



# RUTHLESS

AI and the not-so-distant future of learning



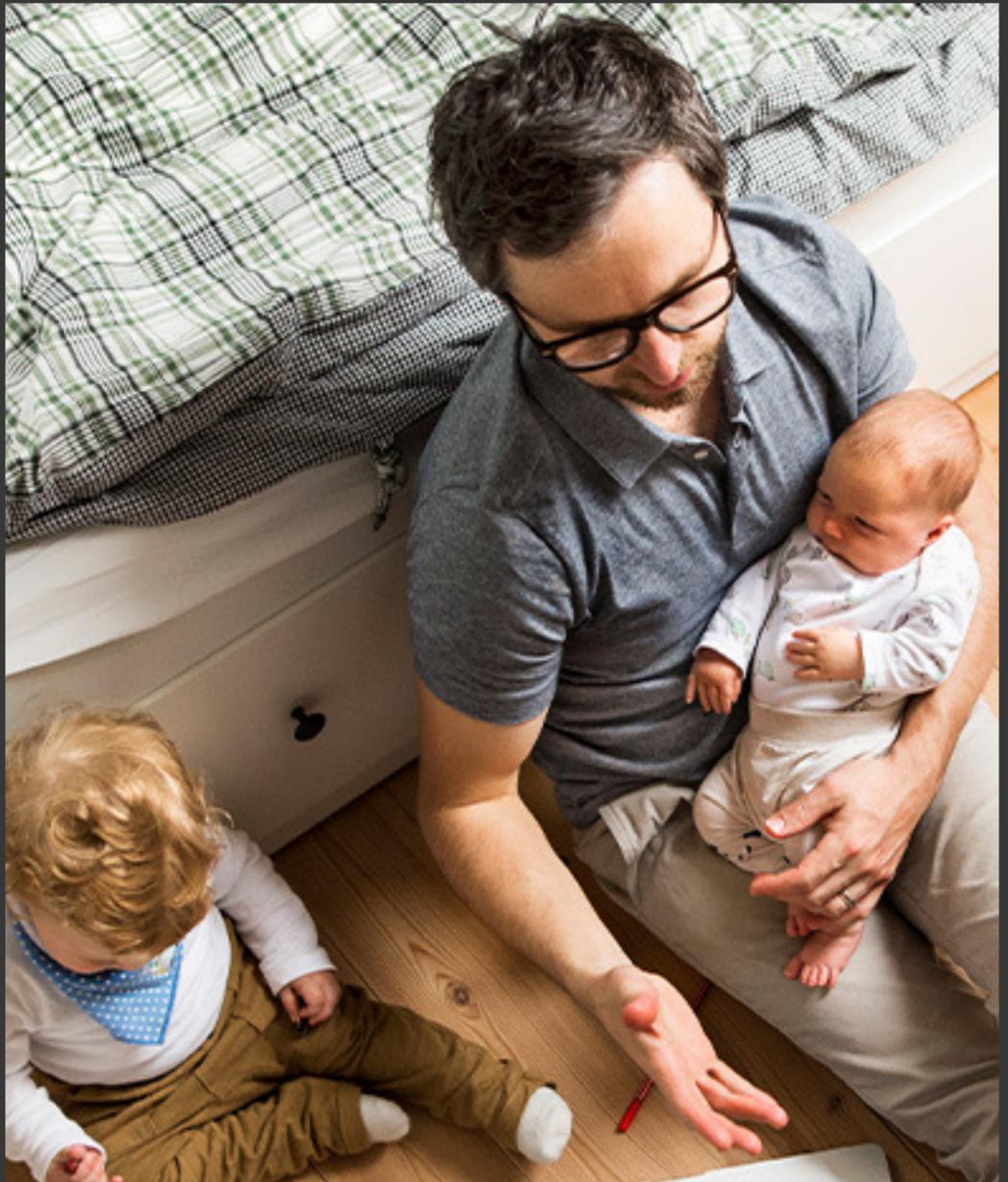
JD Dillon

Chief Learning Architect

Axonify™



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 ...



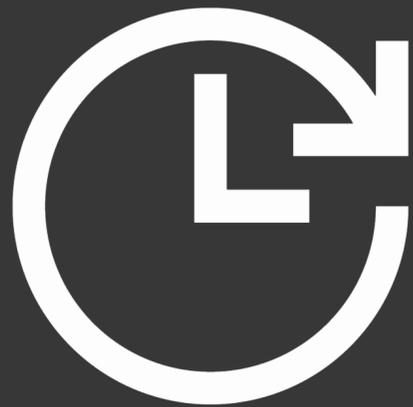
**65%**

of organizations are reporting significant skills gaps.<sup>1</sup>



**17%**

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



**94%**

of business leaders expect employees to pick up new skills on the job.<sup>2</sup>



**39%**

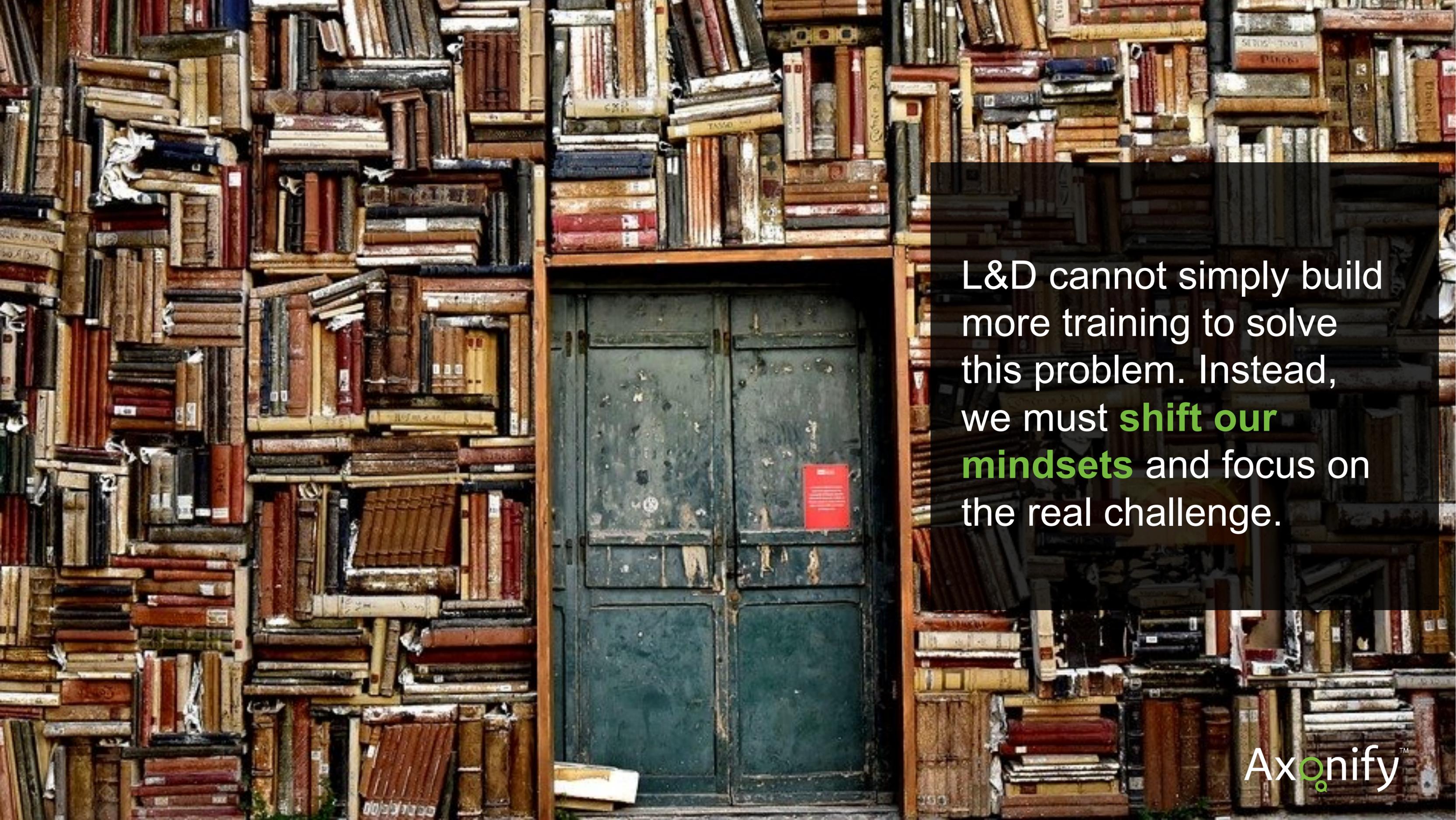
of frontline employees don't feel prepared to do their jobs properly in the current environment.<sup>4</sup>

<sup>1</sup> Fosway Group – The Reskilling Revolution

<sup>2</sup> World Economic Forum – The Future of Jobs Report 2020

<sup>3</sup> Deloitte - 2021 Human Capital Trends Report

<sup>4</sup> Arlington Research + Axonify – The State of Frontline Employee Training 2020

A photograph of a library with a green door and many bookshelves filled with books. The shelves are packed with books of various colors and sizes, creating a dense, textured background. The door is a dark green color with a small red sign on it. The overall scene is a well-stocked library.

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.



