Evolving L&D Series

BEFORE AI .
MASTER ADAPTIVE LEARNING

YOUR HOSTS

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- 15+ YEARS IN HR, L&D SPACE
- BORDERLINE UNHEALTHY PASSION FOR TECHNOLOGY
- CROSS-SECTION OF INDUSTRIES & EXPERIENCES
- PUSHES ON PROCESSES & REINVENTS WITH PURPOSE

- SEASONED EXECUTIVE, OPS + L&D
- INQUISITIVE WITH PURPOSE
- BIG THINKER WITH A BULLS-EYE ON ACTION
- PASSION FOR POSITIVELY SOLVING PROBLEMS

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BEFORE AI
MASTER
ADAPTIVE
LEARNING

Evolving your company's Culture of Learning

AI v. Adaptive: And, how to put adaptive to work today

Bridging the Gap: Collaborating across functions to initiate change

POLL 1

What is your role/team within your organization?

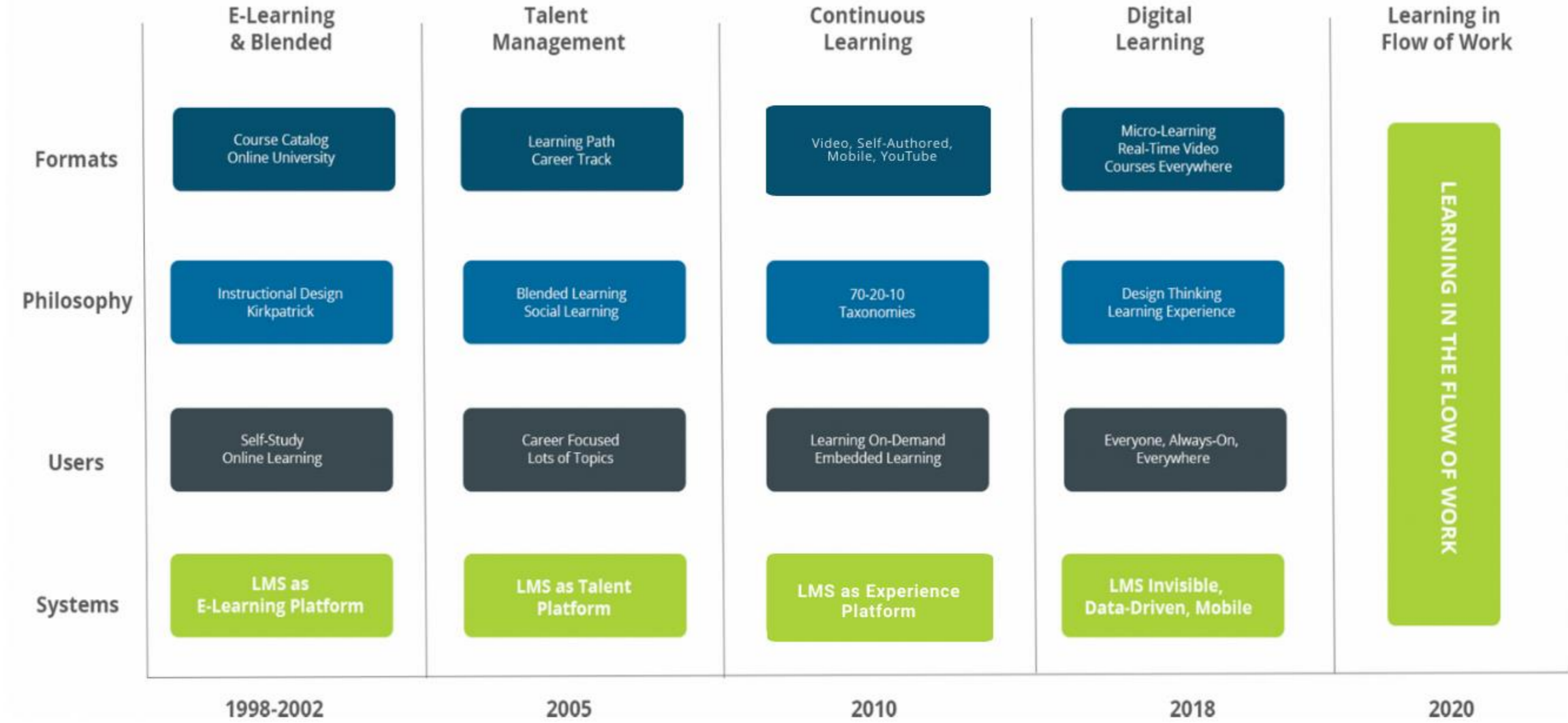L&D (Reports to HR)

