



# The Role of AI in L&D

October 2024

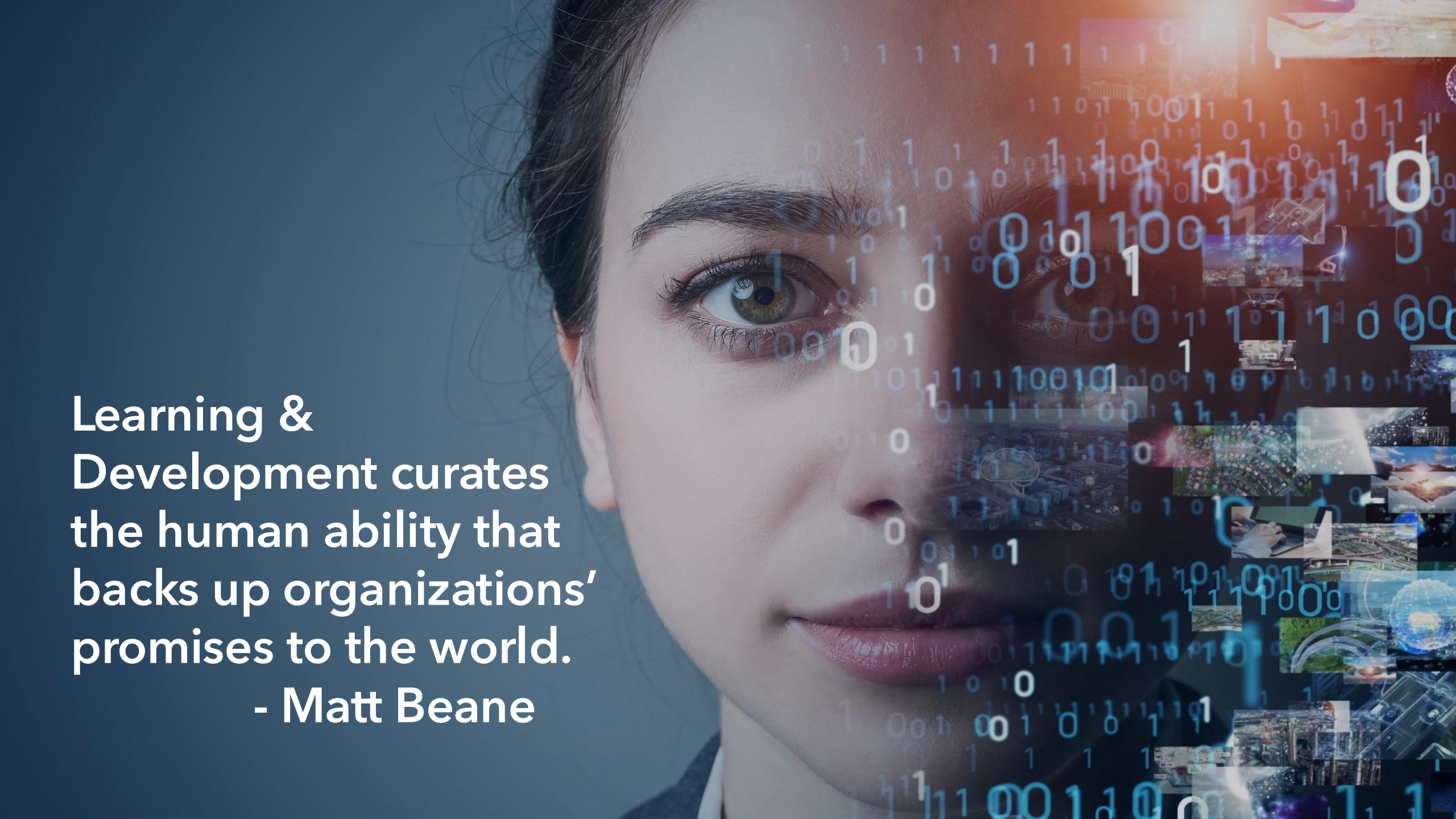
Isabel Austin, Global Head of Talent Development  
Andrew Olson, Learning Architect





**Generative AI has transformed the way work gets done**



A close-up portrait of a woman's face, looking slightly to the right. The image is heavily layered with digital and technological motifs. Overlaid on her face and the background are numerous binary digits (0s and 1s) in various colors (white, blue, orange). There are also several small, semi-transparent images scattered across the right side, including a cityscape at night, a globe, a person's hands, and abstract digital patterns. The overall color palette is a mix of cool blues and greys on the left, transitioning to warmer oranges and reds on the right.