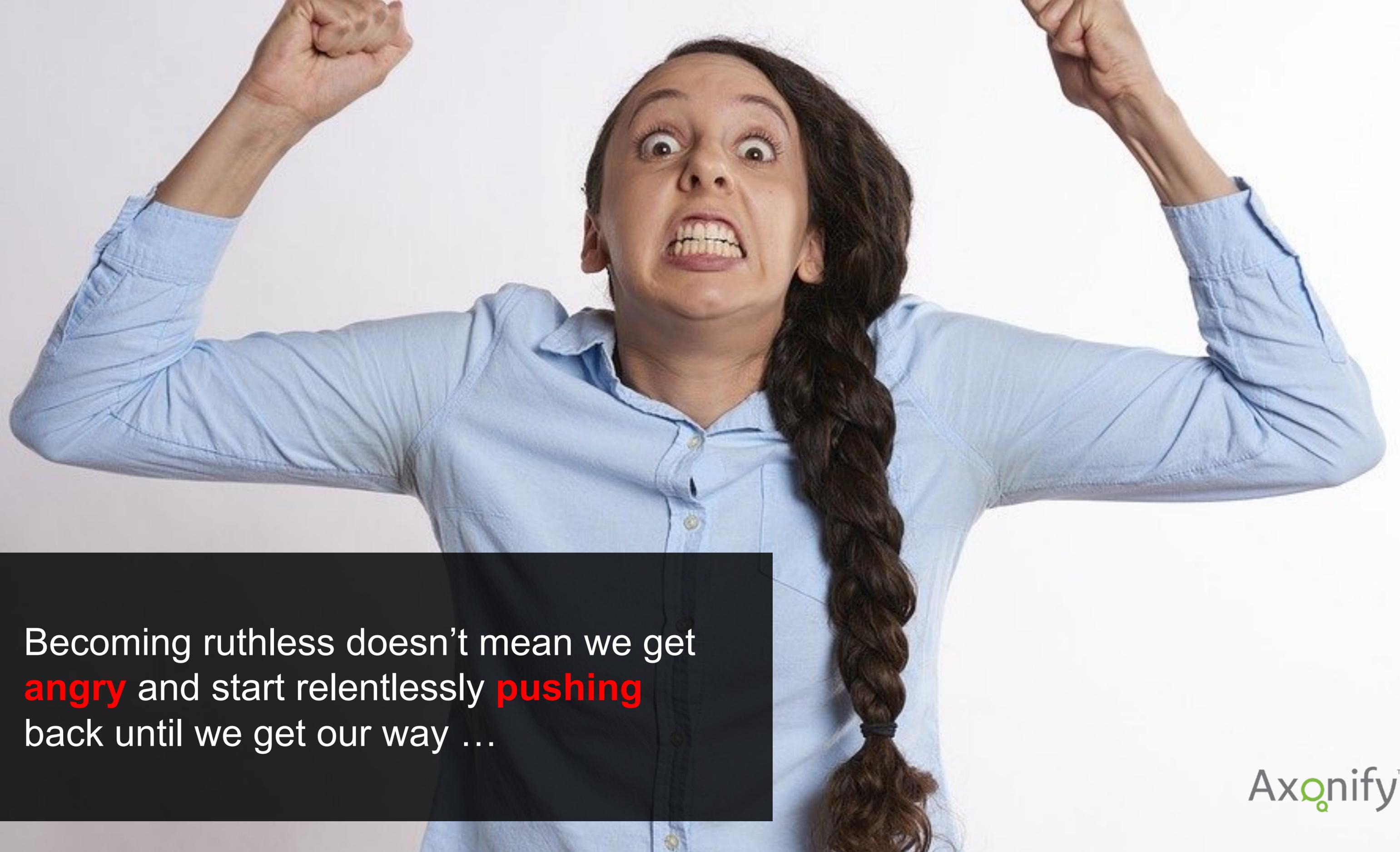
Stakeholders are **constantly making changes** within our organizations.  
L&D has **limited time and capacity** to provide support.  
Employees are having a **hard time keeping up**.

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

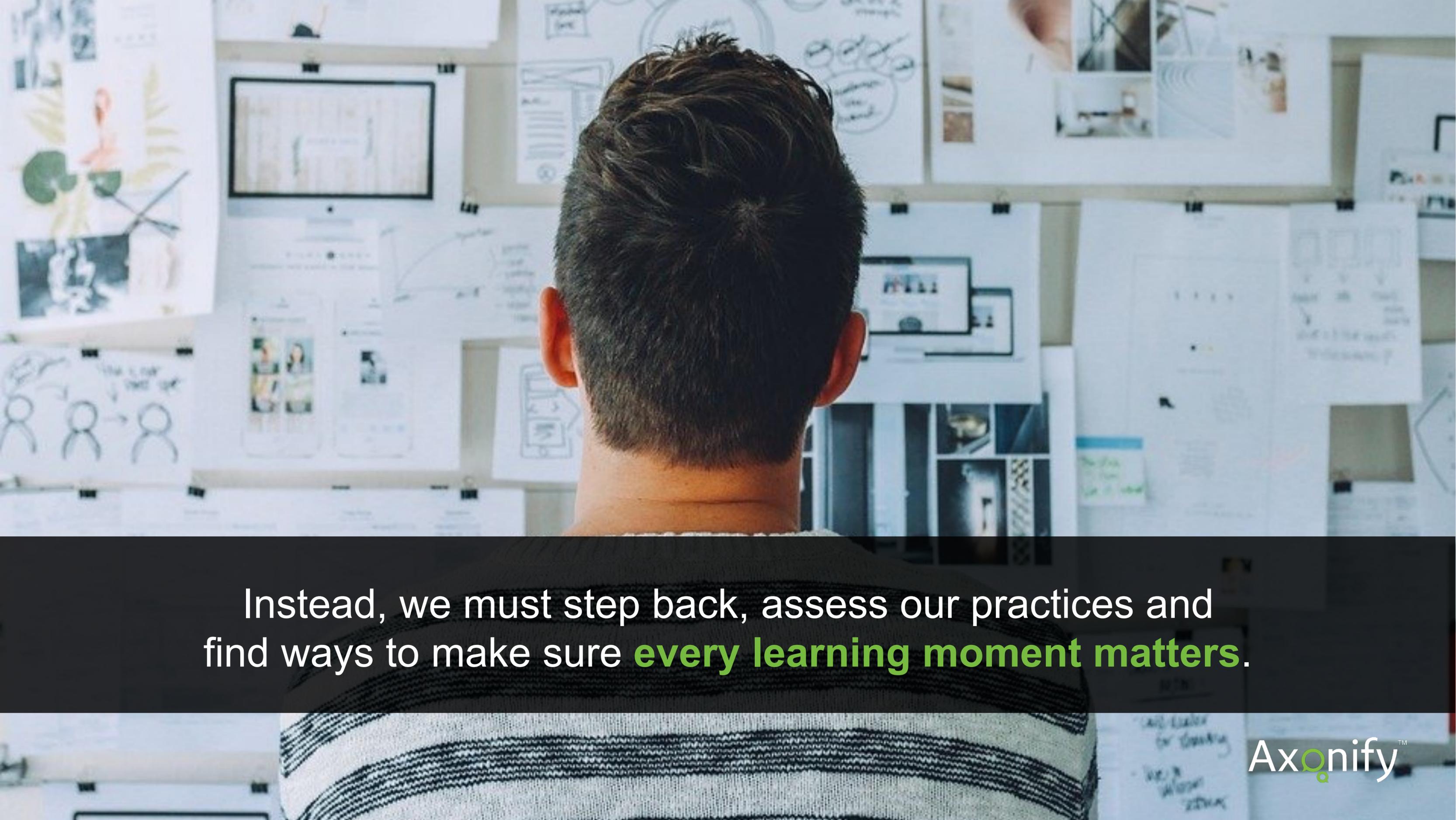


To provide equitable support at the speed and scale of our organizations, L&D must overcome the challenge of time.

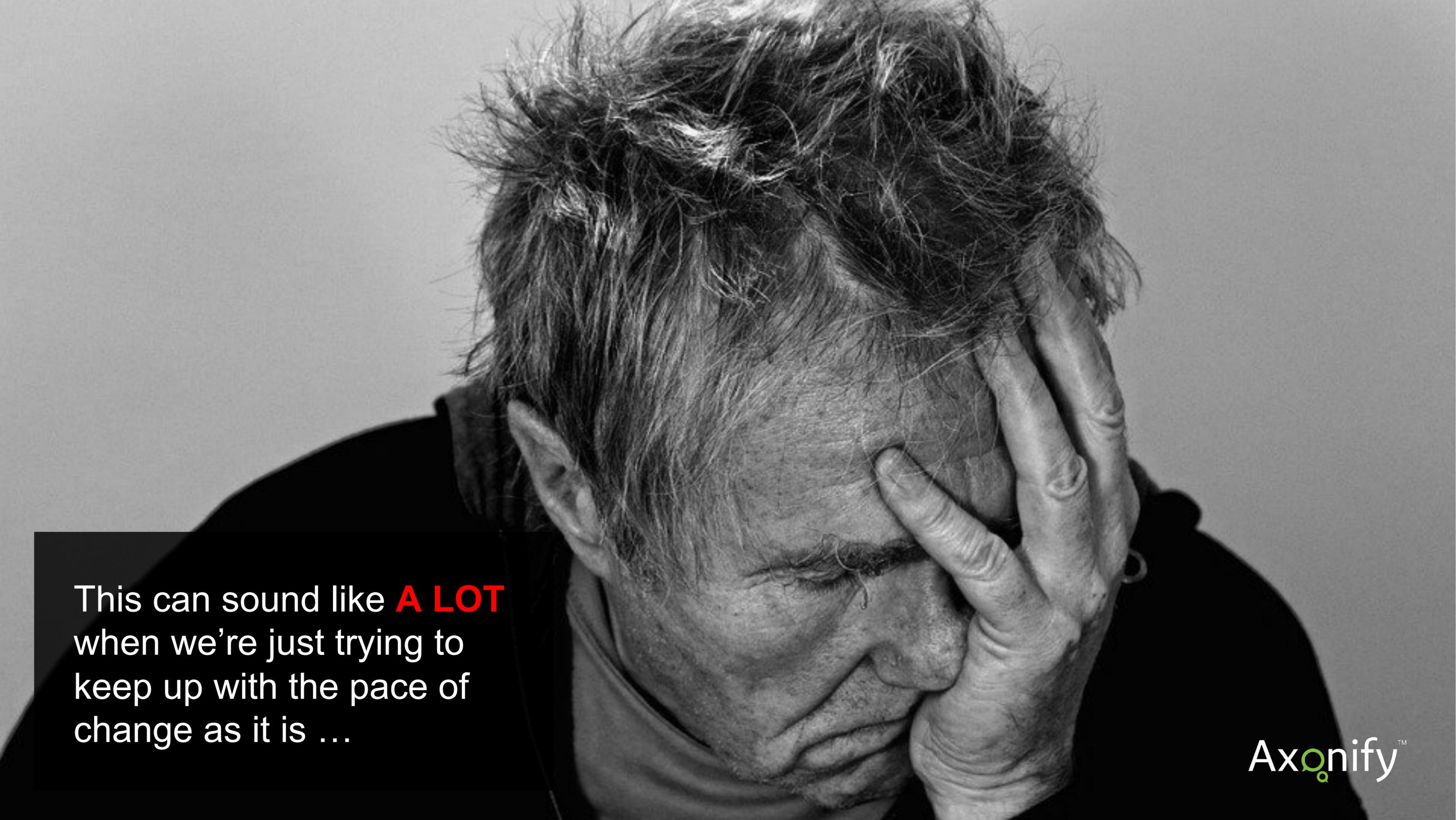
We must become **ruthless**.