L&D (does not report to HR)

HR

Other

POLL 2

How many of you are working remotely today?

Yes, I'm working remotely/from home

No, I'm not working remotely/from home

Other

Learning & Development Has Been on a Rapid Journey

WE ARE HERE

	E-Learning & Blended	Talent Management	Continuous Learning	Digital Learning	Learning in Flow of Work
Formats	Course Catalog Online University	Learning Path Career Track	Video, Self-Authored, Mobile, YouTube	Micro-Learning Real-Time Video Courses Everywhere	LEARNING IN THE FLOW OF WORK
Philosophy	Instructional Design Kirkpatrick	Blended Learning Social Learning	70-20-10 Taxonomies	Design Thinking Learning Experience	
Users	Self-Study Online Learning	Career Focused Lots of Topics	Learning On-Demand Embedded Learning	Everyone, Always-On, Everywhere	
Systems	LMS as E-Learning Platform	LMS as Talent Platform	LMS as Experience Platform	LMS Invisible, Data-Driven, Mobile	
	1998-2002	2005	2010	2018	2020

WHERE IS THE LEARNING CULTURE HEADED?

What is your strategy?

LEARNING'S
LEARNING CURVE

Multi-modal delivery is not optional

Re-envision classroom training

Adapt content scope & duration

Pay attention to attention spans

Engagement & knowledge transfer

EVOLVING L&D

1

Agility with "Governance"

Fast, iterative process with clear goals & objectives and a framework to govern the overall program.

2

Skills & Competencies

Anchor programs in skills & competencies as a way to deliver, scale, and measure adaptive learning.

3

Personalization

The one-size-fits-all way of delivering training & learning will not yield the desired outcomes.

4

Continuous Learning

With governance rooted in skills, competencies and smart use of data, employees receive continuous, personalized, adaptive experiences.

5

Career Coaching

With intelligence and automation in place - L&D can focus on working with HR & Departments to develop career paths and effective coaching methods.

6

More Content

Of course, more content will be required to meet the evolving demands and continuous, personalized experience.

ADAPTIVE
LEARNING

?

ARTIFICIAL
INTELLIGENCE

POLL 3

Which of these is an example of Artificial Intelligence?

1. Siri, Alexa or other "At-Home" Assistants

2. Modern Fraud Prevention

3. Chat Bots

1 & 3

All of the Above

Artificial Intelligence

Artificially intelligent systems have to not only analyze activities and predict outcomes - they also need to learn from those predictions over time using Big Data.

Machine Learning

Machine learning is a method that sits underneath the concept of AI. The machine uses models and patterns - algorithms - to learn and predict behavior and action.

Deep Learning

Deep learning is a subset of machine learning in (AI) that has networks capable of learning unsupervised from data that is unstructured or unlabeled.

