



RUTHLESS

AI and the not-so-distant future of learning



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The future of learning is
the future of **work.**



The past year has demonstrated how quickly workplace realities can change.
This disruption also fundamentally **shifted the support** people need.



The types of disruption we face will differ over time, but the pace of change will continue to challenge our ability to **keep up**.

The obligatory statistic slide ...



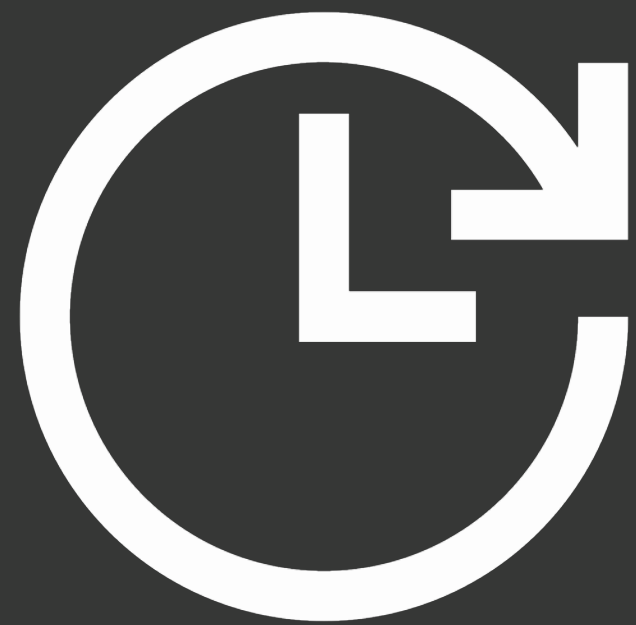
65%

of organizations are reporting significant skills gaps.¹



17%

of executives say their workers are very ready to adapt, reskill and assume new roles.³



94%

of business leaders expect employees to pick up new skills on the job.²



39%

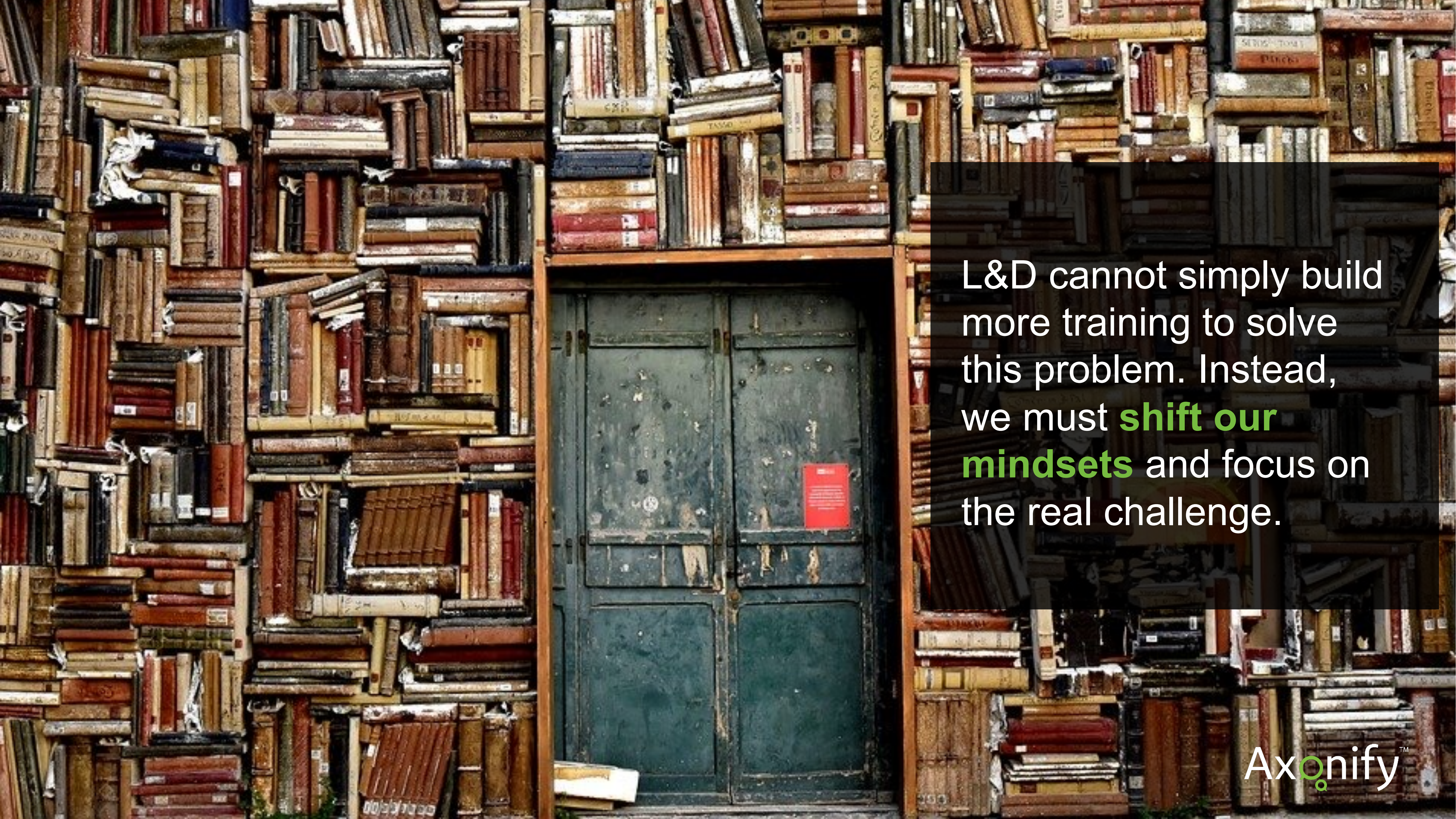
of frontline employees don't feel prepared to do their jobs properly in the current environment.⁴

¹ Fosway Group – The Reskilling Revolution


² World Economic Forum – The Future of Jobs Report 2020

³ Deloitte - 2021 Human Capital Trends Report


⁴ Arlington Research + Axonify – The State of Frontline Employee Training 2020



L&D cannot simply build more training to solve this problem. Instead, we must **shift our mindsets** and focus on the real challenge.



Time is the biggest obstacle
to workplace learning.



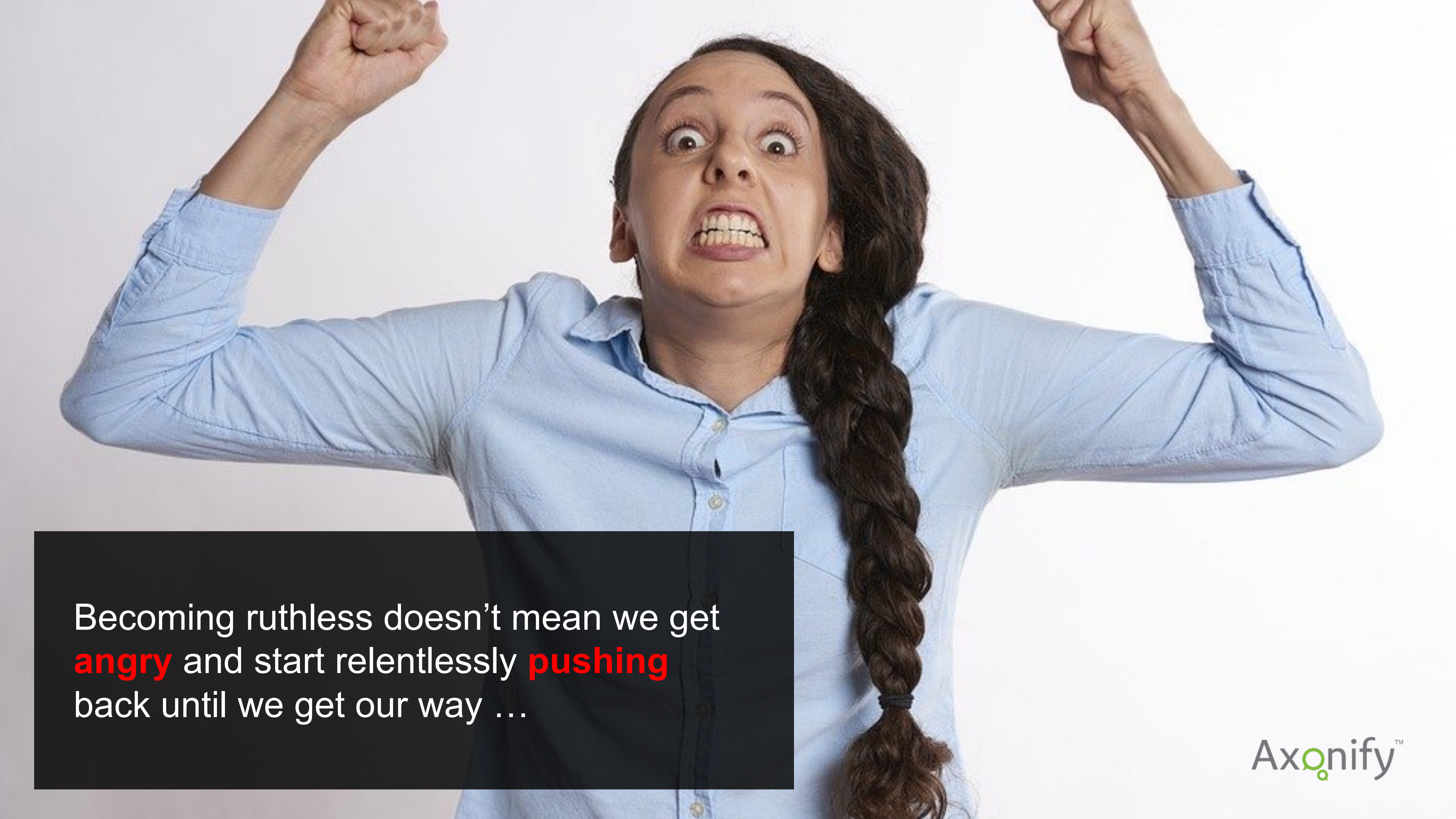
Stakeholders are **constantly making changes** within our organizations.
L&D has **limited time and capacity** to provide support.
Employees are having a **hard time keeping up**.

