

Bing Image Generator

The robots are here.
How AI is transforming L&D.





JD Dillon

Principal, Digital Work Strategist



Do not enter private, sensitive or
proprietary information into a free
or unauthorized AI tool –
not matter how cool it may be.



Change
Scale
Efficiency
Capacity
Budget
Compliance

Impact
Wellness
Equity
Opportunity
Value
Creativity

AI

L&D traditionally struggles to balance competing priorities. Factors like efficiency and scale often win out over opportunity and value.

AI represents an opportunity to restore this balance through the strategic application of data and technology.



the next digital paradigm shift

pc



We got faster.

internet



We got closer.

social



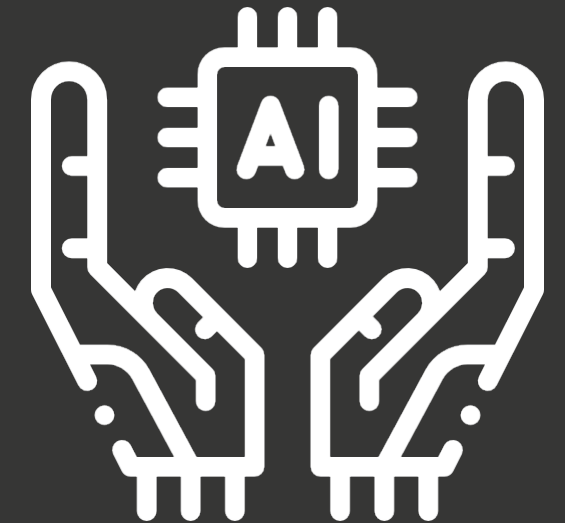
We got voices.

mobile



We got moving.

ai



?

L&D lagged every time.