**Learning &  
Development curates  
the human ability that  
backs up organizations'  
promises to the world.**

**- Matt Beane**

# AI in L&D

## Content generation

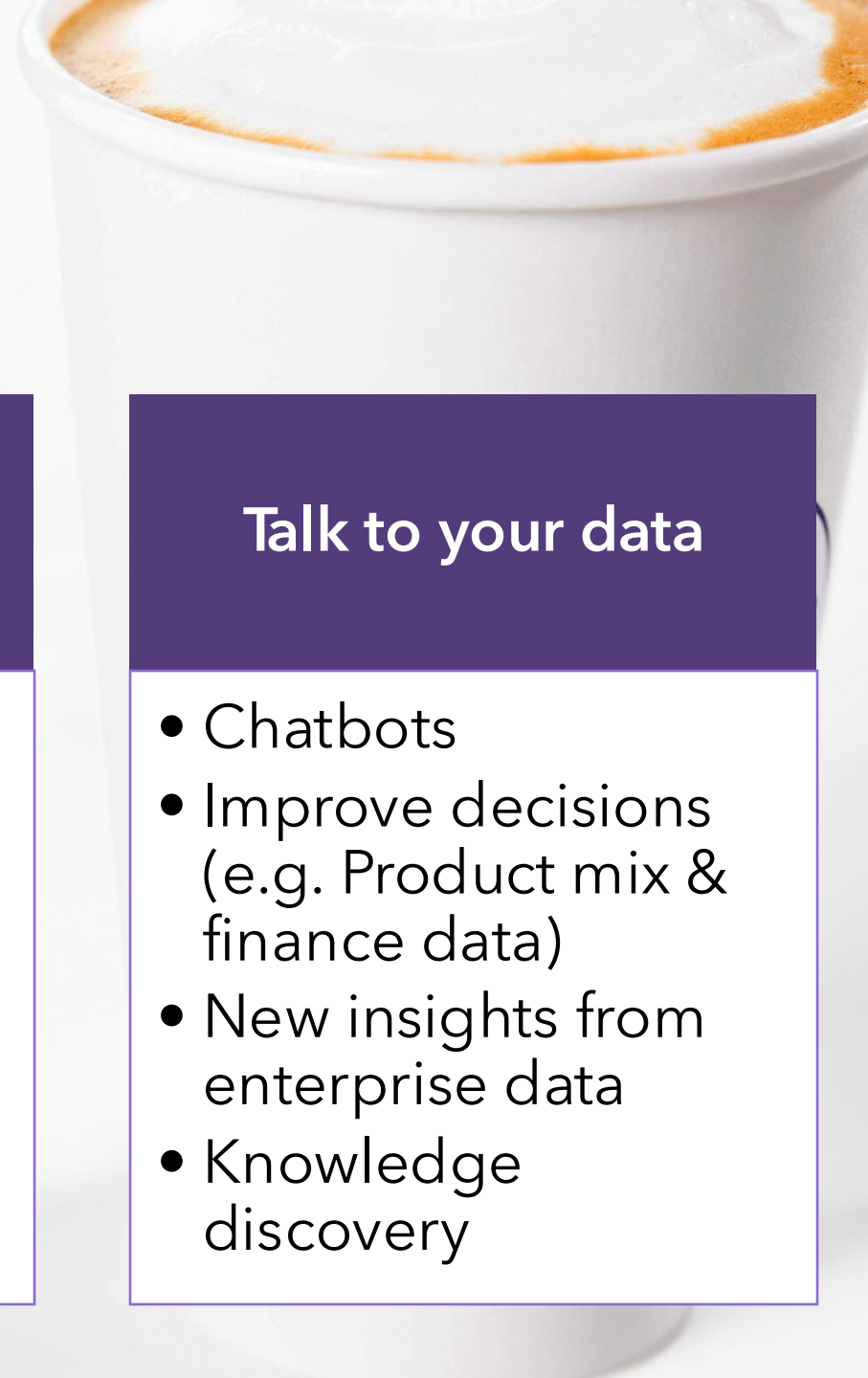
- Ideas
- Storyboards
- Images
- Videos
- Voice overs
- Simulations
- Quizzes

## Custom experiences

- Personalized learning journeys
- AI coach
- Practice difficult conversations / feedback

## Talk to your data

- Chatbots
- Improve decisions (e.g. Product mix & finance data)
- New insights from enterprise data
- Knowledge discovery





# The Coffee Bean & Tea Leaf



## Vision

To build a Global Specialty Coffee & Tea House where you can discover endless possibilities, flavors, enjoy life's moments and exciting careers.

## Mission

We believe that by inspiring curiosity we can grow a better world for our Brew Crew, our Business Partners, and our amazing Customers every day, one brew, one experience at a time.

## Our F.R.O.T.H Values

Friendliness Respect Ownership Teamwork Honesty







One Experience at a Time





# Learners

## Brew Crew

- Baristas
- Shift Supervisors
- Cafe Managers

## Field Trainers

## Support Center

## Franchise Partners



# Problems we solve

Standard Operating Procedures were previously paper manuals in binders - difficult to update and distribute.

