



RUTHLESS

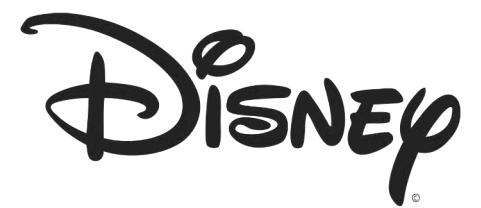
AI and the not-so-distant future of learning

Axonify™



JD Dillon
Chief Learning Architect

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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.

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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 ...



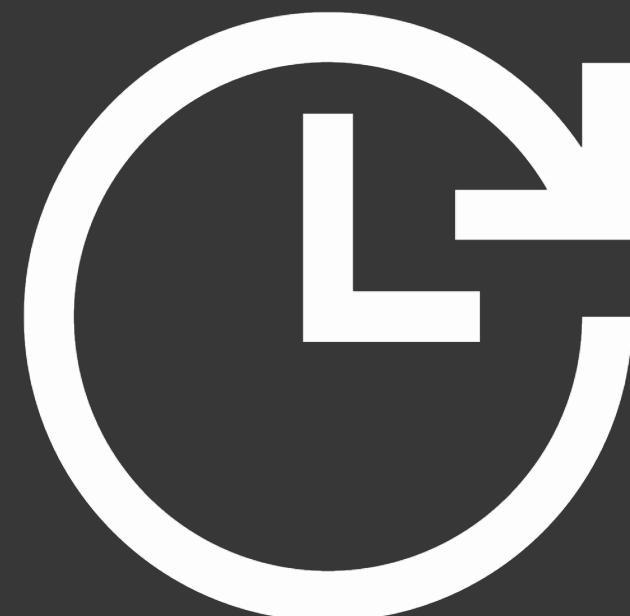
65%

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%

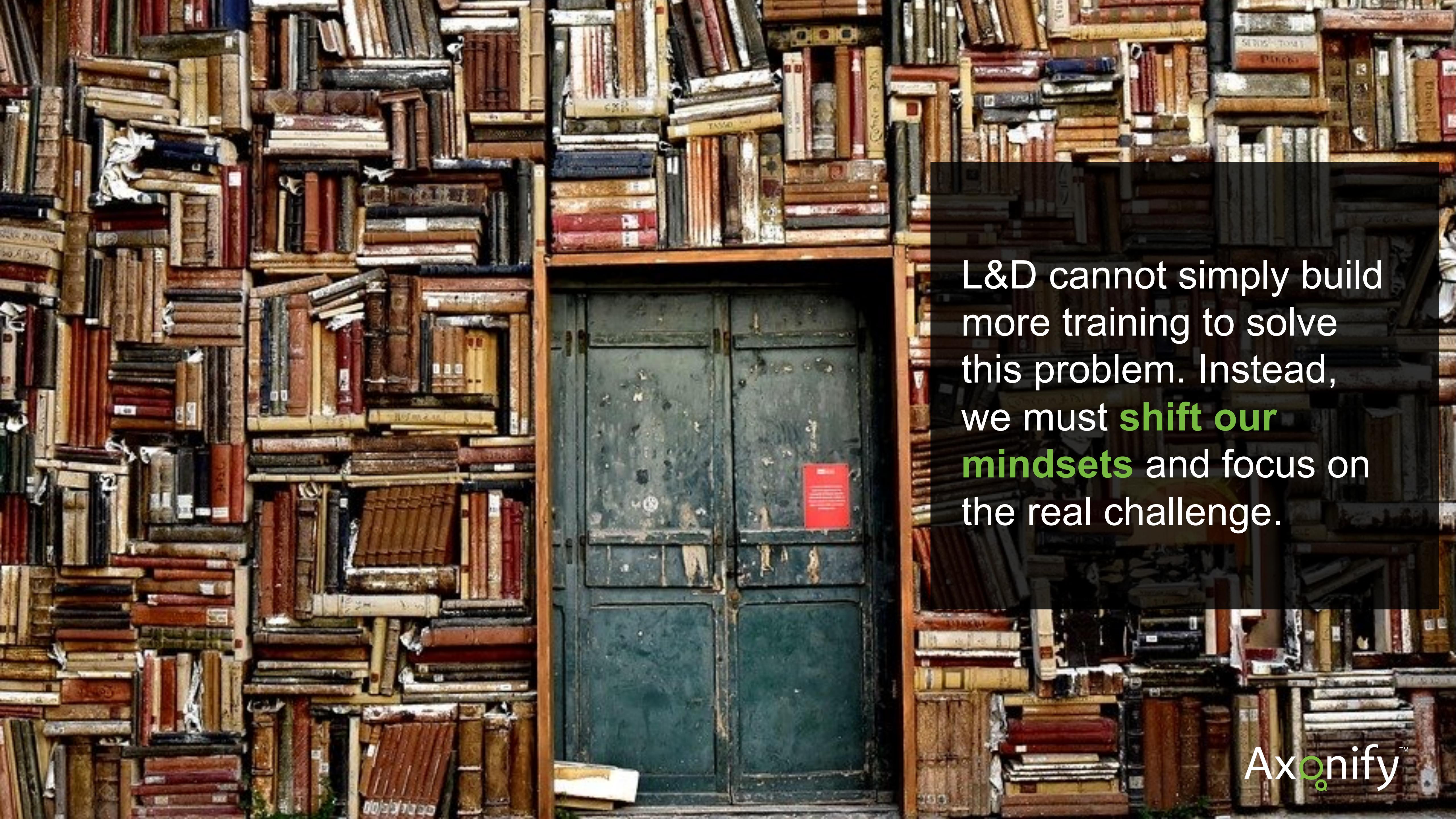
of frontline employees don't feel prepared to do their jobs properly in the current environment.⁴

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.

efficiency

efficacy

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

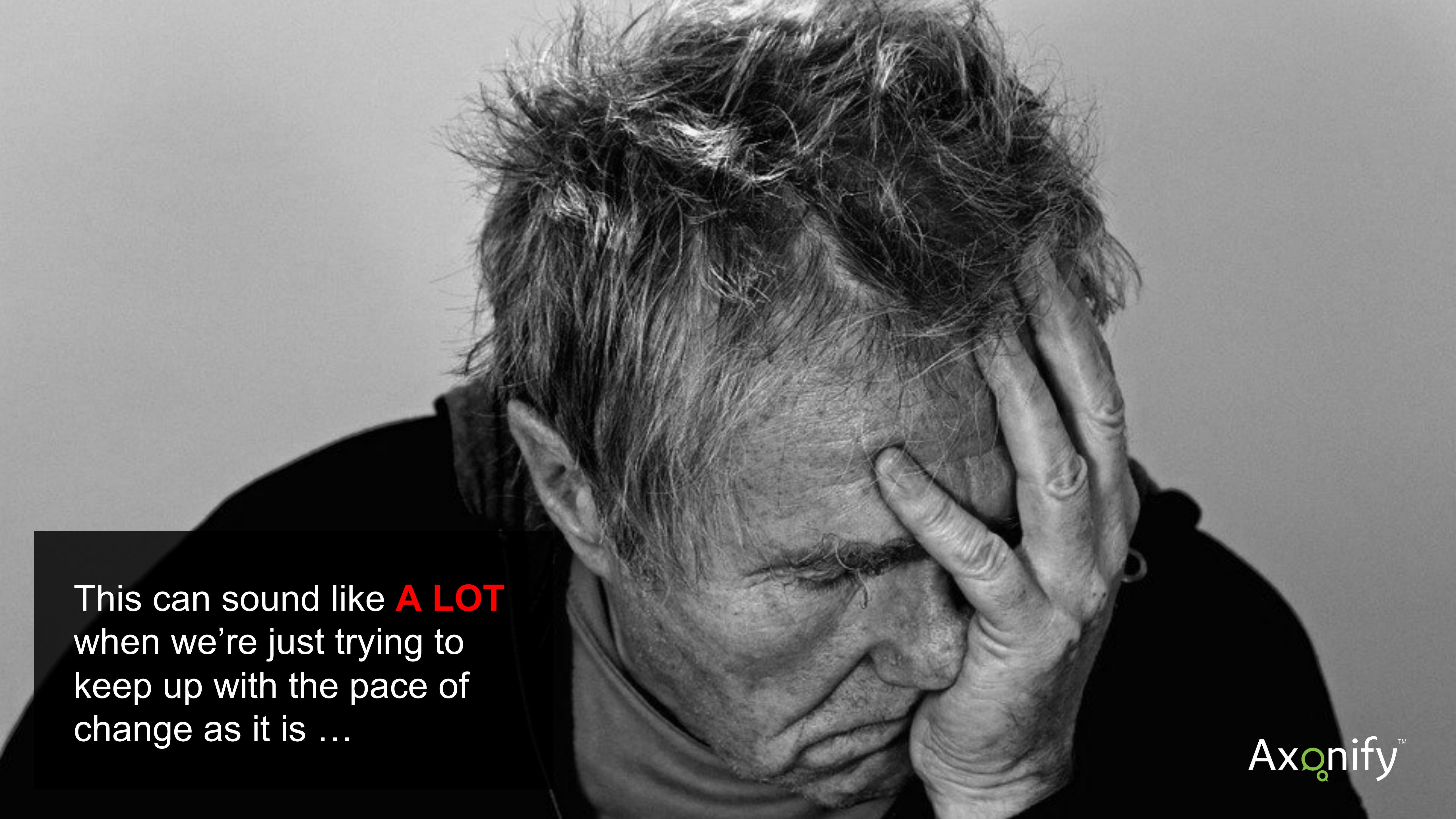
We must become **ruthless**.