Midjourney capability evolution



March 2022



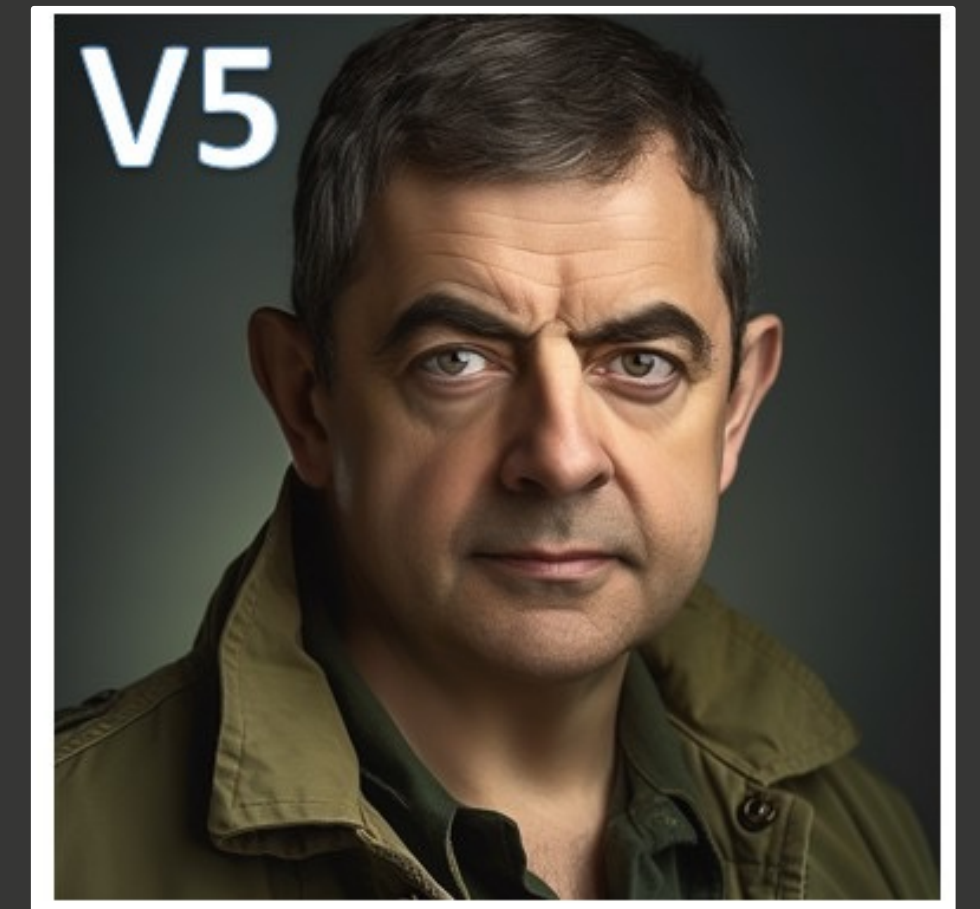
April 2022



July 2022



November 2022

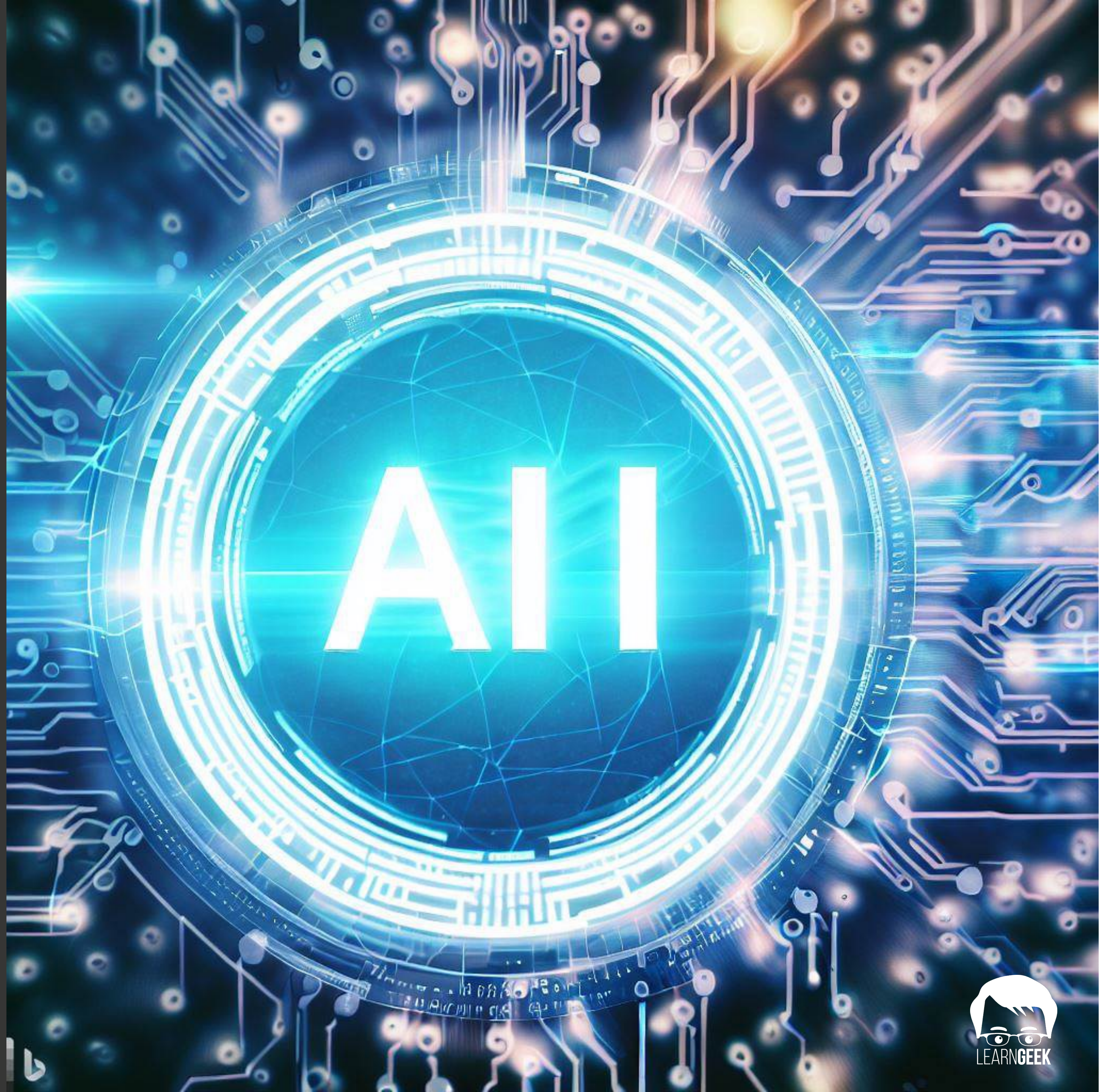


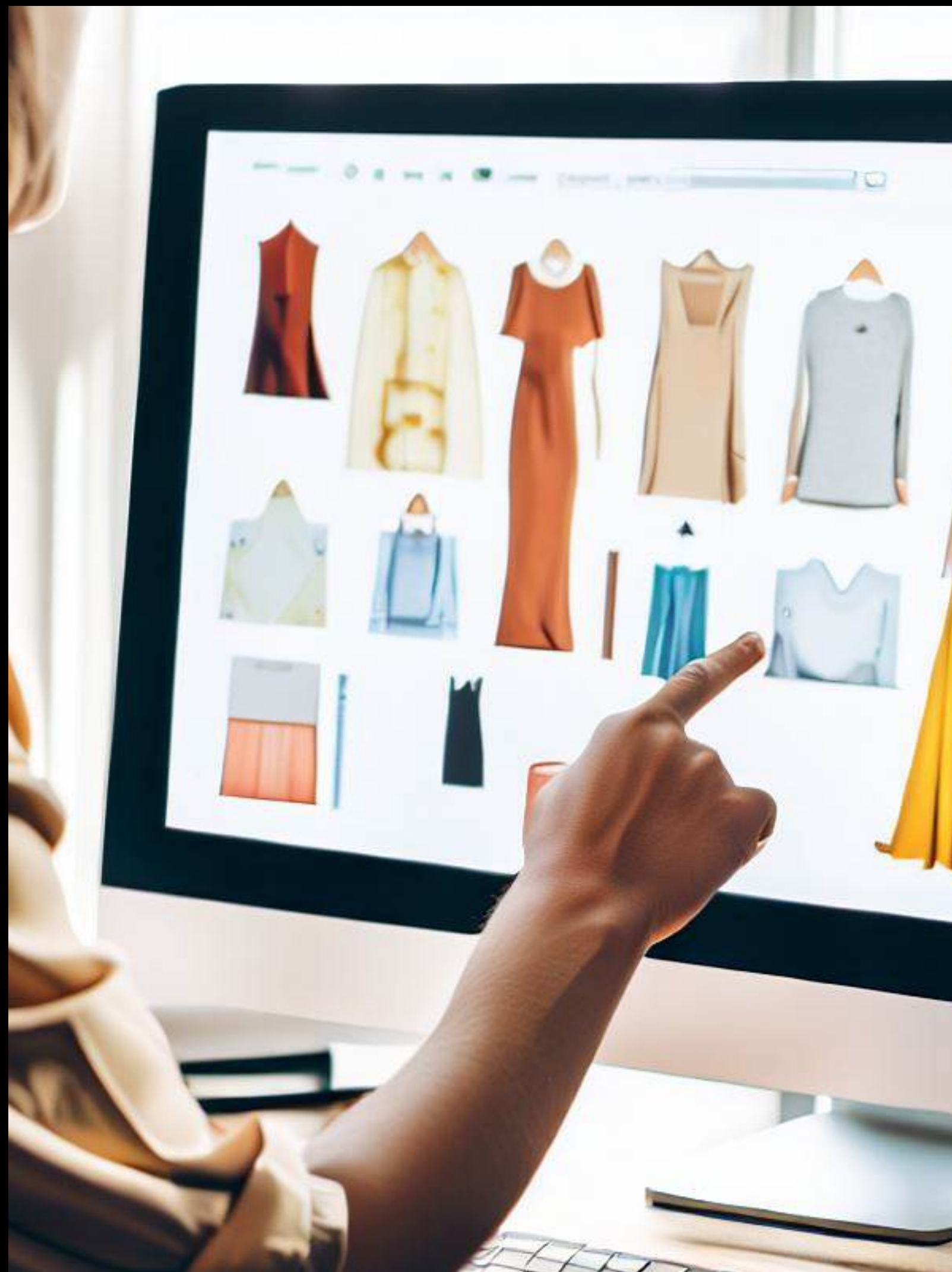
March 2023

Elevated awareness and technological capabilities are accelerating the development and application of AI-powered tools.

AI-Enabled Mindset

- AI is not a feature. It's a foundation.
- This is just how technology works now.
- This is an opportunity to solve old problems in new ways.
- The question is not **IF** we use it. The question is **HOW** we use it.

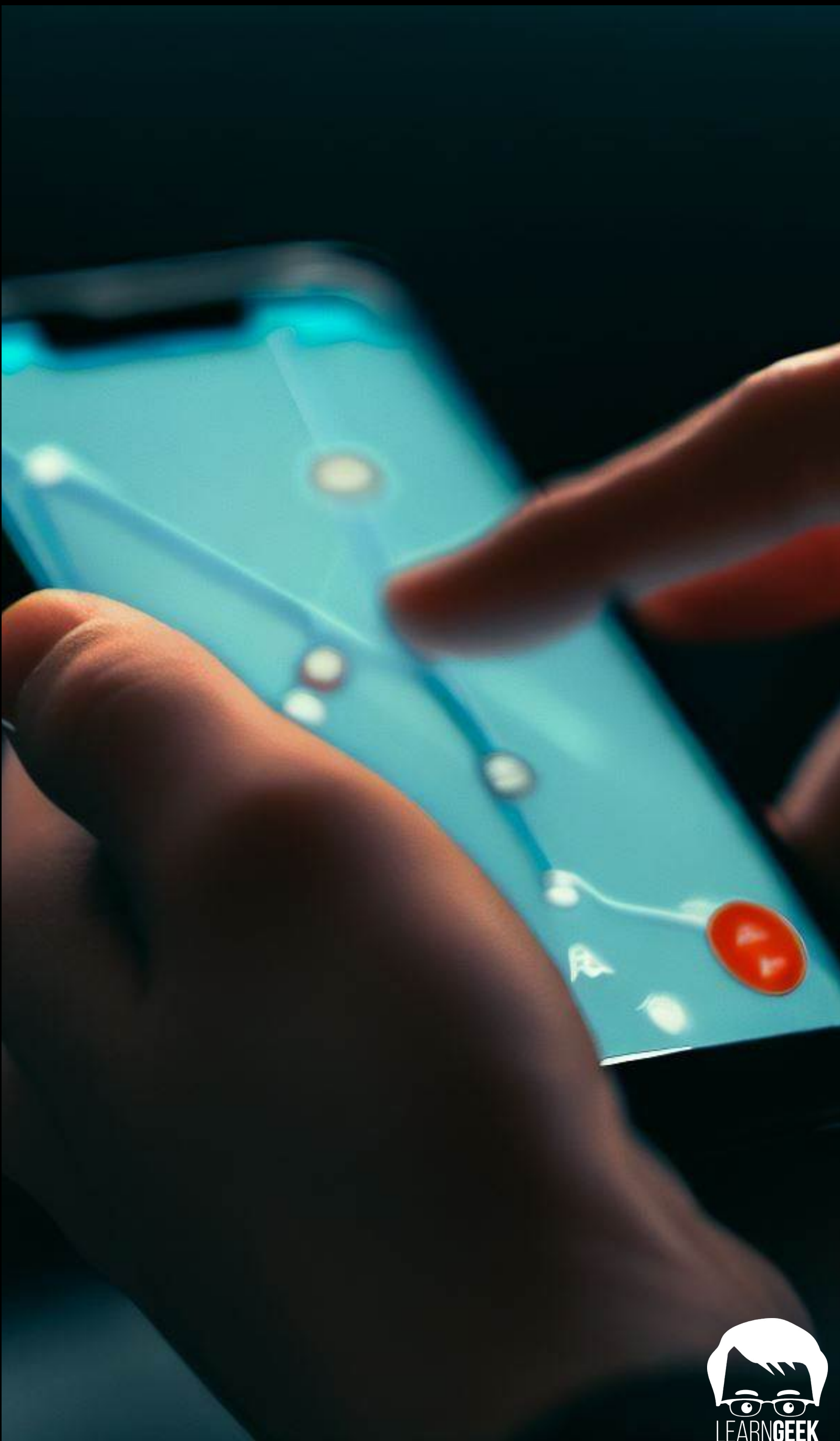




AI has been embedded within everyday tools like online shopping, entertainment streaming and navigation for years.