This throws L&D **out of balance**,
pushing us to provide generic training
instead of the right solutions for each
new problem we face.



To provide equitable support at the speed and scale of our organizations, L&D must overcome the challenge of time.

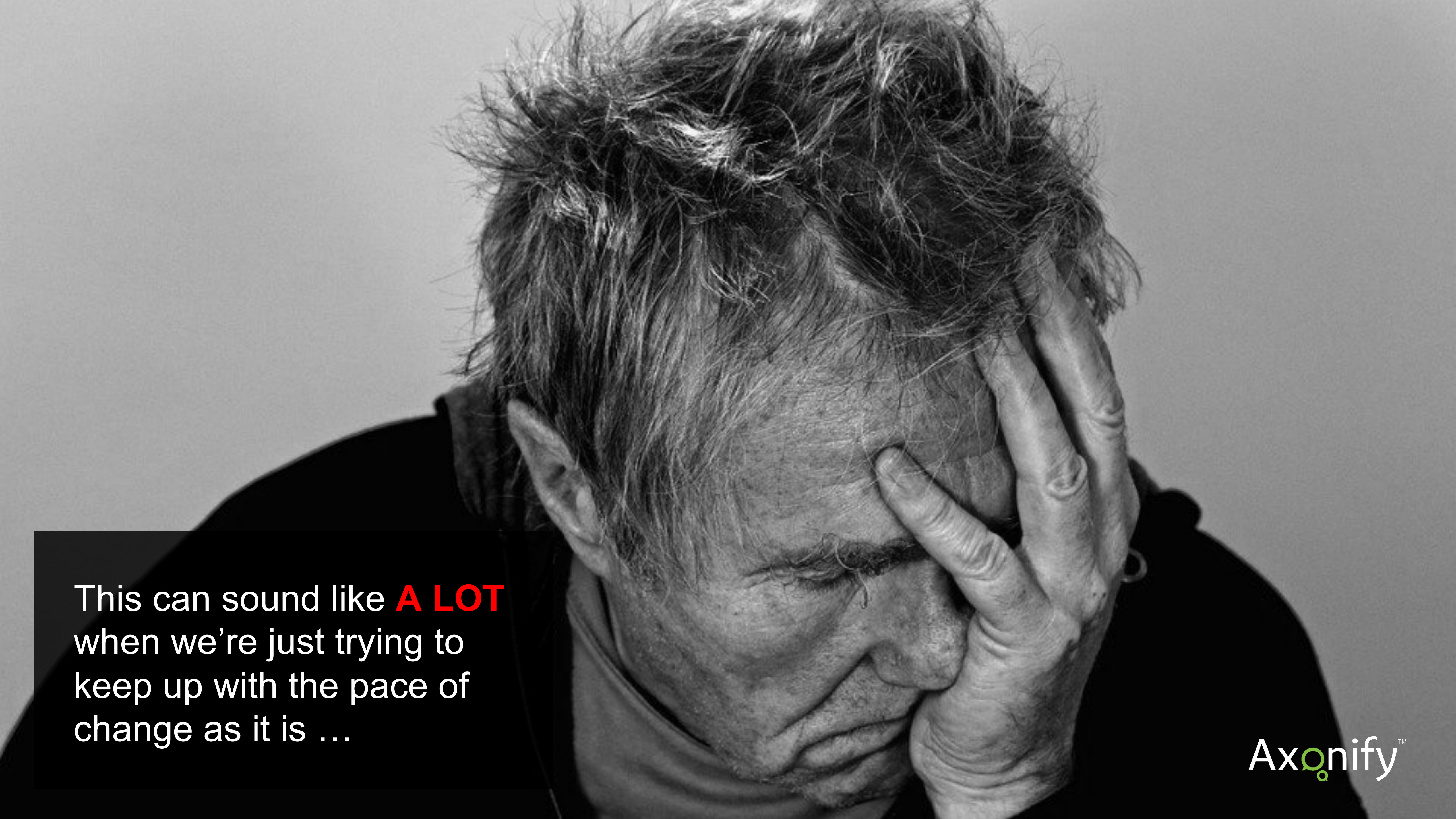
We must become **ruthless**.



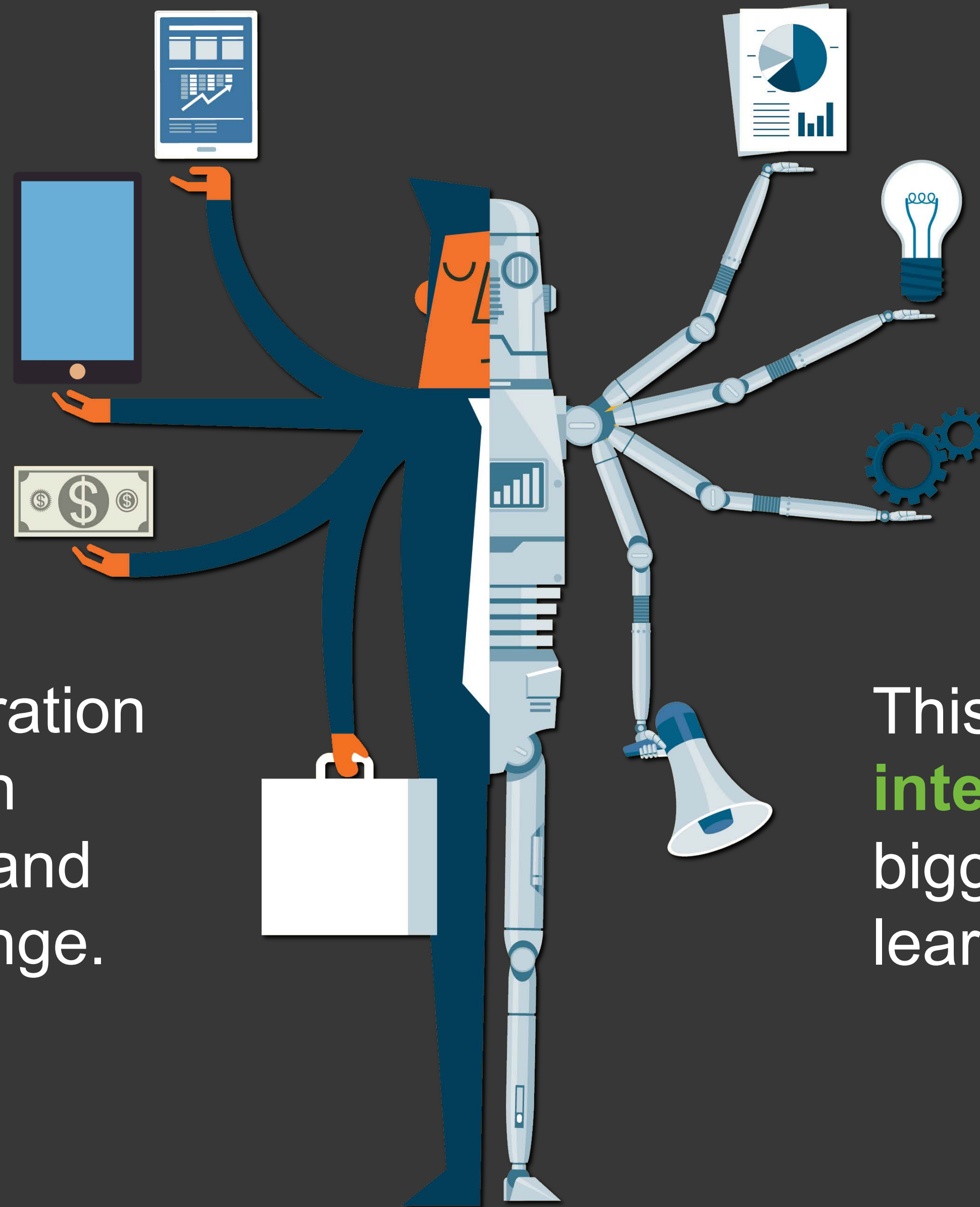
Becoming ruthless doesn't mean we get
angry and start relentlessly **pushing**
back until we get our way ...



Instead, we must step back, assess our practices and find ways to make sure **every learning moment matters**.

