

# augmented L&D

how AI is transforming talent development



# JD Dillon

Chief Learning Architect  
Digital Workplace Strategist

Axonify™



# ARTIFICIAL INTELLIGENCE

the ability for a computer to perform tasks that  
normally require human intelligence



 tv+

 max<sup>SM</sup>



hulu

 +

prime  








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All-new Echo Show (2nd Gen) + Ring Video Doorbell 2- Charcoal

1 offer from **\$428.99**



AmazonBasics Microwave, Small, 0.7 Cu. Ft, 700W, Works with Alexa

★★★★☆ 1,375

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Echo Look | Hands-Free Camera and Style Assistant with Alexa—includes Style Check to...

★★★★☆ 413

**\$99.99** ✓prime



Sonos Beam - Smart TV Sound Bar with Amazon Alexa Built-in - Black

★★★★☆ 474

**\$399.00** ✓prime



Echo Wall Clock - see timers at a glance - requires compatible Echo device

★★★★☆ 1,231

**\$29.99** ✓prime



Echo Spot Adjustable Stand - Black

★★★★☆ 933

**\$19.99** ✓prime



AHASTYLE Wall Mount Hanger Holder ABS for New Dot 3rd Generation Smart Home Speakers...

★★★★★ 12

**\$10.99** ✓prime



Angel Statue Crafted Stand Holder for Amazon Echo Dot 3rd Generation,Aleax Smart...

★★★★★ 57

**\$25.99** ✓prime

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› Chris Richardson



Solving Product Design Exercises: Questions &...

› Artiom Dashinsky



100 Things Every Designer Needs to Know About...

Susan Weinschenk



Infinity

› Jonathan Hickman

★★★★☆ 182



How often do you think  
about **how** this tech works?

We care more about how  
well it **solves problems** than  
how it functions.





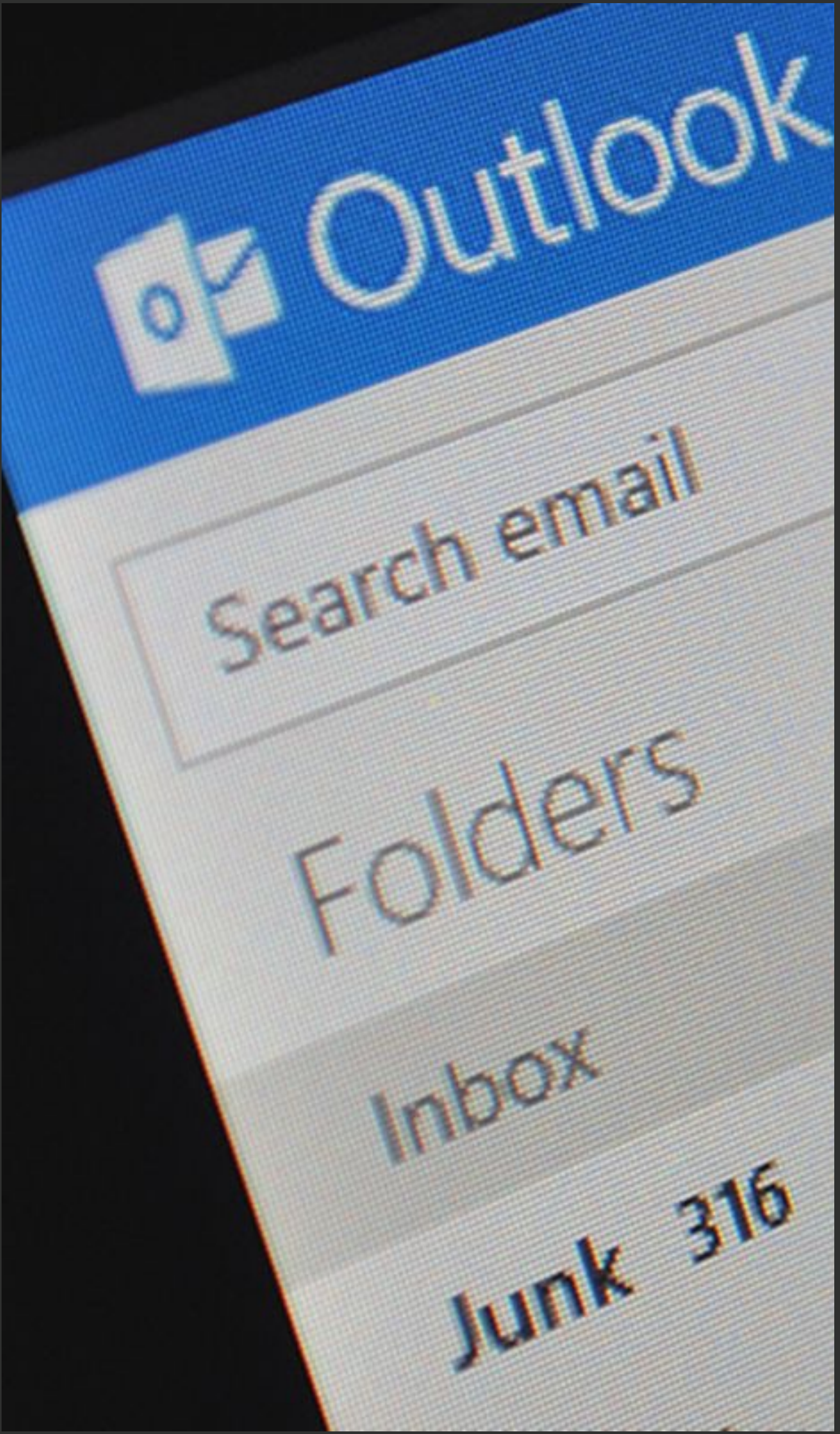
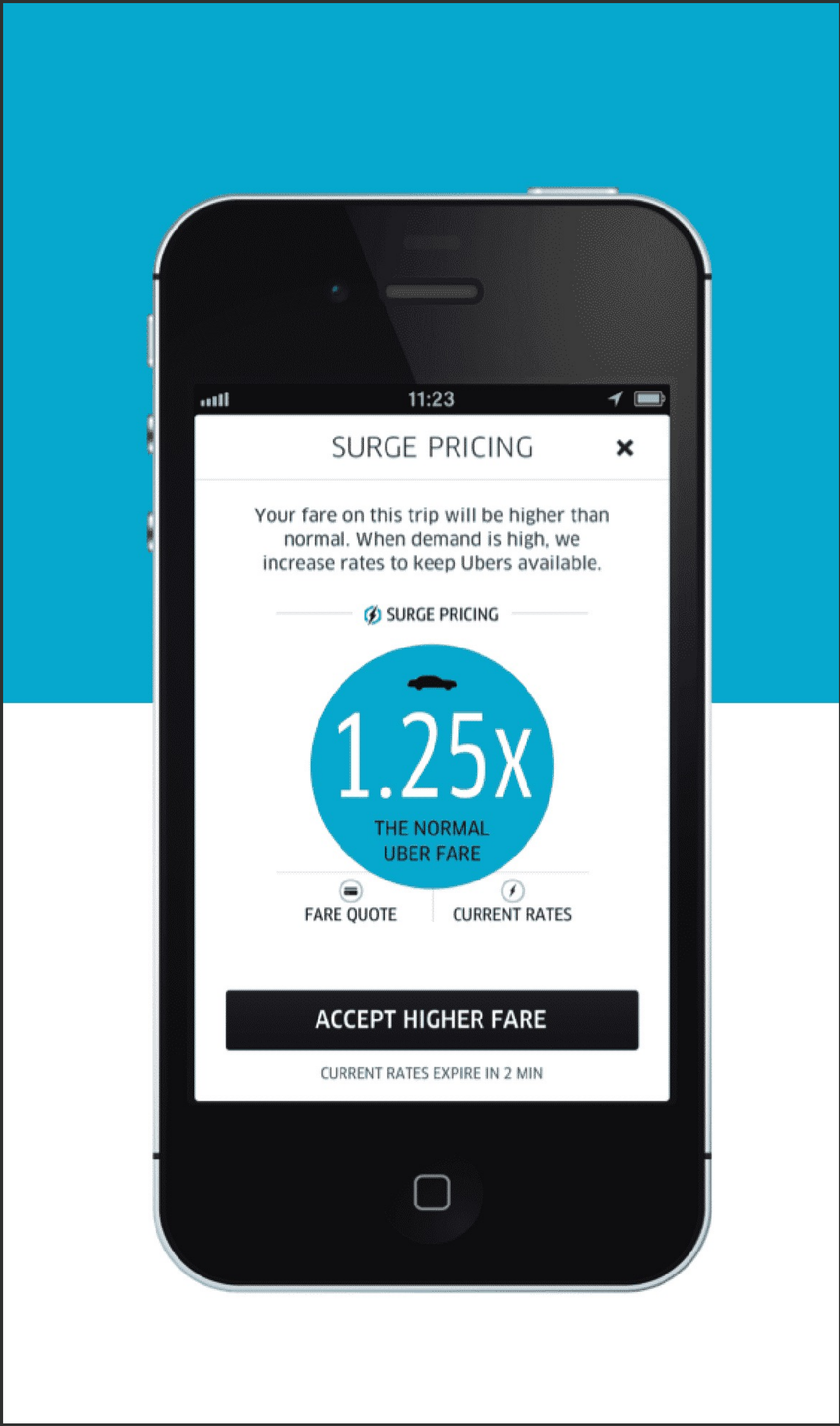
AI is not the solution.  
AI powers the solution.