Bing Image Generator





Document1 · Saved ▾



File Home Insert Layout References Review View Help



Aptos (Body) ▾

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Create content with Copilot

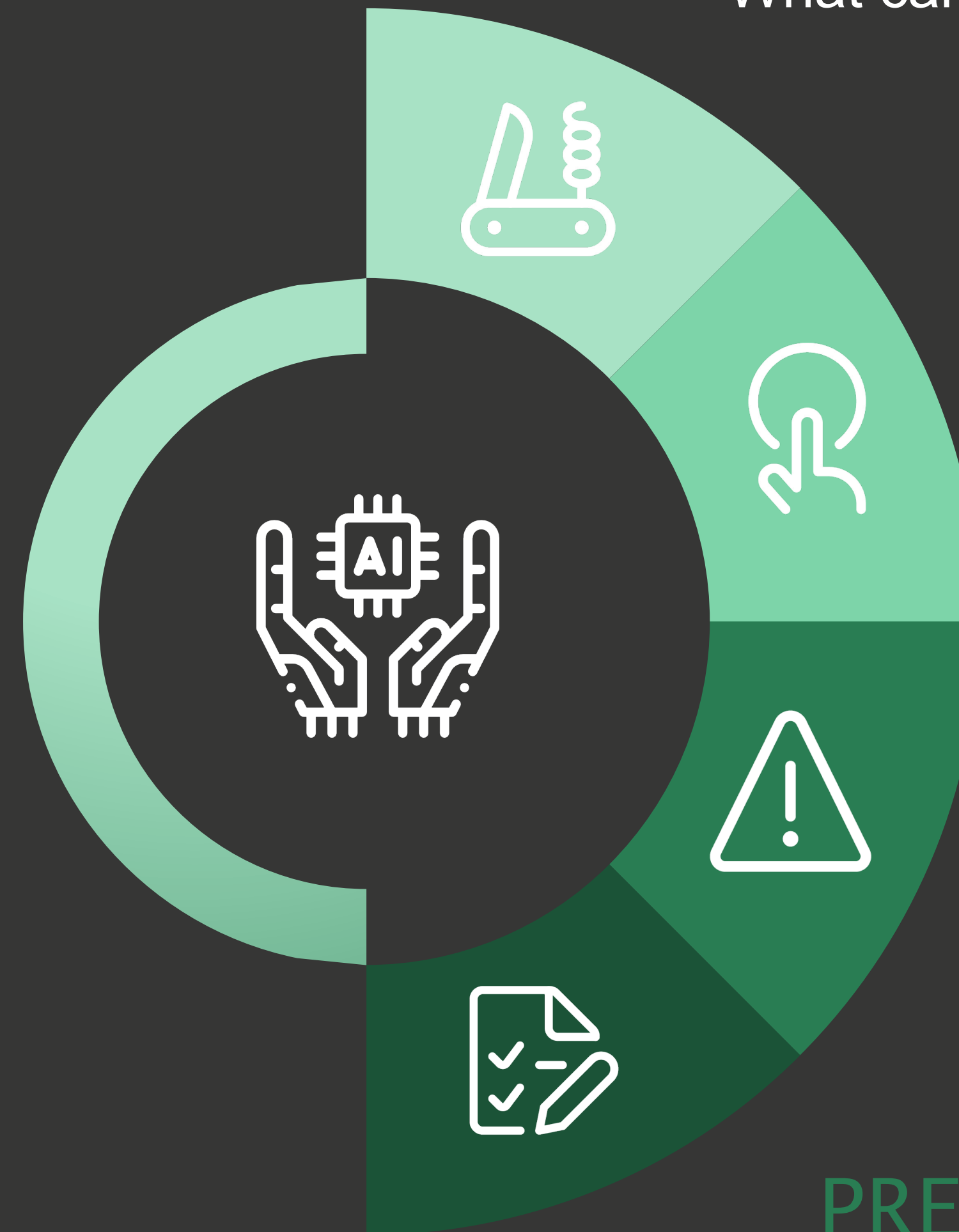


draft a proposal from yesterday's  meeting notes|



Now this technology is transforming how we interact with workplace tools like Microsoft Word.

L&D must adopt an
**AI-ENABLED
MINDSET**



CAPABILITY

What can AI-enabled technology do?

APPLICATION

How can L&D apply AI capabilities to solve the right problems?

RISK

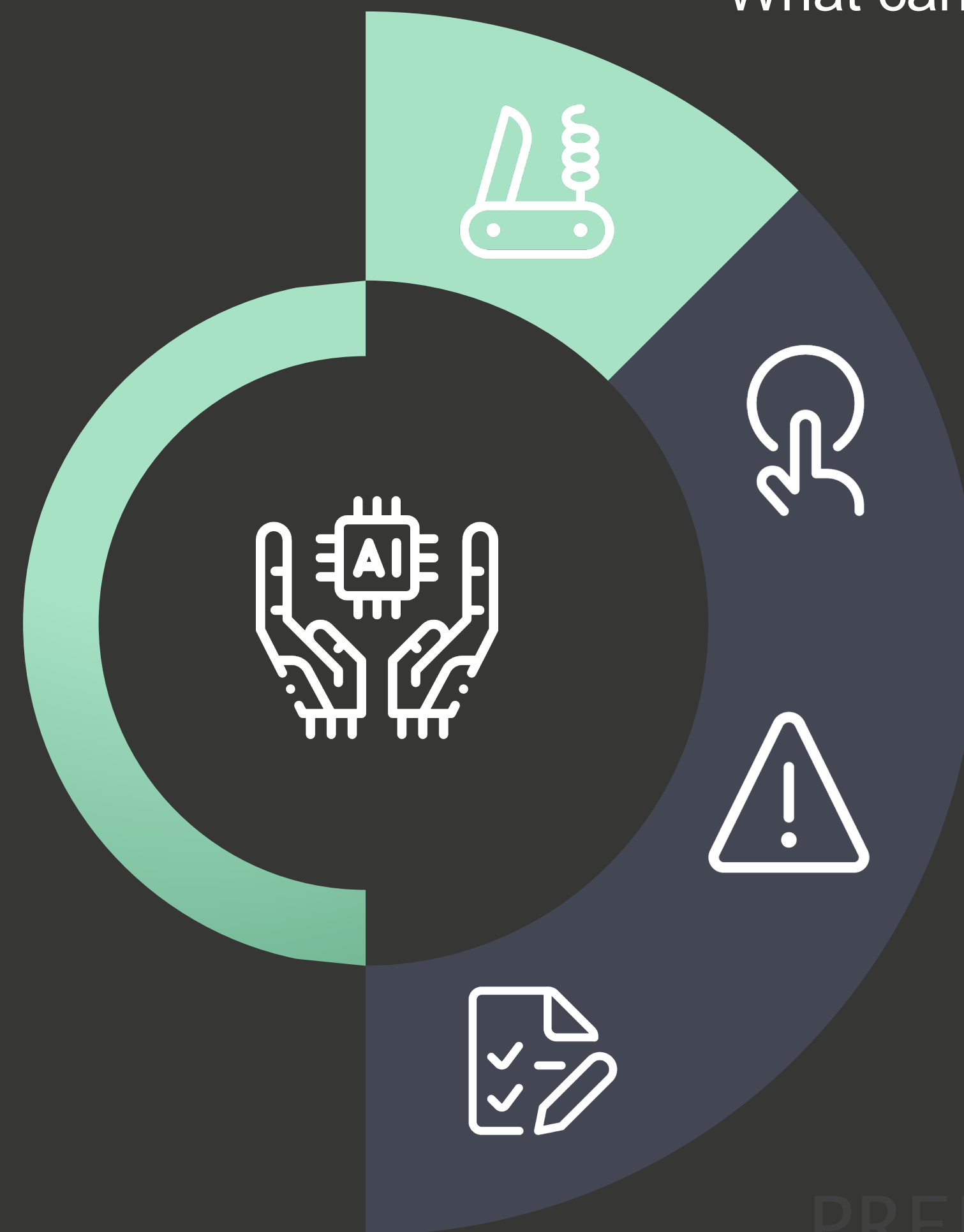
What do we have to consider before adopting AI-enabled tech?

PREPARATION

What steps must L&D take to make sure we don't fall behind (again)?



L&D must adopt an
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MINDSET**



CAPABILITY
What can AI-enabled technology do?

APPLICATION

RISK

PREPARATION

A quick AI primer

Artificial Intelligence: the simulation of human intelligence by machines

Narrow AI: AI focused on a specific, singular, limited task

Machine Learning: a subfield of AI in which mathematical models are used to help a computer learn without instruction

Generative AI: an AI system capable of generating text, images or other media in response to prompts

Large Language Model: a deep learning algorithm that can recognize, summarize, translate, predict and generate text and other content based on knowledge gained from massive datasets



AI is good at ...