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



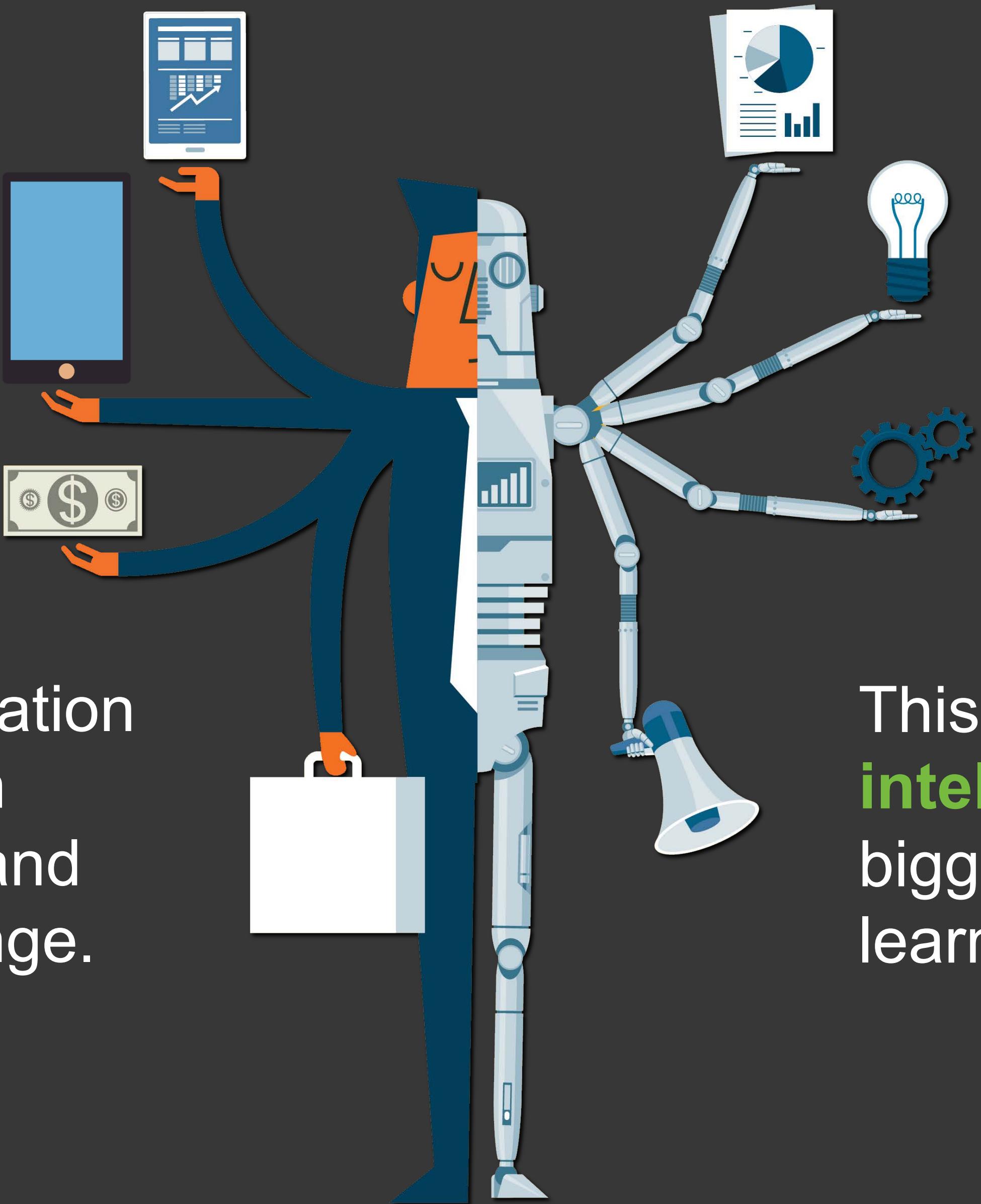
Instead, we must step back, assess our practices and find ways to make sure **every learning moment matters**.



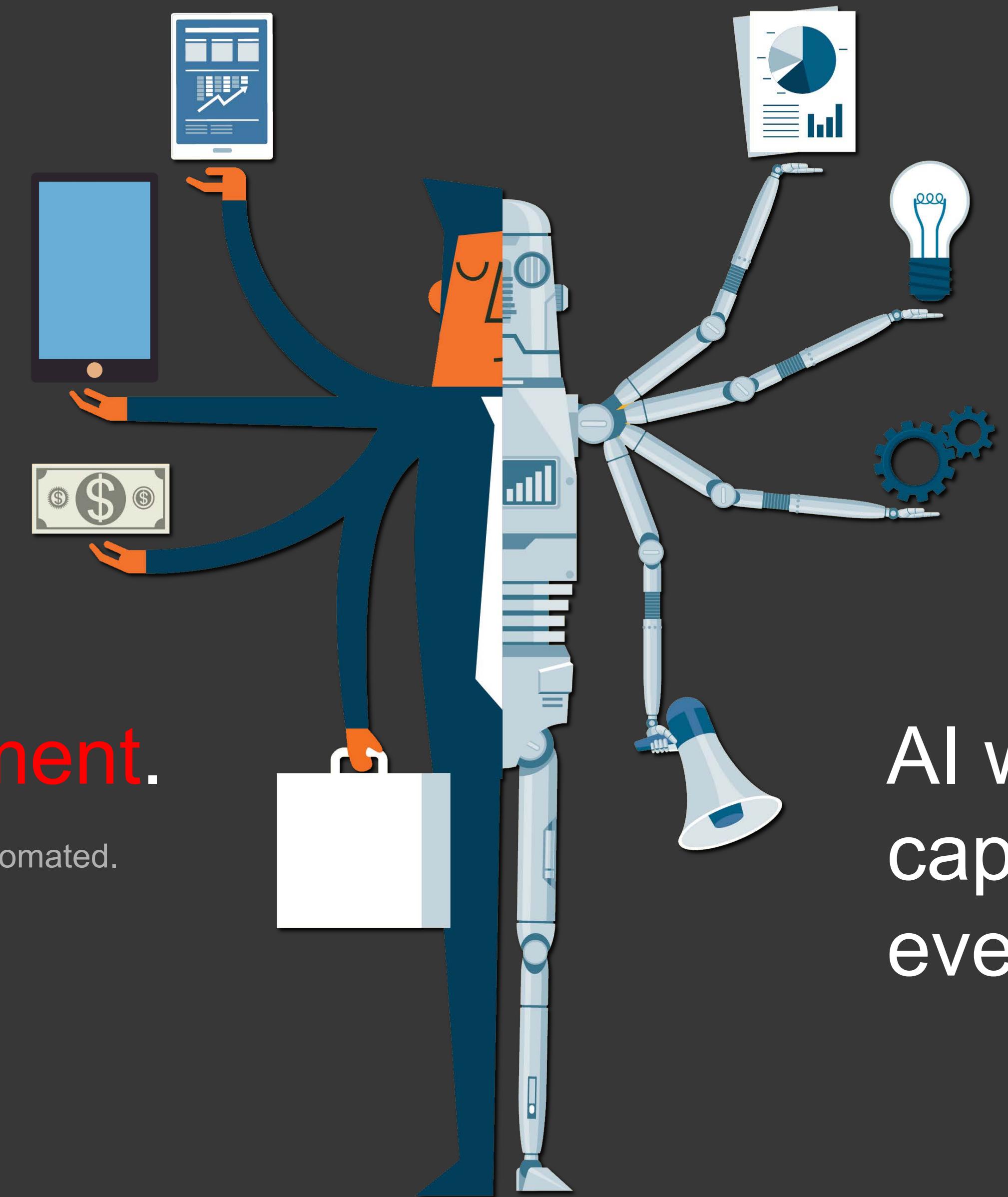
This can sound like **A LOT**
when we're just trying to
keep up with the pace of
change as it is ...

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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.

A screenshot of a Zoom video call. On the left is a video frame of a man in a dark suit and blue striped shirt, speaking. On the right is a transcript window with the following text:

that's wonderful wonderful question
right that's pretty straightforward back-end side is very flexible has no limitations
Jennette Rooney
grew and then michael has been a vendor customer for seven years and he loved it at the time
but they see me leap into kind of legacy technology which I think a lot of people are experiencing these he referenced the fact how video recording format and
what what can you do I mean you're very innovative
so what can we do to make sure that we don't become a legacy type of product
and keep that happening from us
Eric Yuan
that's wonderful wonderful question
I think that you know the way we look at this is we got to make sure our employees very happy

00:19:52 / 00:42:43

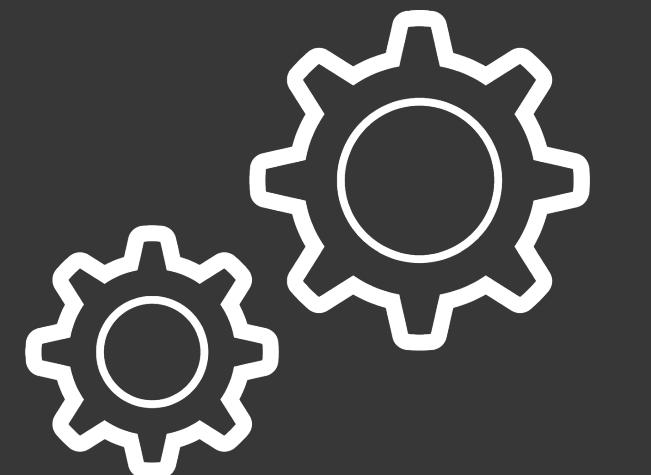
A screenshot of a Microsoft PowerPoint presentation titled "Holiday Tech Shopping". The slide features a large green smartphone icon on the left and the text "Holiday Tech Shopping" and "Computers, Smartphones, and Tablets" on the right. A "Design Ideas" panel is open on the right side of the slide, displaying several variations of the slide layout.