ARTIFICIAL INTELLIGENCE

MACHINE LEARNING

DEEP LEARNING & NEURAL NETWORKS
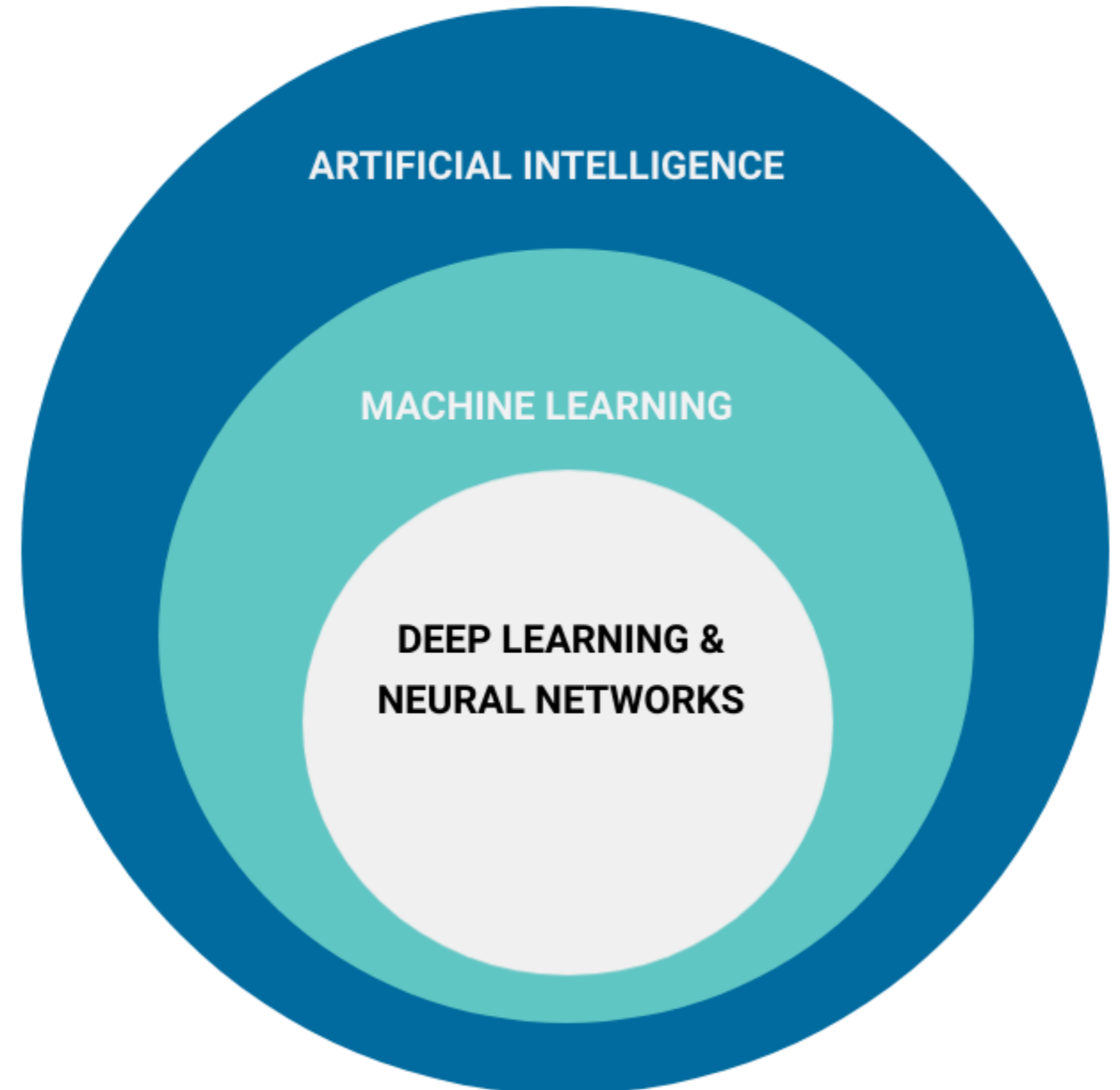
POLL 4

Are you currently leveraging adaptive learning in your organization?

Yes

Somewhat

Not at all

What is adaptive learning?