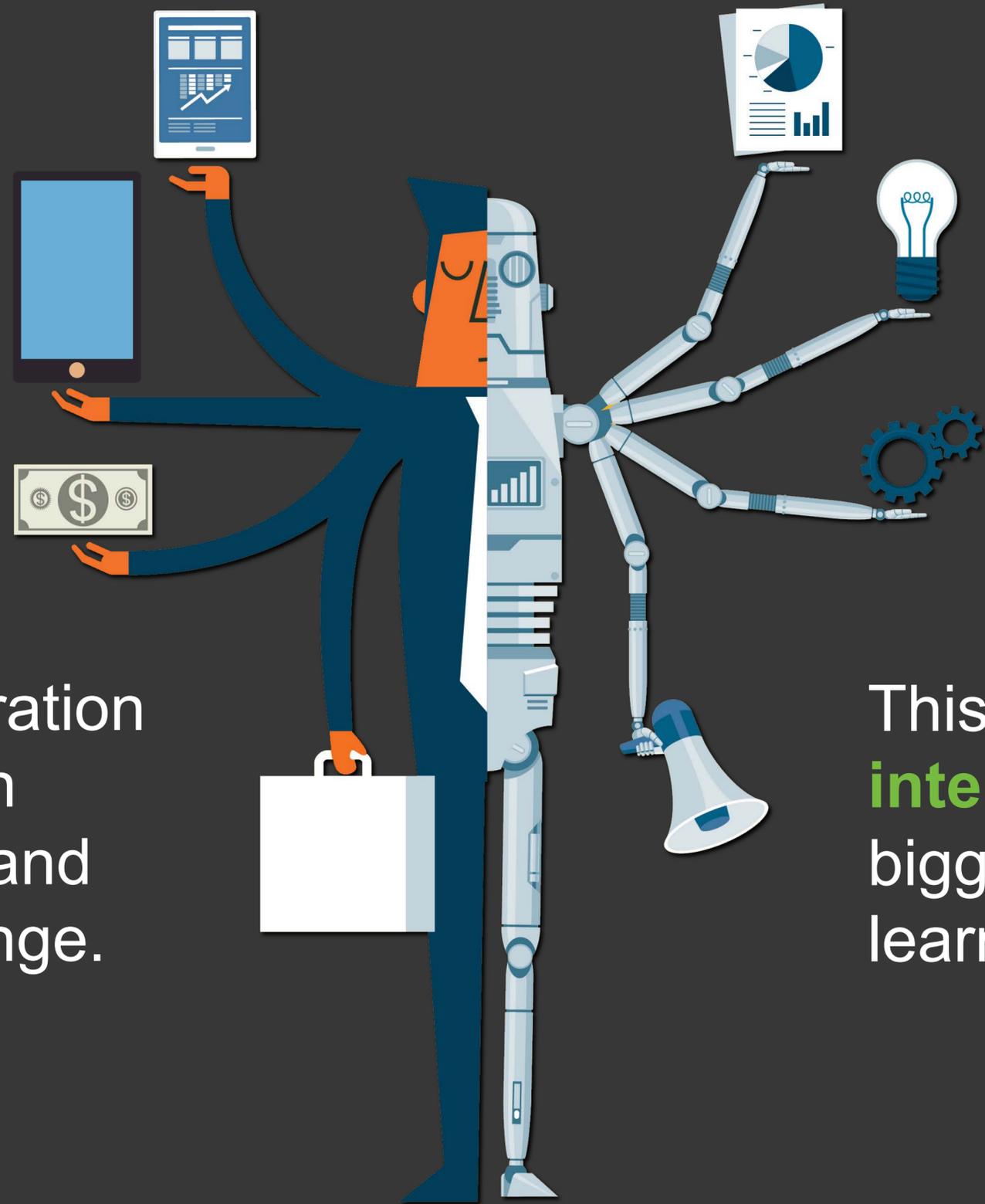
Becoming ruthless doesn't mean we get **angry** and start relentlessly **pushing** back until we get our way ...



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

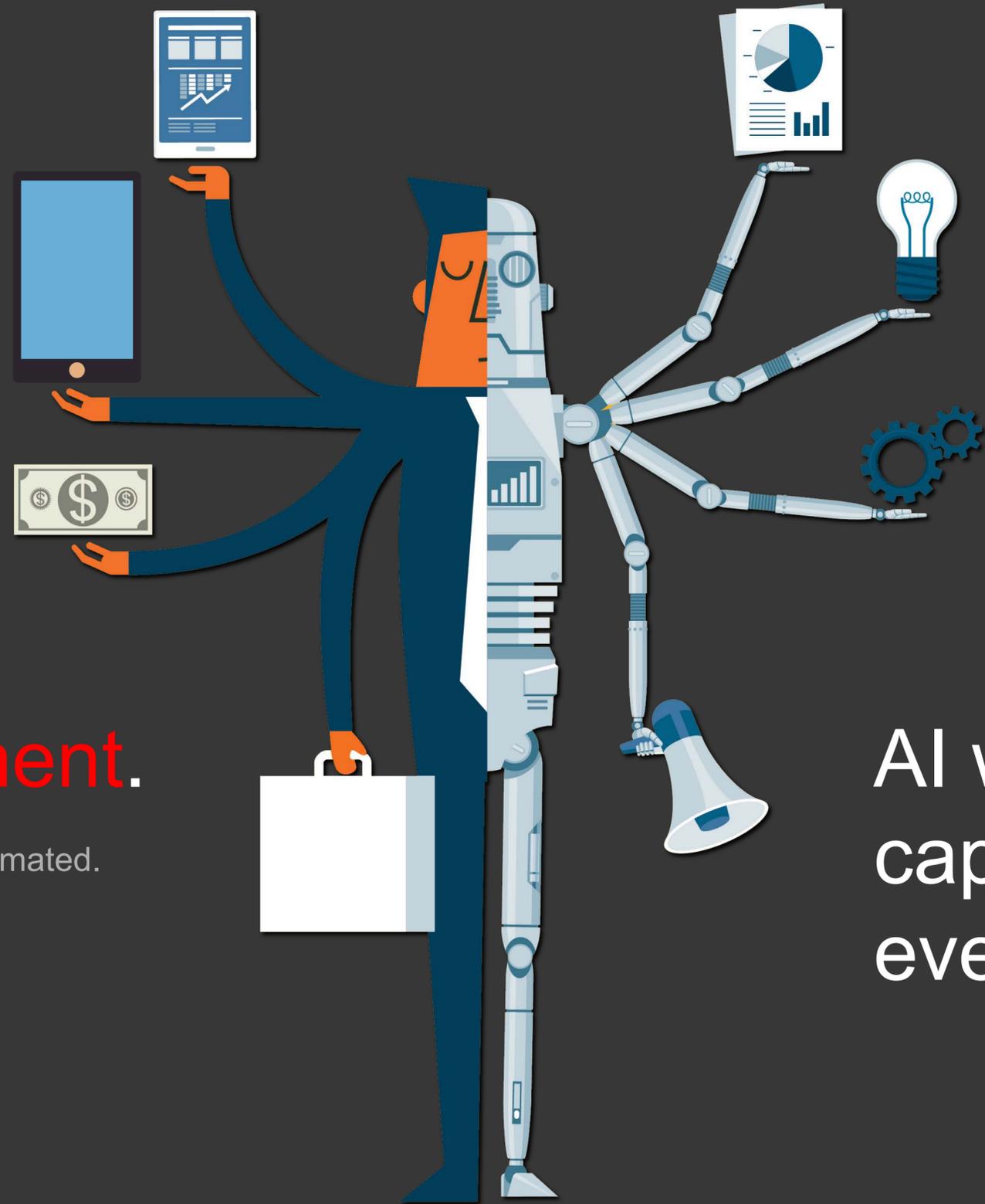
A black and white photograph of a man with his hand covering his face, suggesting stress or frustration. The man has short, dark hair and is wearing a dark turtleneck sweater. His eyes are closed, and his hand is pressed against his forehead and eyes. The background is a plain, light-colored wall.