- ✓ Recognizing patterns
- ✓ Automating repetitive tasks
- ✓ Summarizing information
- ✓ Making predictions
- ✓ Personalizing at scale

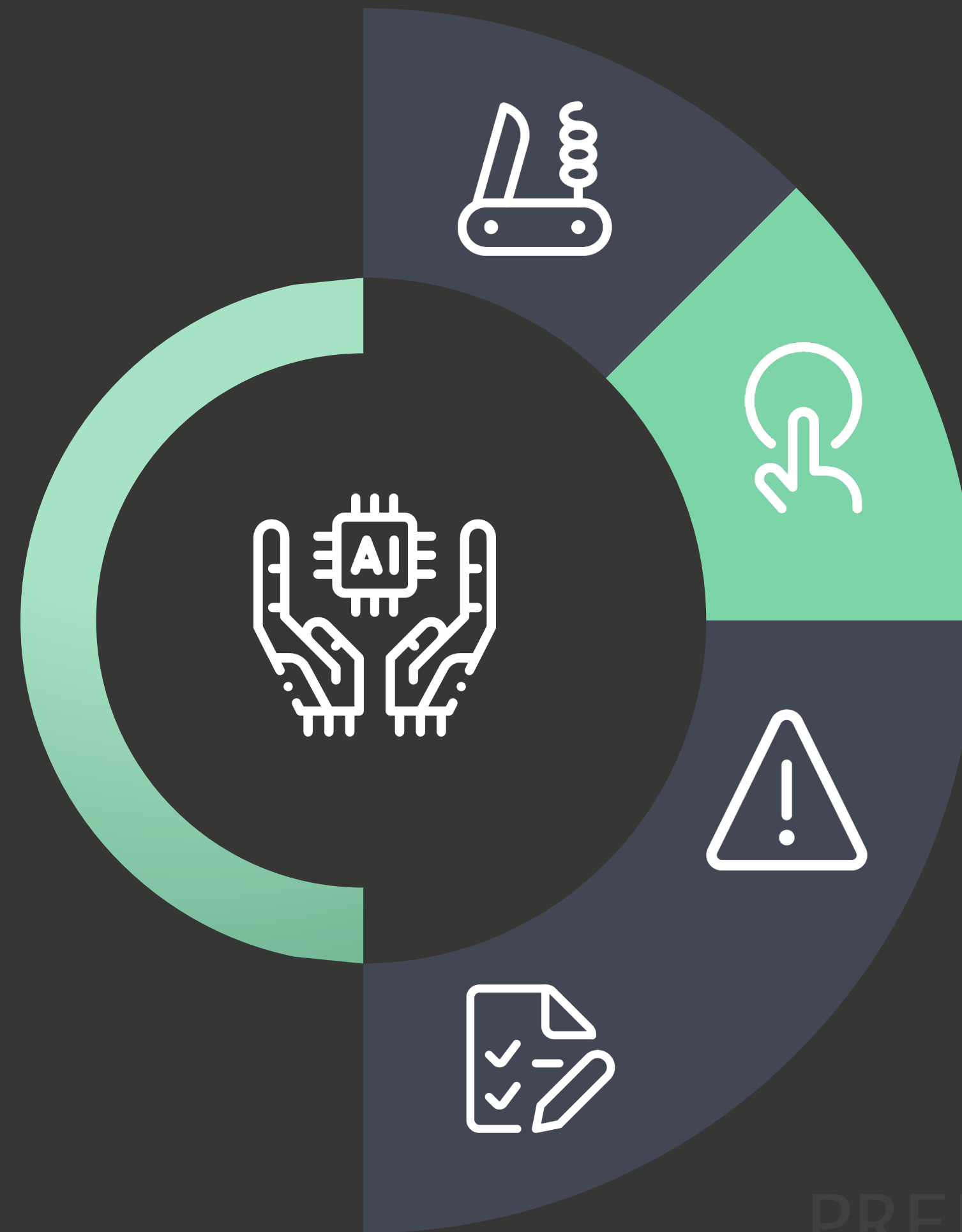
AI is NOT good at ...

- X Creating original ideas
- X Determining truth
- X Applying common sense
- X Understanding context
- X Applying empathy, ethics, judgement

Yes, I used AI to generate these lists.



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APPLICATION

How can L&D apply AI capabilities to solve the right problems?

CAPABILITY

RISK

PREPARATION

How can AI accelerate and scale processes across the L&D function?

Administer

- Assignment
- Tagging
- Reporting

Analyze

- Gaps
- Impact
- Insights

Design

- Authoring
- Translation
- Curation

Deliver

- Interaction
- Adaptation
- Localization

Sustain

- Search
- Reinforcement
- Coaching

Targeted processes that involve clear rules, lots of data and/or repetitive actions



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CAPABILITY

APPLICATION

RISK

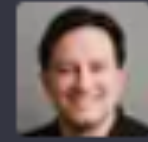
What do we have to consider
before adopting AI-enabled tech?

PREPARATION



- ❑ How do you foster trust and reliability?
- ❑ How do you make AI more transparent?
- ❑ How does AI align with your data security and privacy regulations?
- ❑ How will changes in regional regulations impact your technology strategy?
- ❑ How must you improve your data practices to leverage AI?
- ❑ How will you help people build their digital skills to leverage AI?





Write a brief professional bio for JD Dillon from Axonify

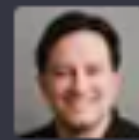


JD Dillon is a respected thought leader in the field of workplace learning and performance. As Chief Learning Architect at Axonify, a leading provider of employee training and engagement solutions, he is responsible for defining the company's learning strategy and ensuring its alignment with business goals. JD has over 20 years of experience in learning and development, and has worked with a wide range of organizations across industries to design and implement effective training programs. He is a frequent speaker at industry events and conferences, and has written extensively on topics related to workplace learning and performance. JD holds a Master of Education degree in Learning Design and Technology from San Diego State University, and is a Certified Professional in Learning and Performance (CPLP) through the Association for Talent Development (ATD).



Hallucination
(aka lying with confidence)



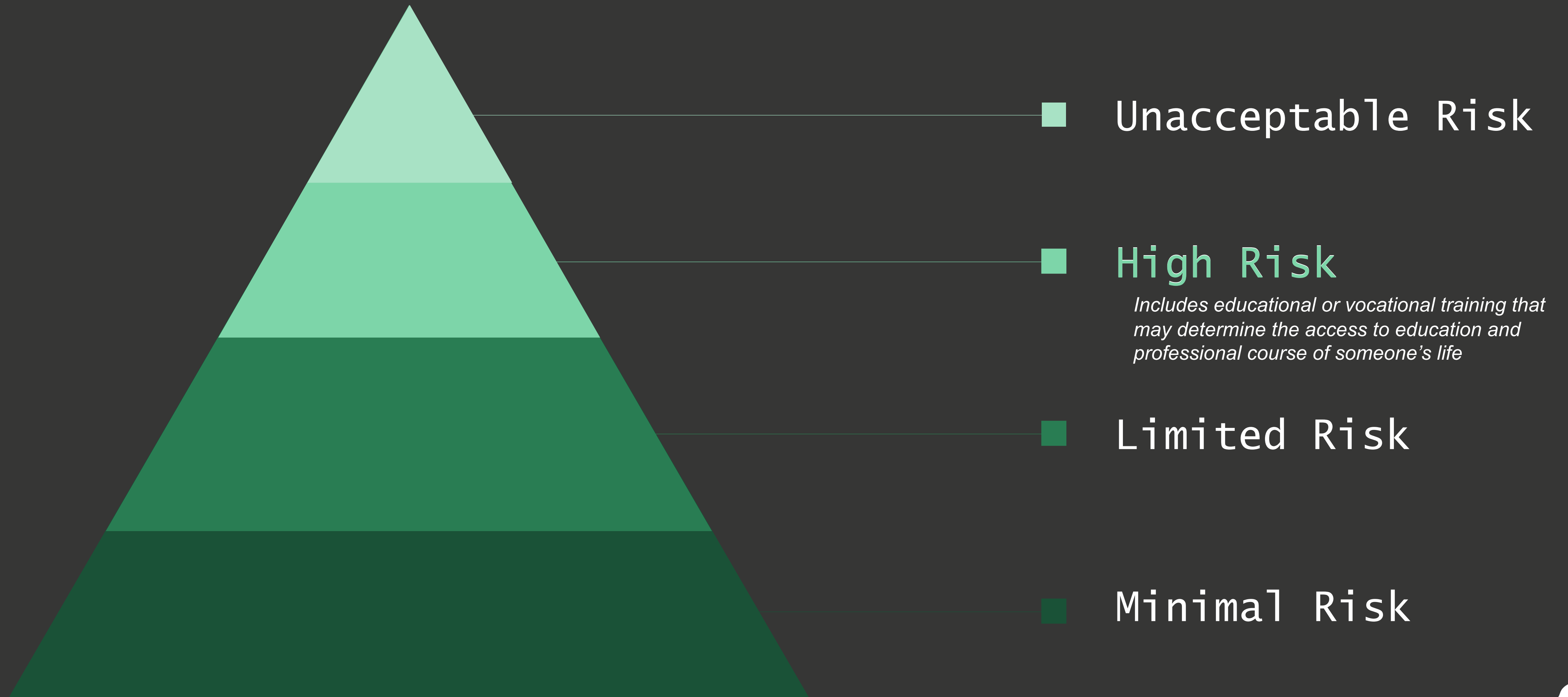


What are the five steps to the lock out tag out process?

