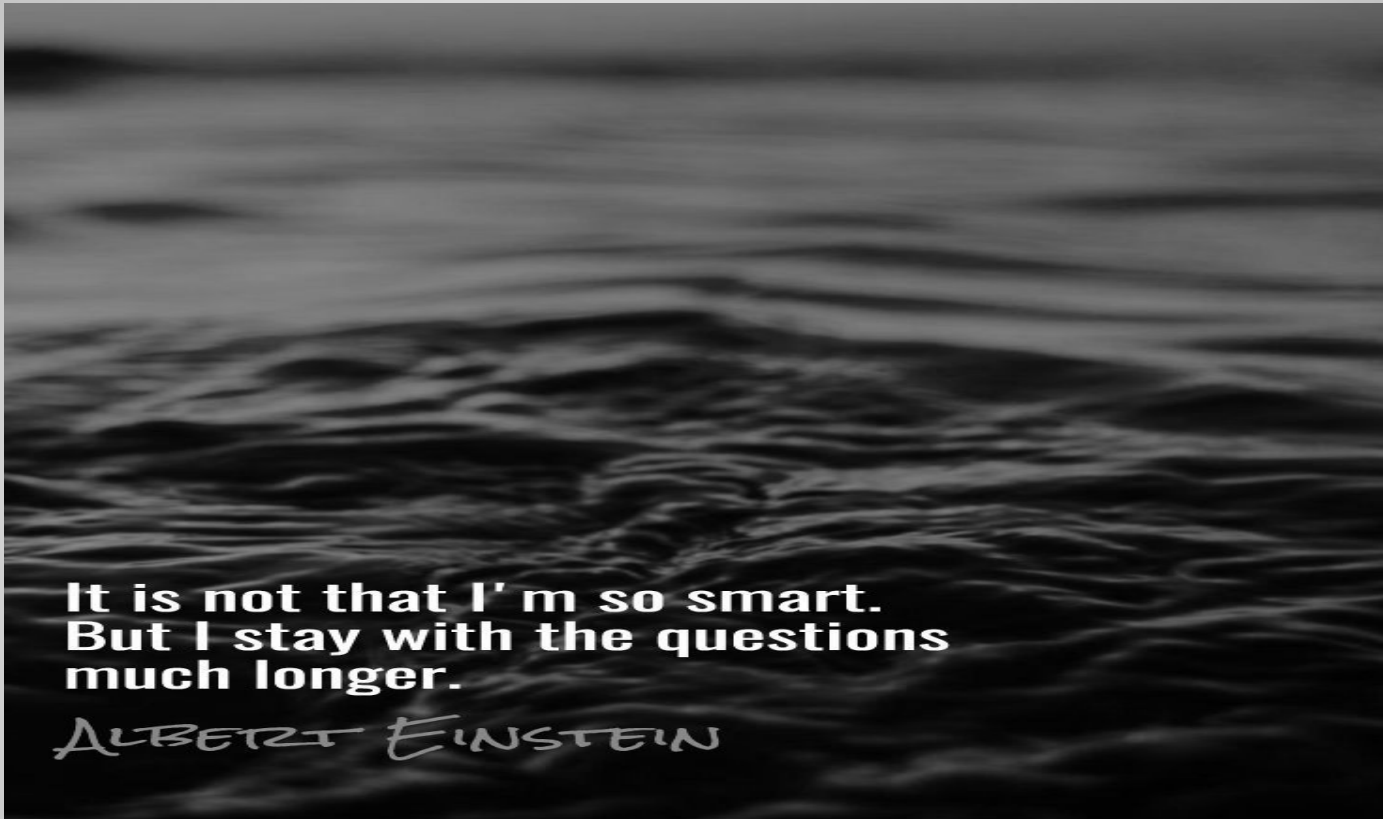


# **How AI-Powered Learning is Revolutionizing L&D**

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**Lisa M. Coleman, Ph.D.**  
**President-Elect**  
**Adler University**