## Barista Academy

- Up to date SOPs and product information always accessible
- Pace of content generation keeps up with core line extensions and new initiatives
- AiVA voiceovers speed up content launches





# Meet AiVA



SINCE  
**19  
63**



# Problems we solve

Maintenance Technicians spend 80% of their time on routine tasks.

## Maintenance Bot

- Provides quick access to equipment maintenance information
- Reduces downtime and improves operational efficiency
- Frees up Maintenance Technician capacity so they work only on the complex issues







Hello, I'm Copilot Maintenance Bot, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

Just now

Ask a question or describe what you need

0/2000



Make sure AI-generated content is accurate and appropriate before using. [See terms](#)



# Our journey is just beginning

## Content generation

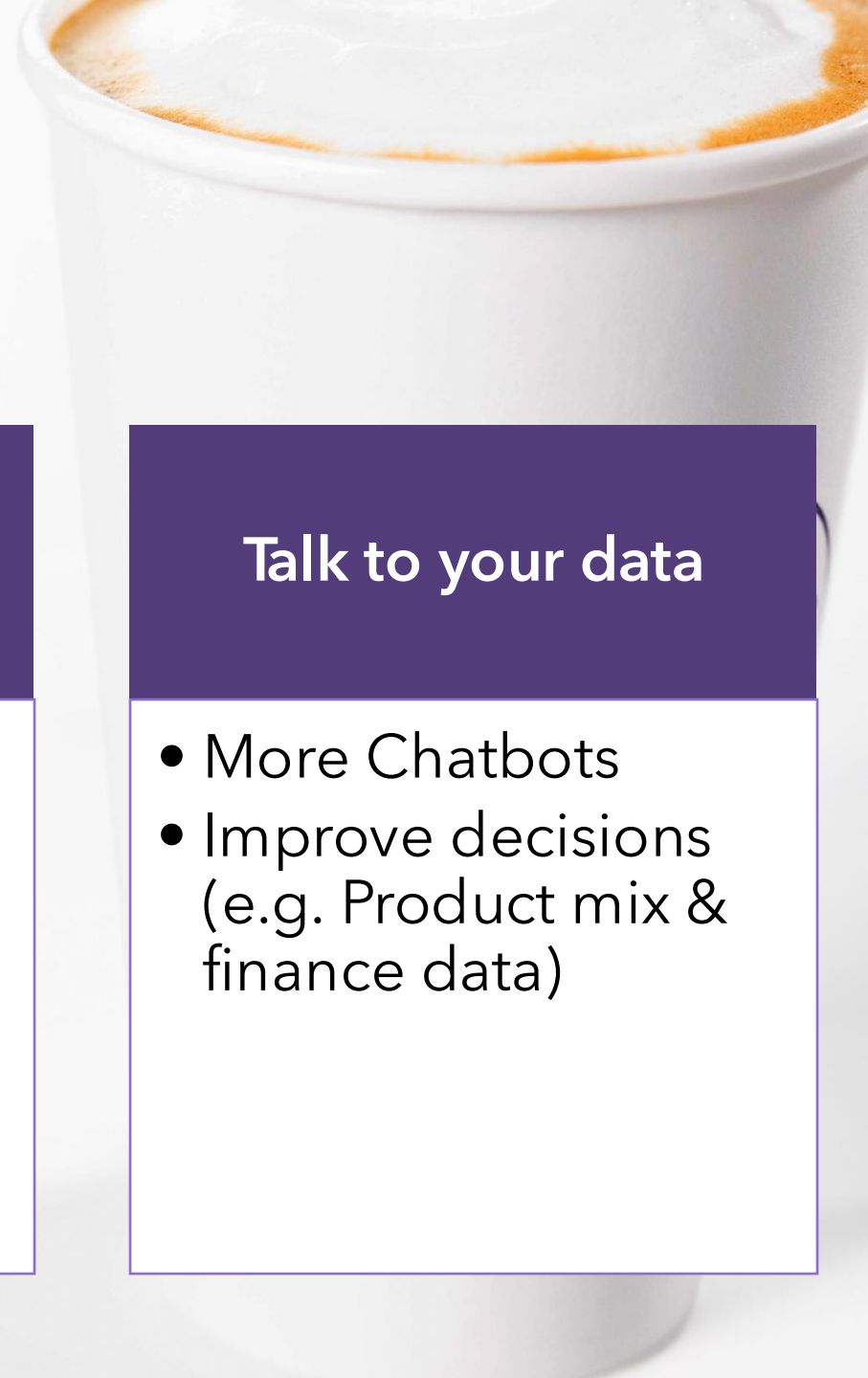
- Workshops show Field Trainers how to generate content
- Community of practice to exchange prompts, feedback, tips

## Custom experiences

- Exploring custom Barista avatar for each region
- Practice difficult conversations / feedback

## Talk to your data

- More Chatbots
- Improve decisions (e.g. Product mix & finance data)





**Just start!**

**Build your own AI  
literacy and fluency**

**Choose the right  
experiments**

**Tell your stories**





Thank You!