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

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







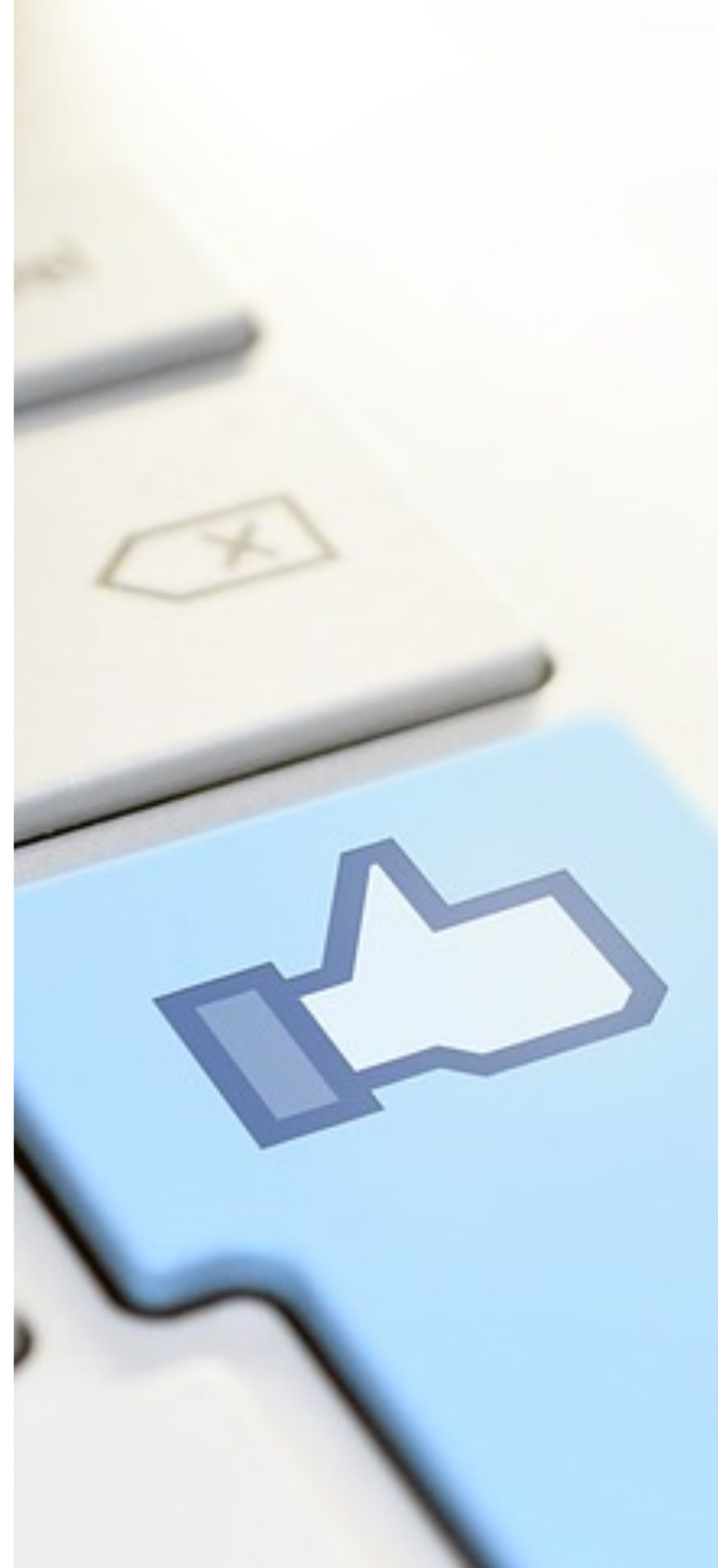
HR and L&D will not introduce AI to the workplace.  
Chances are AI has already arrived.





digital

Help more people  
more consistently



social

Help people connect  
and share



mobile

Help people when and  
where they need it



mixed

Help people perform  
in context



ai

?





digital



social



mobile



mixed

artificial intelligence



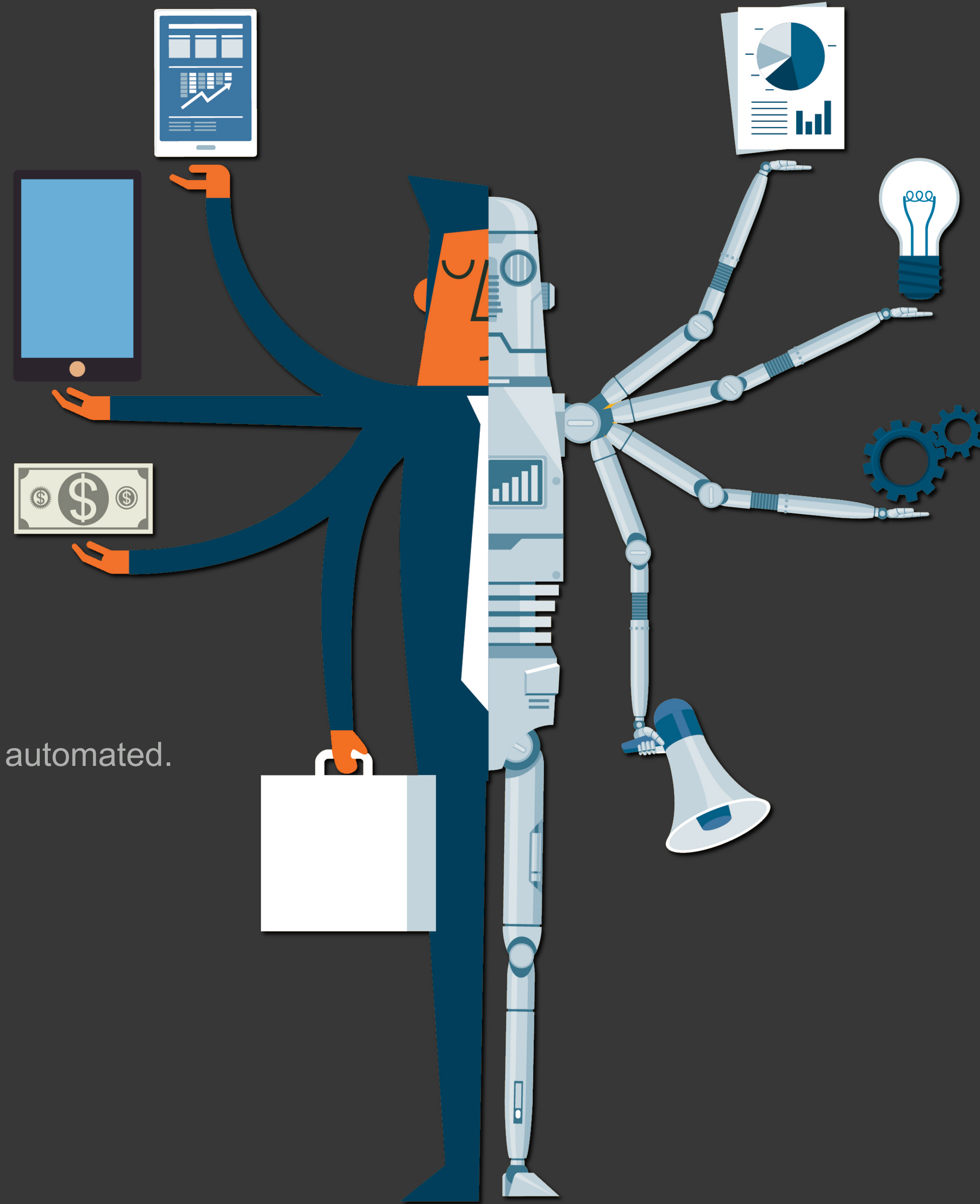


How should we approach applying AI to **workplace learning**?