WHAT IS ADAPTIVE LEARNING

Adaptive learning is an approach used to identify or diagnose gaps in SKILL, COMPETENCY, and/or KNOWLEDGE and then offer up moments of learning that can help close those gaps along the career path continuum.
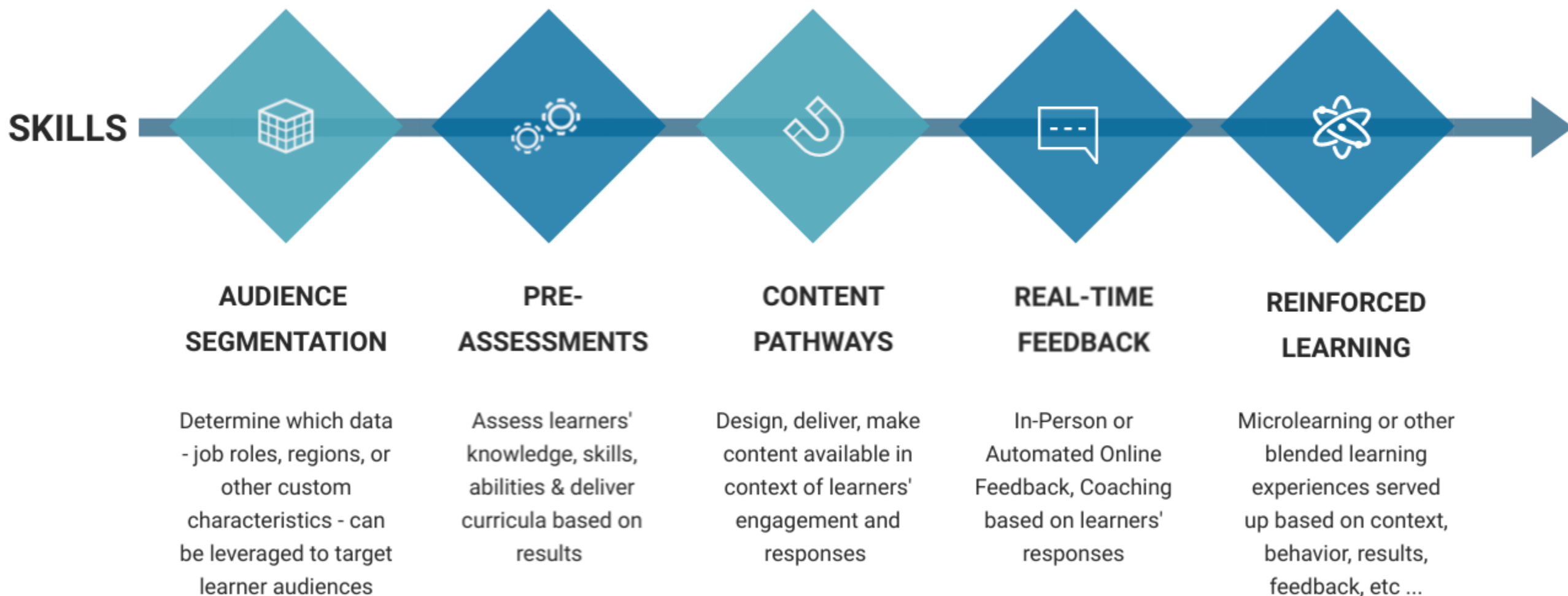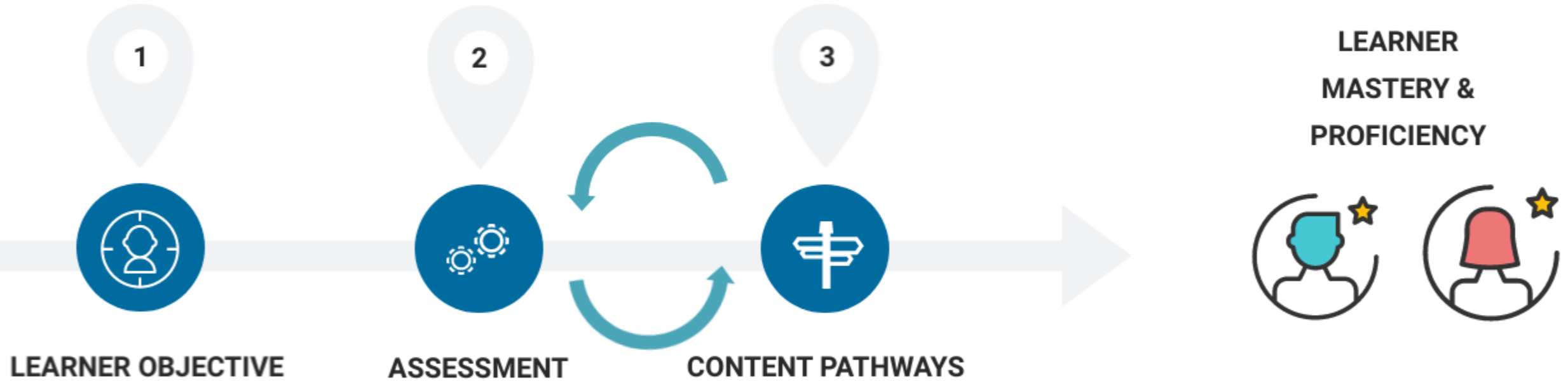
SKILLS   CONTENT   DATA   ENGAGEMENT