A screenshot of the Axonify learning management system. At the top, it says "Extra Training". Below is a search bar with the placeholder "Filter by Category, Subject, or Topic". Under "Recommended Topics", there is a card for "5 - HR, General Providing Feedback – Level 3" with the subtext "You can improve your confidence by taking this training".

A screenshot of the Axonify platform showing a topic list. It includes a "Topic List" section with a card for "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.

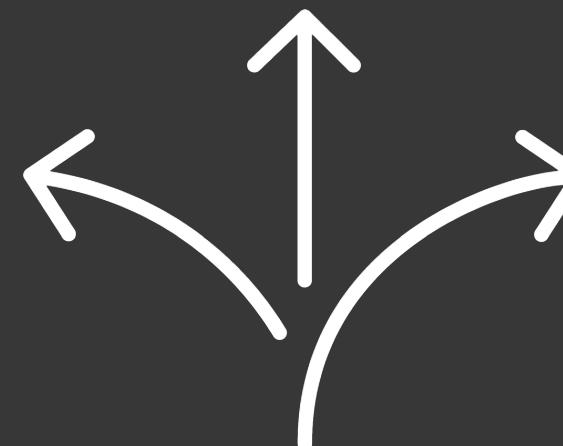
AI is not the tool that solves the problem.
AI powers the tool that solves the problem in a new way.



Administer



Build



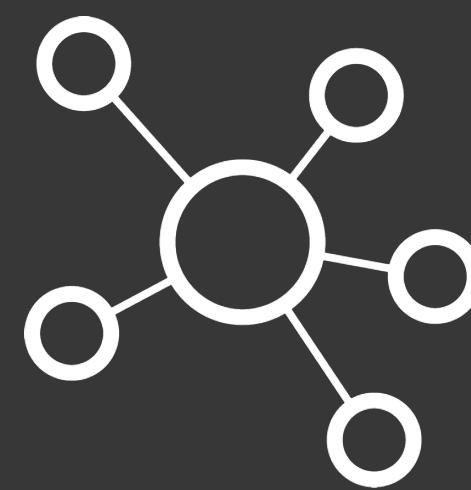
Personalize



Fit

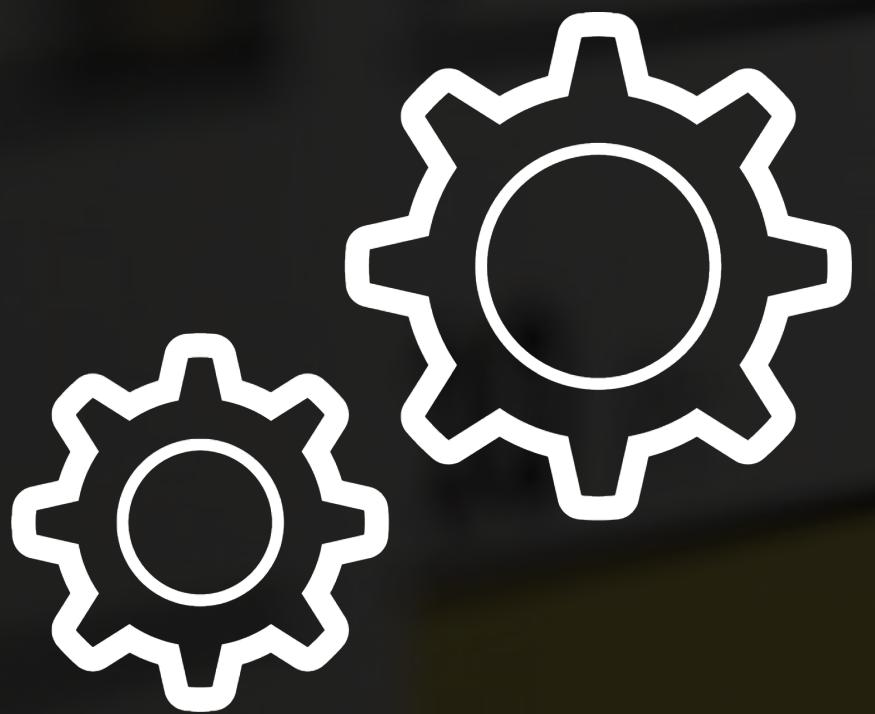


Measure



Connect

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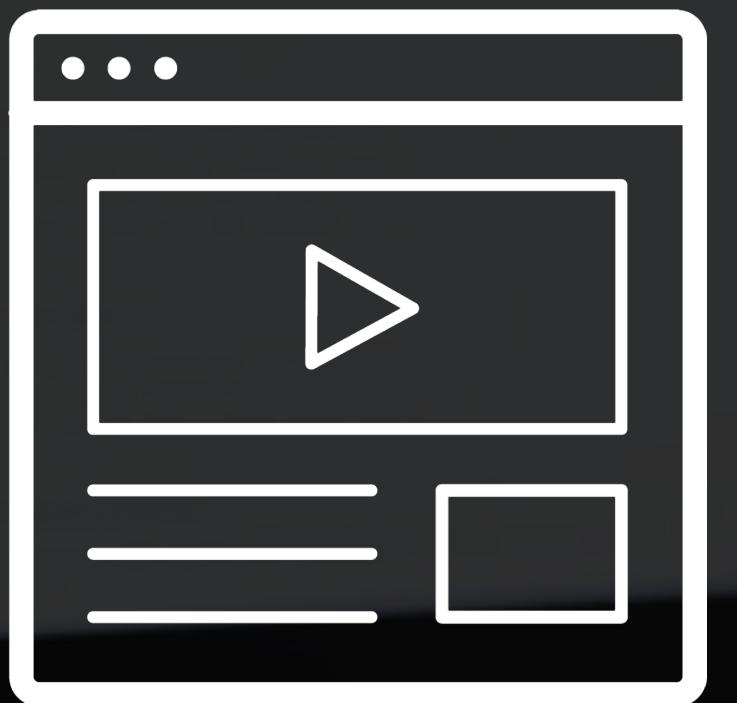


Administer

AI Solution.

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

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Build

AI Solution.

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

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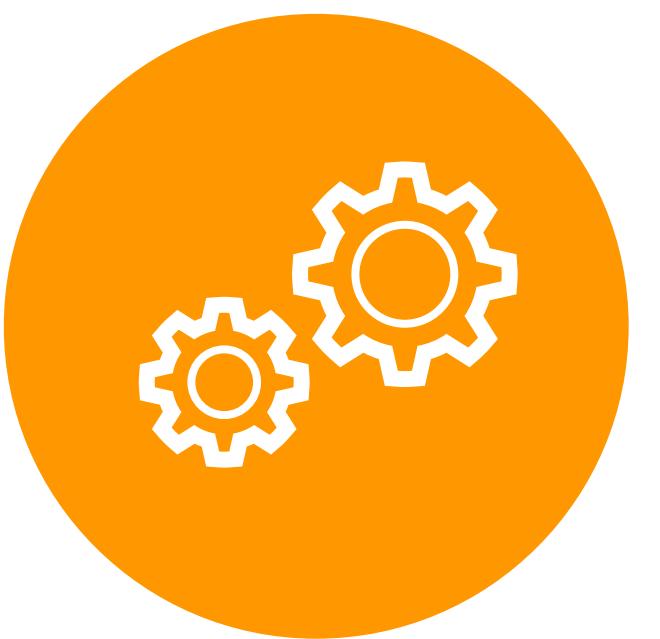
Before we can get real value from AI-enabled authoring, L&D must adjust the solutioning process to **focus on clear results**.