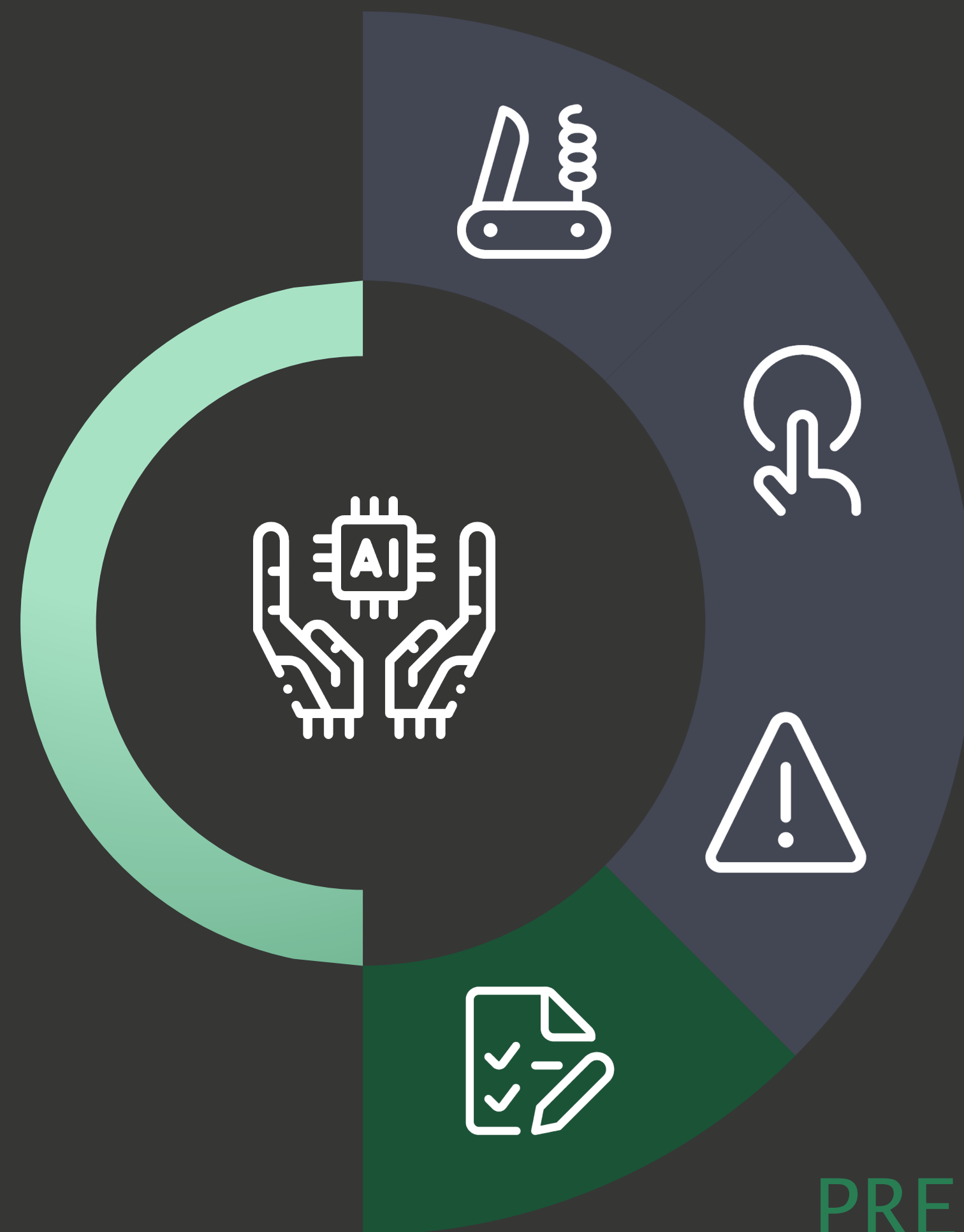


We cannot afford for
AI to get this **wrong!**

The EU AI Act



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PREPARATION

What steps must L&D take to make sure we don't fall behind (again)?

L&D today



This Year

- ✓ AI gets trained on ID
- ✓ Templated content gets automated *(first draft)*
- ✓ Robots write better MCQs *(first draft)*
- ✓ Data practices get prioritized
- ✓ AI becomes table stakes in learning tech

Next Year

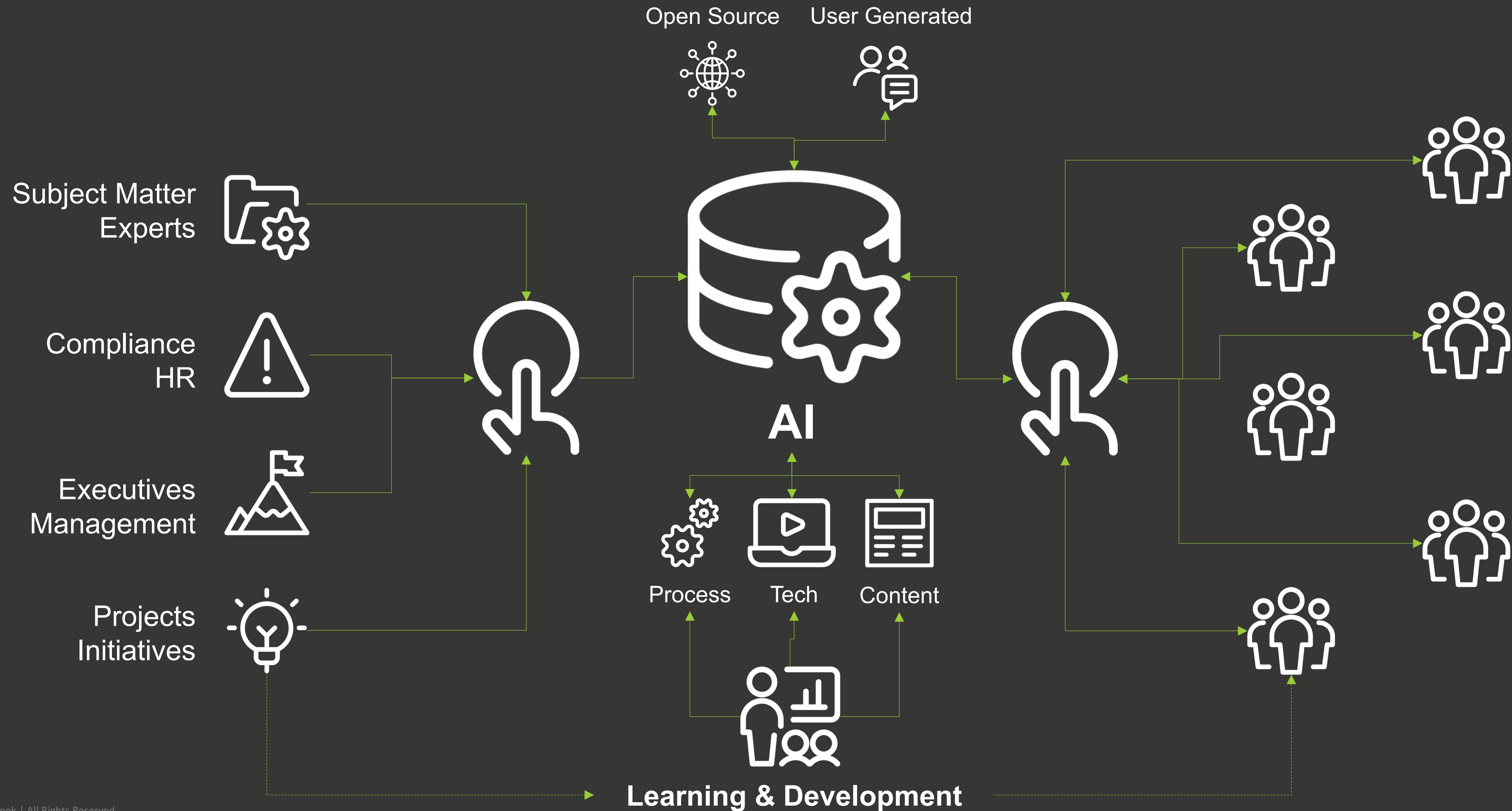
- ✓ More SMEs become creators
- ✓ Translation gets good
- ✓ More admin and logistical tasks get automated
- ✓ Search-to-answer becomes the standard
- ✓ Text-to-insights replaces ad hoc reporting

Within 5 Years

- ✓ Learning capability is fully integrated with operations tech
- ✓ Personalization and localization are the norm
- ✓ Automated insights and nudges are part of every workflow
- ✓ The impact of learning is clear



