

LTSF20 D1S5: AI in workplace learning – applications, challenges, and best practices

Stella Lee - Question box

Donald H Taylor: Please ask Stella your questions here, and we'll pass them on to Stella at the end of the presentation

Abhilash: As per Turing machine it is termed AI right?

Somnath Gupta: How do you think AI importance in digital learning?

Maciej Czarniawski: we created chatbot to approach employees individually to do simple needs analysis

Mike Gray: what role can AI play in reducing email traffic? emails are on the increase, high time, low value task.

Carol Ann: I had a written conversation with a Chatbot and had no idea I was not communicating with a human

Andy Hyde: I have yet to use a chatbot in the L&D field where the answers aren't primarily "pre-baked" you will hear the term AI tossed around, but a person needs to input every Q&A and the chatbot just matches. Looking forward to seeing this tech mature

Donald H Taylor: Somnath Gupta: What do you think AI importance in digital learning?

Sam F: Mike Gray - great question, I'd like to hear an answer to this as well

Amelia: If learning is becoming more community-based and social in nature; is AI being used only for person > information connections or is it used for networking person > person knowledge transfer?

Carol Ann: Did you say there was a 3rd type of AI?

Rob Schumann: have you seen examples of recommendation engines that identify what you haven't used before and you may benefit from? is just a question of feeding the right data in?

chloe.wheywell@swarovski.com 2: AI importance is surely measurement?

Keith Quinn: @chloe - potential use in personalised learning

chloe.wheywell@swarovski.com 2: @keith - I use a lot but curious where you see this in 'personal learning'!

Maciej Czarniawski: does that system "not kill" top talents, who are smarter than algorithm recommendations, and would like to get smarter recommendations than those based on usual algorithms?

Keith Quinn: @Chloe - Analysing response/activity patterns and creating learning pathways based on your behaviours, not on preprogramed delivery?

chloe.wheywell@swarovski.com 2: @Keith - Phew! That's exactly why I employ it for engagement patterns and learner behaviour

Keith Quinn: @Chloe - sounds great

P Fenwick: When it comes to Learning Recommendations. do people trust more the auto recommendations from the machine over those made by their peers and the business (humans)?

Sarah 3: Is there a potential for data bias/corporate bias applied to the algorithm? Constraints to a specific content type?

Donald H Taylor: ilya: what is the best chatbot nowadays ?

Colin Welch 2: @ P Fenwick - I think a hybrid model can work - with human curators working alongside AI

Nigel Paine: ilya: what is the best chatbot nowadays ?

D Calbraith: What steps do you recommend to prevent digital decay?

jo@aol.com: what about bias? will that not then impact the inclusive aspect of the learning content?

Szilvia Orsos: could AI eliminate bias ?

P Fenwick: @Colin. Do the humans feed the machine and it decides on what is best to recommend to the different individuals based on their behaviour, etc?

Kelly DeTommaso: Does AI require internal programming or does AI program itself overtime, based on data insights?

Colin Welch 2: There's good evidence that bias can be baked in to AI by its human creators!

Nigel Paine: Amelia: If we're concerned about 'filter bubbles' in social media and political news; are we also concerned with a "filter bubble" of learning, in which we can be more easily manipulated to thinking a certain way based on corporate interests?

Di Bullman: @Colin Welch - definitely and a big problem if the programmers aren't a diverse team

chloe.wheywell@swarovski.com 2: no?

Carol: No

Alix Harrower-Dees: nope

P Fenwick: @Nigel - Corporate Content Curation?

Colin Welch 2: @P Fenwick - one combination can be AI doing the legwork to source relevant content from a massive database, and humans curating from a shortlist based on qualitative / editorial judgements. And people may more often trust a human curator than AI.

Eric S.: Human decisions inherently have biases. Over 170 cognitive biases and logical fallacies. If AI is based off data with bias, it will model/incorporate bias. there have been several cases of AI systems being shut down in hiring.

Sam F: Are there not technologies addressing this by asking for feedback? EG Amazon music makes me give a thumbs up/down for each recommended track

Maureen Flanagan 2: Is there an algorithm to determine which L&D projects are worth investing AI in?

D Calbraith: How should we prevent digital decay?

P Fenwick: I am not thinking of it as a good idea. But maybe organisations want some level of control within an enterprise context.

Maureen Flanagan 2: Does facial recognition work when people are wearing masks?

Kelly DeTommaso: Interesting question @Maureen

Jerry A: What AI products represent a good entry point to pilot?

Alix Harrower-Dees: Question: if you set up AI to recommend content during onboarding - can the AI deal intelligently with broken links/moved content? or it is back to human intervention

Mohamed Nabil 2: How can we xAPI (LRS) data with AI ?

Mike T: Are there any LXPs that do AI really well?