Artificial Intelligence in Workplace Learning
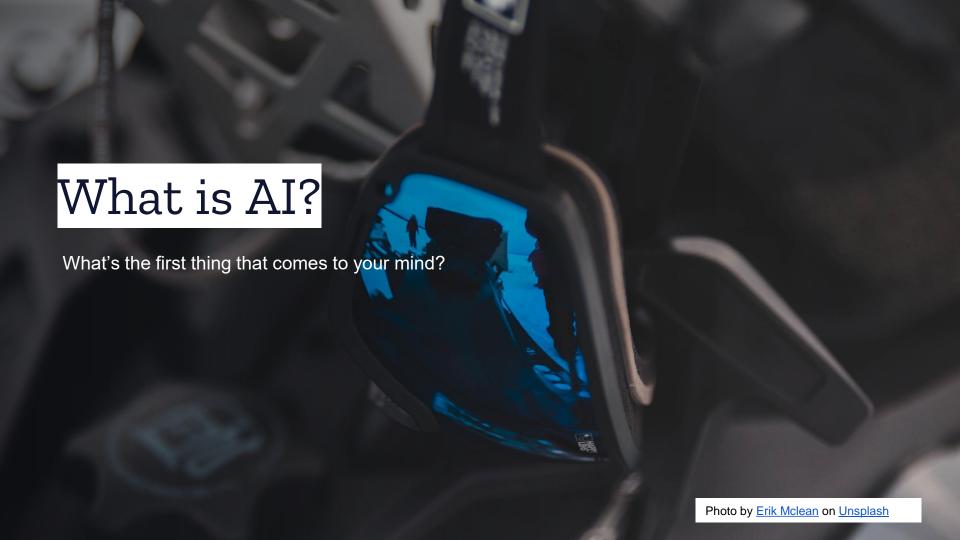
Applications , Challenges, and Best Practices

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What is AI?

What's the first thing that comes to your mind?
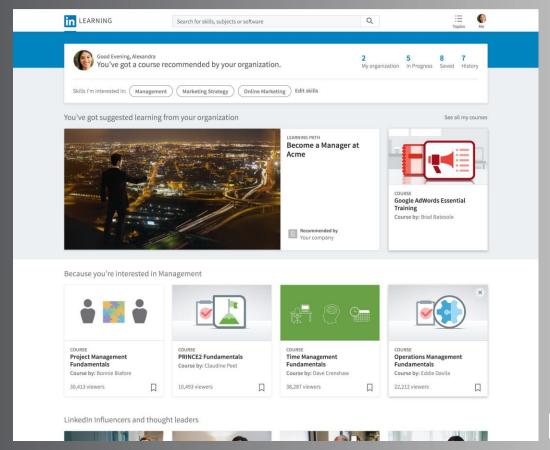
General AI vs. Narrow AI

Is it AI or not AI?

Some L&D Applications and Examples

Chatbots for Coaching and Knowledge Management

Recommendation Systems

Adaptive/Personalized Learning

Promises and Challenges

Promises

- Can source a variety of content

- Potential to personalized learning especially in large organizations

- Gaining learning insights and actionable data

- Use to identify where to increase learner support and allocate resources

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Challenges

▫ Organizations don't have enough data to make interesting recommendations and accurate predictions

▫ Algorithm black box/difficult to evaluate

▫ Surveillance and privacy issue

▫ Learning is nuanced and complex, not prescriptive

Some Critical Questions to Ask

If you are thinking about incorporating AI in L&D

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Ask questions such as...

- Is it really AI?

- What data is used? How is it used?

- Does it genuinely add values?

- What is the opportunity cost?

- Does the AI companies own the IP or is it based on open source?

Thanks!

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