Build, buy or
borrow the
right-fit solution



Define the knowledge
required to execute
the expected behavior

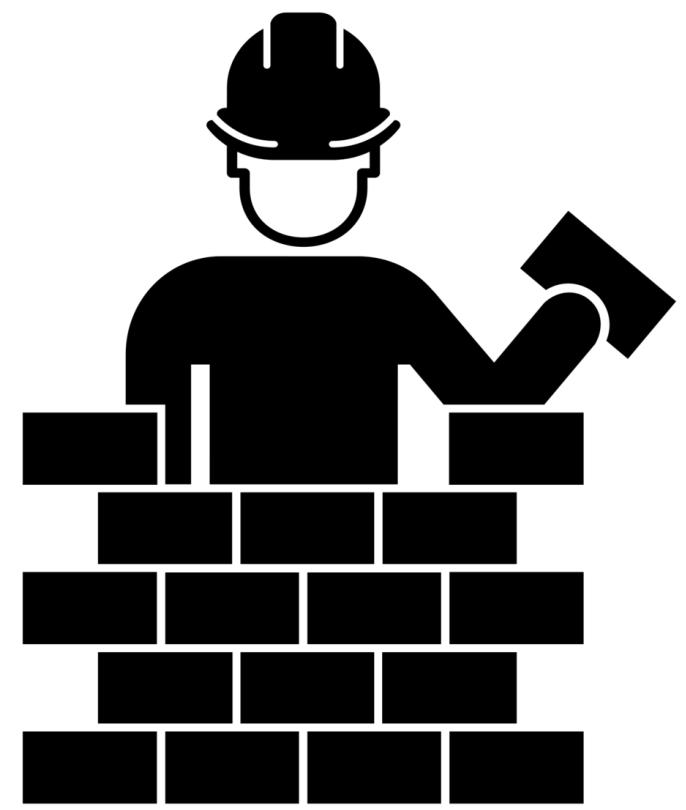


Define the **observable**
behavior required to
achieve the result



Agree on a clear,
measurable
business result

20%



Build

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

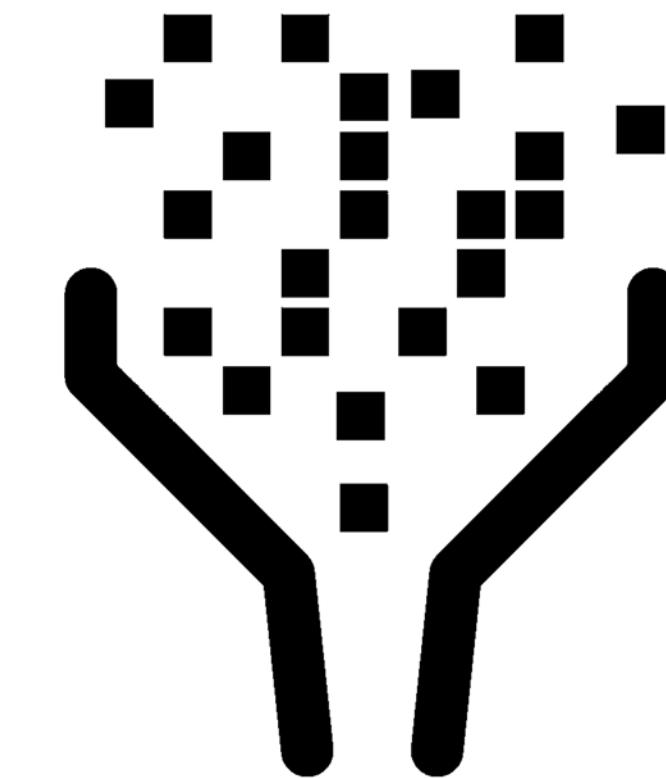
30%



Buy

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

50%



Borrow

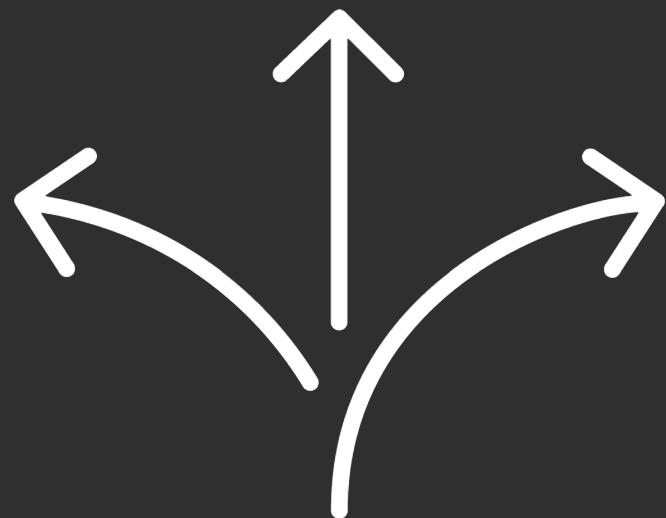
when the topic is generic enough to leverage open resources and/or can be crowdsourced.



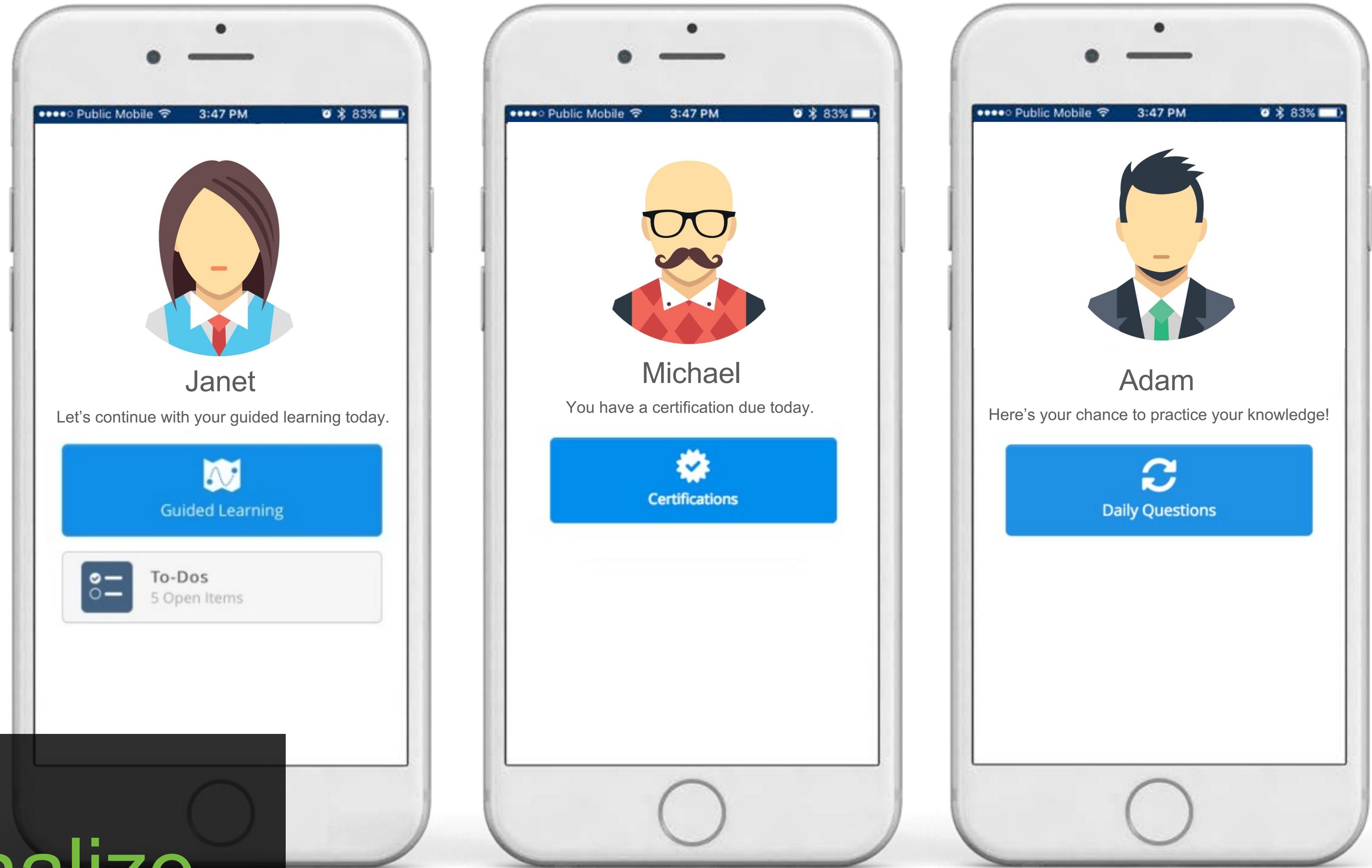
Every employee has **unique and timely needs**, but scaling personalized learning is impossible without the right technology.

AI Solution.

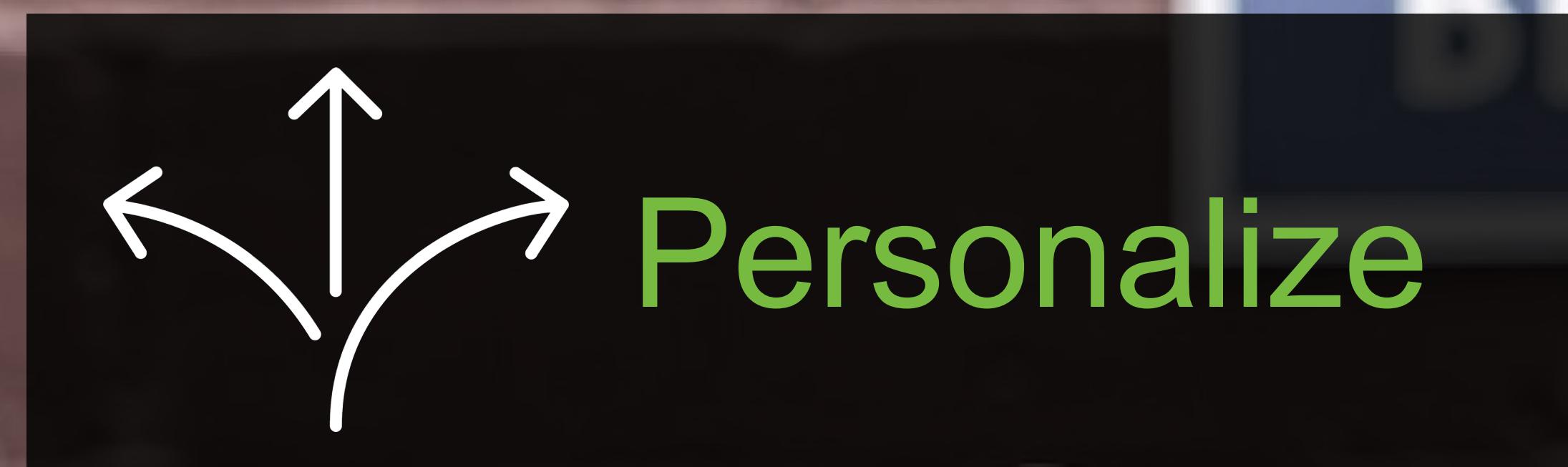
Apply AI to continuously adapt the learning experience based on each person's proven needs and interests.