PERSONALIZED, FLEXIBLE LEARNING AT SCALE

SKILLS

AUDIENCE SEGMENTATION	PRE-ASSESSMENTS	CONTENT PATHWAYS	REAL-TIME FEEDBACK	REINFORCED LEARNING
Determine which data - job roles, regions, or other custom characteristics - can be leveraged to target learner audiences	Assess learners' knowledge, skills, abilities & deliver curricula based on results	Design, deliver, make content available in context of learners' engagement and responses	In-Person or Automated Online Feedback, Coaching based on learners' responses	Microlearning or other blended learning experiences served up based on context, behavior, results, feedback, etc ...

DESIGNED FOR INDIVIDUAL & COLLECTIVE MASTERY

1

2

3

LEARNER OBJECTIVE

ASSESSMENT

CONTENT PATHWAYS

LEARNER MASTERY & PROFICIENCY

BRIDGE
THE GAP

Connect, collaborate and construct a new vision for your learning culture across HR and Learning

ALIGNING SKILLS FOR SUCCESS

HUMAN RESOURCES

LEARNING / TALENT DEVELOPMENT

PEOPLE MANAGERS

HUMAN RESOURCES

"Problem Solvers"

Employee Administration

Employee Relations

Workforce Planning / Org. Structure

Attract top talent

Employment Brand & Culture

Performance & Succession

Regulations and Compliance

LEARNING & DEVELOPMENT

"The Experts"