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 is an  
**augmentation.**





**iRobot®**

***So you can human***

**Roomba®**  
Robot Vacuum



# AI FRAMEWORK



problem



experience

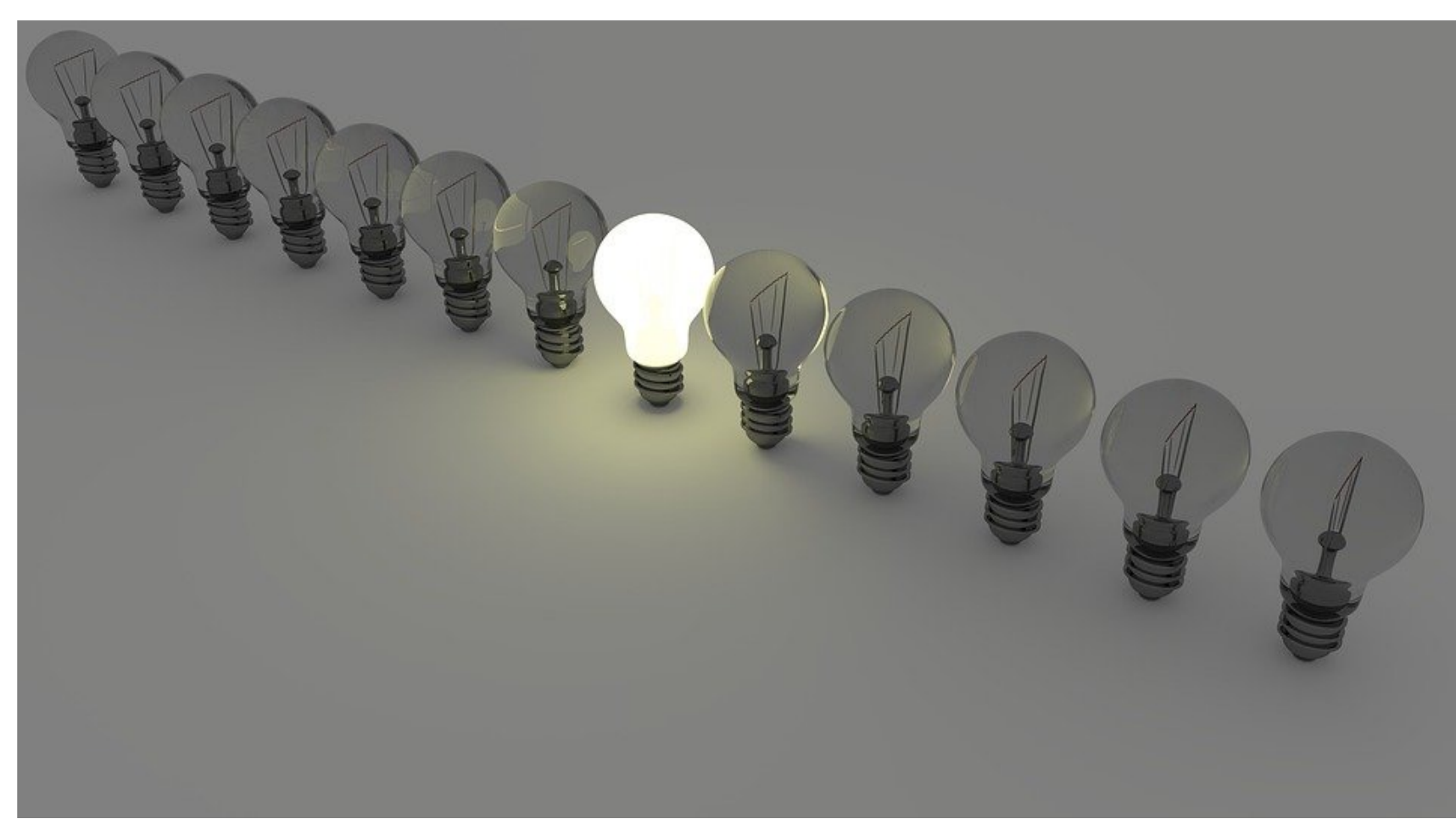
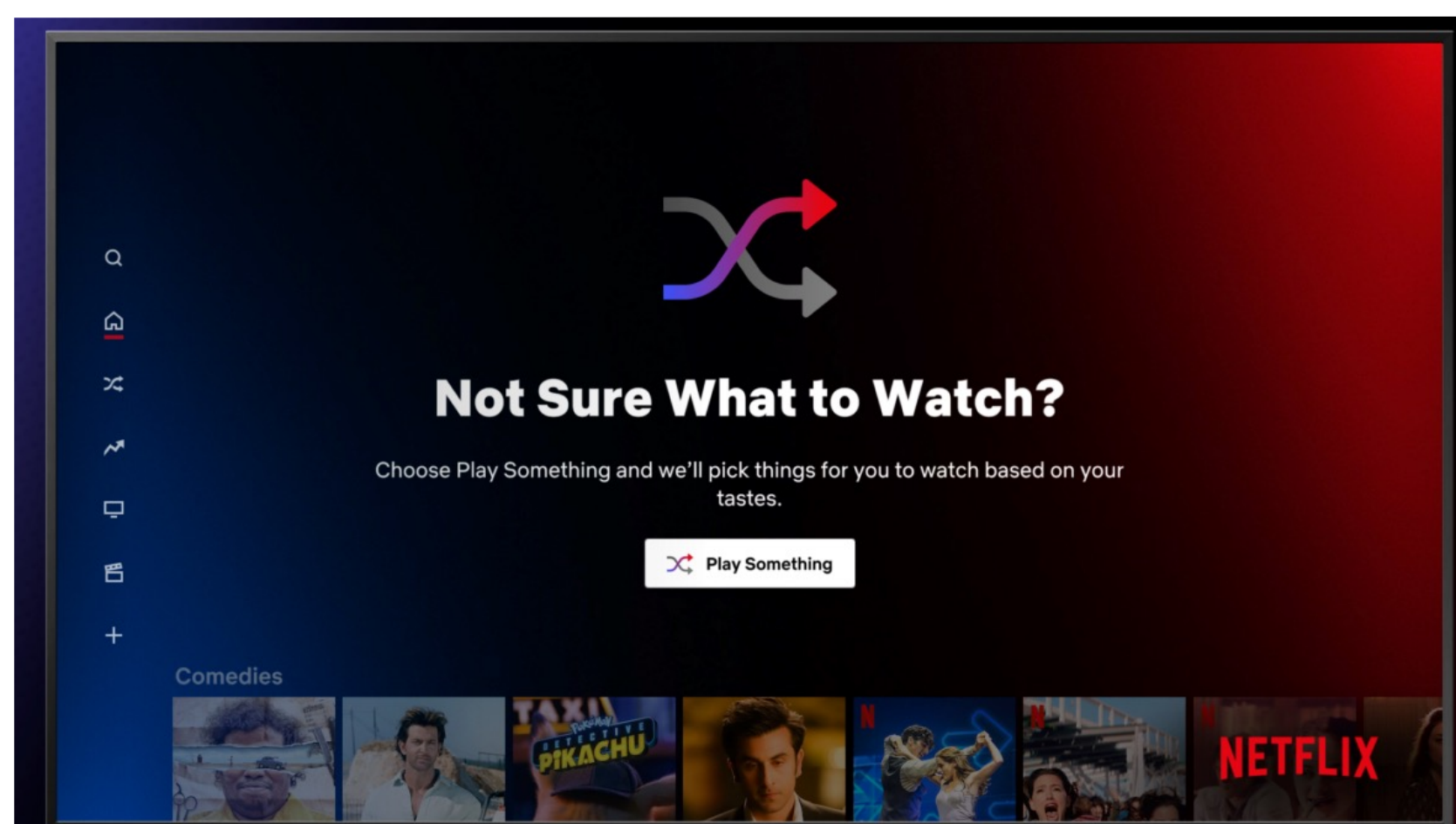
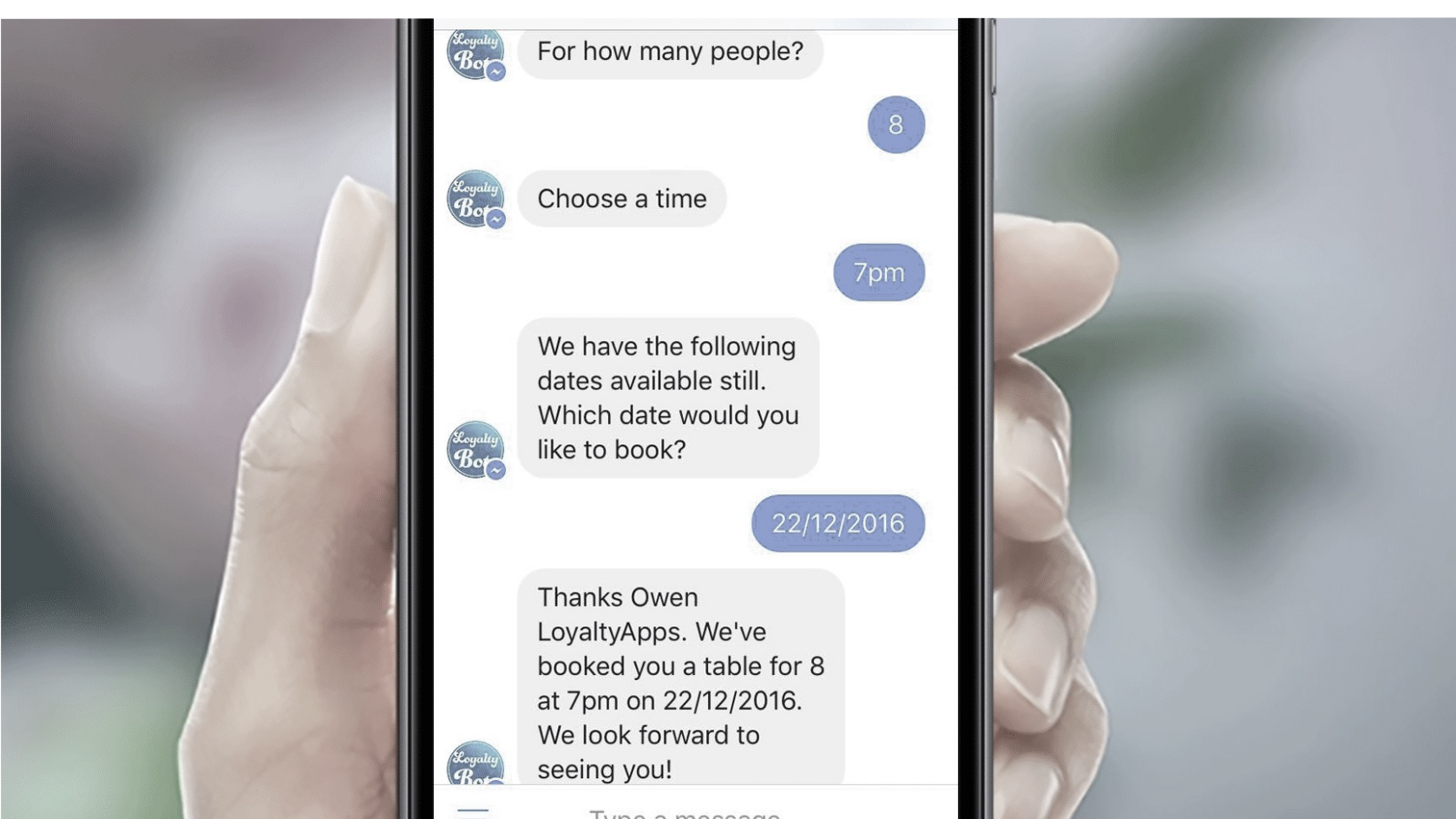
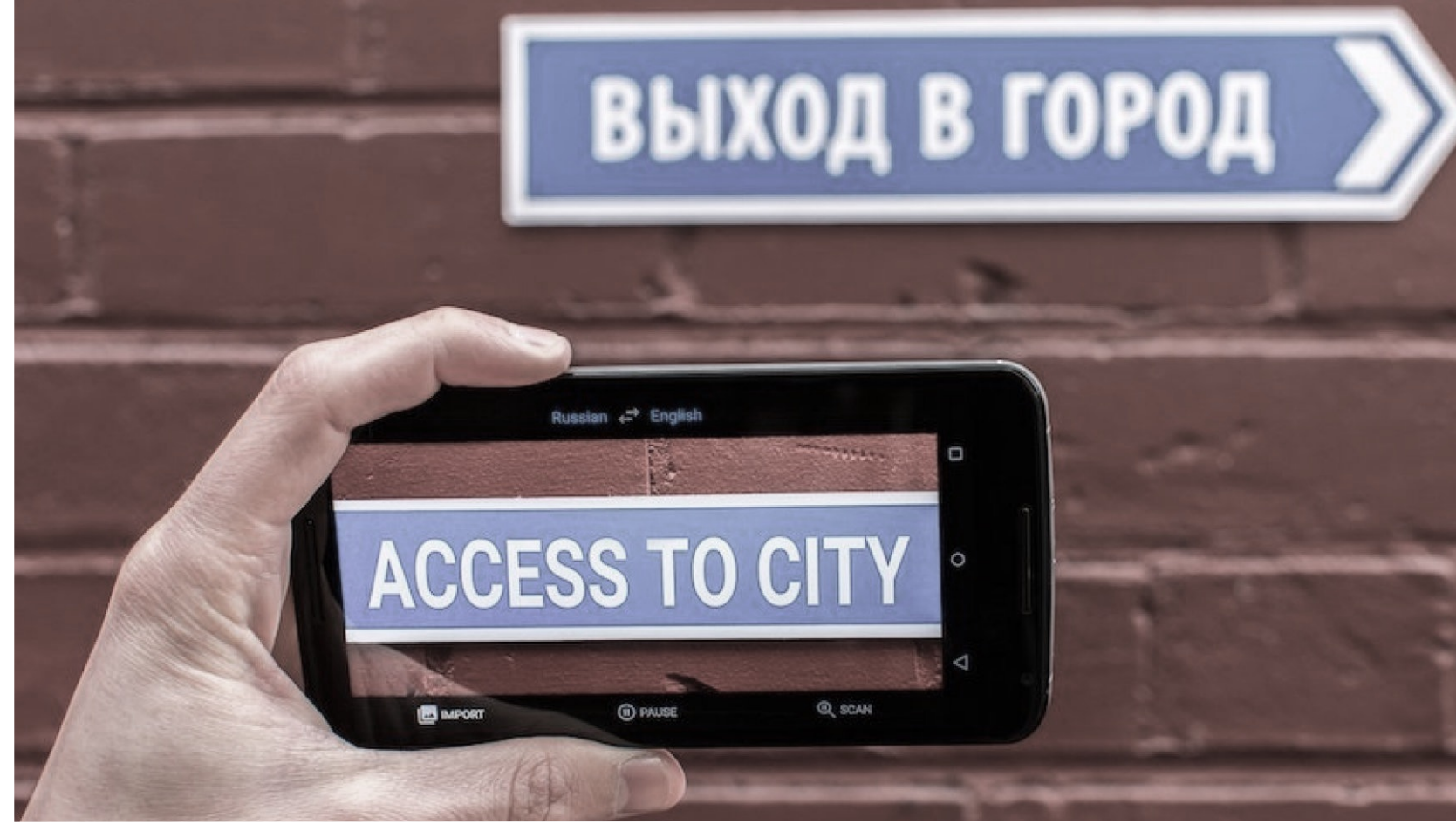