Personalize



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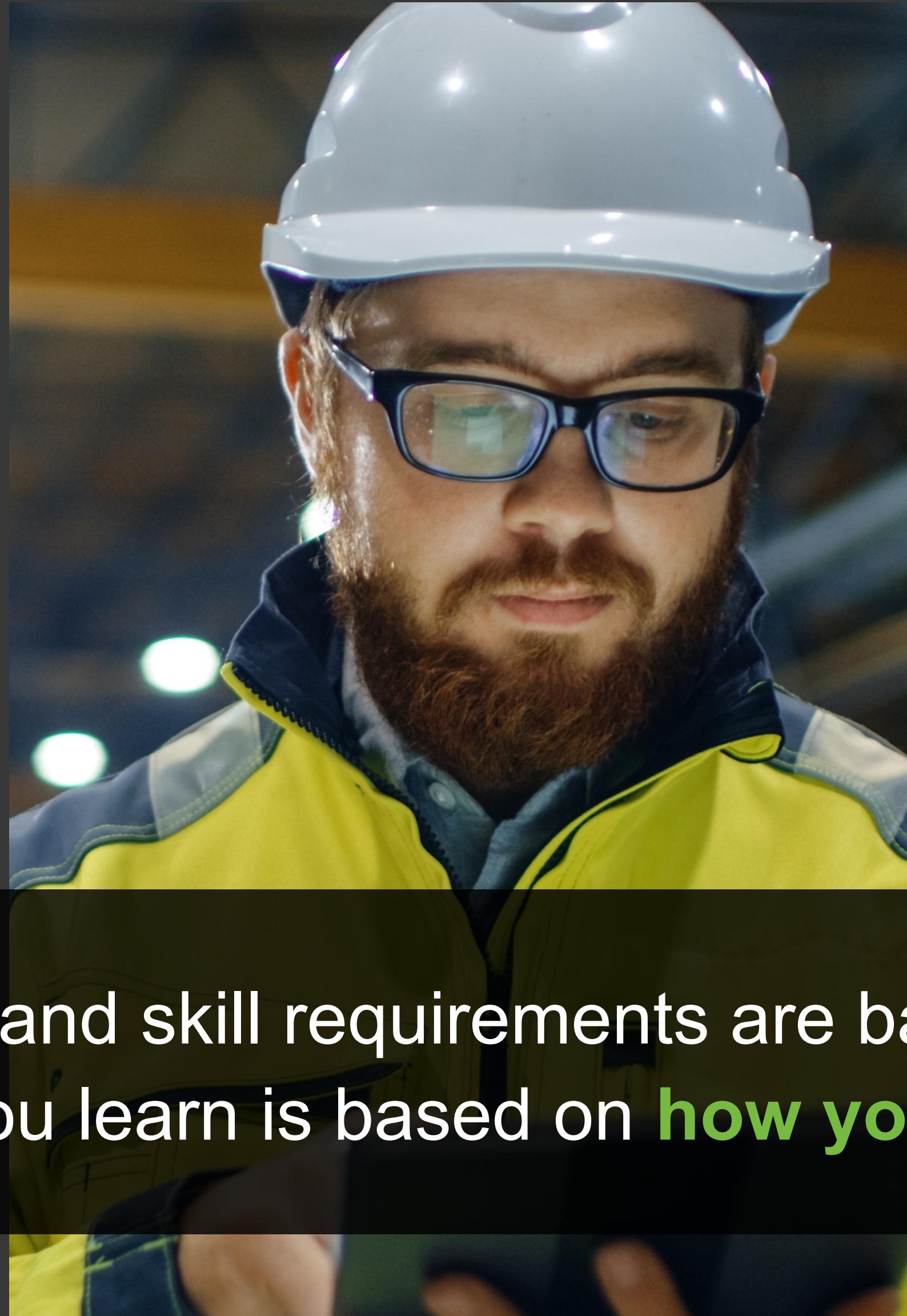


AI Solution.

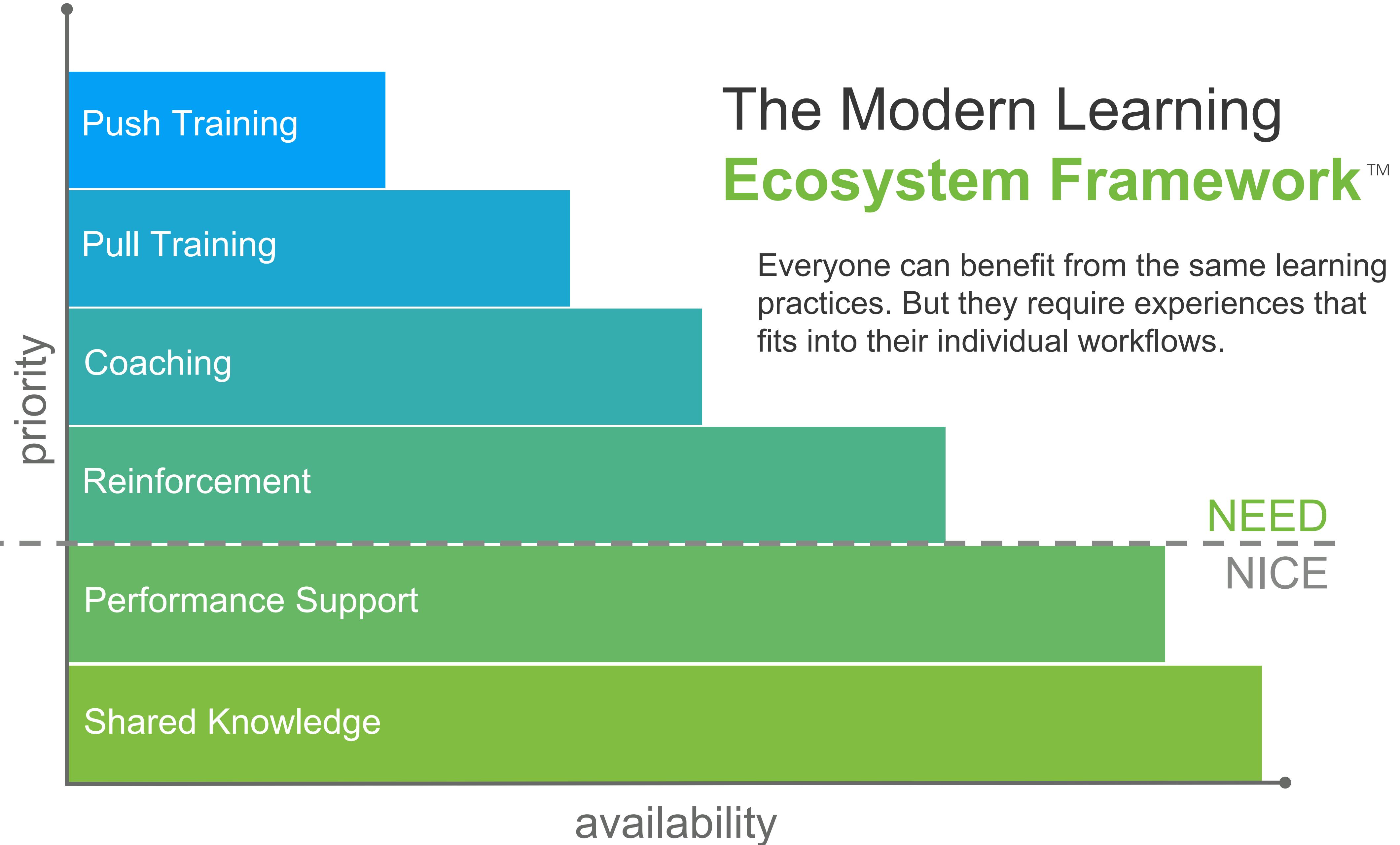
Apply AI to automate translation at draft quality for developers and “good enough” quality for users (for now).



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





Fit

For how many people?

8

Choose a time

7pm

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

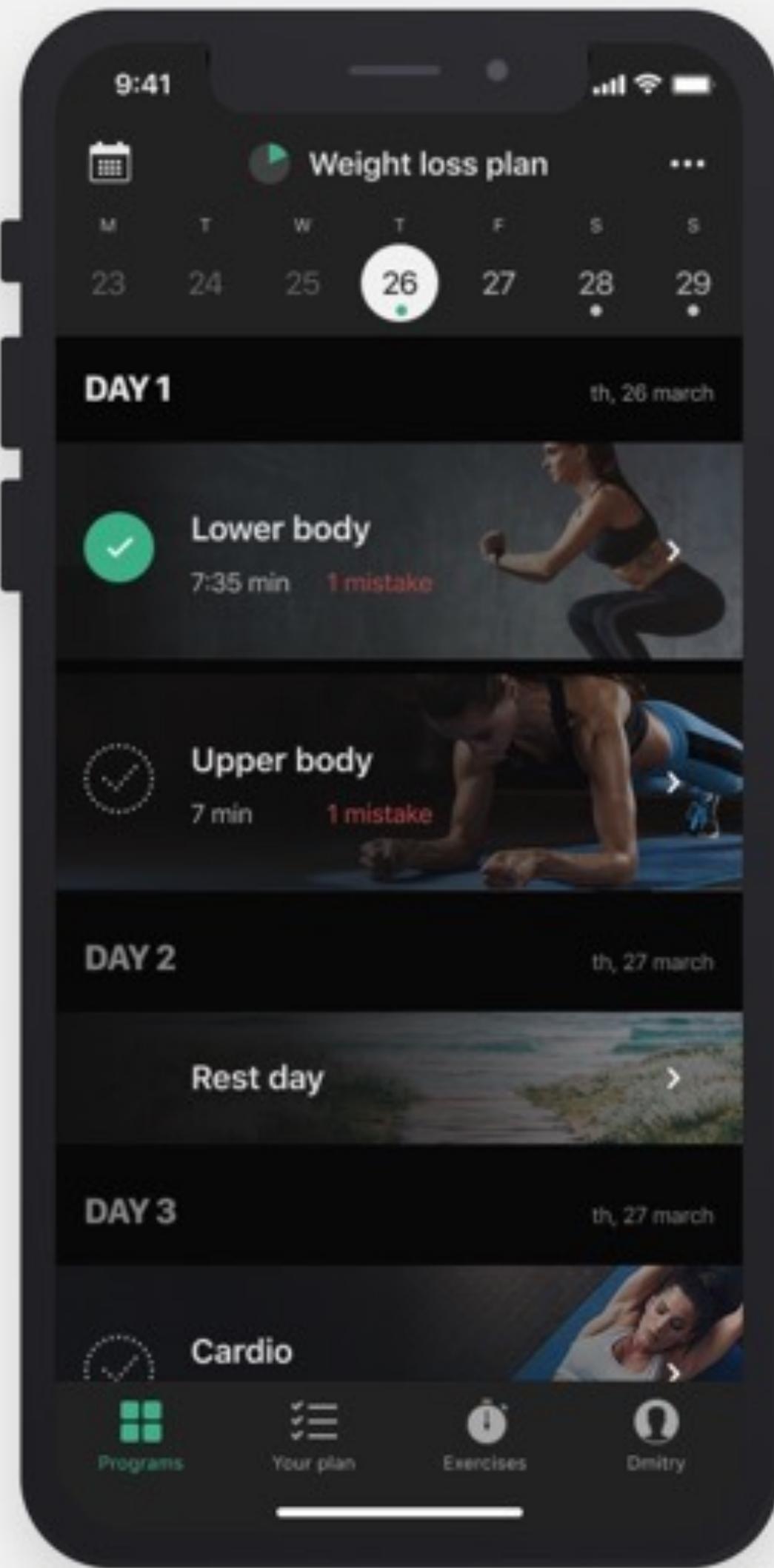
22/12/2016

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.