Communicators
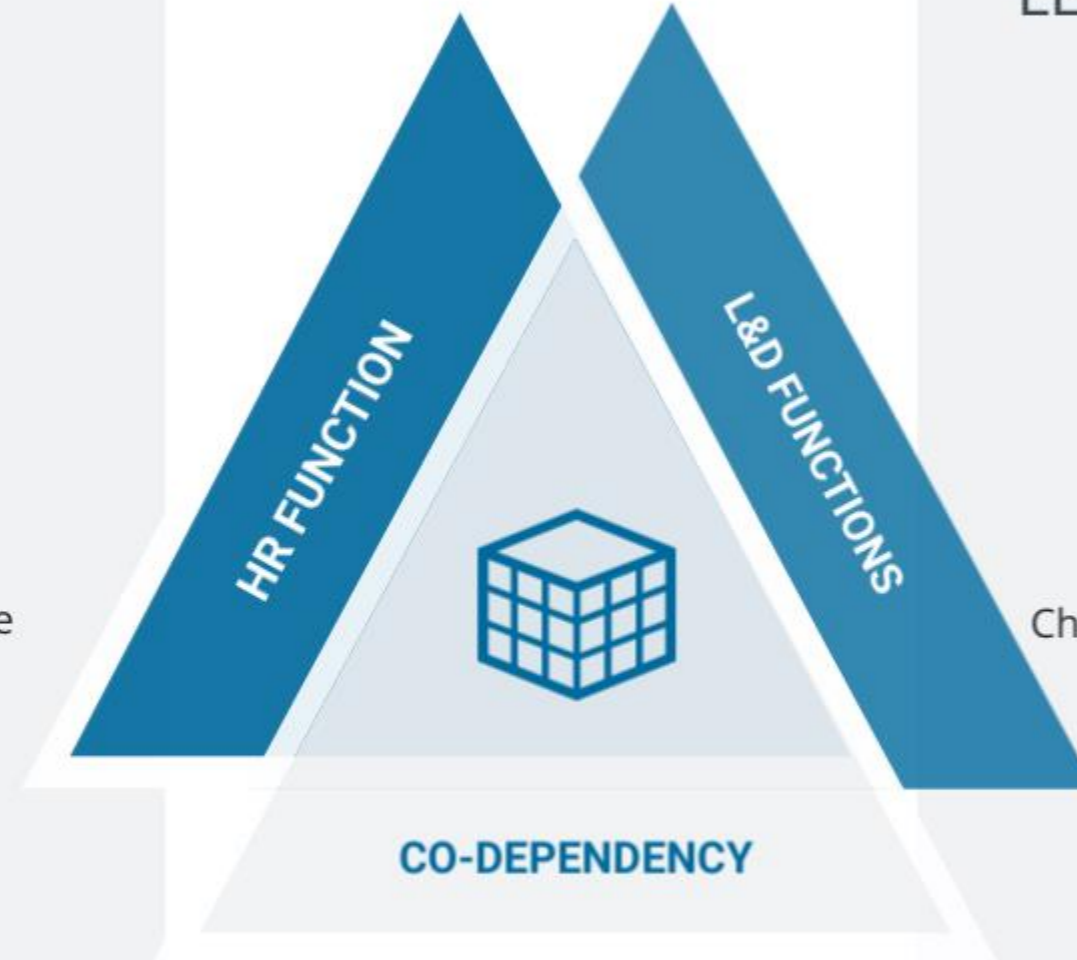
Grow and Develop the workforce