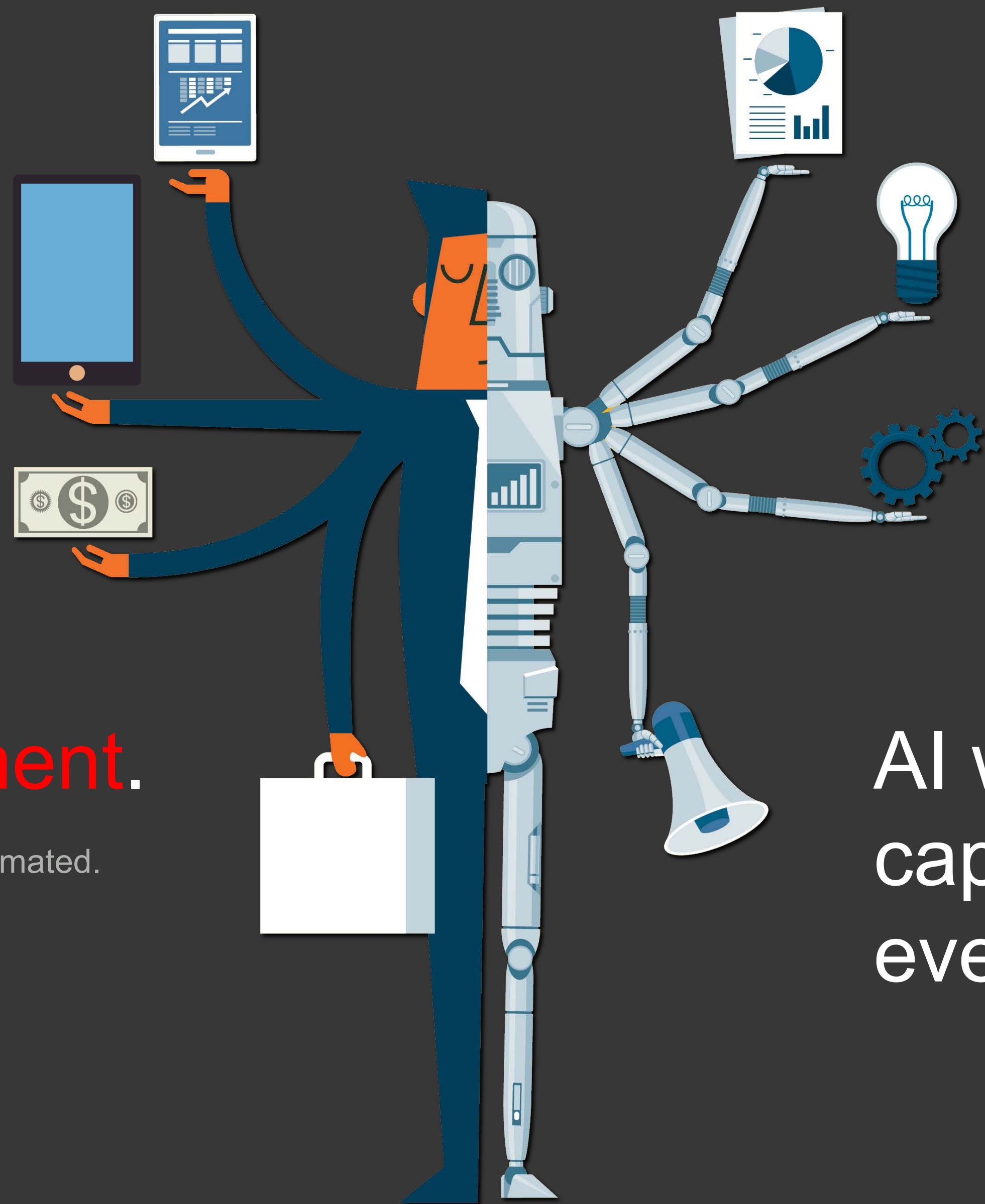
A black and white photograph of a man with his hand covering his face, suggesting stress or frustration. The man has short, dark, slightly messy hair and is wearing a dark-colored shirt. His hand is pressed against his forehead and eyes, with his fingers spread. The background is a plain, light-colored wall. The overall mood is one of exhaustion or overwhelm.

This can sound like **A LOT**
when we're just trying to
keep up with the pace of
change as it is ...



Thankfully, the next generation of learning technology can help us **restore balance** and overcome the time challenge.

This is where **artificial intelligence** will make its biggest impact on workplace learning.



AI is not a **replacement**.

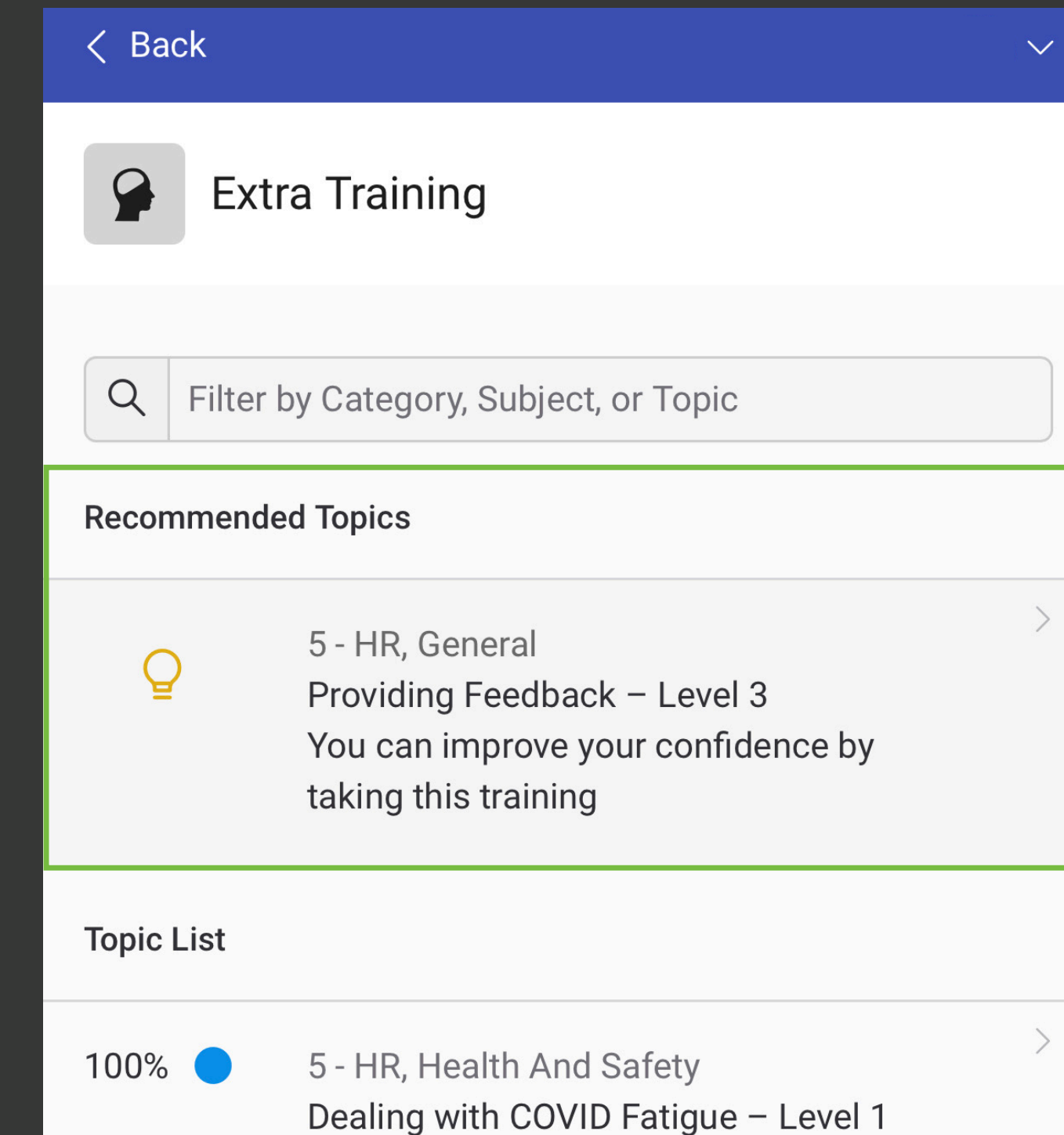
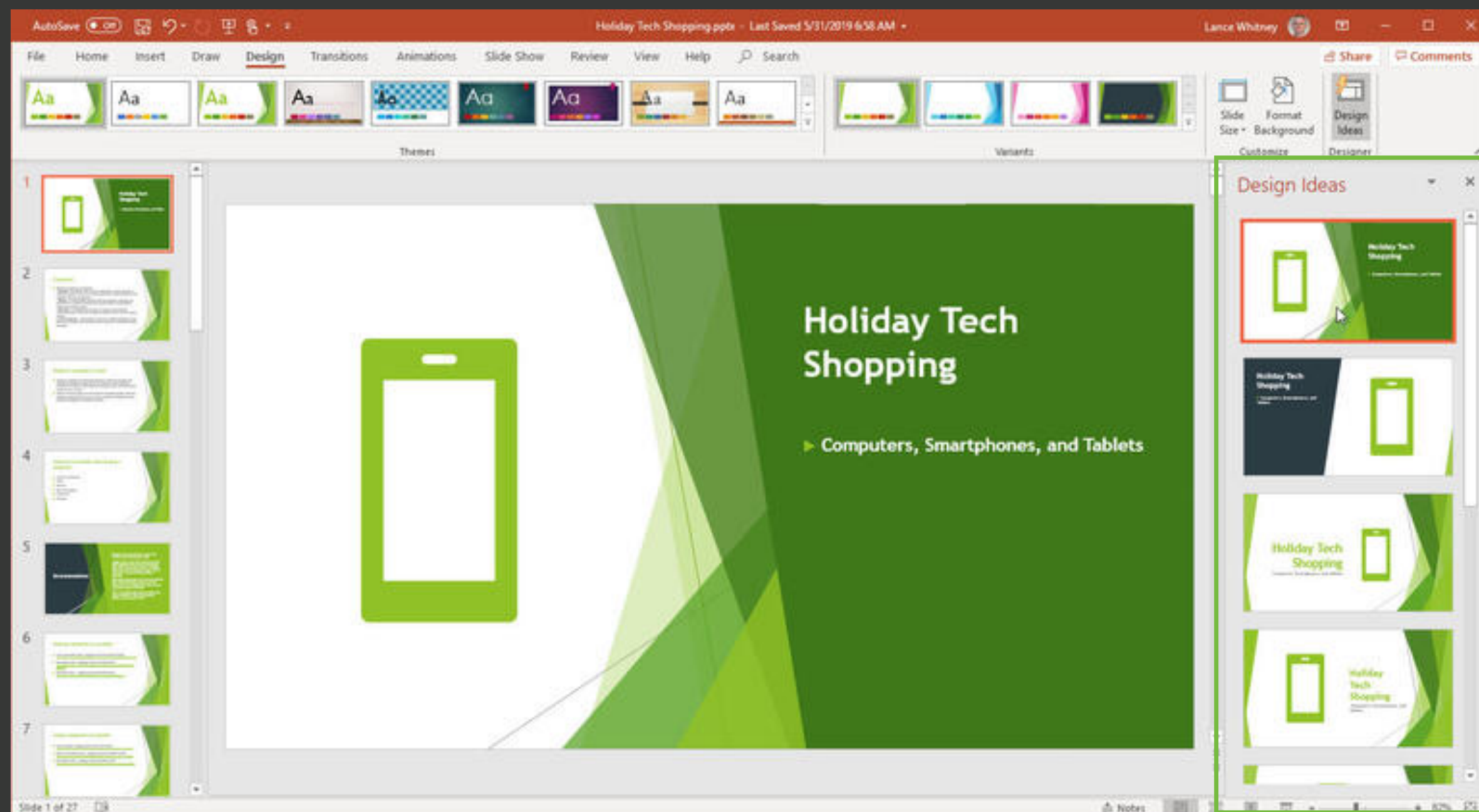
50% of the **tasks** people do today can be automated.