technology



data







# Administration



## problem

Manually administering learning programs requires a lot of time, effort and repeated tasks.



## experience

Automate the assignment of curricula, generation and distribution of reporting



## technology

Learning Management System  
HCM System



## data

Employee info, learning requirements, scheduling, completion, scores, distribution lists, reporting needs



# Translation



## problem

It's time consuming and expensive to provide learning resources in every preferred language.



## experience

Employees always receive learning content and activities translated in their preferred language(s).



## technology

Learning Platforms  
Machine Translation Services

APIs



## data

Source content to be translated



# Content Authoring



## problem

It's difficult to keep pace with training requests because custom content development is time consuming and expensive.



## experience

IDs can automate the development of draft quality digital training content for expedited revision and deployment.



## technology

Learning Platforms  
Content Authoring Assistant  
Natural Language Understanding



## data

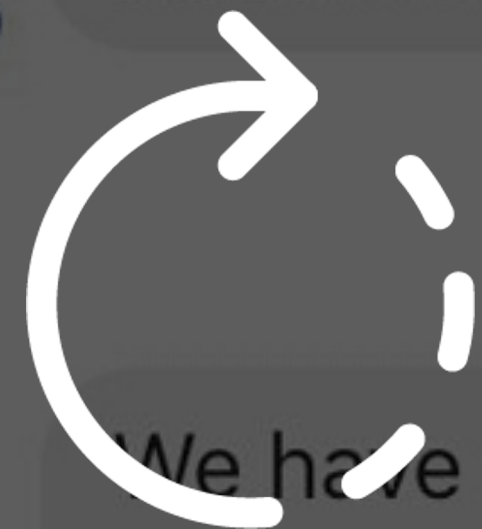
Objectives  
Source content for each learning topic  
AI model training content





## problem

Employees have a hard time finding the information they need within digital content libraries.



## experience

Employees can interact in a more natural and familiar way across systems to quickly access specific information.