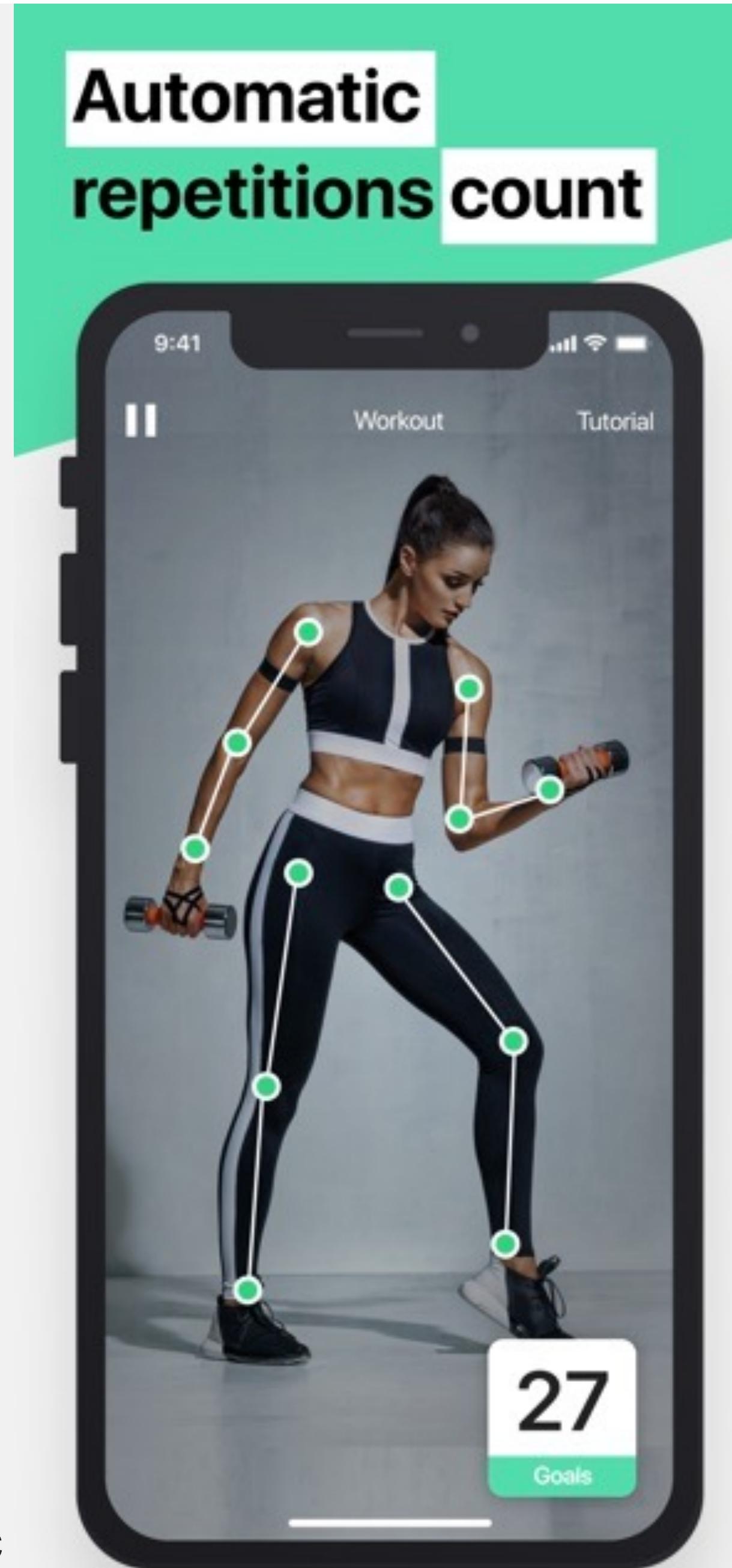
Apply natural language
understanding to allow for more
human interaction with
technology and enable faster
information access.

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Fully guided
workouts

Fittonic



AI Solution.

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

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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

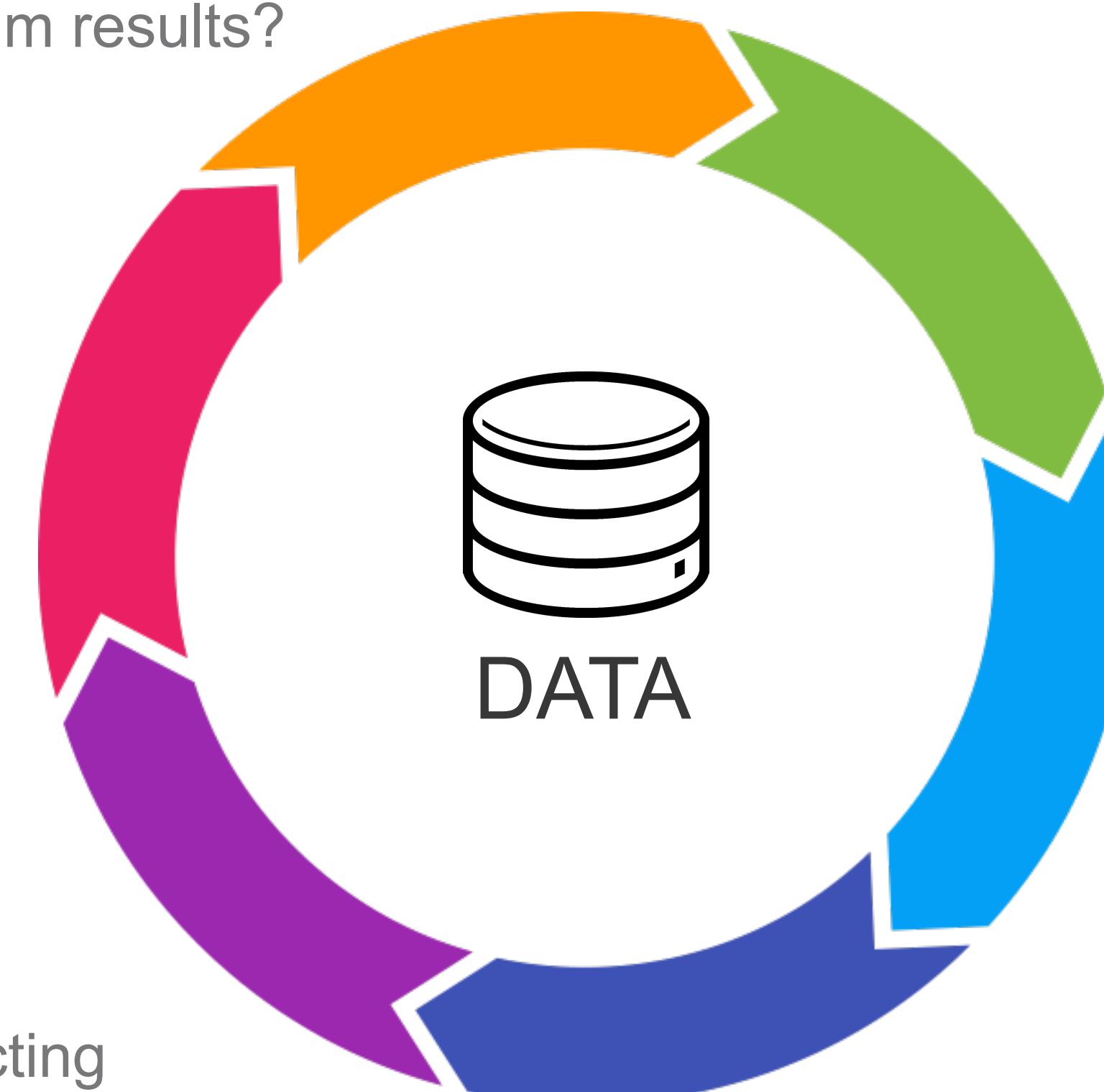
How can we continuously adapt our support tactics to ensure optimum results?