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.

zoom Why Companies are Switching from WebEx to Zoom Audio Transcript

that's wonderful wonderful question

18:17  
right that's pretty straightforward backward side is very flexible has no limitations

18:18  
Janelle Haney  
18:18  
I grew and then my husband has been a online customer for several years and he loved it at the time

18:20  
but they see the locked into kind of legacy technology which I think a lot of people are experiencing there he references the four three video recording format and

18:21  
what what can you do I mean you're very innovative

18:24  
so what can we do to make sure that we don't become a legacy type of product

18:26  
and keep that happening from us

18:28  
Eric Yuan  
18:28  
that's wonderful wonderful question

18:33  
I think that you know the way we look at this is we got to make sure our employees very happy

AutoSave on Holiday Tech Shopping.pptx - Last Saved 5/31/2019 6:58 AM Lance Whitney

File Home Insert Draw Design Transitions Animations Slide Show Review View Help Search

Themes Variants

Design Ideas

Holiday Tech Shopping  
Computers, Smartphones, and Tablets

Slide 1 of 27

< Back

Extra Training

Filter by Category, Subject, or Topic

Recommended Topics

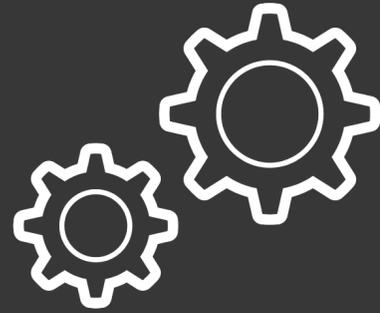
5 - HR, General  
Providing Feedback – Level 3  
You can improve your confidence by taking this training

Topic List

100% 5 - HR, Health And Safety  
Dealing with COVID Fatigue – Level 1

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.

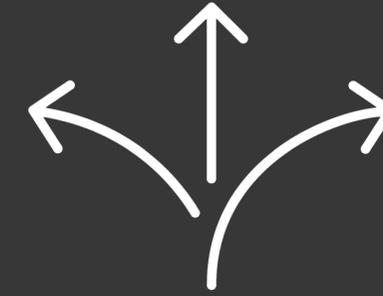
AI is not the tool that solves the problem.  
AI powers the tool that solves the problem in a new way.



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.

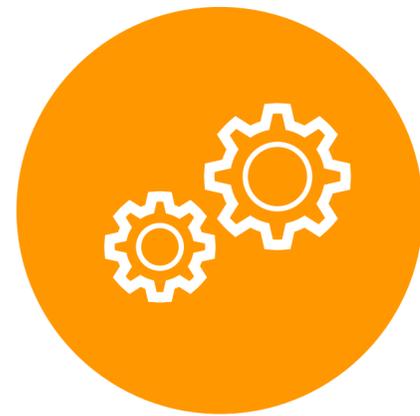
Before we can get real value from AI-enabled authoring, L&D must adjust the solutioning process to **focus on clear results**.



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.

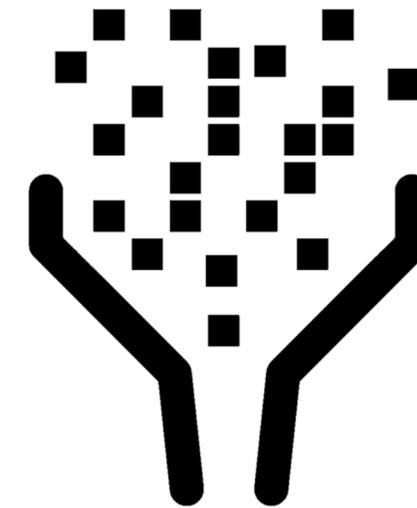
30%



Buy

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

50%



Borrow

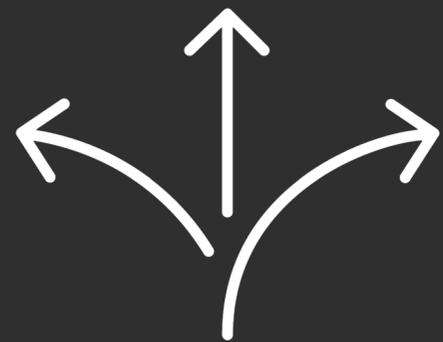
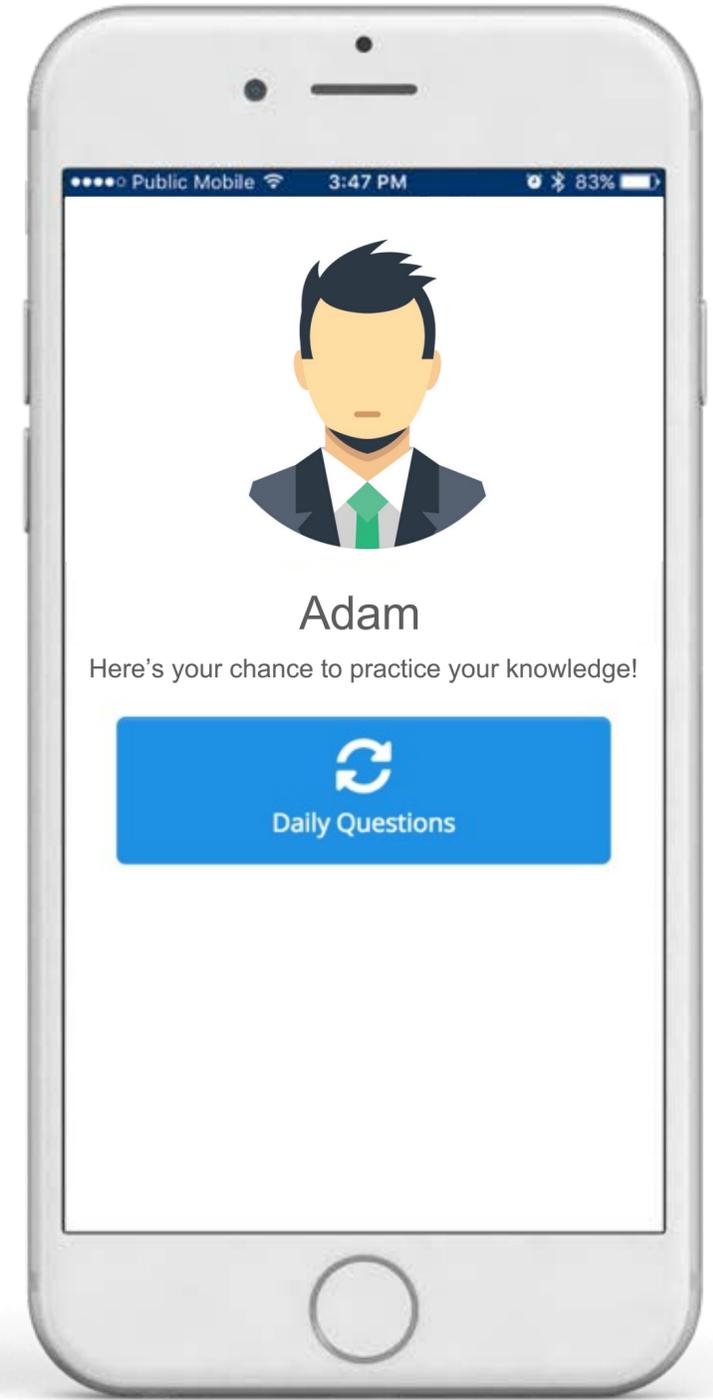
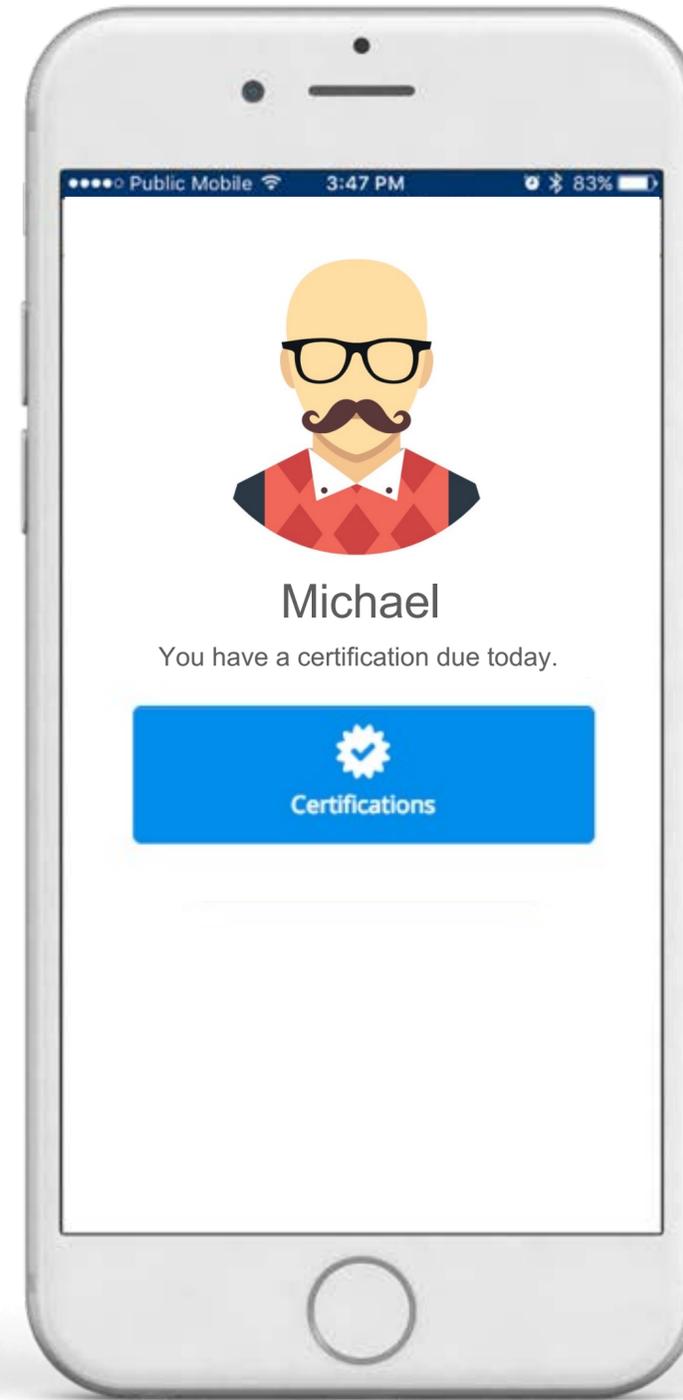
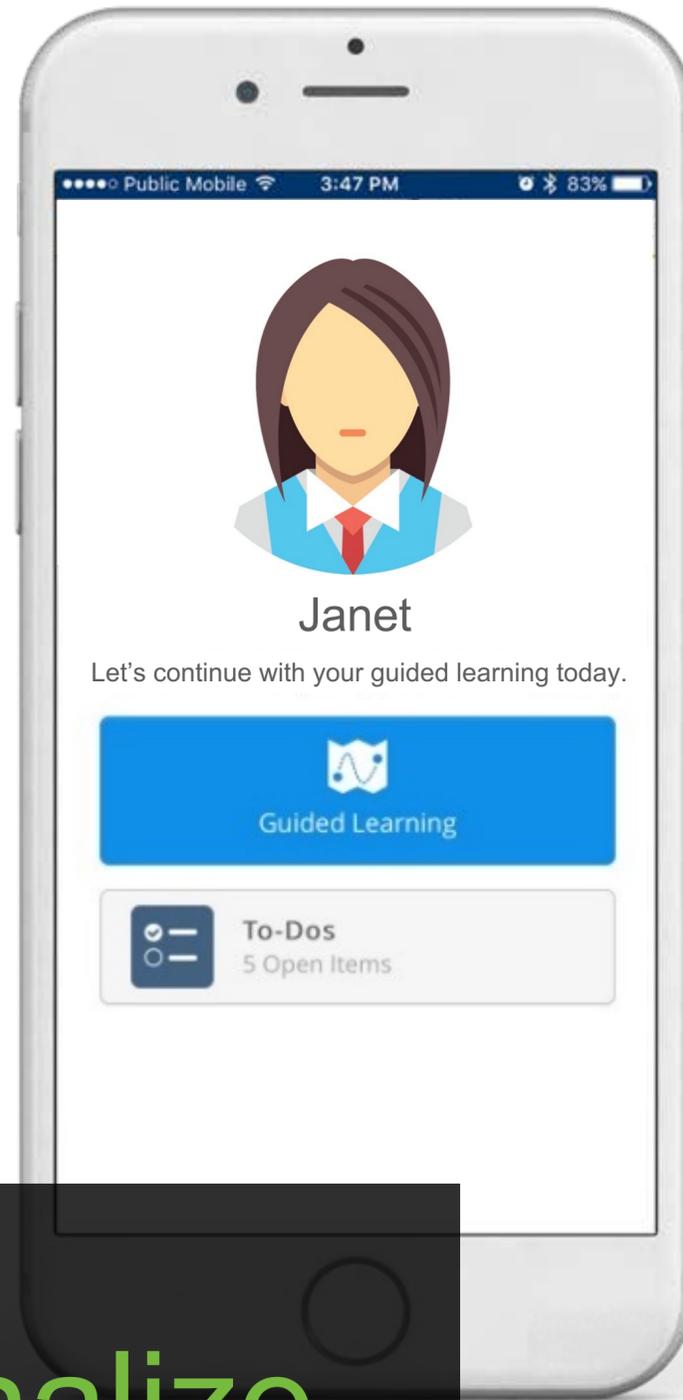
when the topic is generic enough to leverage open resources and/or can be crowdsourced.