L&D in the (not so distant) future



Legacy practices

build courses

deliver programs

partner with SMEs

manage projects

check boxes

AI-enabled practices

curate input

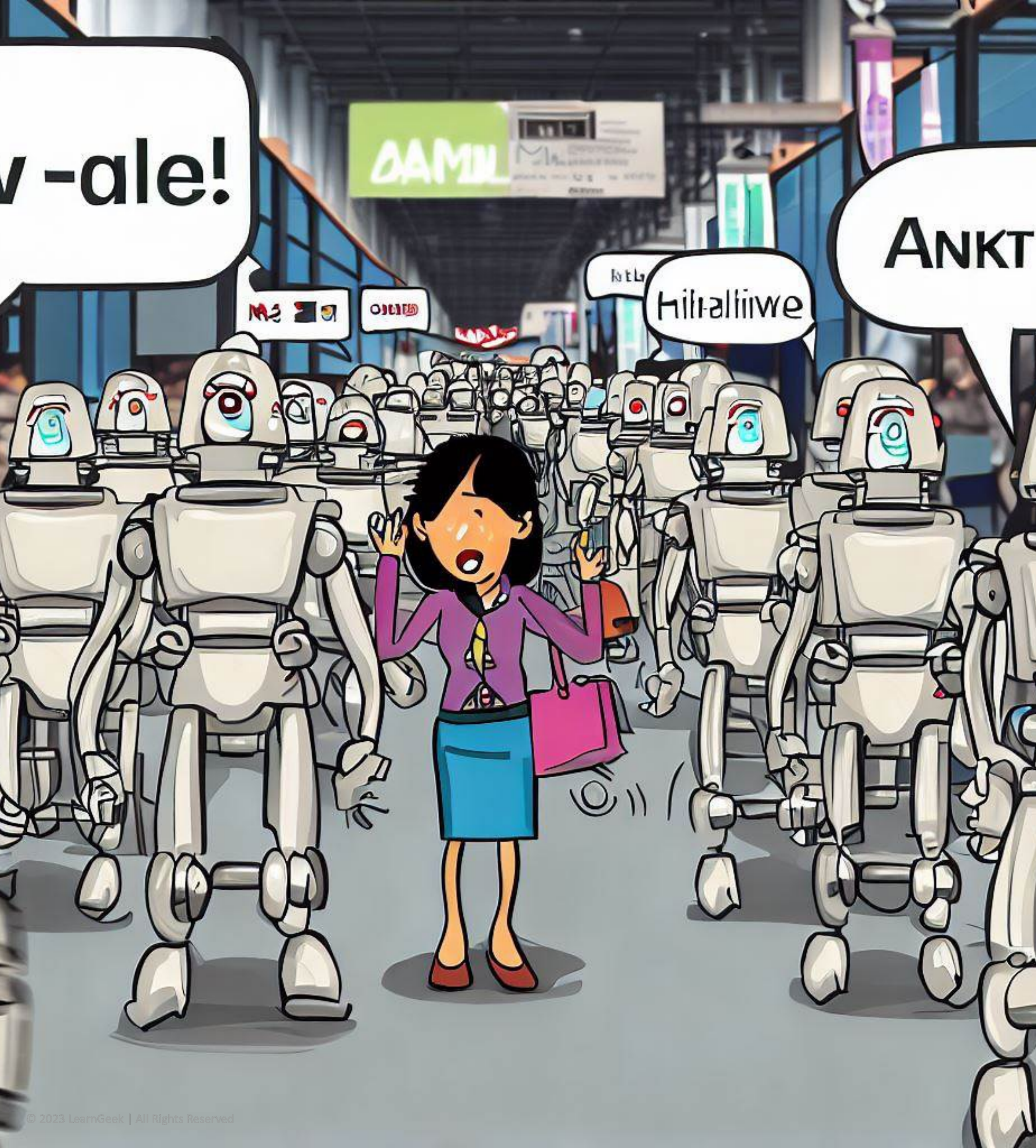
enable creators

build essential skills

maintain systems

foster insights

(and still check boxes)



When shopping for AI-enabled technology, be sure to ask ...

- What problem(s) do you use AI to solve?
- Is your AI homegrown or integrated?
- What data do you use to train your AI?
- How often do you update your AI model(s)?
- How do you ensure data privacy and security within your AI solution?
- How do you ensure transparency and mitigate bias within your AI solution?

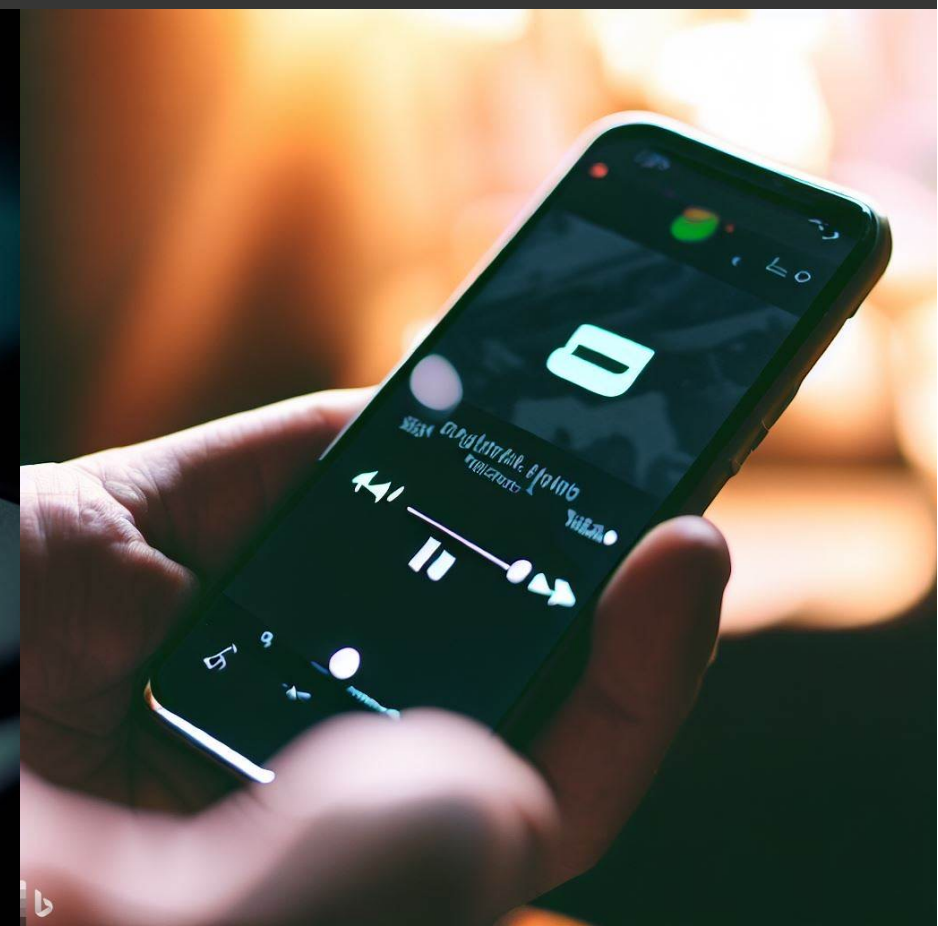
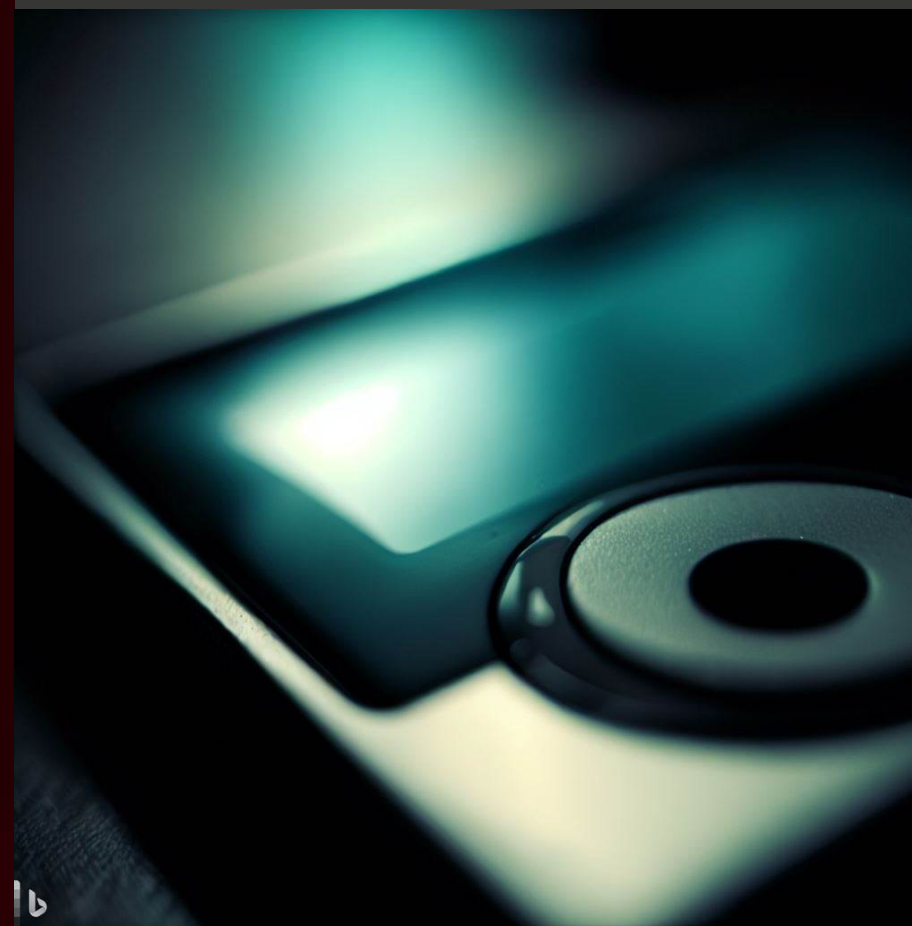
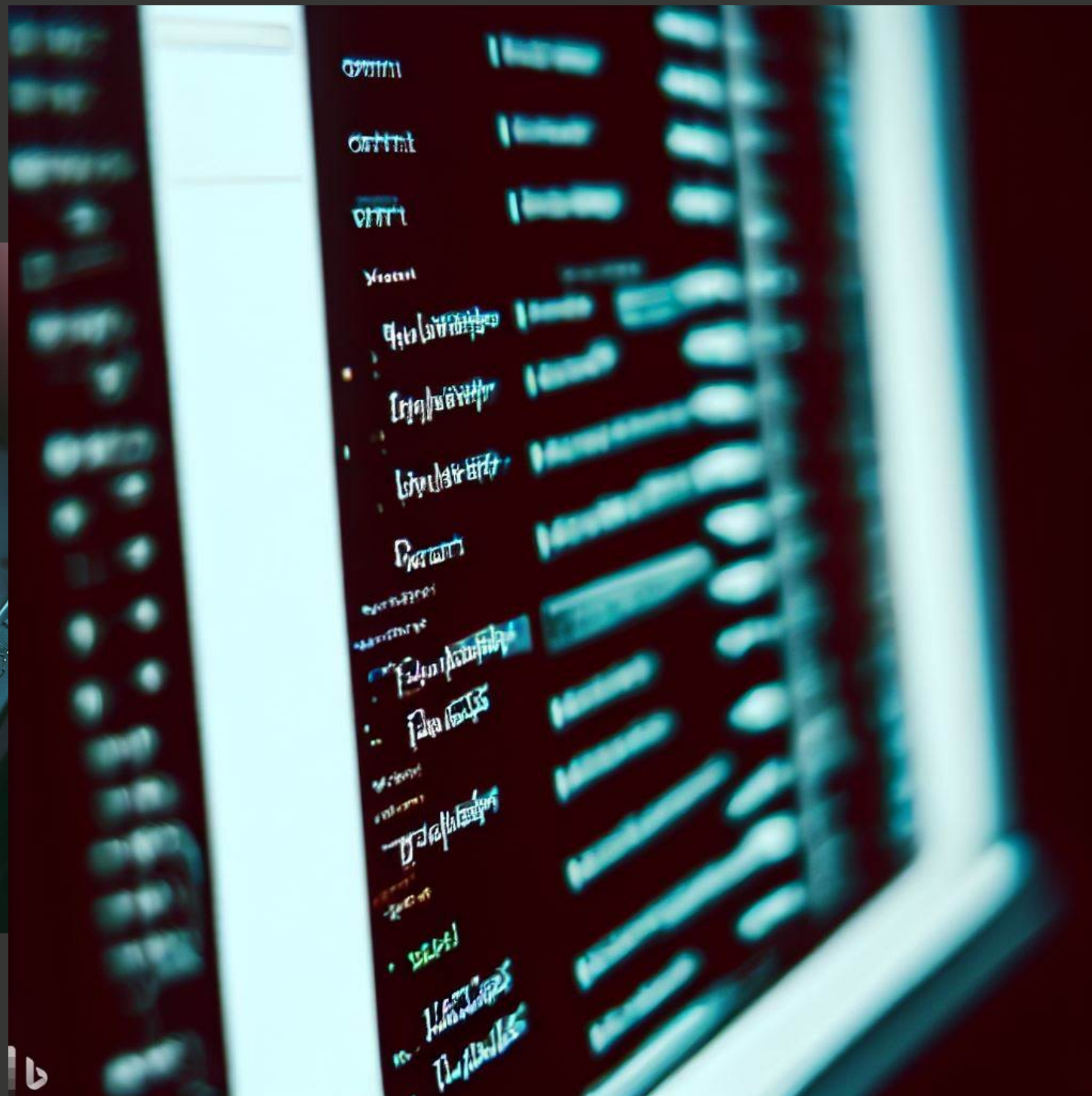


