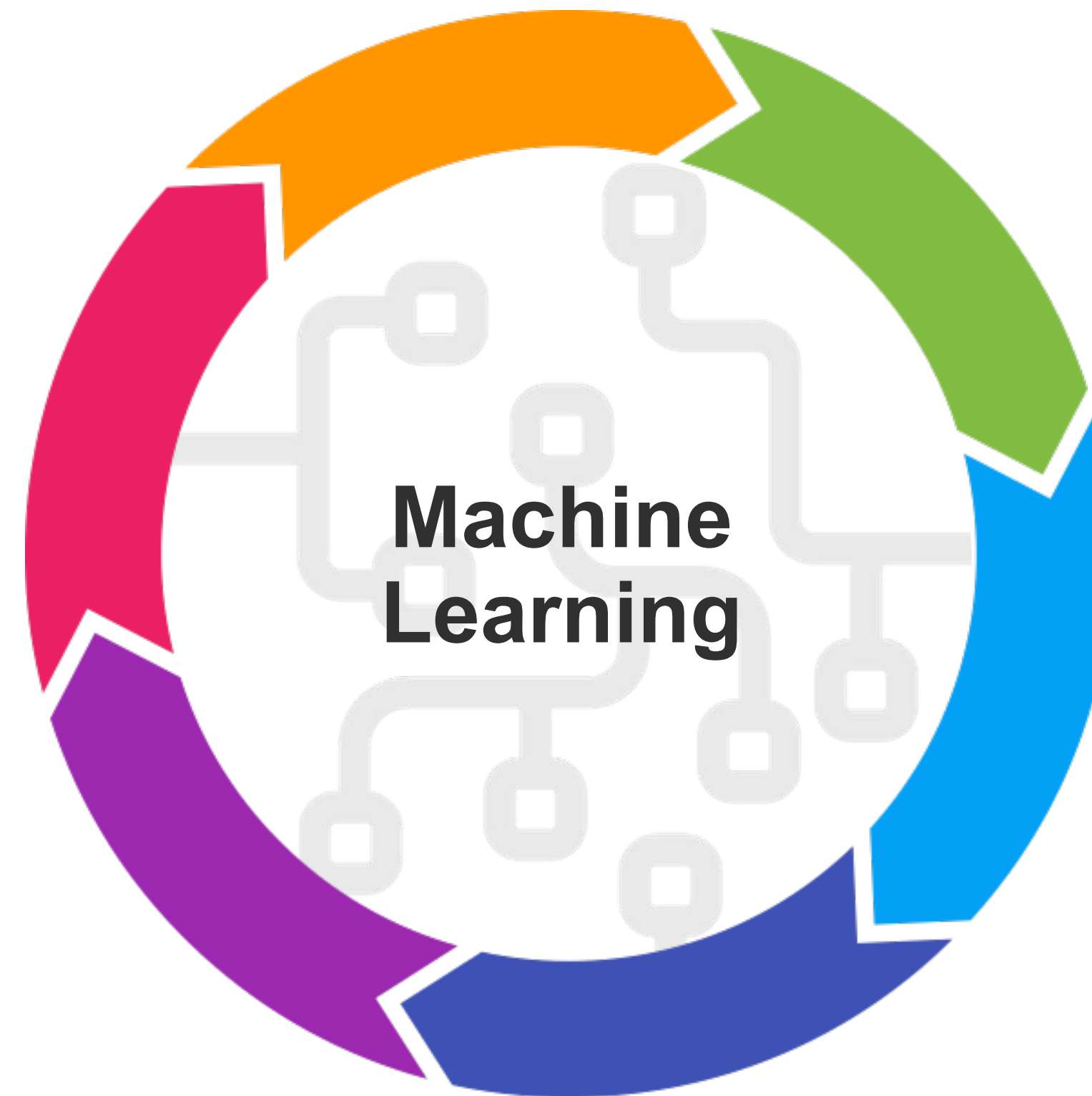
How can we continuously adapt our support tactics to ensure optimum results?

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?