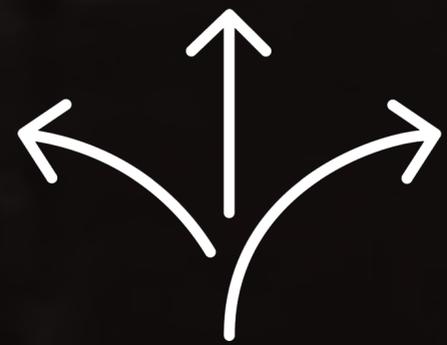
Every employee has **unique and timely needs**, but scaling personalized learning is impossible without the right technology.

## AI Solution.

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



## Personalize

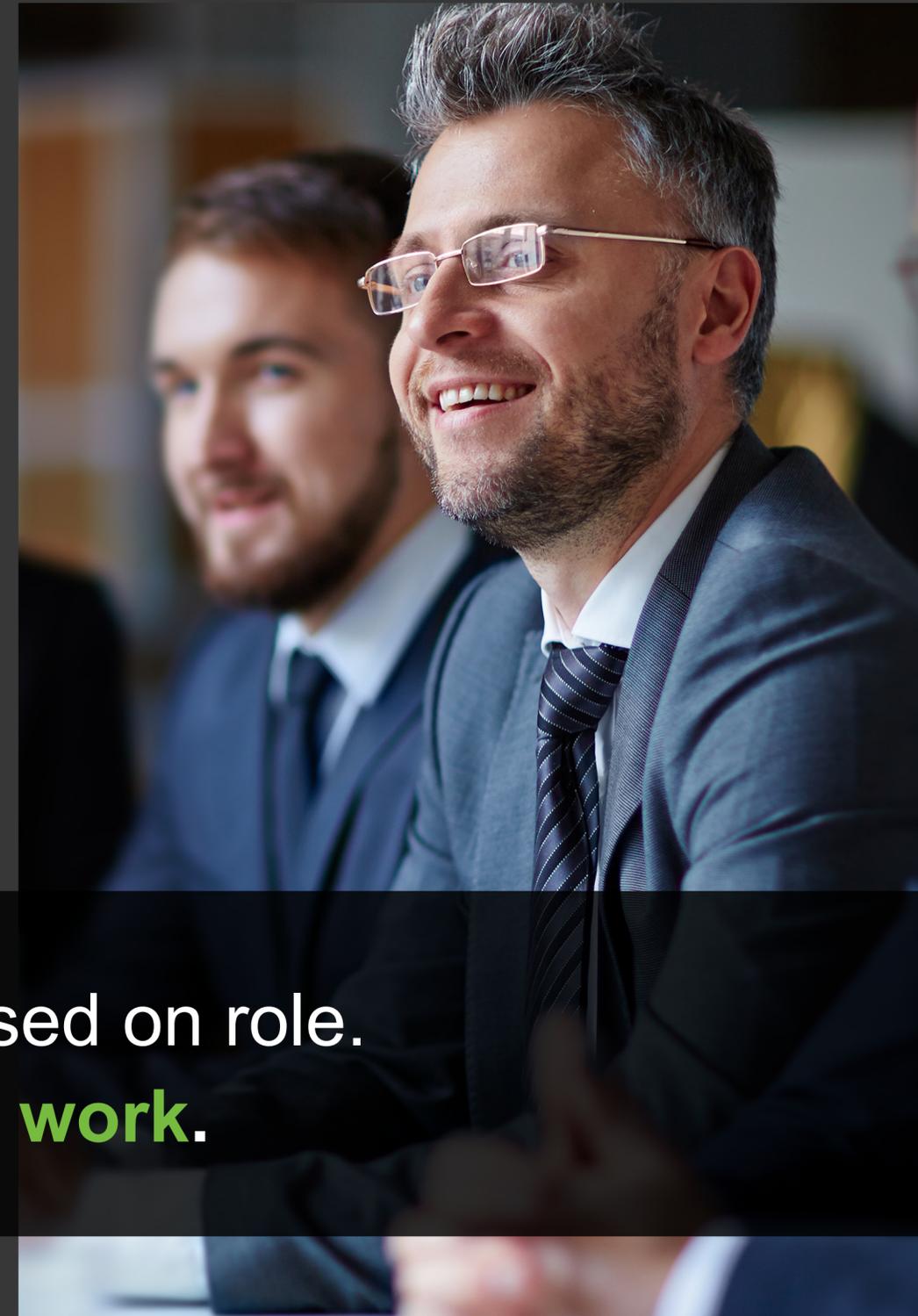
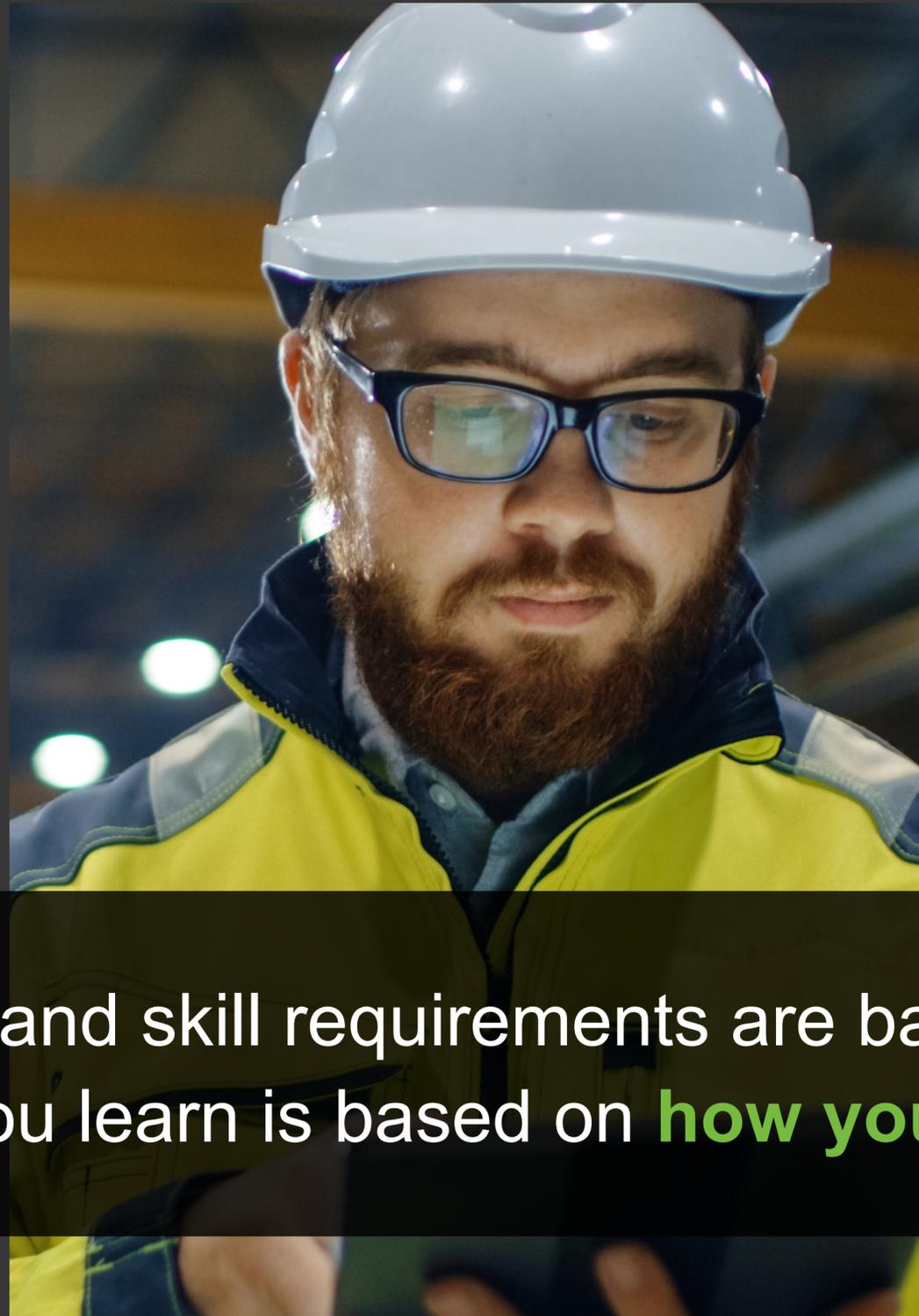