- Get ready for some major changes.
- Be realistic.
- Get past the hype and focus on solving meaningful problems.
- Know your data security rules and regional regulations.
- Clarify your AI skill requirements.
- Strategize with IT team and tech partners.
- Assess your workflow.
- Run safe, transparent, purposeful experiments.
- Document your AI strategy.
- Continue to iterate and evolve.

Please, please, please, please
do not enter private, sensitive or
proprietary information into a free
or unauthorized AI tool –
not matter how cool it may be.

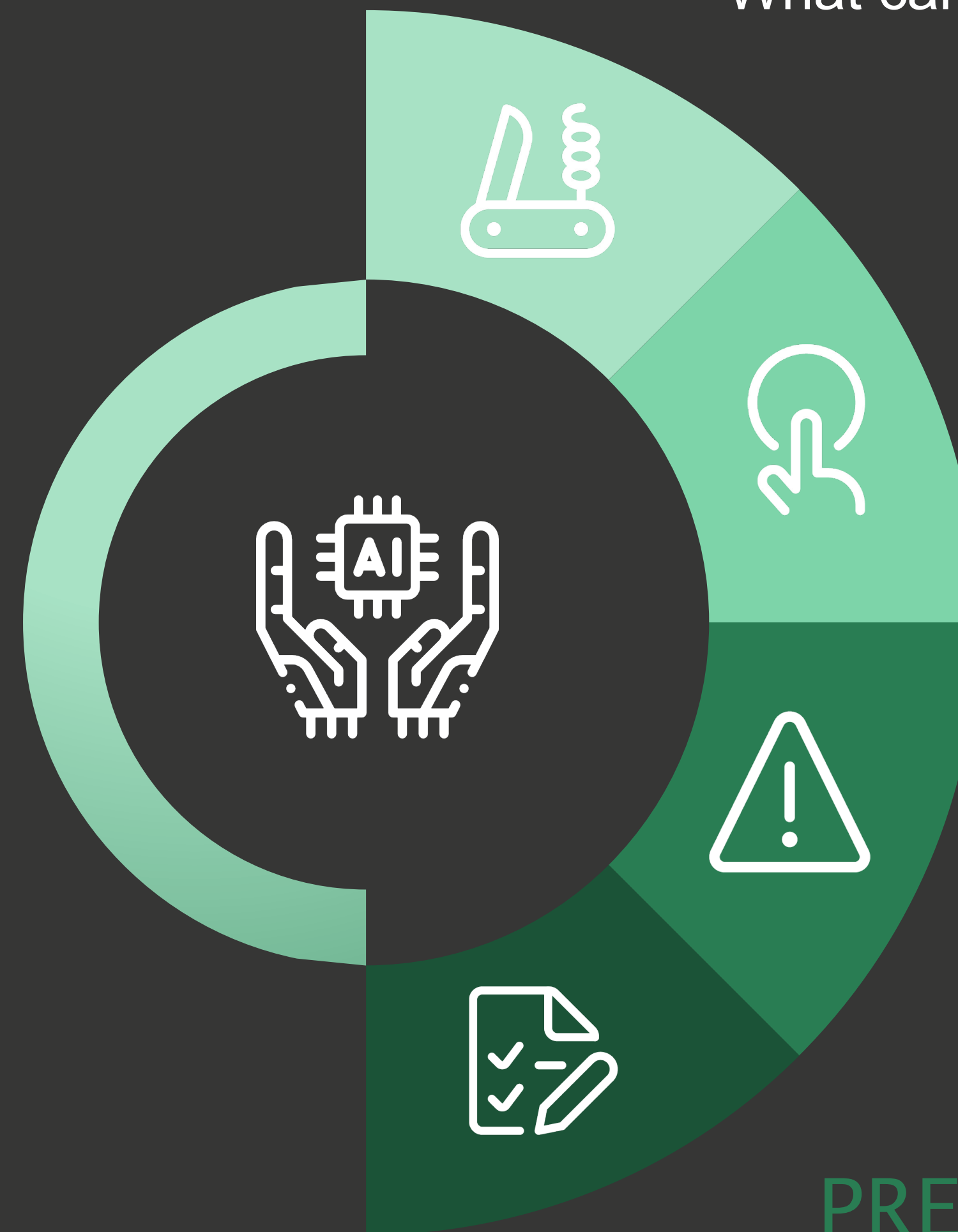


If AI evolved like **music** ...



... we're in the **Napster phase** right now.

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AI won't replace you.
A person using AI will.



A woman with dark curly hair and a man with a beard are smiling and talking to each other. The woman is wearing a mustard-colored turtleneck, and the man is wearing a light blue shirt and a dark tie. They are standing in front of a blurred background that appears to be an airport or a busy public space.

People .

Adopt an AI-enabled mindset to evolve our practices and maximize our potential.