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



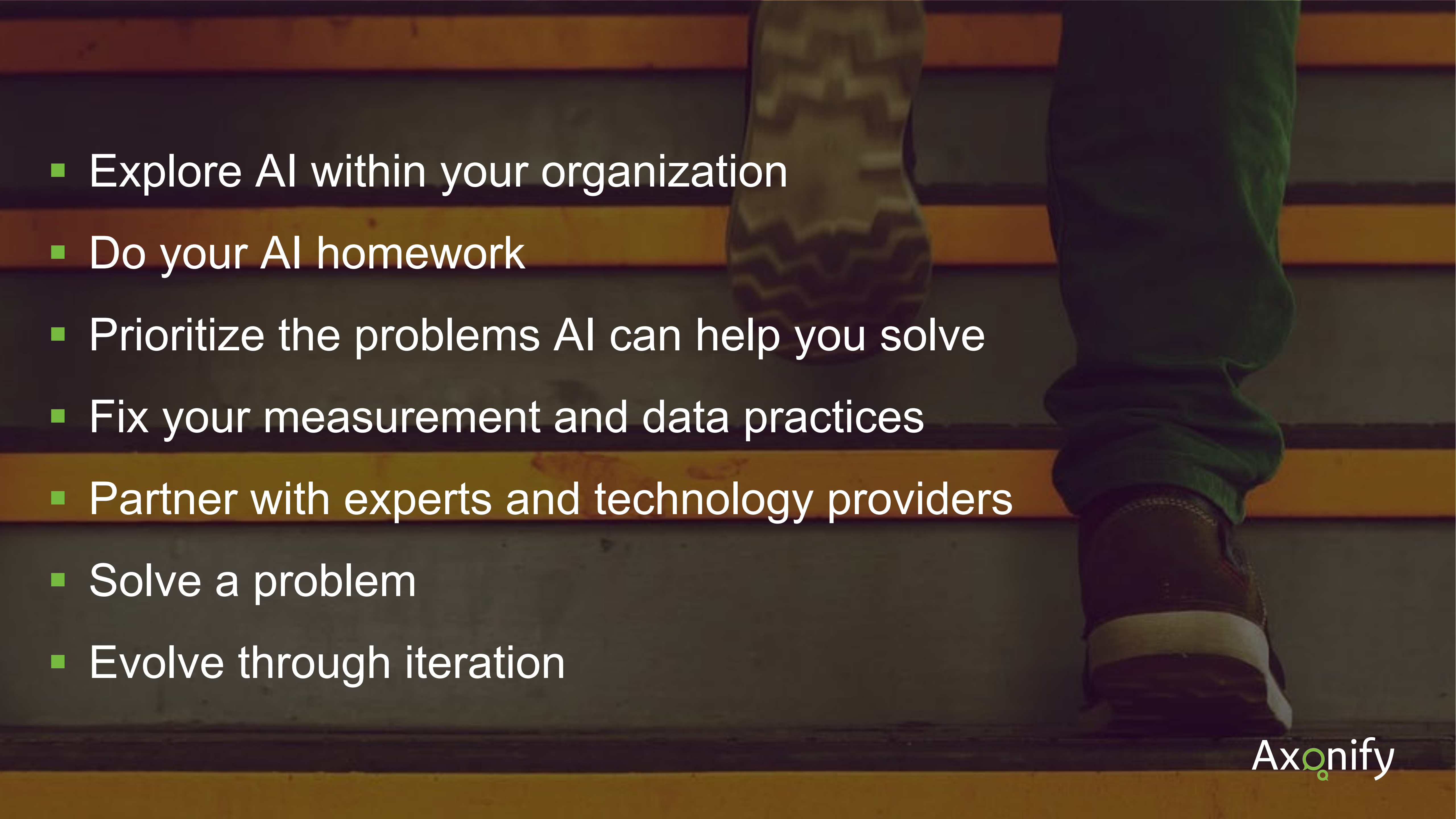
trainer

- ✓ 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

- 
- 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

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.