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

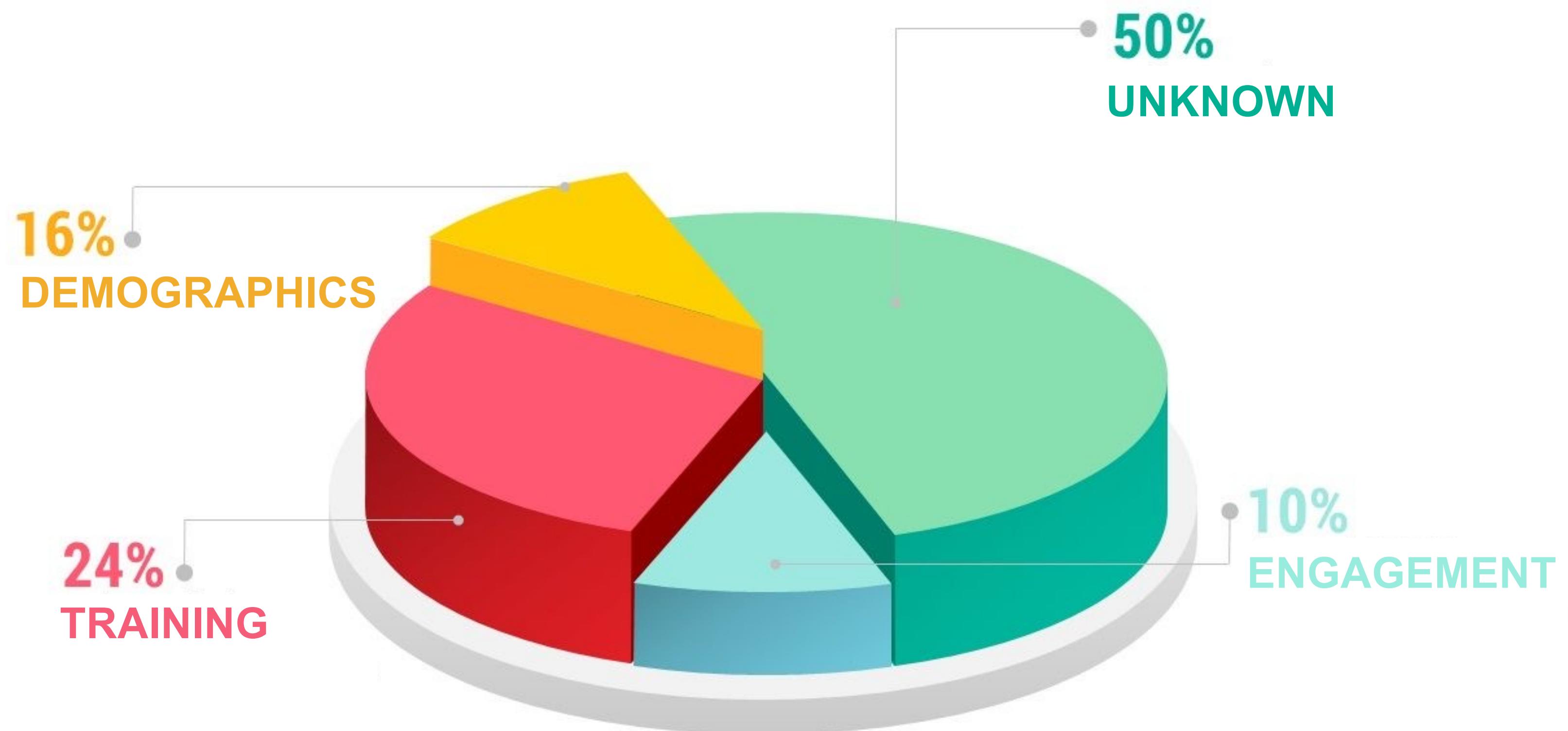
How is people's knowledge changing over time?

Behaviors

How are people's behaviors changing on the job?

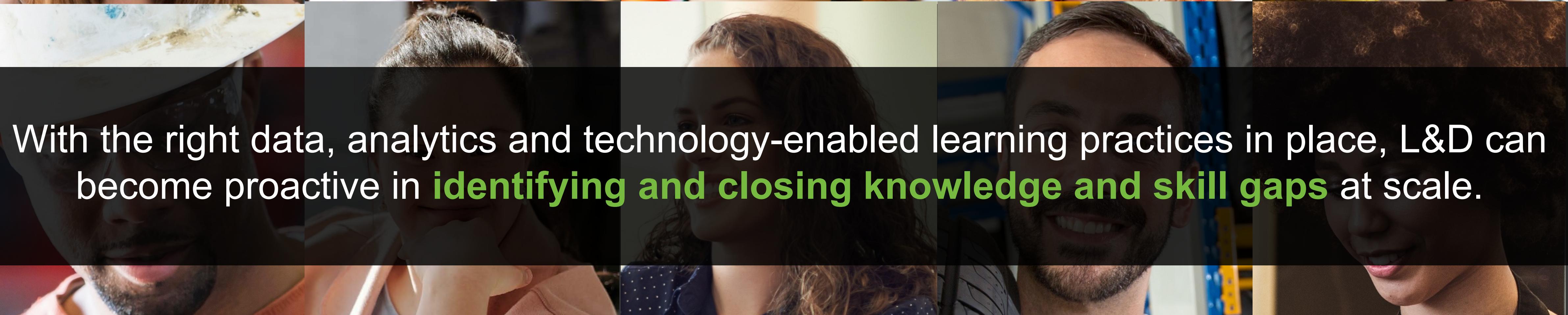
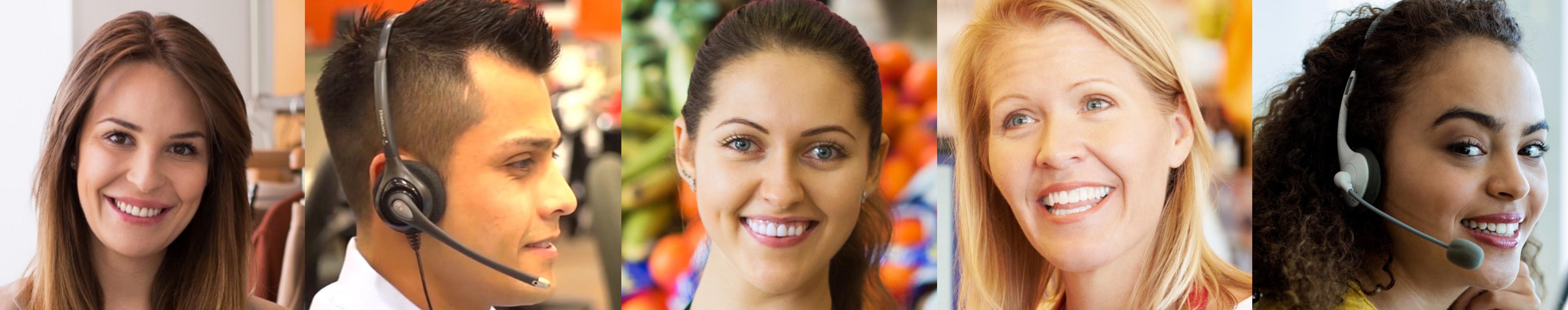


Measure



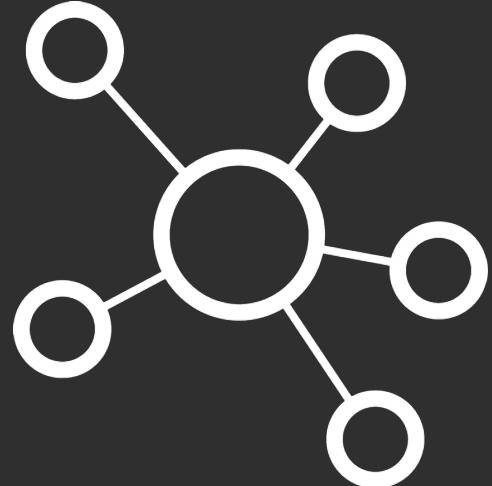
AI Solution.

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

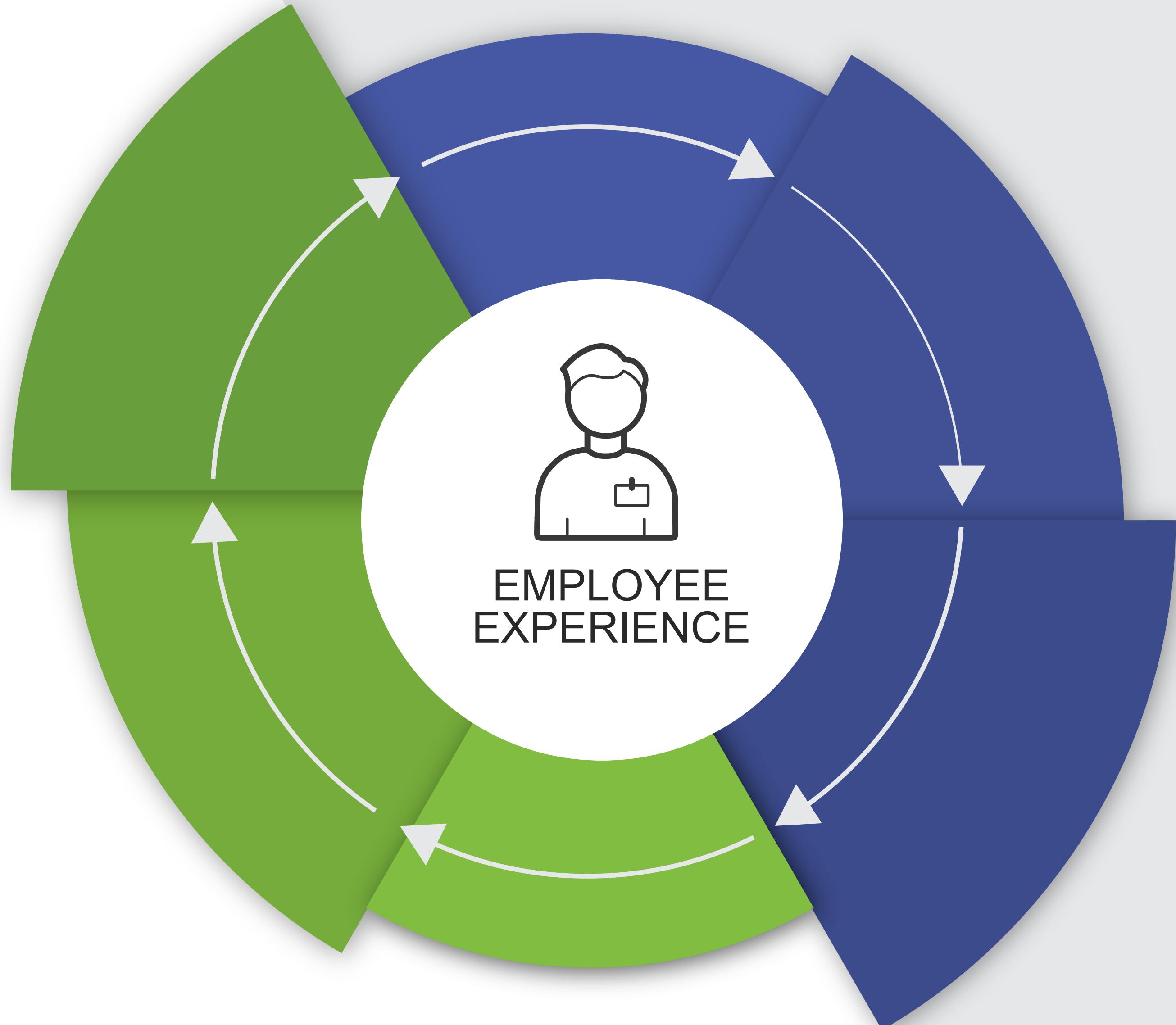
AI Solution.