Bing Image Generator

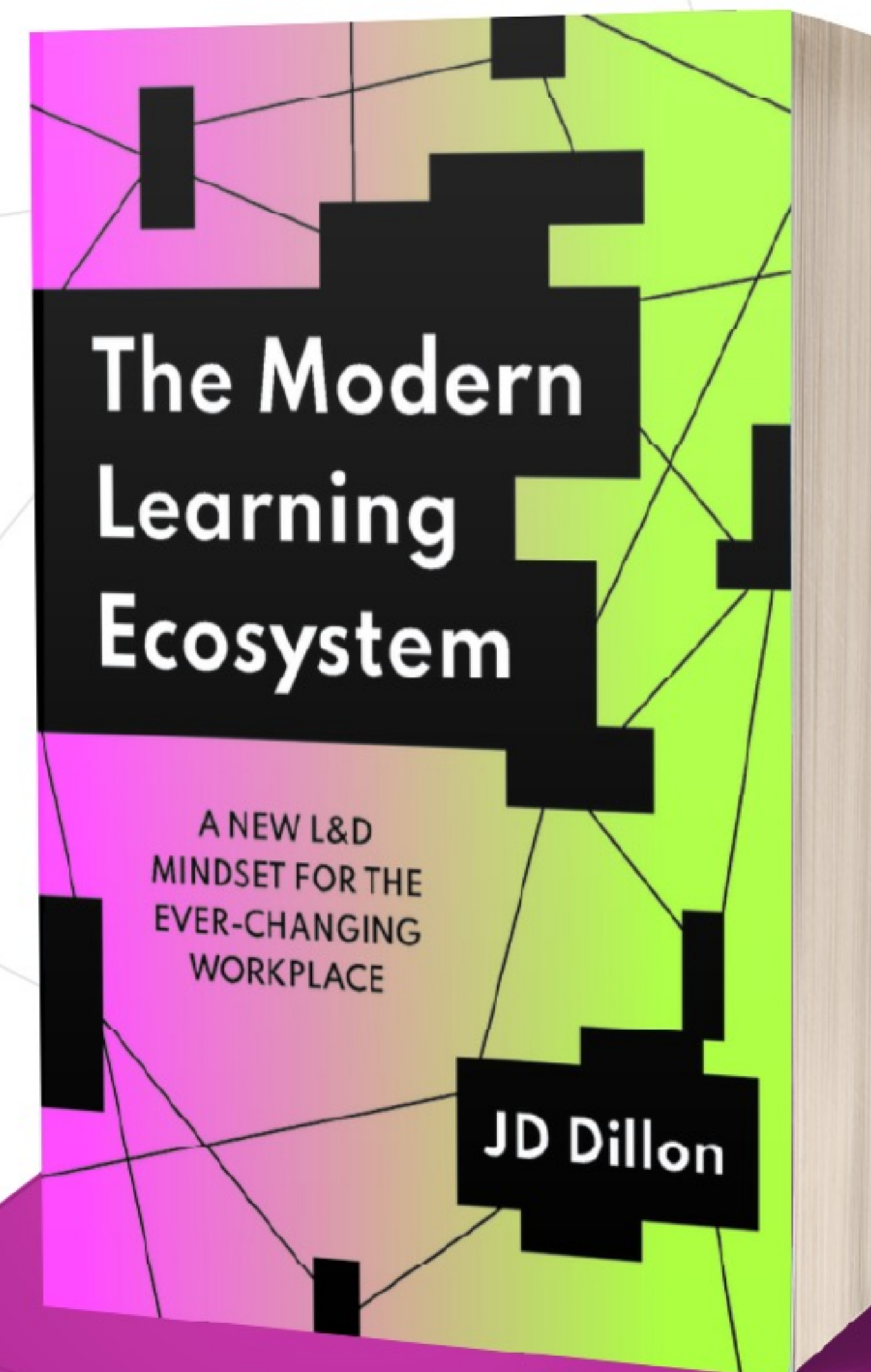
An aerial view of a modern city at night, featuring a prominent skyscraper with a blue glass facade. The city is illuminated with lights, and a body of water is visible in the background under a dark sky.

Organization .

Adopt an AI-enabled mindset to simplify the work experience and achieve business outcomes.



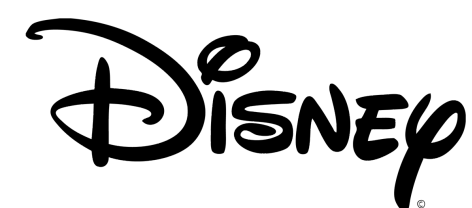
available now
jdwroteabook.com





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Principal, Digital Work Strategist



LearnGeek.co/ai



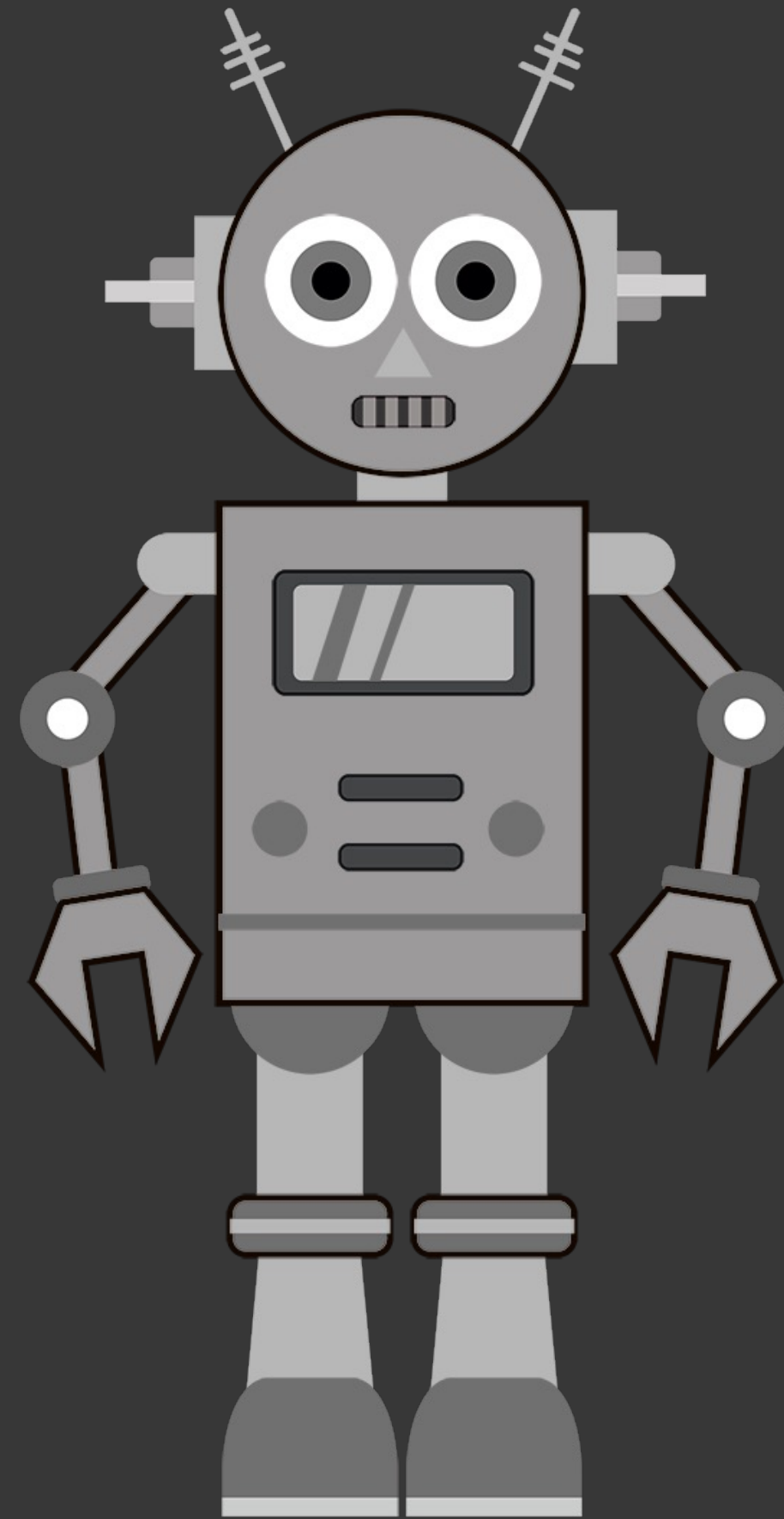
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Be well. ■

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D-ID	d-id.com	Video animation
DALL-E	openai.com/product/dall-e-2	Image generation
Microsoft PowerPoint	microsoft.com/en-us/microsoft-365/powerpoint	Live captioning
Midjourney	midjourney.com	Image generation
Resemble	resemble.ai	Voice generation
SuitUp	aisuitup.com	Headshot generation
Synthesia	synthesia.io	Avatar video generation