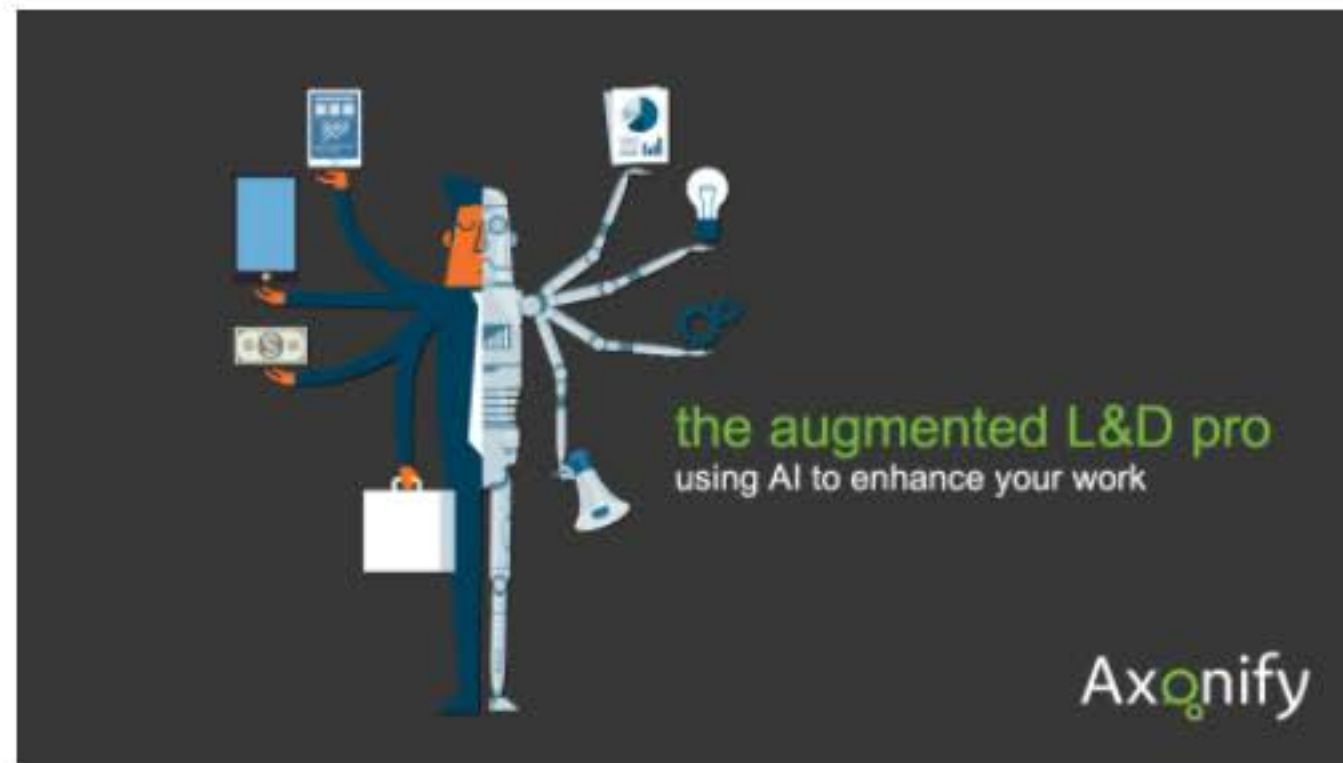
Proactively identify and act on skill gaps at the speed and scale of their business.



L&D must weigh potential effort against perceived impact in order to get the **right value** from an AI-enabled solution.

AI is not the next big thing.
AI is the **right now** of learning technology.

Presentations



THE AUGMENTED L&D PRO: USING AI TO ENHANCE YOUR WORK

Artificial intelligence is a rapidly-emerging technology in our everyday lives. Most of us use AI every day, but we often don't know it. There is already a lot of buzz - some real, some hype - around what AI can do. L&D risks falling behind on another paradigm-shifting technology if we do not take action and begin to explore how we can leverage this new capability in our work.

In this session, we explore the immediate future for AI in workplace learning. We discuss the current state of AI and clarify what it can and cannot do. We highlight the role data will play in the emergence of AI-enabled L&D and provide a new framework for learning measurement. We explore new and existing AI capabilities that are already being used within workplace learning.



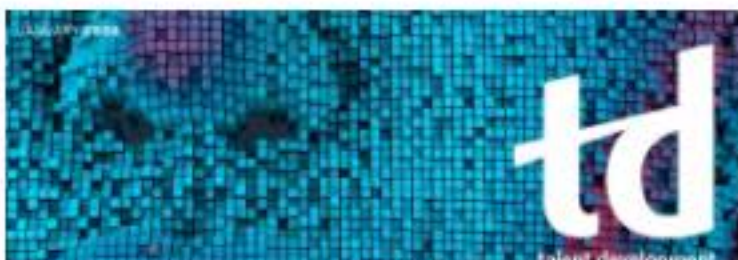
GETTING STARTED WITH AI IN L&D

Marketing. Logistics. Safety. HR. Artificial intelligence is changing the way work is done. But what about L&D? While we will not be the first team to introduce AI in our organizations, we cannot risk falling behind when it comes to the impact AI is having on our workplaces.

So how should L&D teams prepare for adoption of AI-enabled technologies? How can L&D professionals apply AI to improve the impact of learning on employee performance? And, most importantly, what should the L&D function look like in an organization where AI and automation have fundamentally changed the way people approach their work?

learngeek.co/ai

Featured Content



THE PATH TO AI TD MAGAZINE - JANUARY 2020

JD wrote the cover story for the January edition of *TD Magazine*. [The Path to AI](#) explores the steps L&D professionals should take to integrate



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— THE —
80
PERCENT



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