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

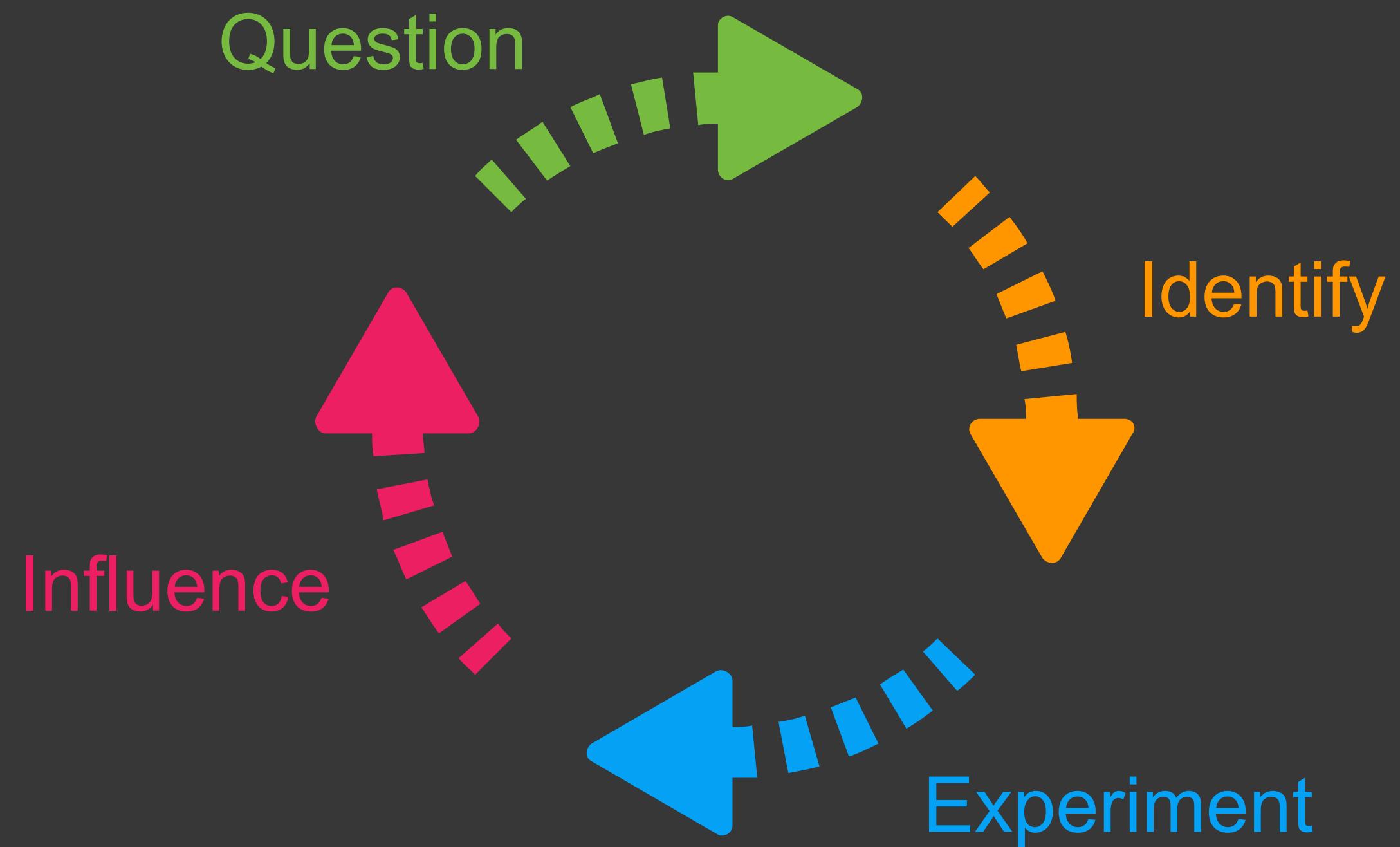
- Self-Direction
- Collaboration
- Curation
- Upskilling
- Cross-Training
- Reskilling



PUSH

Today's biggest
business priorities

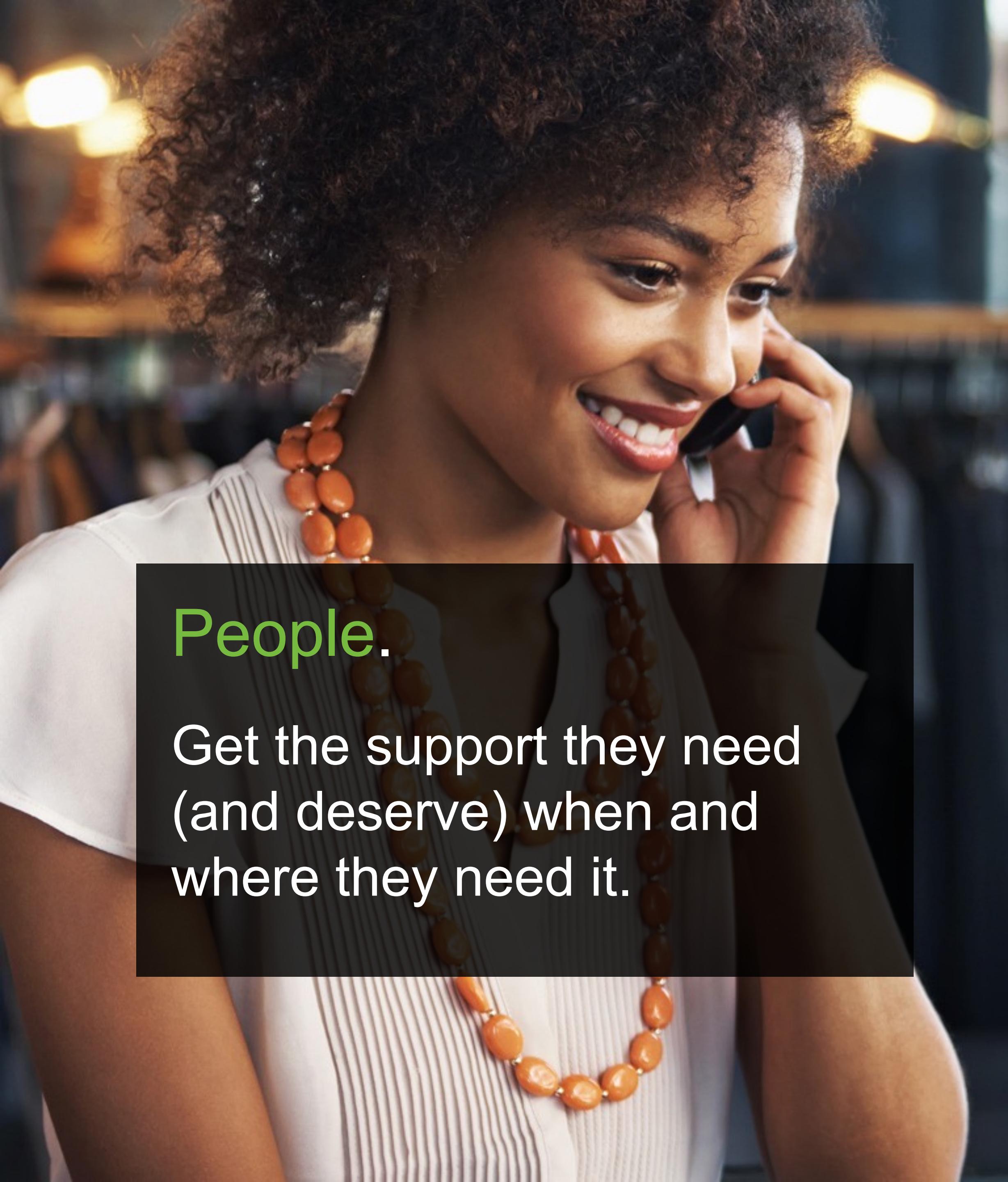
- Messaging
- Job Training
- Compliance
- Performance Support
- Reinforcement
- Coaching



- ✓ 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.

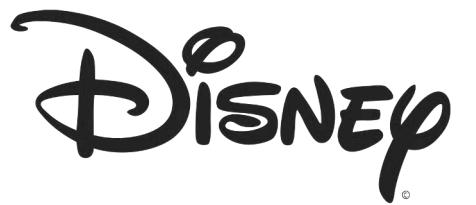
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Be well.