

Webinar: Empowering learning with AI





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This webinar is based on the interviews from the podcast.



Sprout Labs builds digital learning platforms that enable you and your team to author, deliver and measure high impact digital learning ecosystems.





Other content from Sprout Labs

- The Learning While Working podcast
- The blog
- eBooks
- Recordings of past webinars
- Virtual conference recordings



What we'll be thinking about today:

- Practical strategies and techniques for integrating AI into your work as learning and development professionals.
- How AI can accelerate and enhance the learning process, going beyond content development to innovative learning methods.
- How organisations are addressing the privacy and security issues associated with using AI.



What do you want to gain from this session?

Please add your thoughts in chat



Is using AI part your workflow?

Yes



Your lack skills

You don't see it as useful

Workplace has blocked/banned

No





It's like the early days of internet -
1994

AI will be **smarter** than a single human.



What does it mean to be smart?
Please add your thoughts in chat


What does it mean to be human

We have
bodies

Empathy, care,
connection,
love

Creative
expression

We use tools



It may soon be malpractice to
diagnose a patient without
AI in the loop.

Peter H. Diamandis, MD



Working alongside AI



ChatGPT can
code

This doesn't
make you into
a coding
expert



Working is shifting, learning is shifting

Our role is
helping to
make the
shift in work

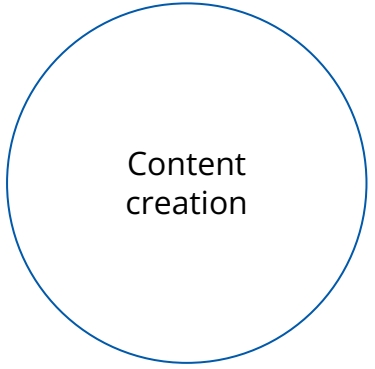
AI and L&D - now

Content
creation

New ideas
and new
approaches

Using AI as
part of the
learning
experience

Rethinking learning experiences





What areas are your superpowers in?

Working with
written language

Visual
communication

Working with
voice and music

Working with
moving images

Working with
verbal language



What area is your kryptonite (your weakness)?

Working with
written language


Visual
communication

Working with
voice and music

Working with
moving images

Working with
verbal language

	Text generation	Image generation	Audio generation	Video generation	Audio understanding
	ChatGPT Gemini - the chatbot formerly known as Bard	DALL-E Canva Mid Journey Stable diffusion	ElevenLabs	Runaway Heygen Sora	MS teams transcriptions Krisp Otter.ai
Use in learning content generation	Ideas generation Storyboards Proofreading	Illustrations and photos	Creating voice overs	Creating talking characters	Meeting notes and summaries Translations




Use AI to help
you overcome
your
weakness

Keep growing
your
superpowers

This works for teams/functions as well.

An example of the first conversation is often a challenge for instructional designers.

You could develop a prompt library to help the team with this.



A crash course in prompt engineering

The basics of prompting

A specific

Define the
outcome you
want

Coach and
correct the
bot

Act as ...	Act as an expert on instructional design and cybersecurity
The context ...	You're working on an e-learning module.
<i>provide more background information</i>	We're dealing with a section on clear screen policies during virtual meetings. The business issue is that people are not realising that they need to close down all windows and applications like Outlook before meetings, because personal details about the team members or projects that people in meetings who are not involved may be revealed.
the request	Can you please provide me a 150 -word story about how this could go really wrong and then build a scenario-based multiple choice question.
the format	The multiple choice question should have more than three answers each with feedback.



The DRAFT

The Incident at SecureTech

At SecureTech, an emerging cybersecurity firm, Emily was leading a critical virtual meeting with potential investors. In her rush to start, she forgot to close her email application. Mid-presentation, a new email notification popped up, revealing sensitive financial projections meant only for the executive team.

The investors saw the confidential information, leading to a breach of trust. This slip not only jeopardized the investment deal but also raised questions about SecureTech's ability to protect sensitive data.

The incident served as a stark reminder of the importance of clear screen policies to prevent unintended information exposure.

The DRAFT

During a virtual meeting with a key client, you receive a personal email that contains sensitive information. The email notification appears on your screen, which is being shared with the client. What should you do?

A) Continue the meeting without acknowledging the email.

Feedback: Ignoring the email doesn't address the potential breach of confidentiality. It's important to take immediate steps to protect sensitive information.

B) Quickly close the email and apologize for the oversight.

Feedback: This is a good response. Apologizing and quickly closing the email minimizes the exposure while acknowledging the mistake. It's also a good practice to review and apply clear screen policies before sharing your screen.