**It is not that I'm so smart.  
But I stay with the questions  
much longer.**

**ALBERT EINSTEIN**

# RIPPLES



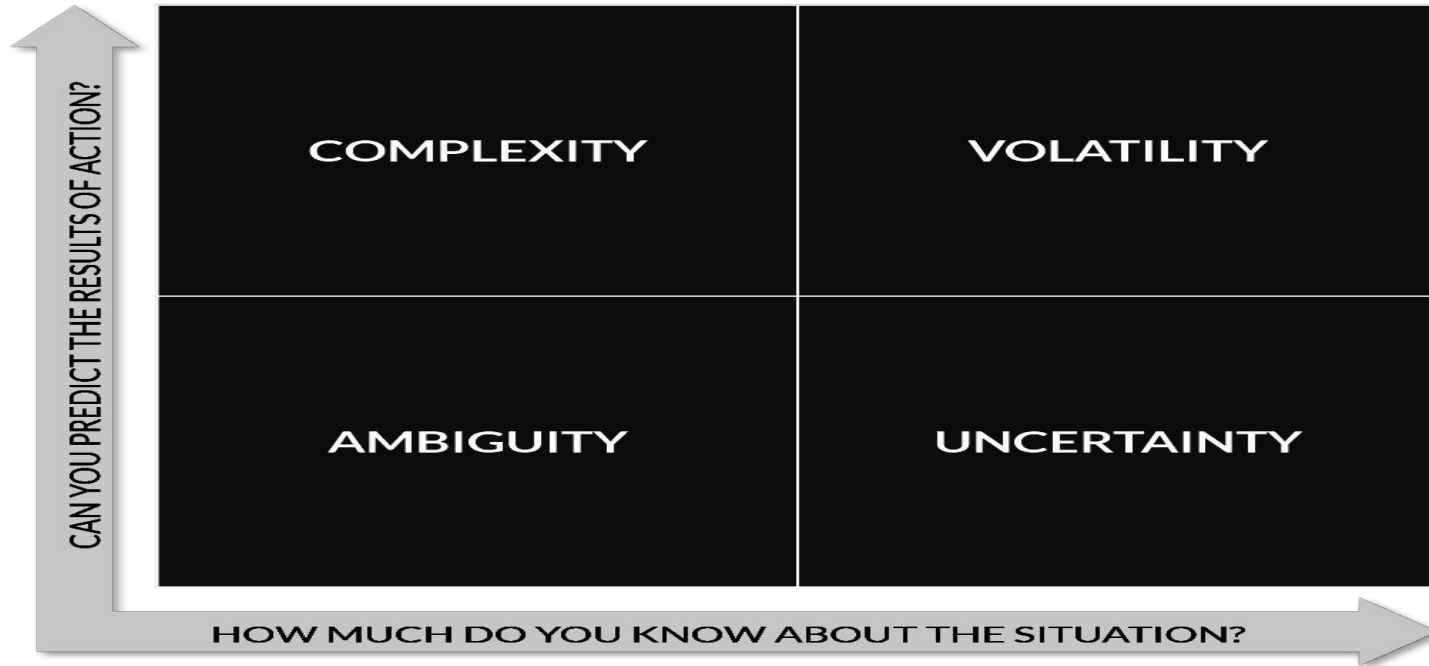
*I alone cannot change the world, but I can cast a  
stone across the waters to create many ripples.”  
Mother Teresa*



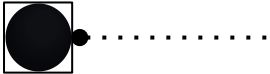
NYU

Center for Multicultural  
Education and Programs

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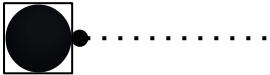