Personalize

## AI Solution.

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

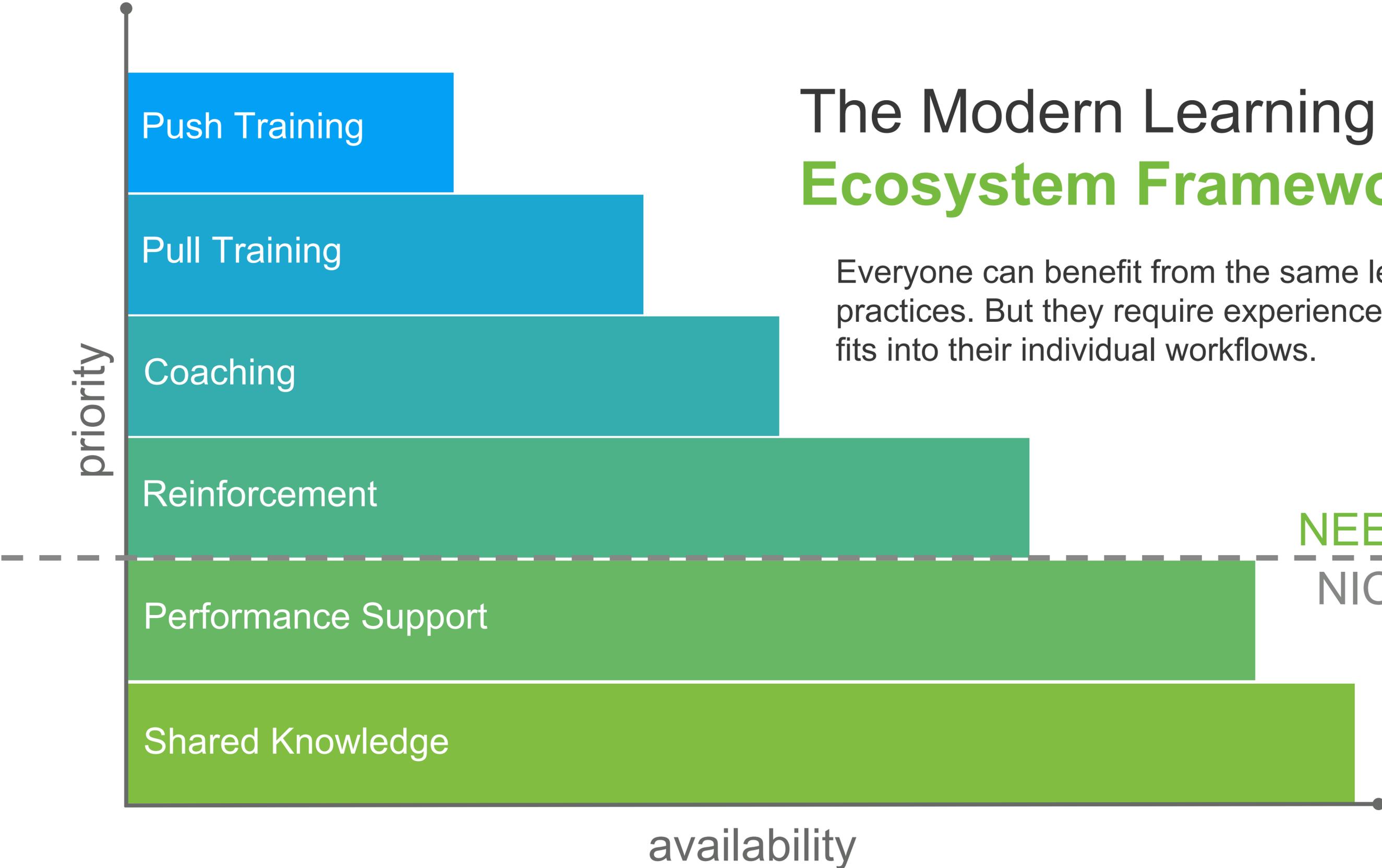




Knowledge and skill requirements are based on role.  
How you learn is based on **how you work.**

# The Modern Learning Ecosystem Framework™

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





Fit



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?