C) Laugh it off and make a joke about how busy your inbox is.

Feedback: Making light of the situation doesn't address the seriousness of exposing sensitive information. It's important to maintain professionalism and ensure data privacy.


D) Explain the importance of data privacy and use this as an example of what not to do.

Feedback: While it's important to educate about data privacy, using the incident as a teaching moment in real-time might not be appropriate with clients. It's better to address the mistake directly and ensure such oversights are avoided in the future. This scenario emphasizes the need for vigilance and adherence to clear screen policies during virtual meetings to protect sensitive information.

Workflow



Correct and coach as you are going
Keep on using the chat sessions for the project



Content has
become easy

In L&D we
don't really
need to
product more
content faster



A thought experiment. If AI could generate and deliver all the content you needed, what can you then focus on?

Please add your thoughts in chat



Rethink learning experiences

New ideas and new approaches



If a ChatGPT bot can do the assessment .e.g write an essay, it's not a good assessment

Act as ...	Act an as expert on workplace learning design.
The context ...	Your project is to design an experience to increase productivity.
<i>provide more background information</i>	The two core issues are too many meetings and too many chat and email messages. Team members don't have time to do deep work.
the request	Provide me a series of learning activities that could be in the workplace, in a team meeting, and in an online module.
the format	Don't include presentations or videos.

In the Workplace

Communication Audit Workshop:

Teams conduct an audit of their current communication practices, categorizing types of communication (meetings, emails, chats) and identifying which could be optimized or eliminated. This workshop encourages reflection and collaborative decision-making.

Deep Work Sprints:

Set aside specific times during the week for deep work sprints where all team members simultaneously engage in uninterrupted work. These periods are free from meetings, emails, and chat messages, allowing everyone to focus on complex tasks.

Email and Chat Etiquette Challenge

Implement a week-long challenge where employees aim to reduce their sent emails and messages by a certain percentage. Encourage the use of more efficient communication methods, like shared documents or project management tools, to convey information.

In a Team Meeting

Meeting Efficiency Role-play:

Team members role-play different meeting scenarios with the aim of achieving the meeting's objective in the shortest time possible. This activity helps develop skills in agenda setting, time management, and decisive action.

Scenario-Based Decision Making:

Present scenarios where team members must decide the best communication method (meeting, email, chat, or none) based on the urgency, importance, and complexity of the situation. This activity fosters critical thinking about communication choices.

Priority Matrix Creation:

Teams work together to create a priority matrix for tasks, helping to identify what truly requires deep work versus what can be handled with quick communications or delegated. This helps in planning deep work sessions more effectively.

In an Online Module

Interactive Time Management Simulations:

Online simulations where employees manage a virtual workload with the goal of maximizing productivity through effective time management, scheduling deep work, and minimizing unnecessary communication.

Asynchronous Communication Tools Tutorial:

Interactive tutorials on using asynchronous communication tools effectively, including task management systems and collaborative platforms, to reduce real-time meetings and messages.

Personal Productivity Plan Builder:

An interactive module that guides employees through creating a personal productivity plan, including strategies for deep work, communication guidelines, and time management techniques. This activity encourages personal accountability and reflection.

Using AI as part of learning experience

Feedback on short answer questions.

Custom Chatbots on topics or based on knowledge base

Personalised tutors


Learner using a Chatbot to practice

Provide learners with prompts

Creating, reviewing, practising



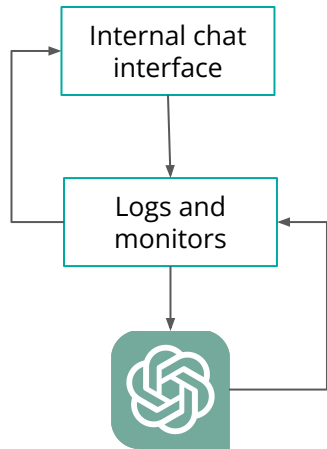
AI has **risks**



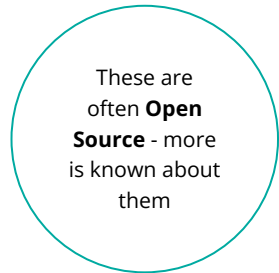
Generative AI is
designed to
make things up

We don't really
know what's
happening with
the data we give
to the chatbots

Data and privacy



If you have Amazon Web Services or Microsoft Azure - use their platforms



'Making things up'

Key role for L&D

How to use the tools

Critical thinking skills



In chat, please share how you are going to **apply** what you've **learned** today.

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