## technology

Chat bot

Natural language processing and search

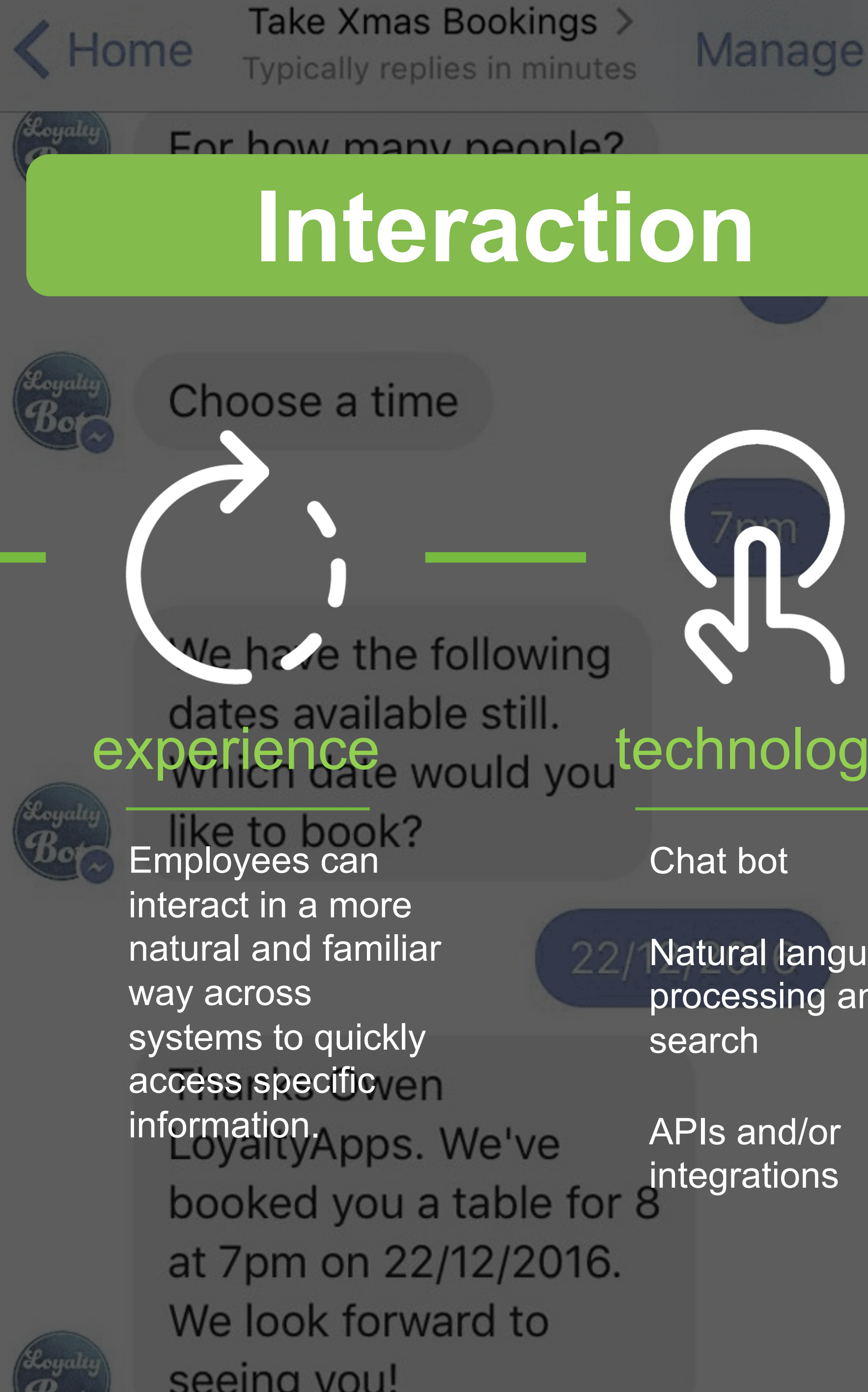
APIs and/or integrations



## data

Source content

# Interaction



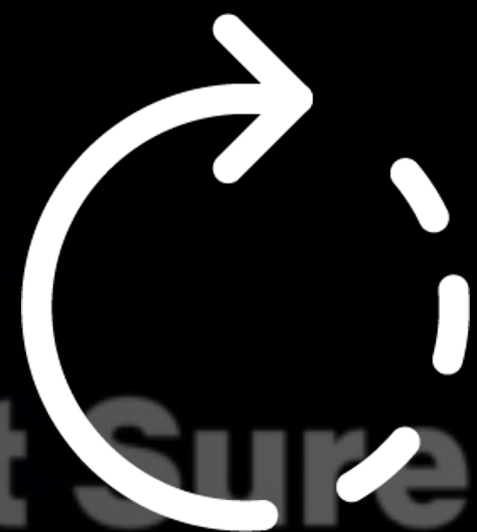


# Recommendation



## problem

Employees don't have time to search through extensive content libraries to find right-fit learning and support resources.



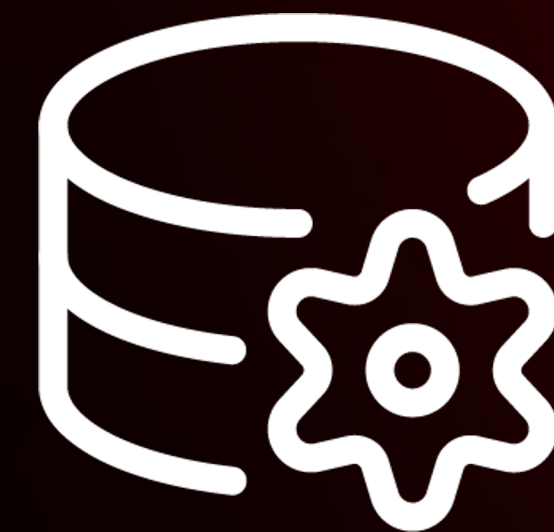
## experience

Employees automatically receive right-fit resource recommendations based on validated needs and interests.



## technology

Learning Experience Platform



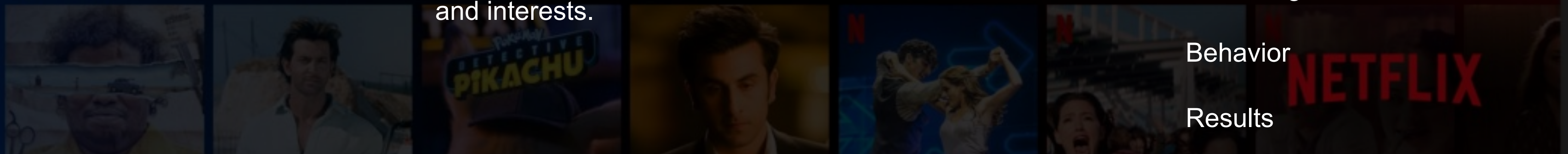
## data

Demographic  
Consumption  
Objectives  
Knowledge  
Behavior  
Results

Not Sure What to Watch?

Choose Play Something and we'll pick things for you to watch based on your tastes.

Play Something





# Personalization



## problem

L&D does not have the time or resources to provide personal support to every employee at scale.



## experience

Employees receive a one-size-fits-one experience every time they engage in learning activities.



## technology

Adaptive Learning Platform



## data

Demographic

Preferences

Context

Goals

Requirements

Interests



# Coaching



## problem

Managers are not always present or well-informed regarding employee performance, resulting in generic and assumptive feedback.



## experience

Employees receive a digital coaching experience with specific, actionable insights to augment management support.



## technology

Learning and/or Coaching Platform



## data

Demographics

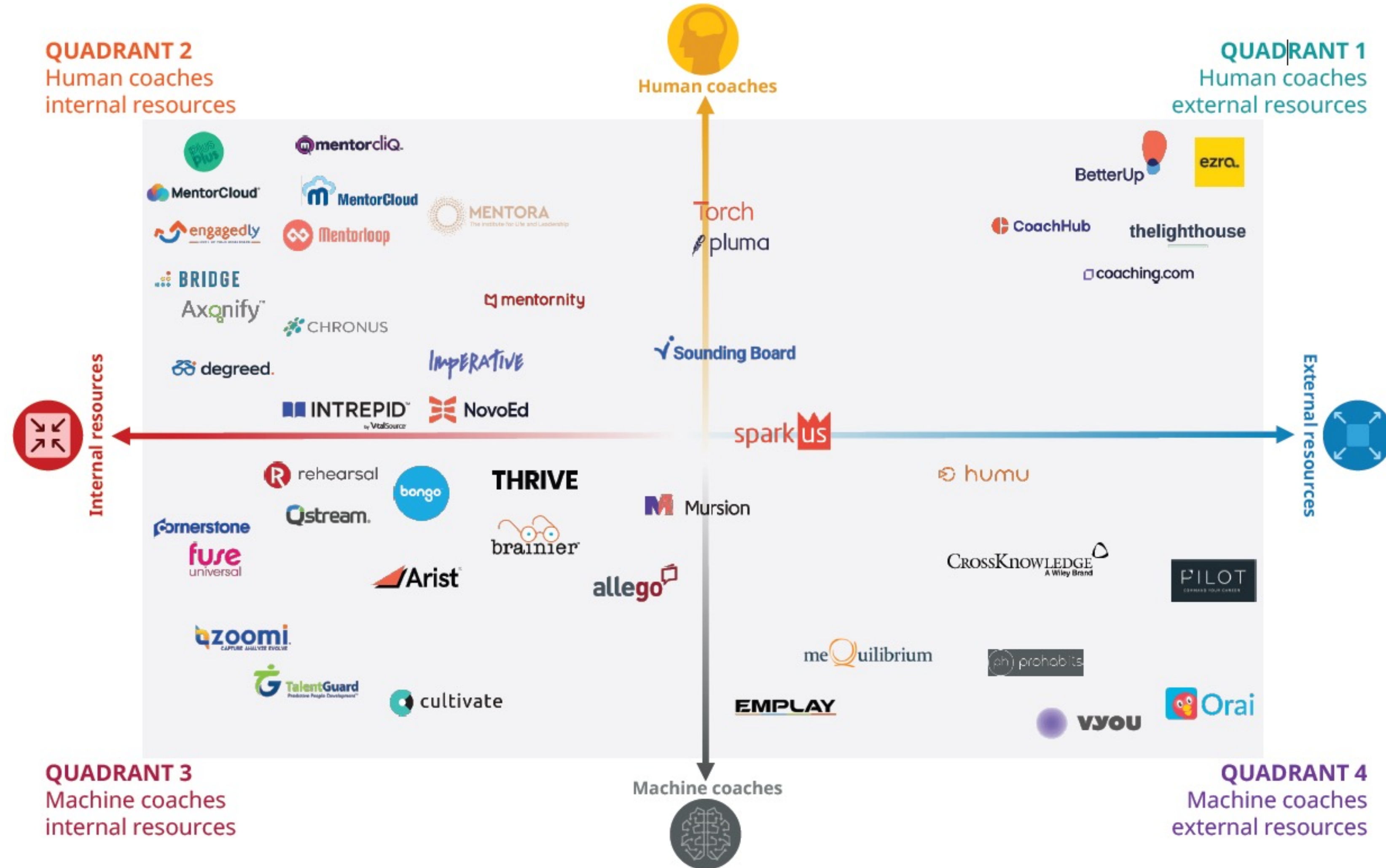
Goals

Results

Consumption

Associated Learning Content/Activities





Source: RedThread Research, 2021.