5% of **jobs** can be entirely automated.

McKinsey - 2019

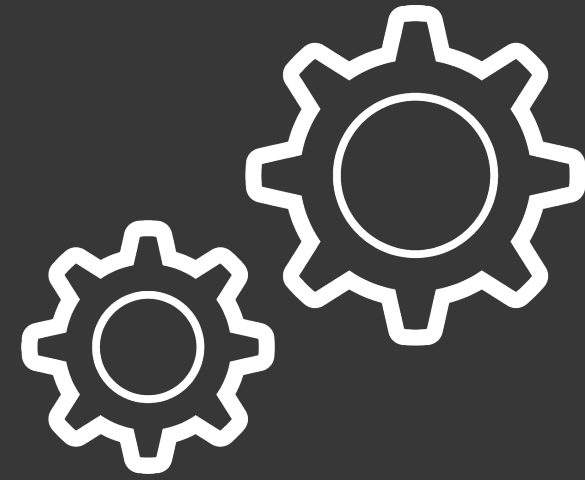
AI will **augment** L&D
capability and maximize
every learning moment.

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Chances are you're **already using AI-enabled tools** in your L&D work – even if you don't think you're "using AI" yet.

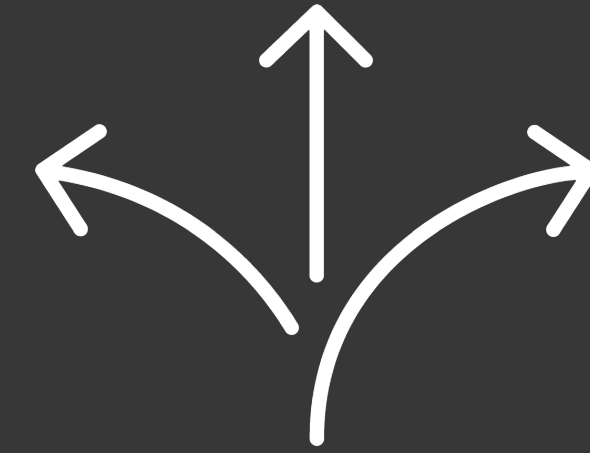
AI is not the tool that solves the problem.
AI powers the tool that solves the problem in a new way.



Administer



Build



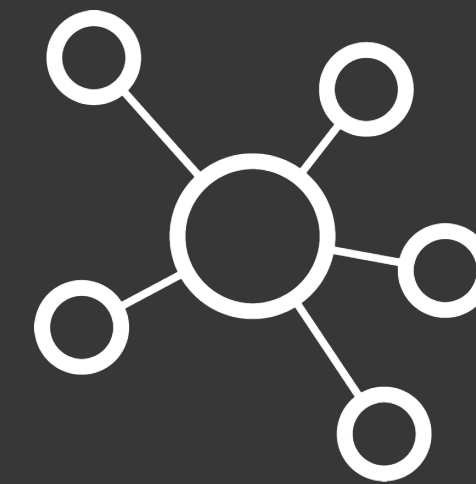
Personalize



Fit



Measure



Connect



Administer

AI Solution.

Apply AI-enabled automation to dynamically associate people and resources to training activities and generate, personalize, and distribute reporting to stakeholders.



Build

AI Solution.

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

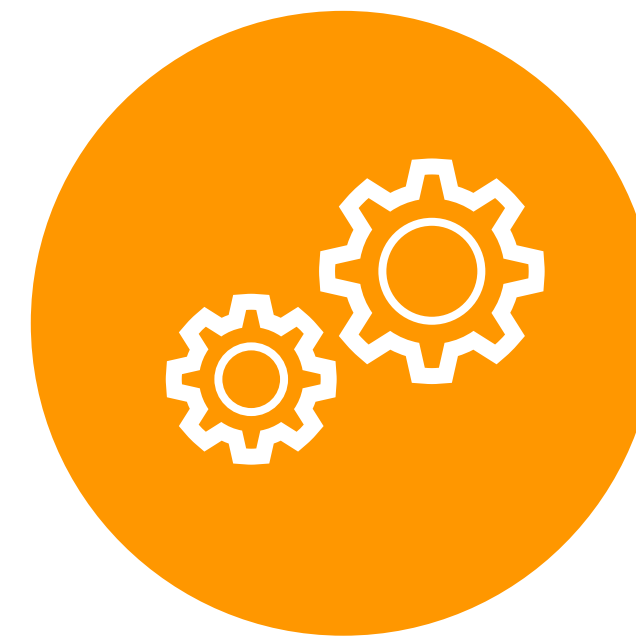
Before we can get real value from AI-enabled authoring, L&D must adjust the solutioning process to **focus on clear results**.



Build, buy or borrow the **right-fit** solution



Define the knowledge **required** to execute the expected behavior

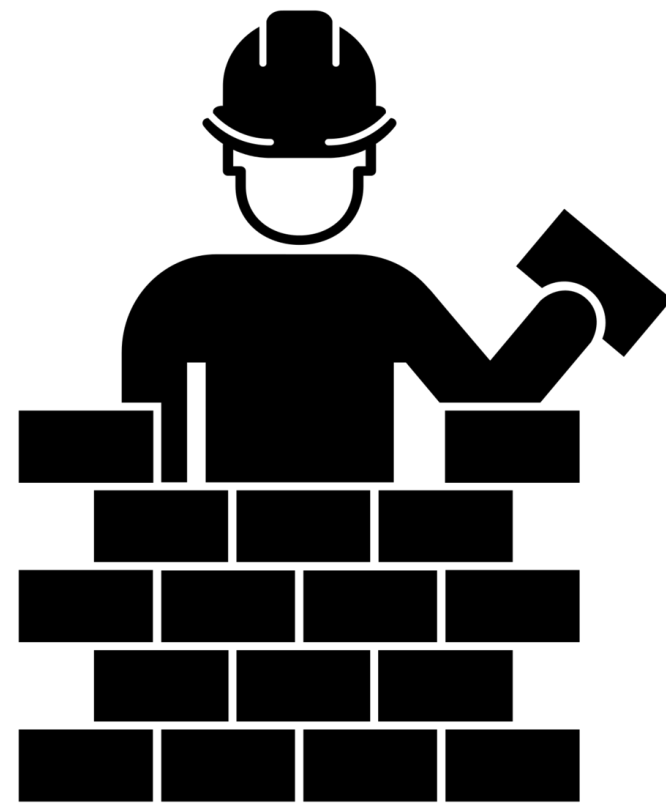


Define the **observable** behavior required to achieve the result



Agree on a clear, **measurable** business result

20%



Build

when the topic and/or application of knowledge and skill is unique to our organization.