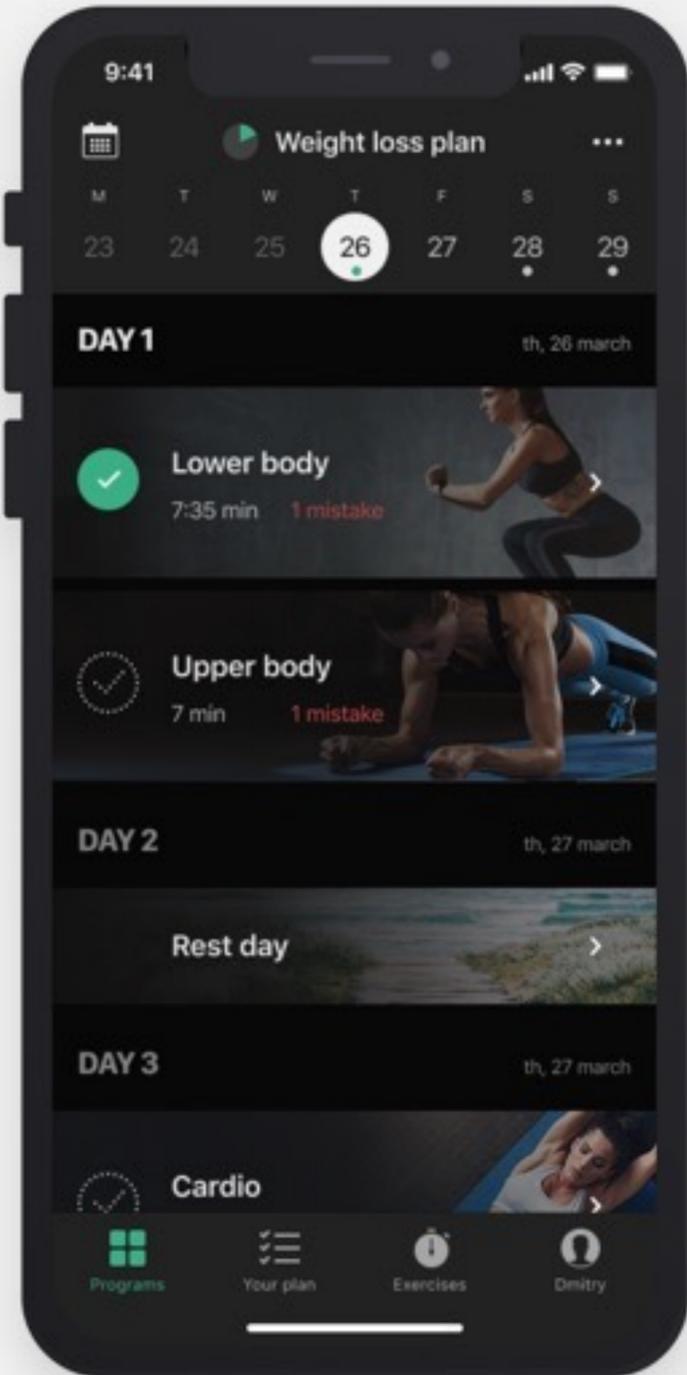
22/12/2016

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



## AI Solution.

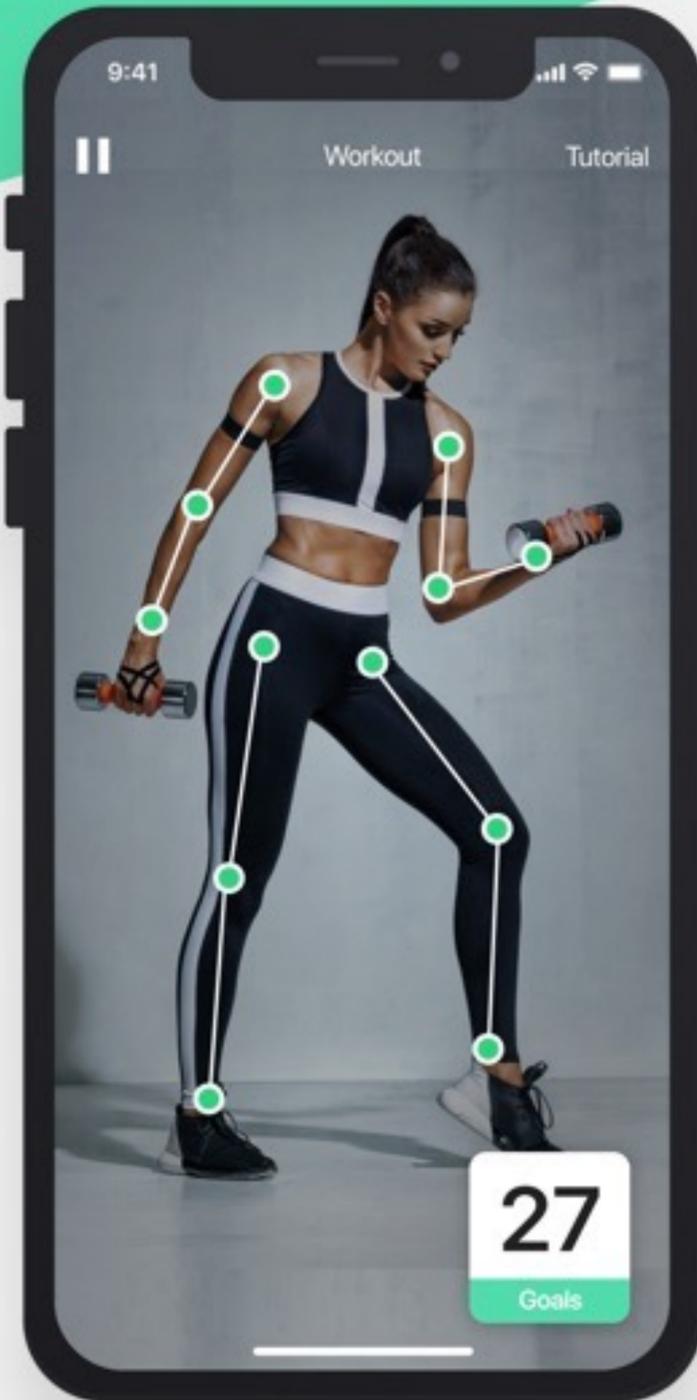
Apply natural language understanding to allow for more human interaction with technology and enable faster information access.



**Fully guided workouts**

Fitonic

**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

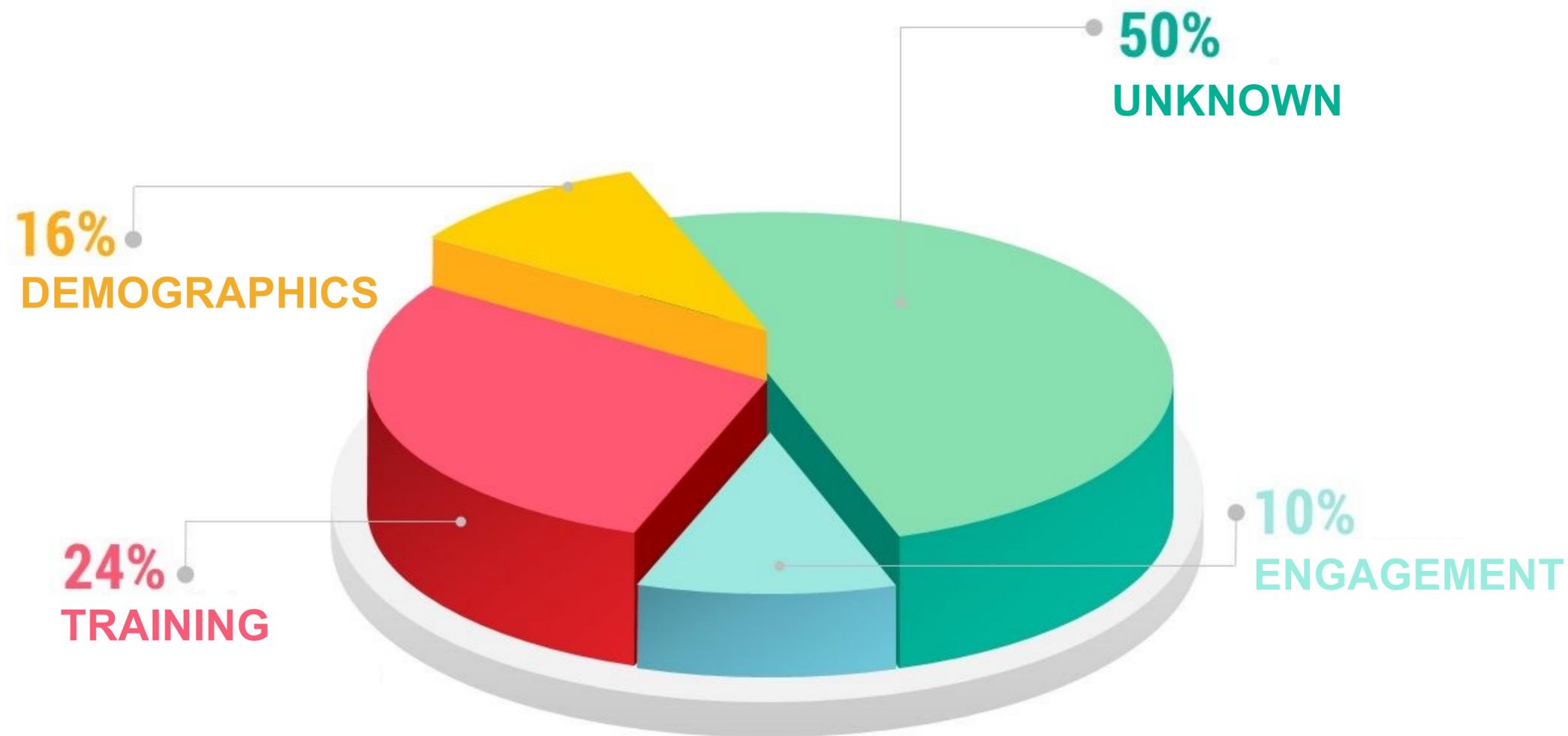
How is people's knowledge changing over time?

## 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

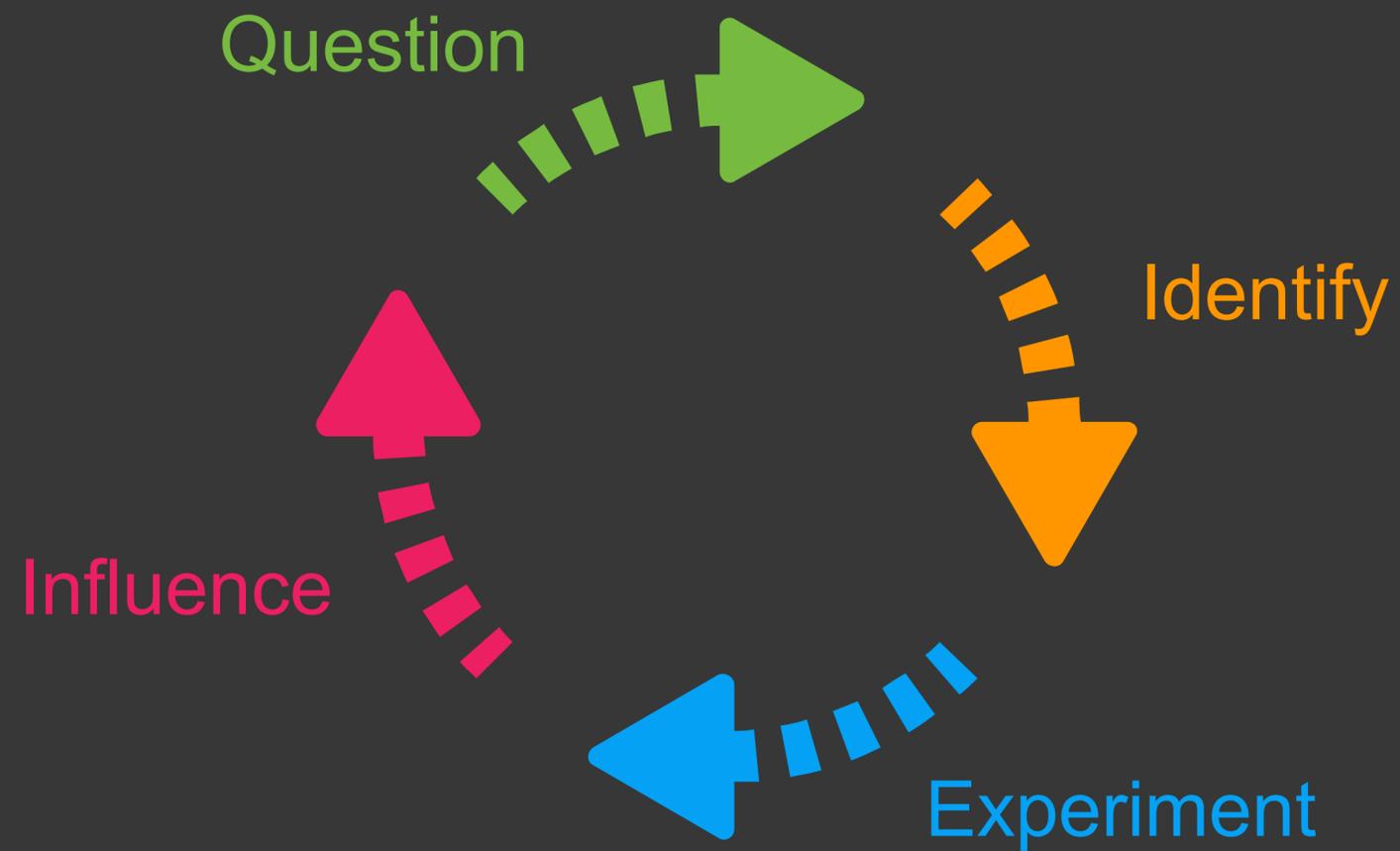
Self-Direction  
Collaboration  
Curation  
Upskilling  
Cross-Training  
Reskilling