Change Agents / Change Management

Experience Engineers

Organizational Culture

Training and Validations

Standards

HR FUNCTION

L&D FUNCTIONS

CO-DEPENDENCY

ALIGNING FOR SUCCESS

HUMAN RESOURCES

High-level understanding of talent acquisition, organizational development, and workforce planning.
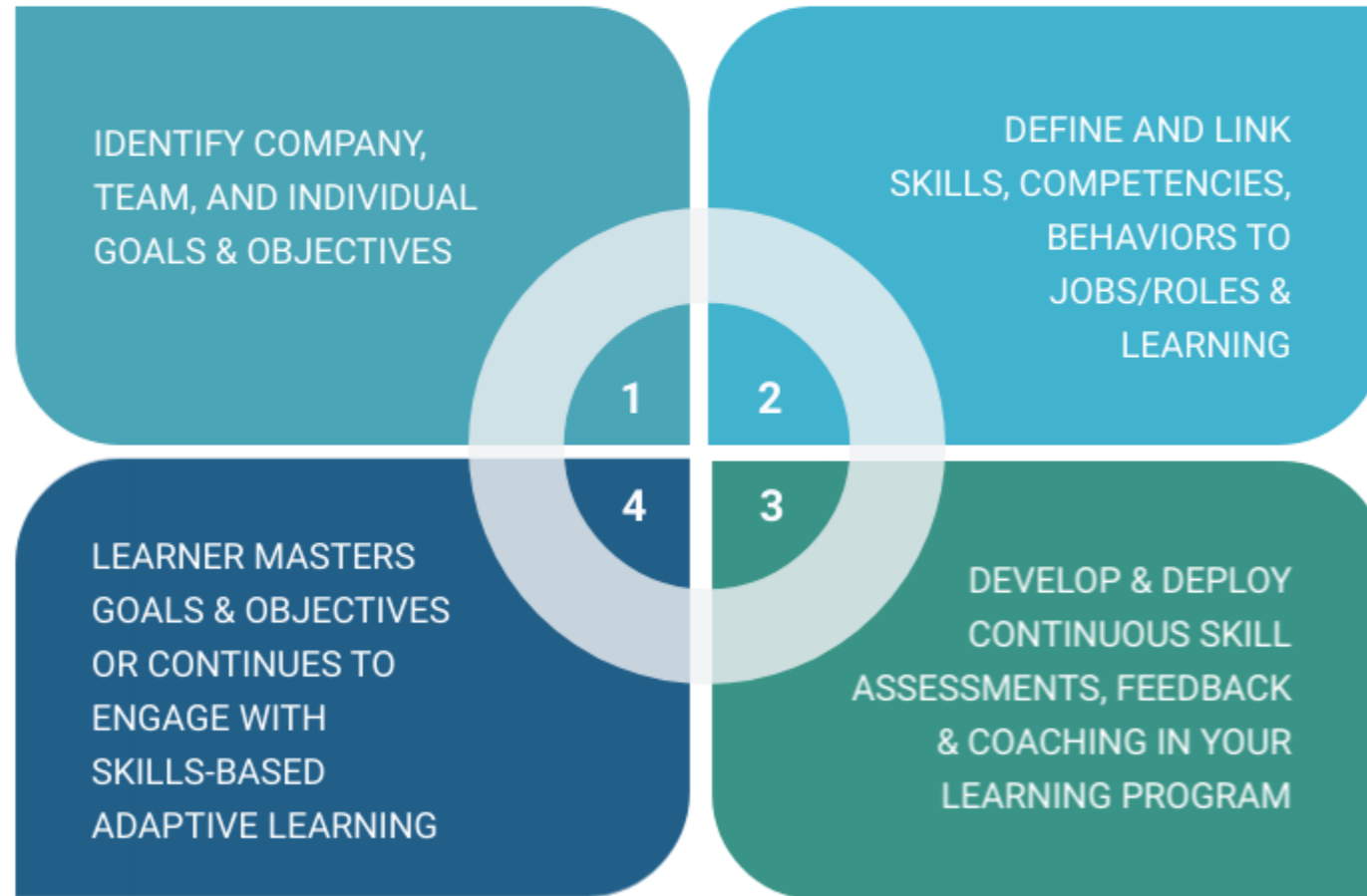
LEARNING / TALENT DEVELOPMENT

High-level understanding of needs assessment/analysis, delivery of programs , measurement of knowledge transfer and impact

PEOPLE MANAGERS

The "Tour Guides" closest to the ground. Understand what skills are most beneficial in specific jobs/departments, accountabilty

A 'SIMPLE' FRAMEWORK TO BEGIN YOUR ADAPTIVE LEARNING JOURNEY

1 IDENTIFY COMPANY, TEAM, AND INDIVIDUAL GOALS & OBJECTIVES

2 DEFINE AND LINK SKILLS, COMPETENCIES, BEHAVIORS TO JOBS/ROLES & LEARNING

4 LEARNER MASTERS GOALS & OBJECTIVES OR CONTINUES TO ENGAGE WITH SKILLS-BASED ADAPTIVE LEARNING

3 DEVELOP & DEPLOY CONTINUOUS SKILL ASSESSMENTS, FEEDBACK & COACHING IN YOUR LEARNING PROGRAM

Q&A