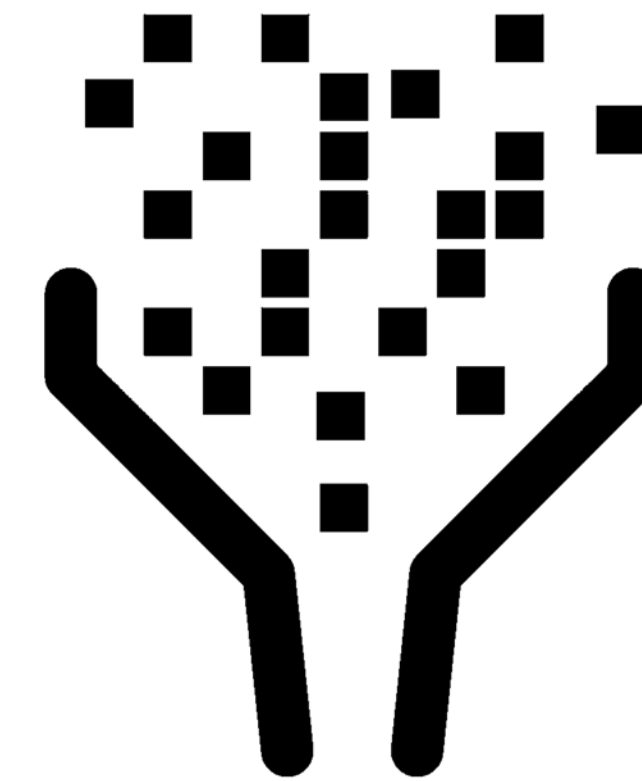
30%



Buy

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

50%



Borrow

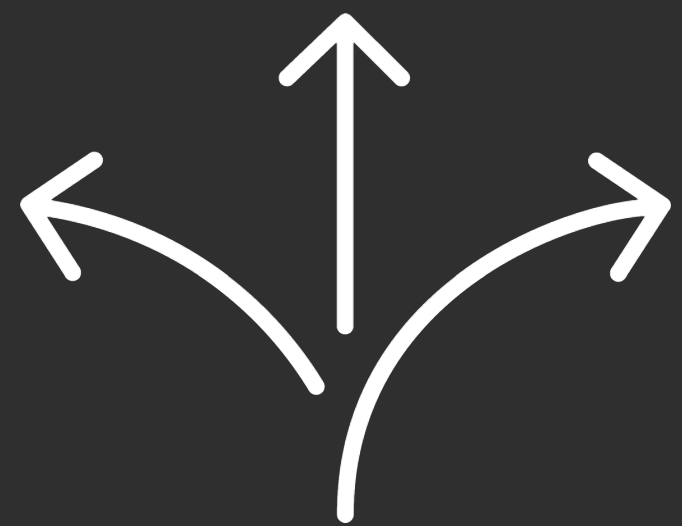
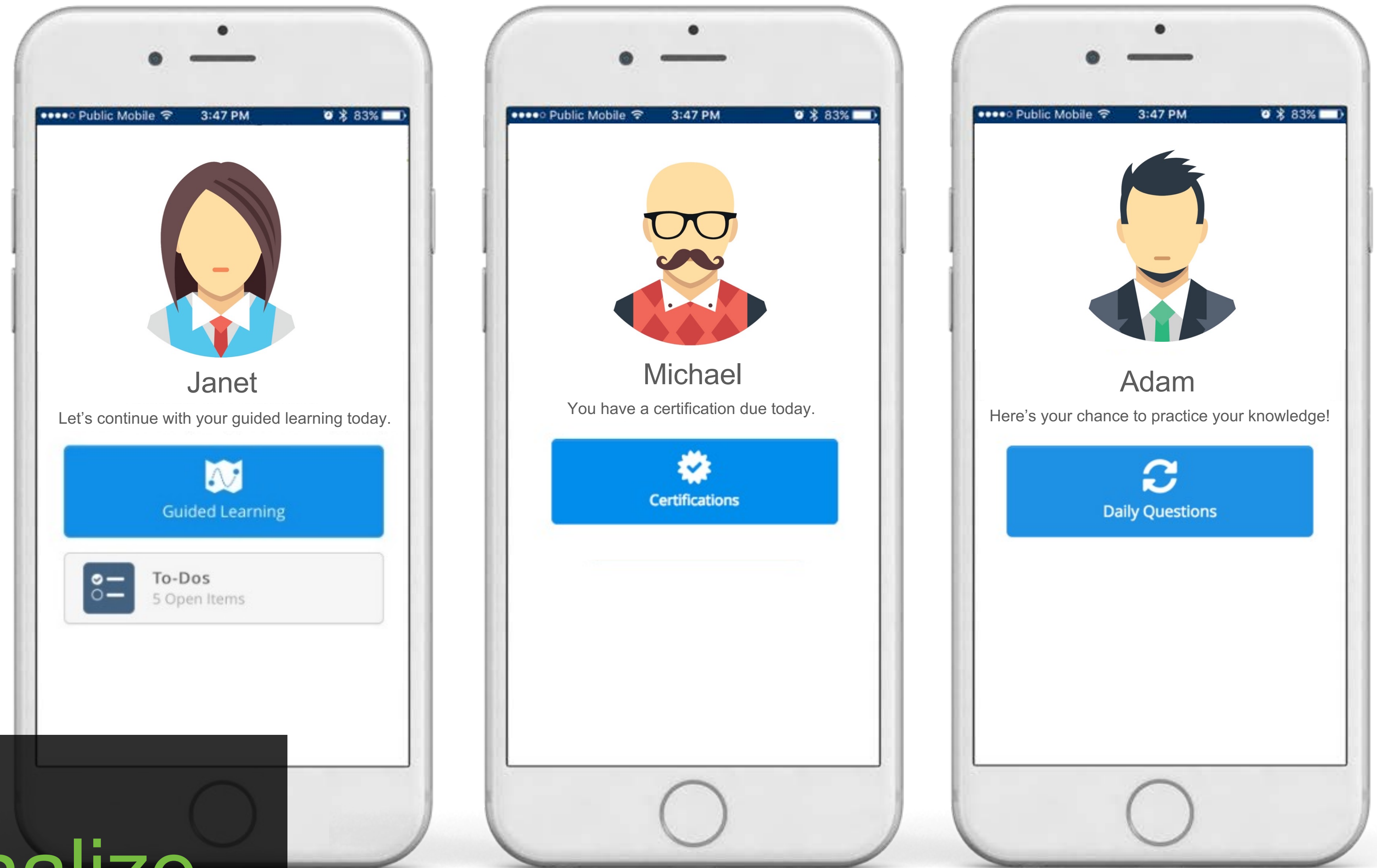
when the topic is generic enough to leverage open resources and/or can be crowdsourced.



Every employee has **unique and timely needs**, but scaling personalized learning is impossible without the right technology.

AI Solution.

Apply AI to continuously adapt the learning experience based on each person's proven needs and interests.