# PUSH

Today's biggest  
business priorities

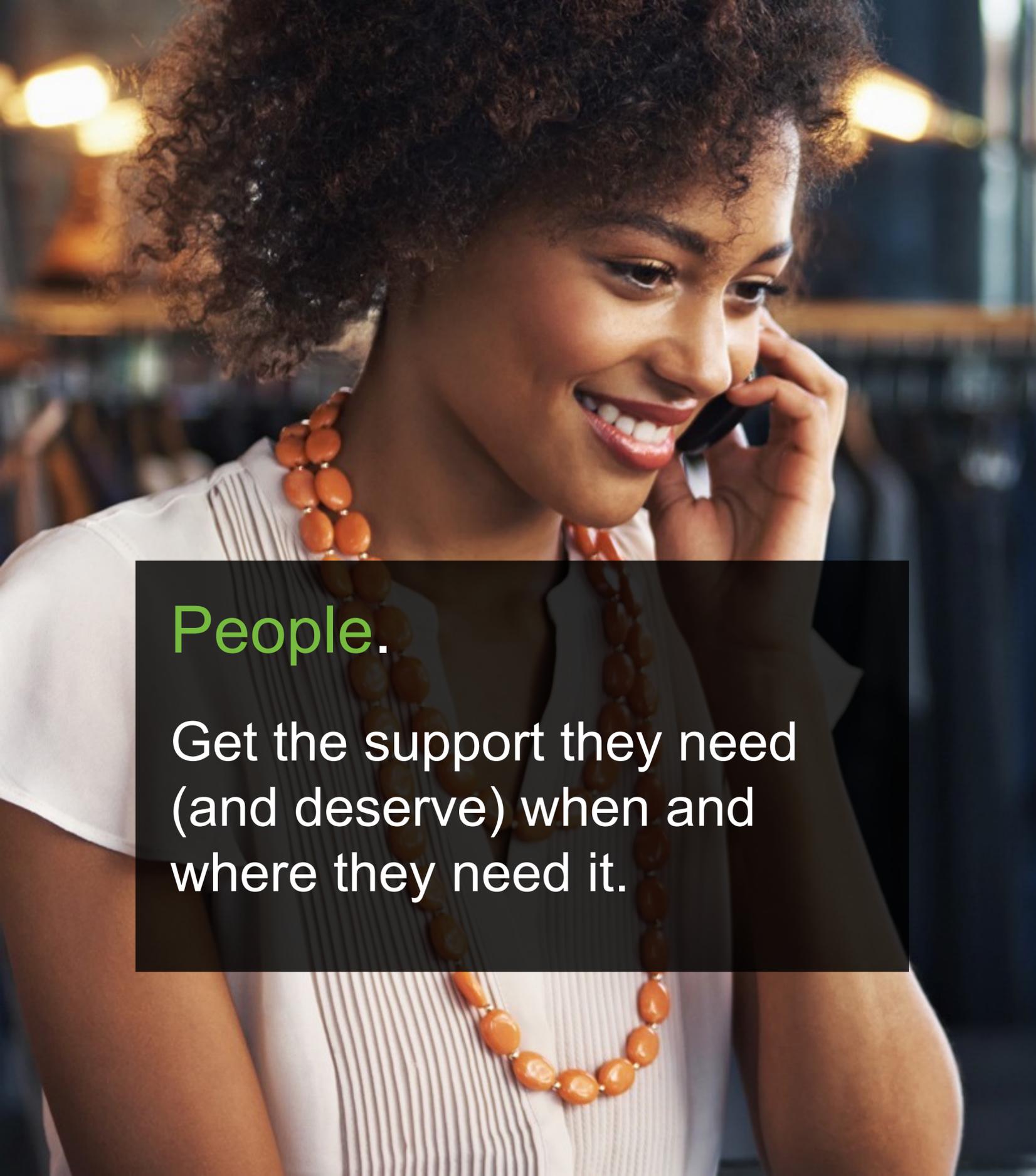
Messaging  
Job Training  
Compliance  
Performance Support  
Reinforcement  
Coaching



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

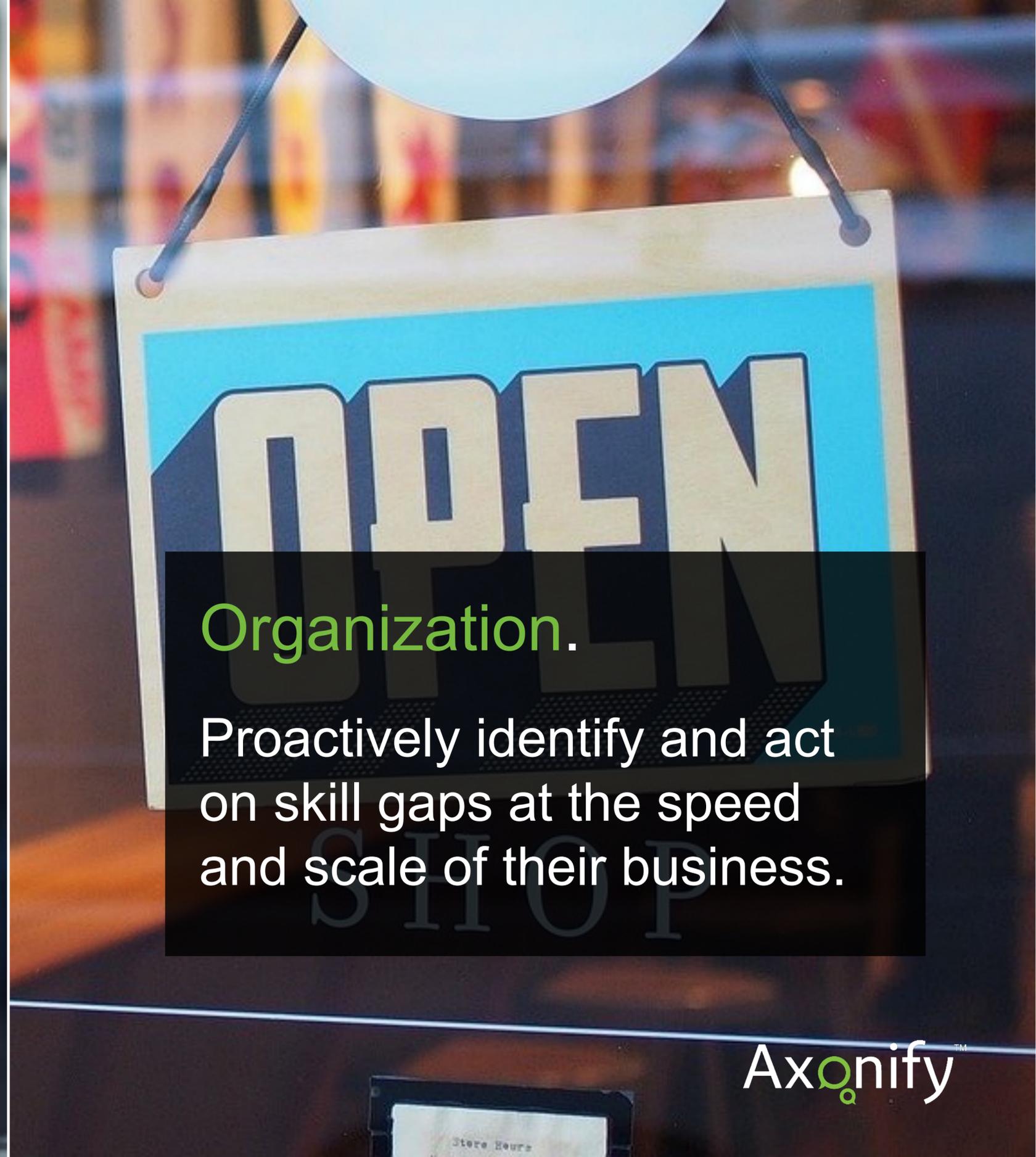
A ruthless approach makes learning an  
**integrated, meaningful part of work for everyone.**

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.**