<https://redthreadresearch.com/coaching-tech-landscape-humans-and-robots/>



# Impact Measurement



## problem

It's too difficult and time consuming to get past Level 2 and measure the impact of learning on business results.



## experience

Provide administrators and managers with real-time, actionable insights into the impact of learning programs.



## technology

Learning  
Attribution Engine



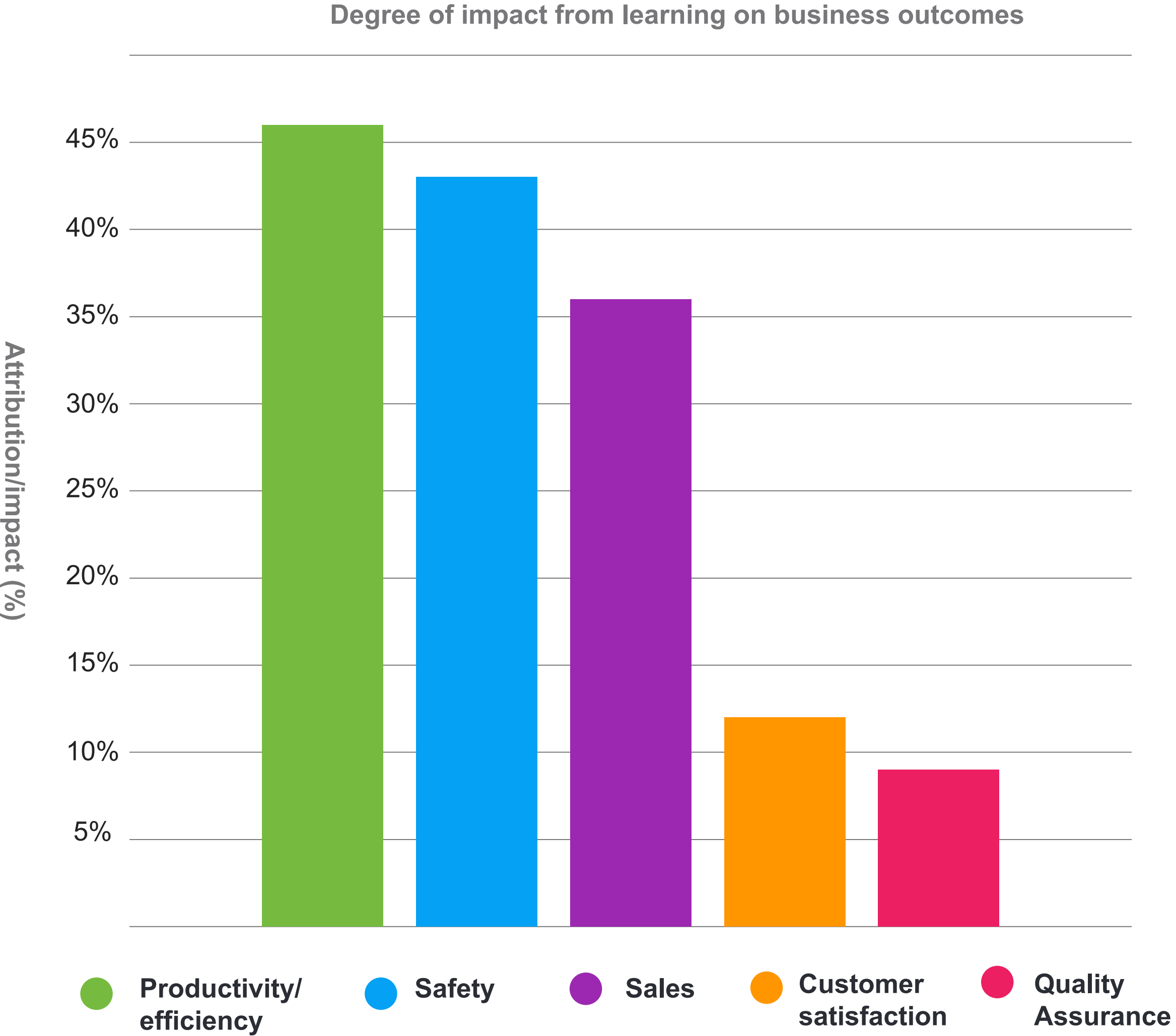
## data

Demographics  
Consumption  
Knowledge  
Behavior  
Results  
Context





# Impact measurement is **real**



Source: The true business impact of frontline employee training | Axonify | December 2019



# Gap Analysis



## problem

It's impossible to proactively identify and close skills gaps across the organization at scale.



## experience

Provide an aggregate view of organizational capability for the purposes of talent planning and internal mobility.