Personalize

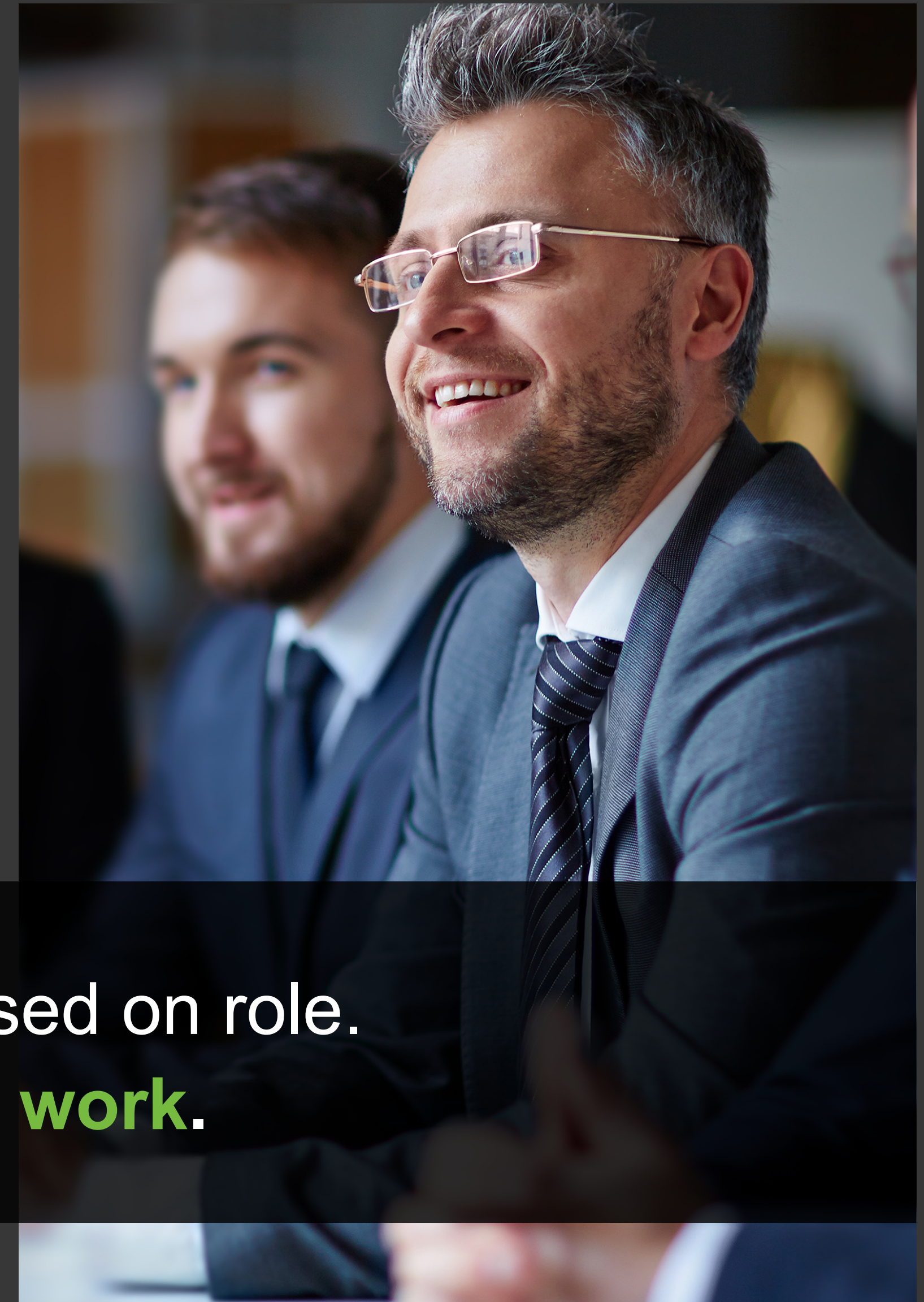
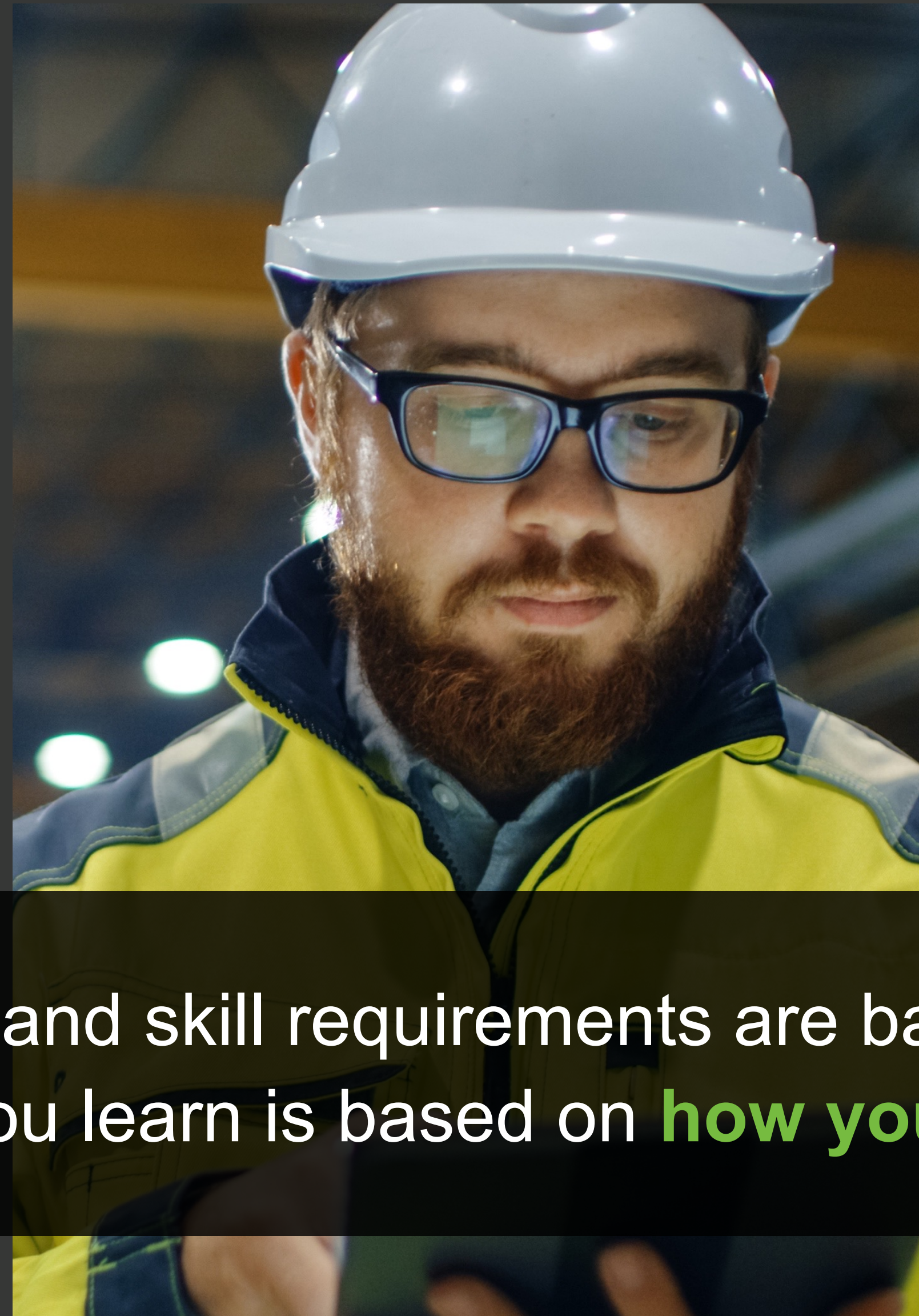


Personalize

AI Solution.

Apply AI to automate translation at draft quality for developers and “good enough” quality for users (for now).

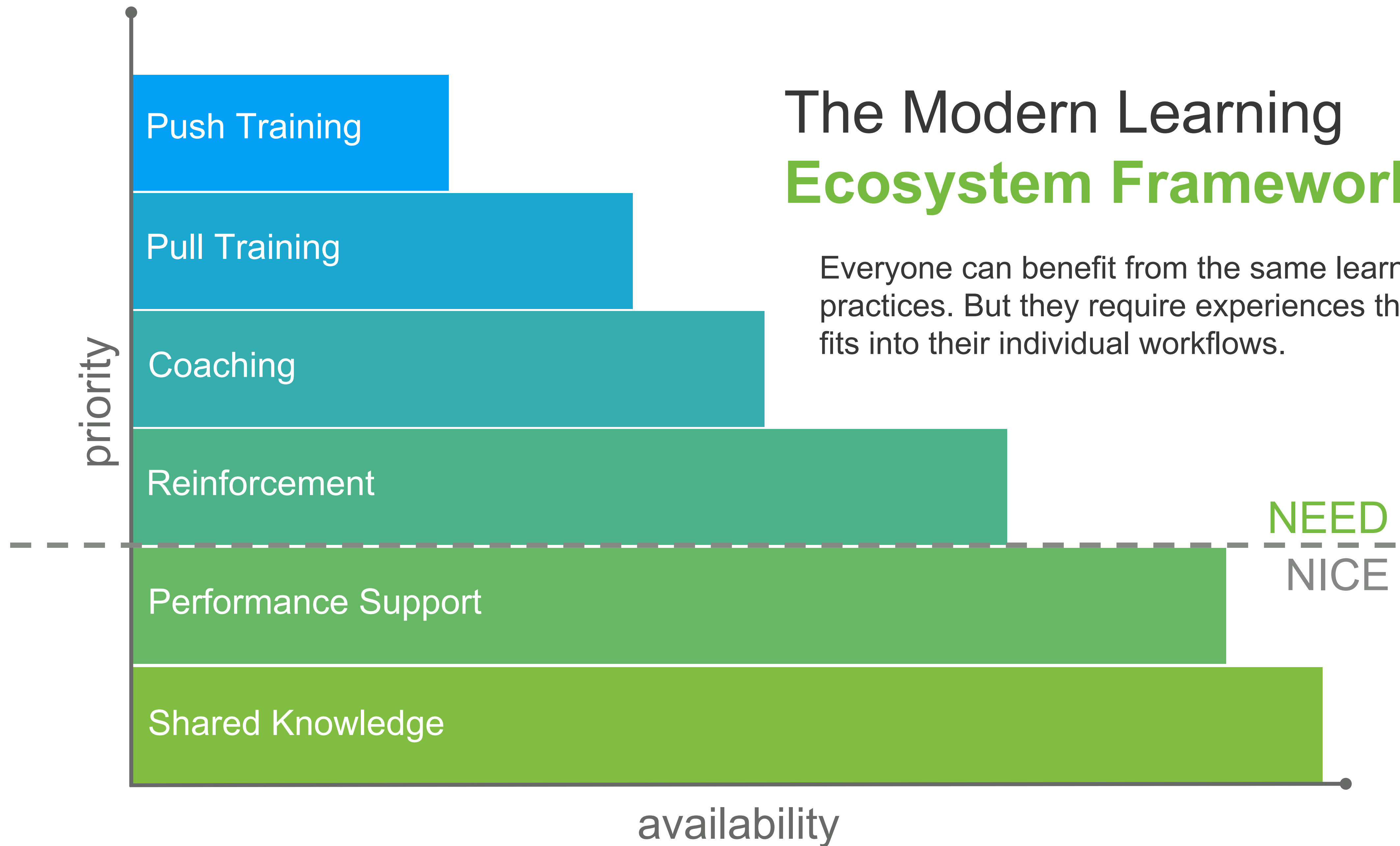




Knowledge and skill requirements are based on role.
How you learn is based on **how you work.**

The Modern Learning Ecosystem Framework™

Everyone can benefit from the same learning practices. But they require experiences that fits into their individual workflows.





