

Artificial Intelligence in Workplace Learning

Applications , Challenges, and Best Practices

Dr. Stella Lee, Paradox Learning Inc.

Photo by [Shahadat Shemul](#) on [Unsplash](#)



What is AI?

What's the first thing that comes to your mind?



General AI vs. Narrow AI

Photo by [Nice M Nshuti](#) on [Unsplash](#)

A black and white photograph of a desk setup. In the upper right, a laptop is open, displaying a bright, abstract image on its screen. The keyboard is visible. In the lower center, a smartphone lies on a light-colored cloth. The phone's screen shows the 'Astell&Kern' logo and some technical specifications. To the left of the phone, a small, dark cube with a white logo is visible. The background is dark and out of focus.

Is it AI or not AI?

Photo by [Nguyễn Lê Hoài Châu](#) on [Unsplash](#)



Some L&D Applications and Examples

Photo by [Ramiro Mendes](#) on [Unsplash](#)

Chatbots for Coaching and Knowledge Management



obie APP 11:11 AM

Hi @carolyn! I will help you access your team's knowledge quicker without leaving Slack.

Ask me one of the questions you made in the [dashboard](#). For example [What is the office address?](#)



carolyn 11:11 AM

What is the office address?



obie APP 11:11 AM

What is the office address?

123 Main

Last Updated: August 18th, 2017 @ 11:10 AM by carolyn+wrapper tasytt.com



Boom! 🧨 That's how you ask me a question.

If you haven't yet, connect me to other tools you use so I can search them too. 🔌

Google Drive

Confluence

Dropbox



Finally, add me to your favorite channels or create a new one. I will introduce myself! 🐻 I answer questions in DMs and in channels.

Select a channel...

Welcome message sent to [#askobie](#)

That's all I've got for now. Your team is all setup to ask me questions! Here's more help just in case.

Get Started

Add Responses

Add Integration

Create Flow

Add To Channel

Get Help

Recommendation Systems

The screenshot displays the LinkedIn Learning homepage for a user named Alexandra. At the top, there is a search bar and navigation links for 'Topics' and 'Me'. Below the header, a personalized greeting states 'Good Evening, Alexandra' and 'You've got a course recommended by your organization.' To the right of this message are four tabs: 'My organization' (2), 'In Progress' (5), 'Saved' (8), and 'History' (7). Below these tabs, a section titled 'Skills I'm interested in' includes buttons for 'Management', 'Marketing Strategy', 'Online Marketing', and an 'Edit skills' link. The main content area is divided into two sections. The first section, 'You've got suggested learning from your organization', features a large image of a person looking at a city at night, with a card titled 'Become a Manager at Acme' and a 'Recommended by Your company' badge. To the right of this is a card for 'Google AdWords Essential Training' by Brad Batesole. The second section, 'Because you're interested in Management', displays four course cards: 'Project Management Fundamentals' by Bonnie Biafore (30,413 viewers), 'PRINCE2 Fundamentals' by Claudine Peet (10,493 viewers), 'Time Management Fundamentals' by Dave Crenshaw (38,287 viewers), and 'Operations Management Fundamentals' by Eddie Davila (22,212 viewers). Each card includes an icon, course title, instructor name, and viewer count. At the bottom, there is a section for 'LinkedIn Influencers and thought leaders' with a row of profile pictures.

LinkedIn LEARNING

Search for skills, subjects or software

Topics Me

Good Evening, Alexandra

You've got a course recommended by your organization.

2 My organization 5 In Progress 8 Saved 7 History

Skills I'm interested in: Management Marketing Strategy Online Marketing Edit skills

You've got suggested learning from your organization

See all my courses

LEARNING PATH
Become a Manager at Acme

Recommended by Your company

COURSE
Google AdWords Essential Training
Course by: Brad Batesole

Because you're interested in Management

COURSE
Project Management Fundamentals
Course by: Bonnie Biafore
30,413 viewers

COURSE
PRINCE2 Fundamentals
Course by: Claudine Peet
10,493 viewers

COURSE
Time Management Fundamentals
Course by: Dave Crenshaw
38,287 viewers


COURSE
Operations Management Fundamentals
Course by: Eddie Davila
22,212 viewers

LinkedIn Influencers and thought leaders

Source: <https://www.linkedin.com/>


Adaptive/Personalized Learning

← AREAS RHAPSODE™ CURATOR Nick Howe NH →


Coach 

The purpose of the General Data Protection Regulation is to protect European citizens. A **citizen residing in the EU** continues to be **protected** by the regulation when the citizen provides personal data to companies outside the EU. The General Data Protection Regulation therefore applies to all companies, authorities or other bodies worldwide that process personal data about citizens from the EU.

Autoplay ☐ OFF

HIDE TEXT 


WHERE DO THE RULES APPLY?




The General Data Protection Regulation applies to companies that are:

- Established in a **EU member state**. And it is irrelevant whether processing takes place elsewhere in the EU.

 I KNEW

 GOT IT NOW

 NOT SURE

 NO IDEA

CHALLENGE US 

Source: <https://area9lyceum.com/>

A black and white photograph of a modern interior space, likely a cafe or lounge. The room features large windows that let in bright light, creating silhouettes of people sitting at long tables. Several spherical pendant lights hang from the ceiling. The overall atmosphere is contemporary and minimalist.

Promises and Challenges

Photo by [Adam Przewoski](#) on [Unsplash](#)

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

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

Two sharpened pencils, one dark grey and one light grey, are positioned diagonally in the upper left corner of the frame. The background is a solid, vibrant yellow. A white rectangular box is centered horizontally across the middle of the image, containing the main title.

Some Critical Questions to Ask

If you are thinking about
incorporating AI in L&D

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!

Connect with me:

- <https://www.linkedin.com/in/stella/>
- stella@paradoxlearning.com
- Twitter: @stellal