## technology

Skills Platform



## data

Skills framework  
Skills assessment  
Job details  
Goals  
Open positions





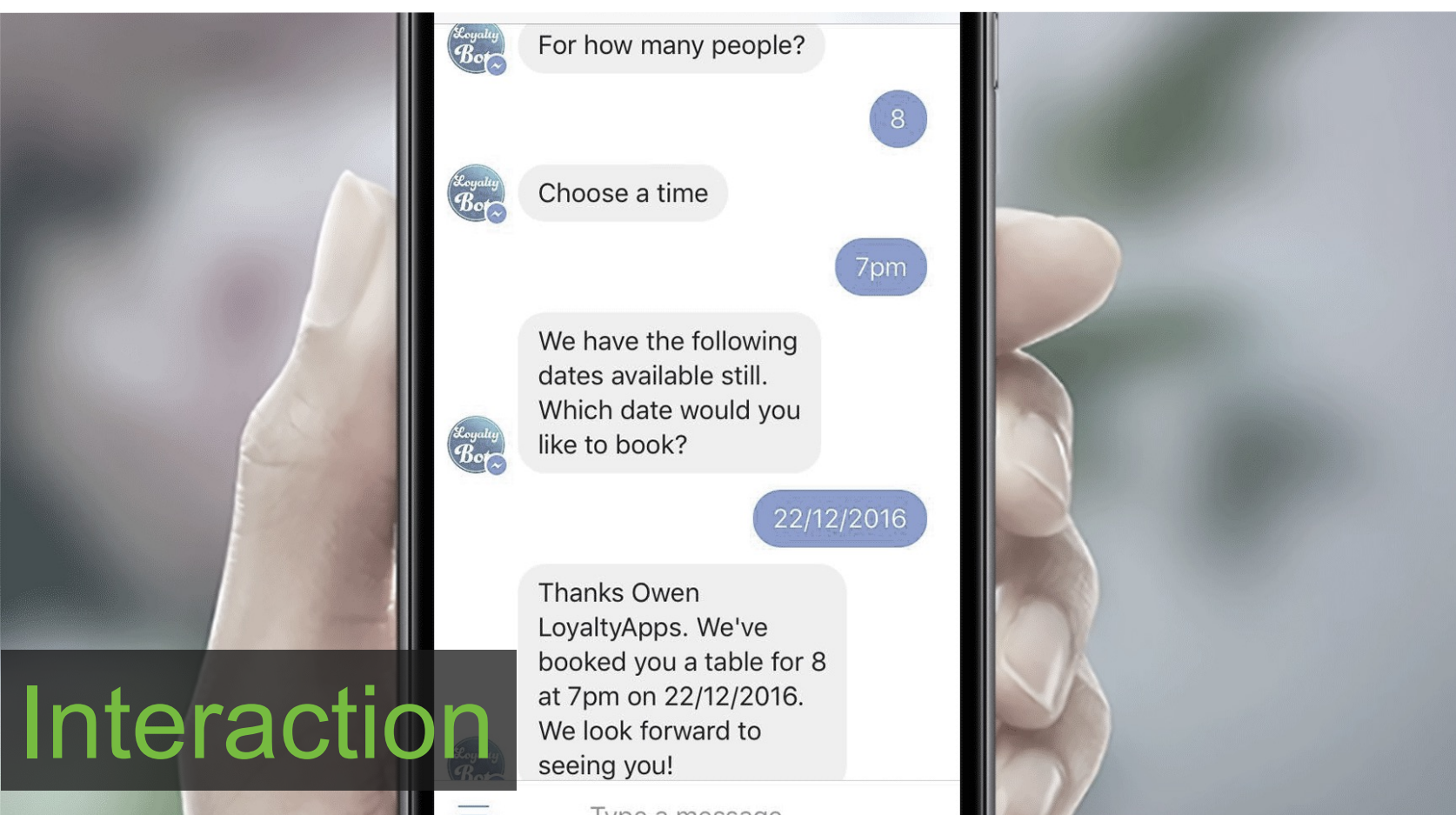
Administration



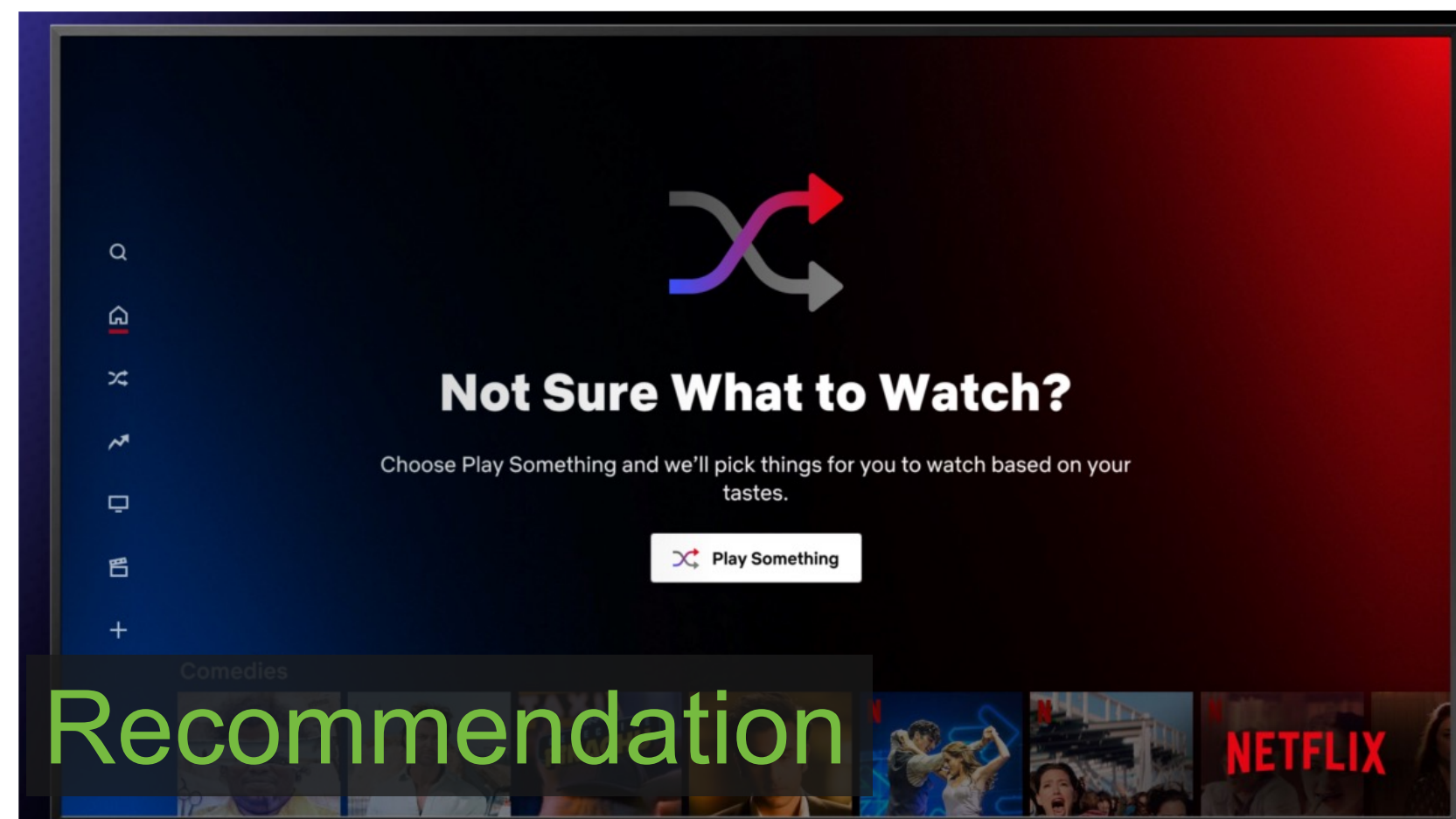
Translation



Content Authoring



Interaction



Recommendation



Personalization



Coaching



Impact Measurement



Gap Analysis



# AI FRAMEWORK



problem



experience



technology

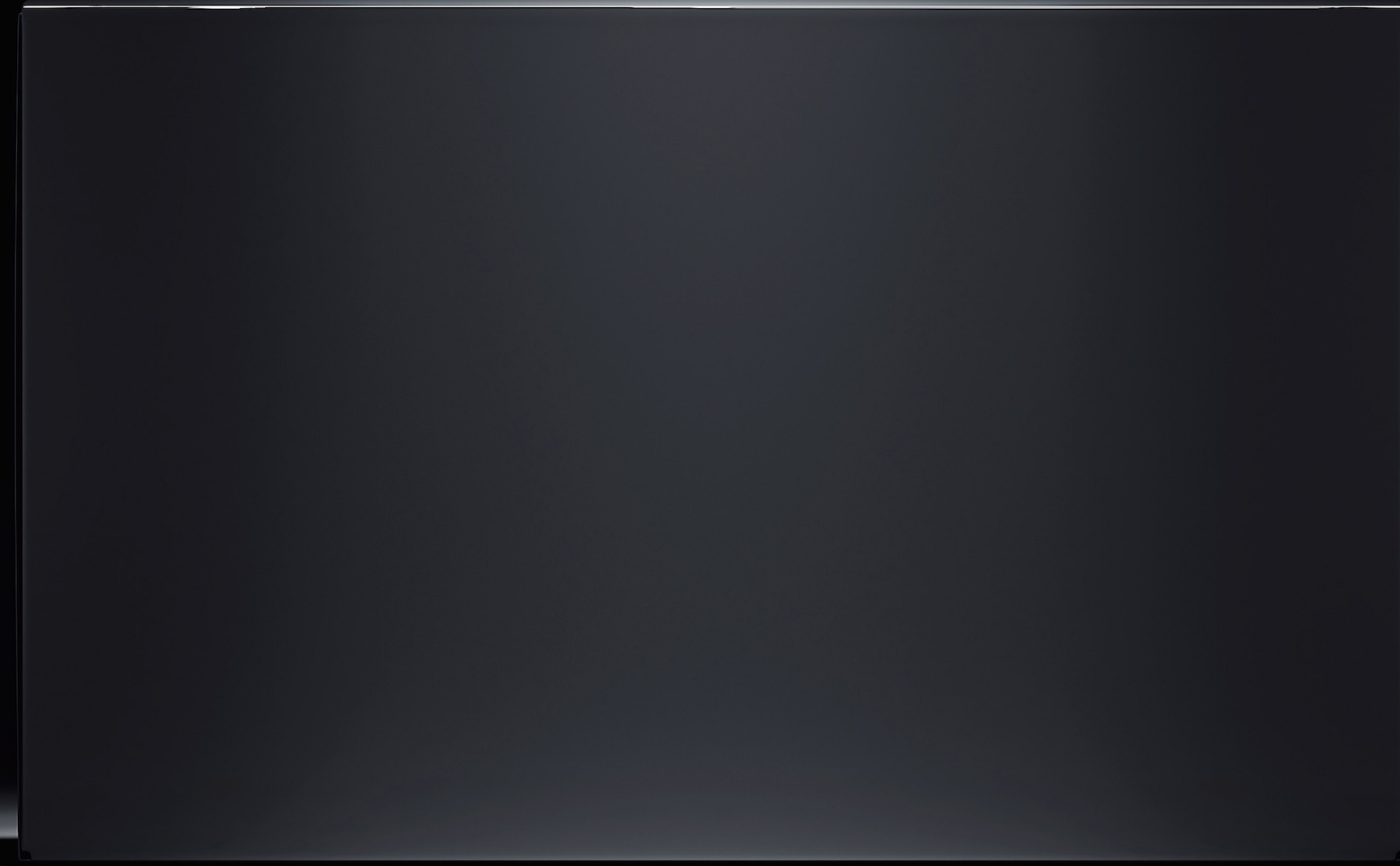


data



governance





Workplace AI must be transparent.





984-254-7413  
[zillow.com/z-homes](https://www.zillow.com/z-homes)

**For Sale**

“But what we can’t solve is what the model is going to tell us about how much capital we need to raise, deploy and risk in the future in order to achieve a scale that we think is necessary to offer a fair price to customers for their homes in a competitive way.”