Fit



For how many people?

8



Choose a time

7pm



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

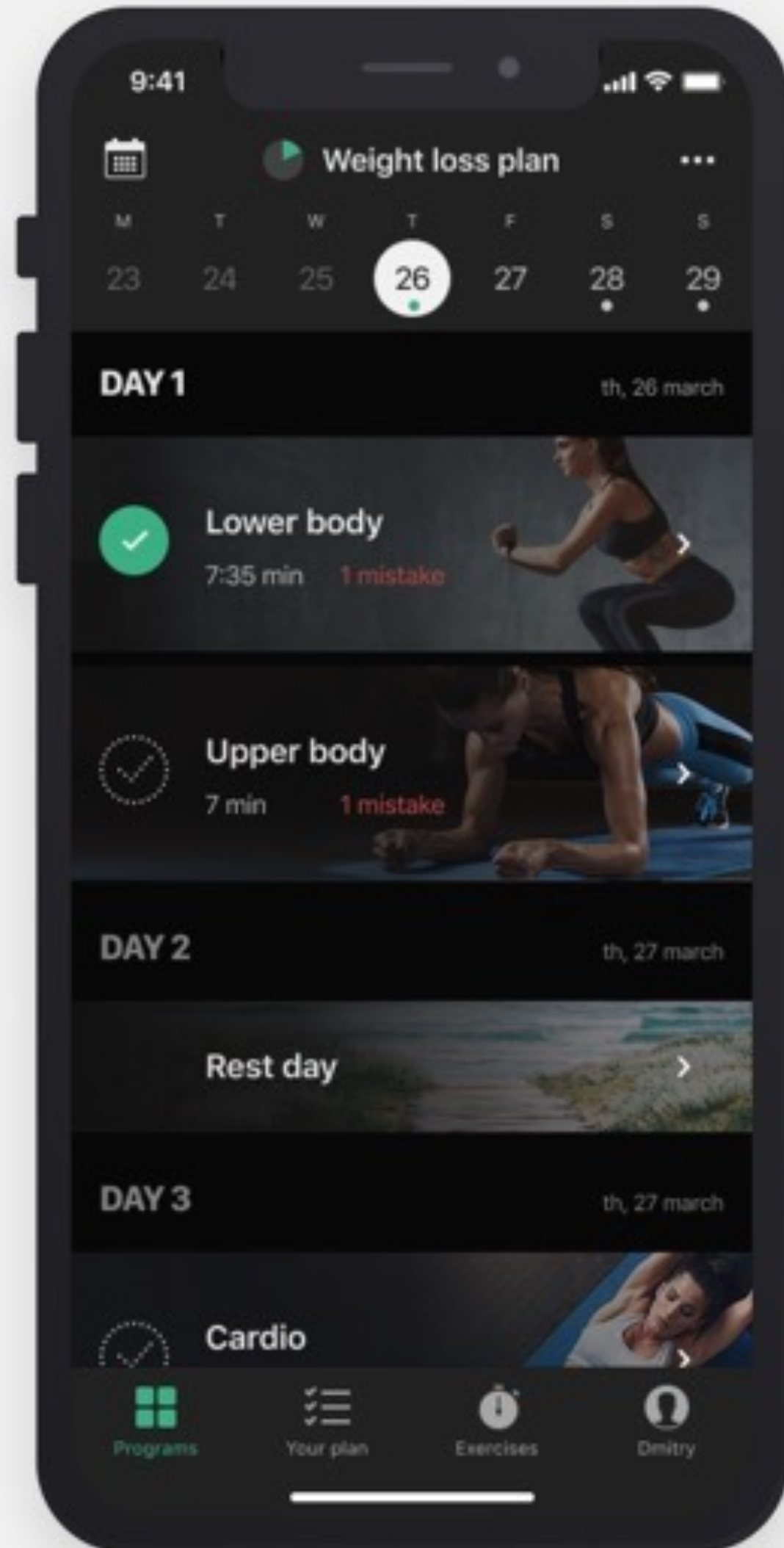
22/12/2016



Thanks Owen
LoyaltyApps. We've booked you a table for 8 at 7pm on 22/12/2016. We look forward to seeing you!

AI Solution.

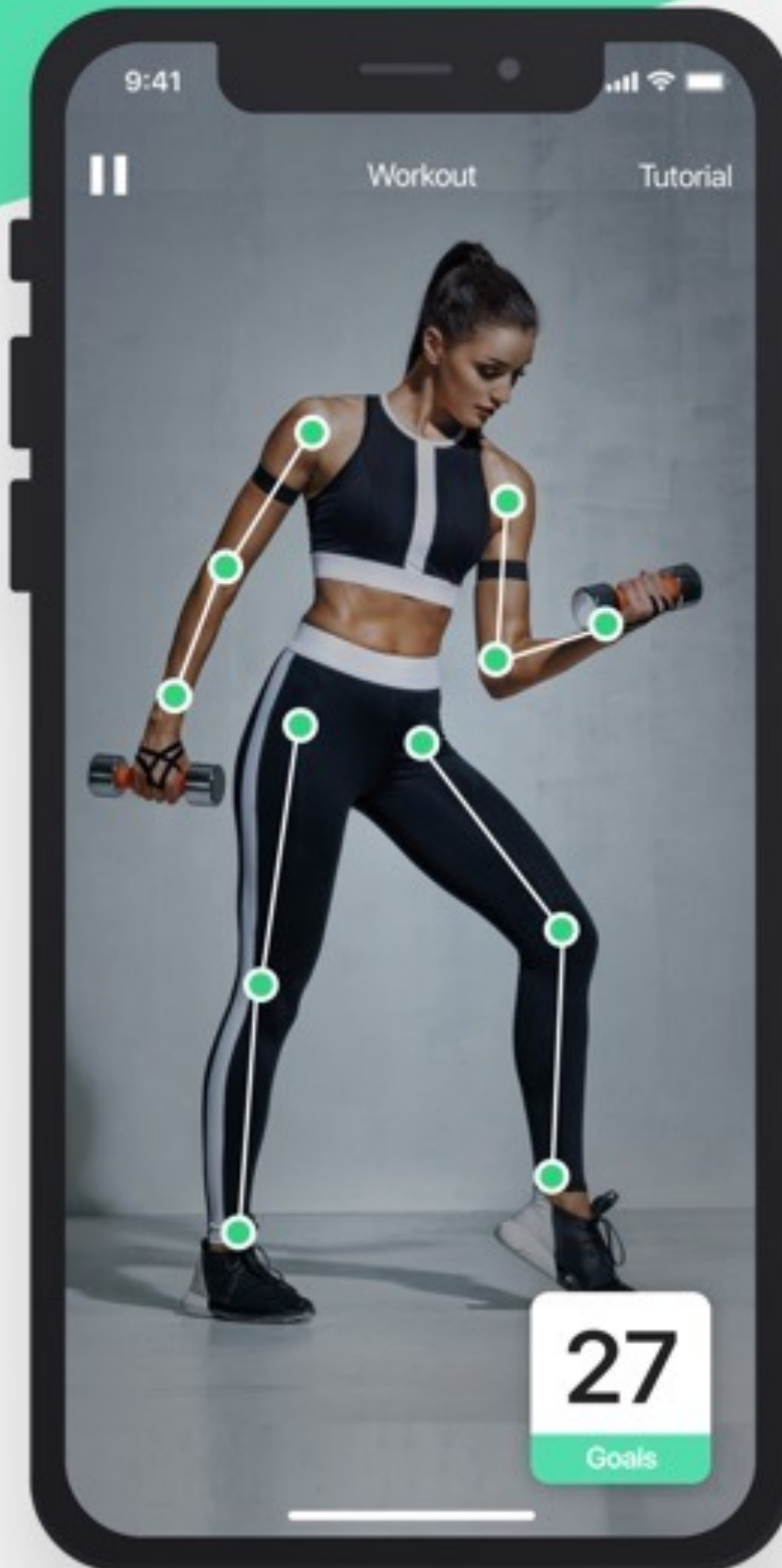
Apply natural language understanding to allow for more human interaction with technology and enable faster information access.



**Fully guided
workouts**

Fittonic

**Automatic
repetitions count**



Fit

AI Solution.

Apply AI to provide coaches and employees with specific, personalized, actionable insights and recommended next steps.

Axonify™



L&D continues to struggle with connecting learning solutions to real-world changes in behavior and results.



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.

To fix learning measurement, we must shift from a programmatic approach to a **continuous analysis process**.



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

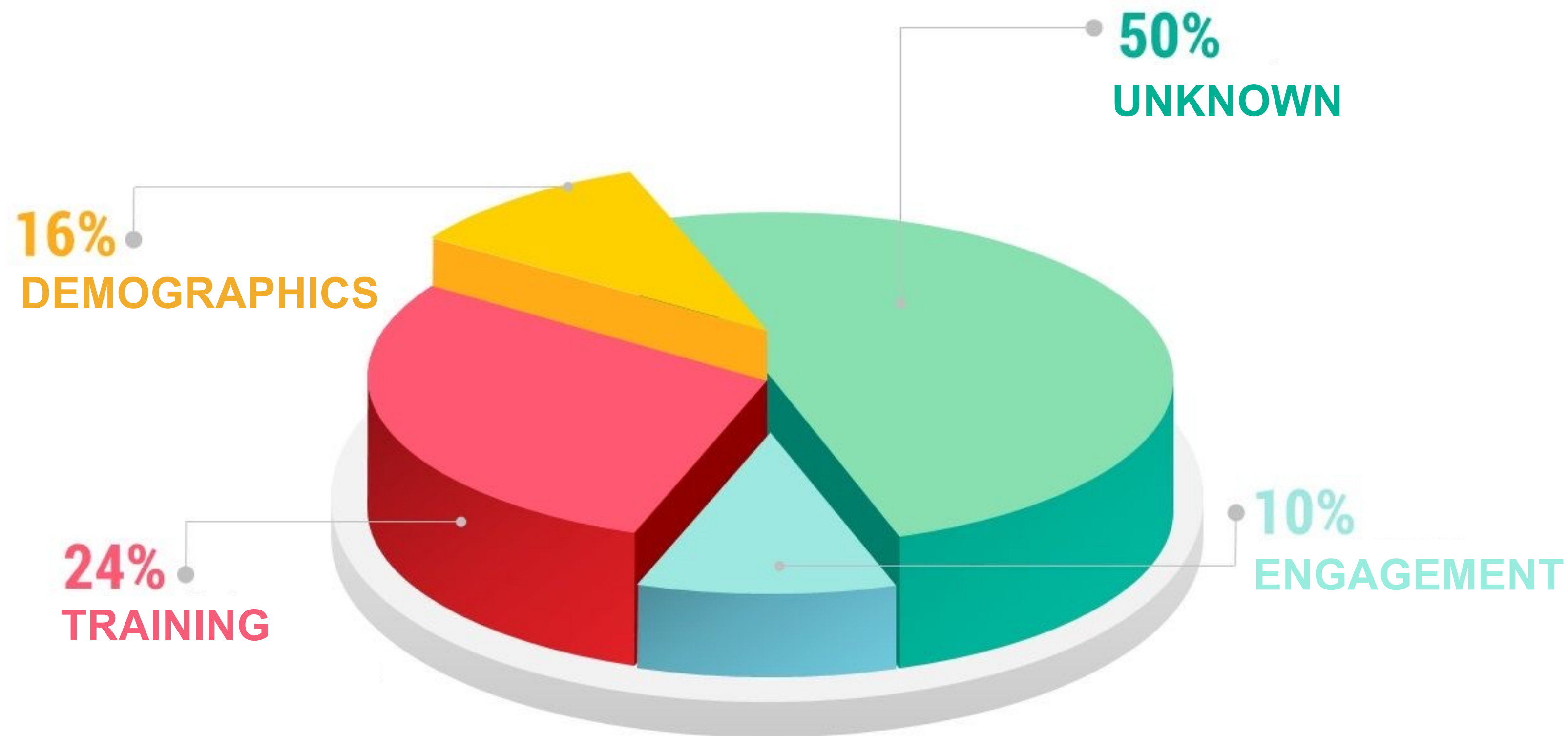
How is people's knowledge changing over time?

Behaviors

How are people's behaviors changing on the job?



Measure



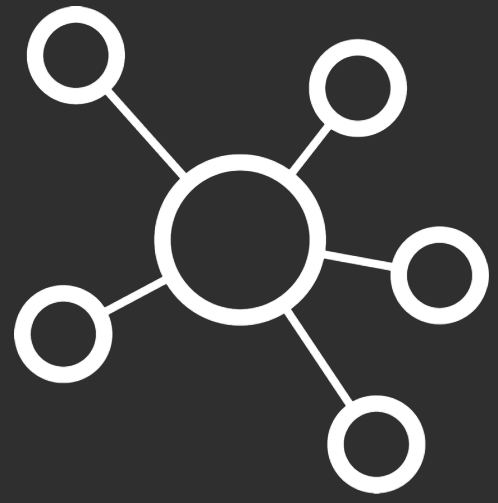
AI Solution.

Apply machine learning to establish and act on the connections between learning activities and changes in job behaviors and business results.



With the right data, analytics and technology-enabled learning practices in place, L&D can become proactive in **identifying and closing knowledge and skill gaps** at scale.





Connect



- ✓ 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

AI Solution.

Apply machine learning to identify and act on proven capabilities and skills gaps for individuals, teams and the entire enterprise.

PULL

Future-focused
skill development

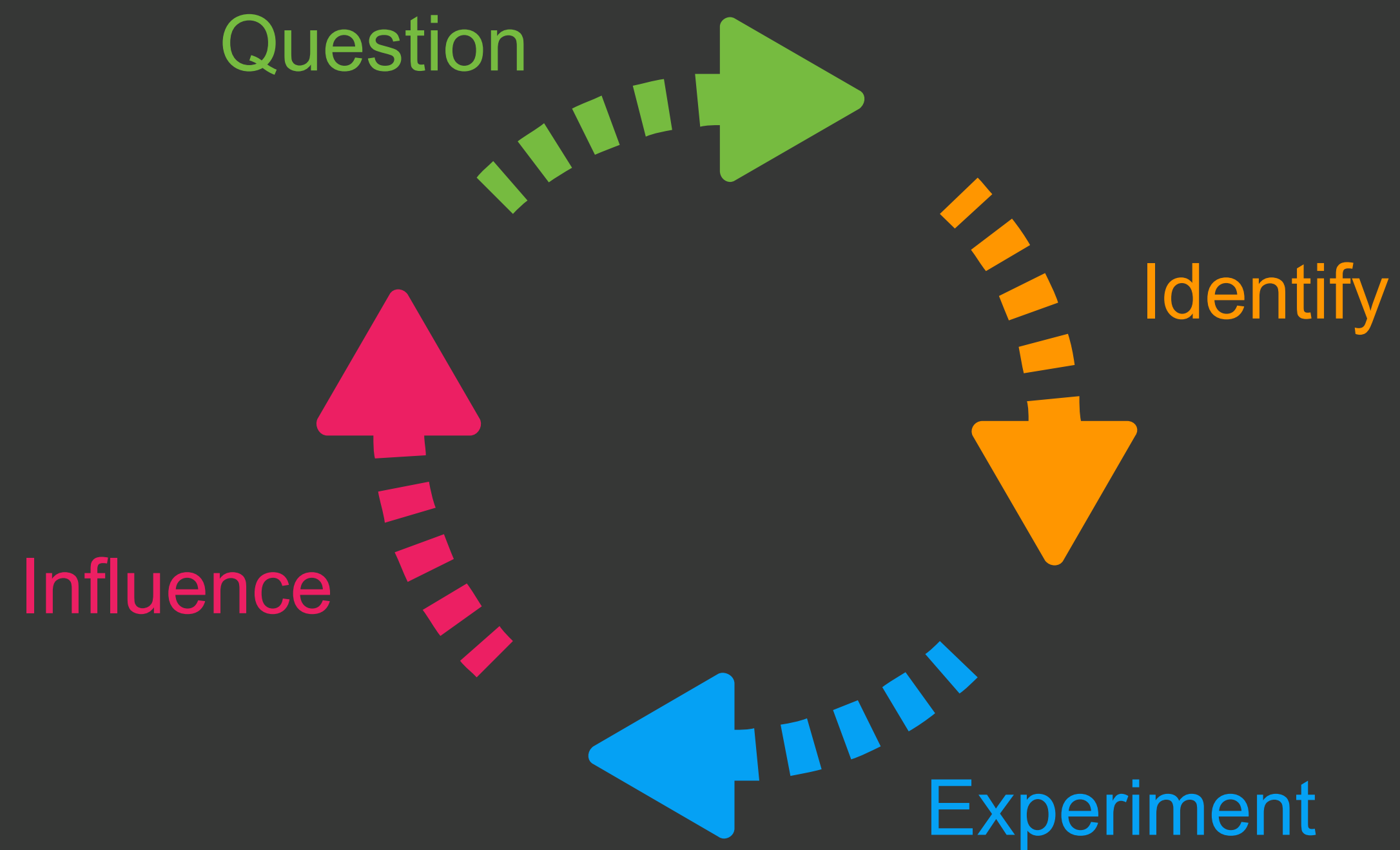
Self-Direction
Collaboration
Curation
Upskilling
Cross-Training
Reskilling



PUSH

Today's biggest
business priorities

Messaging
Job Training
Compliance
Performance Support
Reinforcement
Coaching



- ✓ Stakeholders
- ✓ Subject Matter Experts
- ✓ Audience
- ✓ Partners
- ✓ Providers

A ruthless approach makes learning an
integrated, meaningful part of work for everyone.

AI will play an essential role in
this **not-so-distant future** of learning.



People.

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



Organization.

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



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learngeek.co/ai

Be well.