CEO Rich Barton



# AI FRAMEWORK



problem



experience



technology



data



governance



person





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

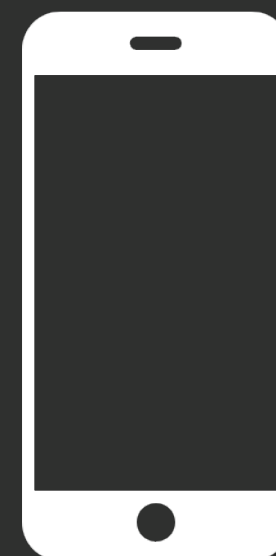




digital



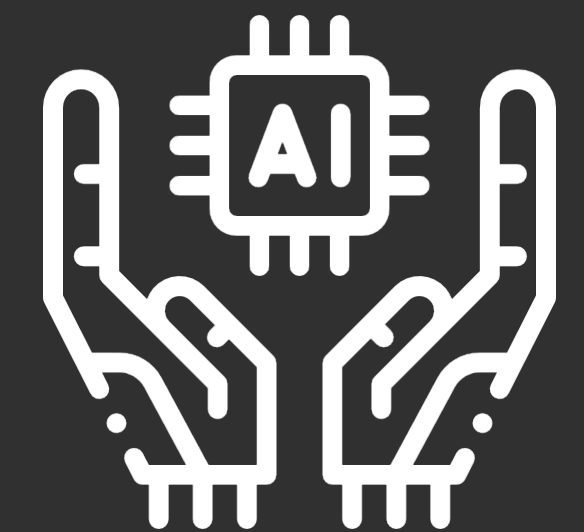
social



mobile



micro



ai

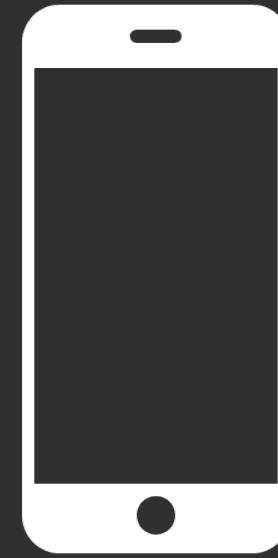




digital



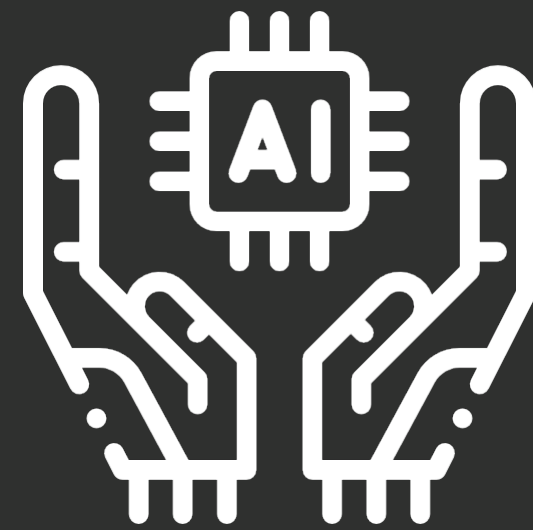
social



mobile

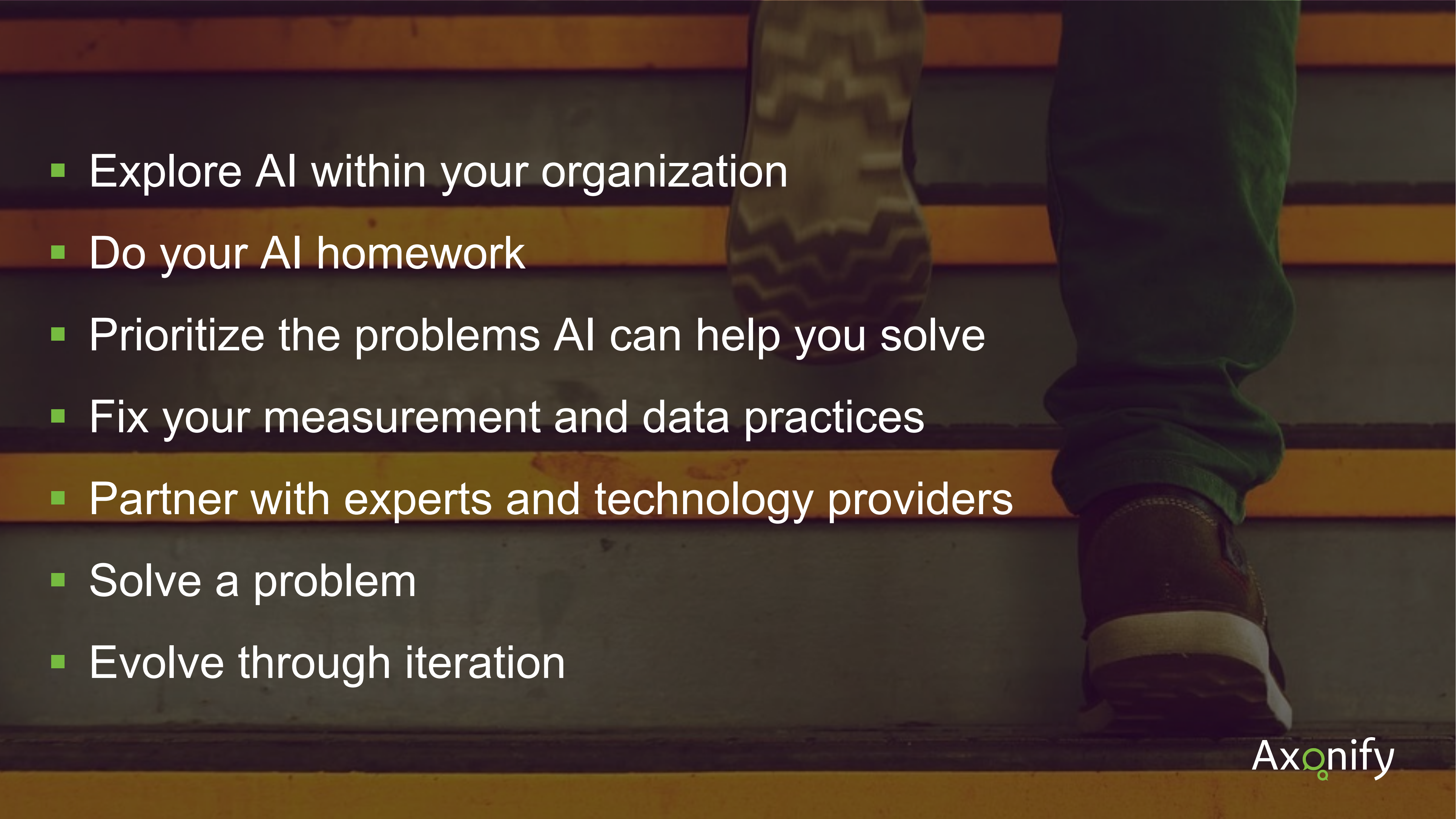


micro

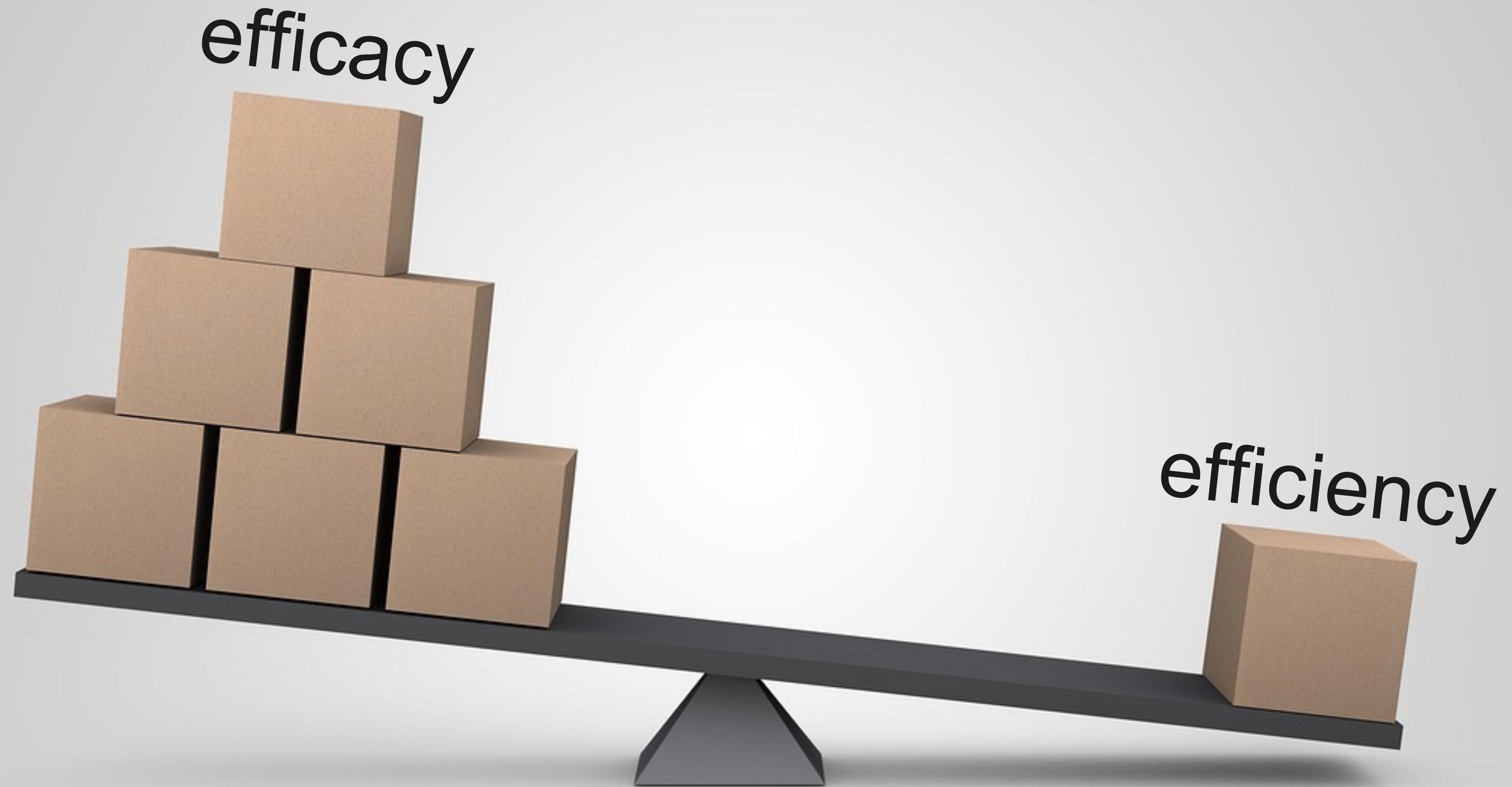


ai



- 
- 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







efficacy



efficiency









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learngeek.co/ai



Be well.