# Workplace Revolutions



**2020**

Collaborative Revolution



**2010**

Information Revolution



**1990**

Internet Revolution



**1980**

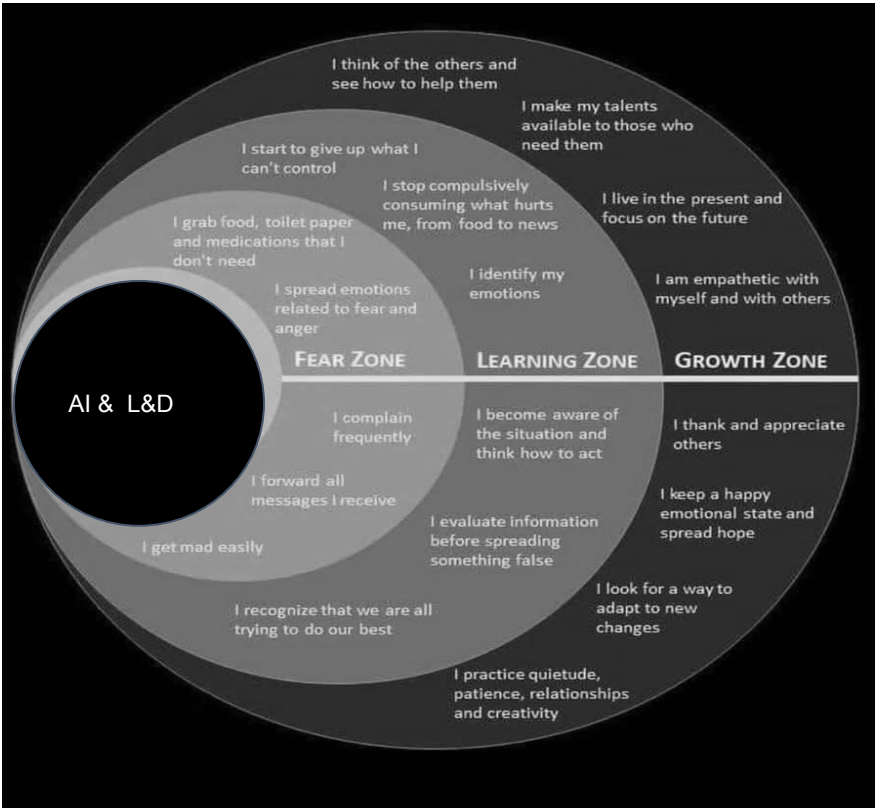
Computer Revolution



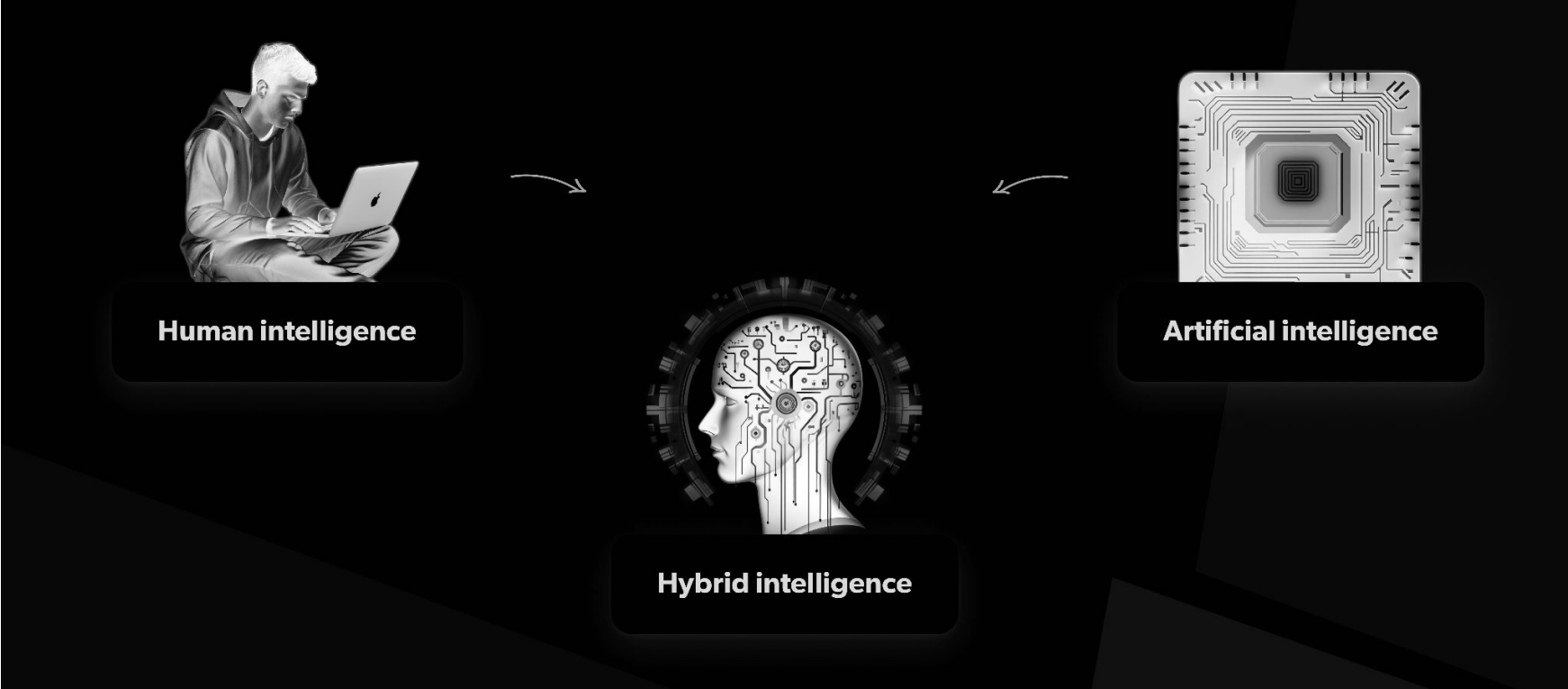
**1880**

Industrial Revolution

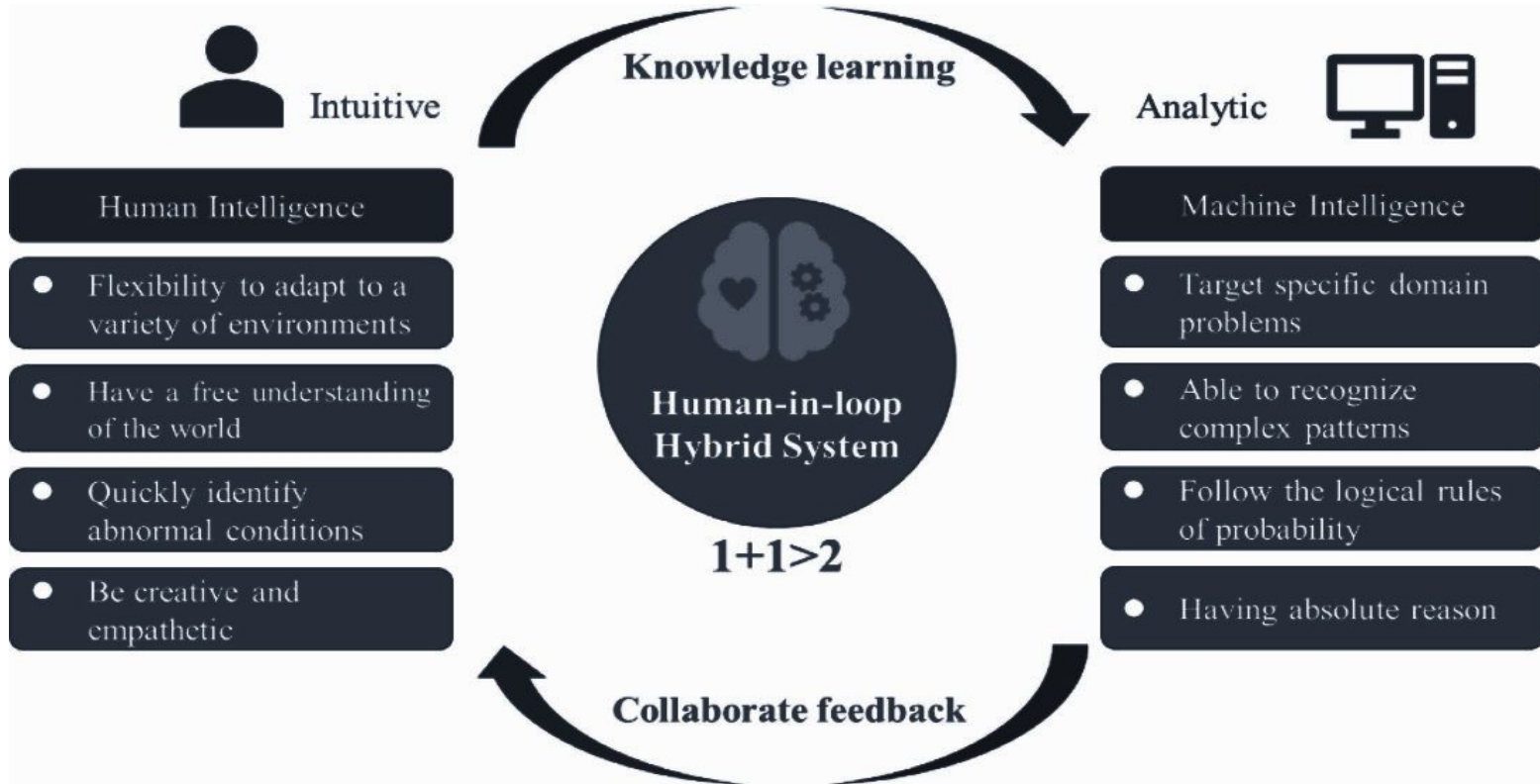
# AI & L&D Zones



# Hybridity L&D



# Hybridity L&D

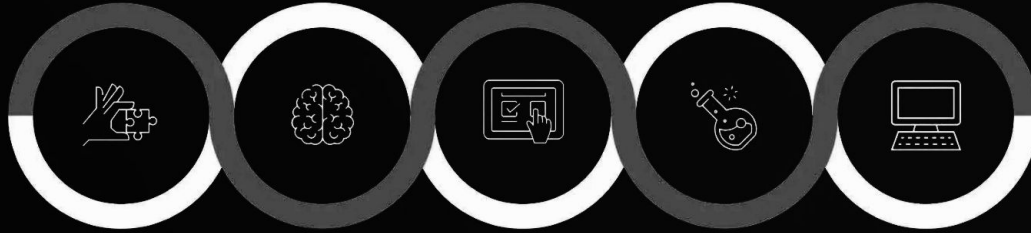




# The impact of AI on learning and development

Intelligent  
tutoring systems

Adaptive  
testing



Personalised  
learning paths

Automated  
administration

Predictive  
learning analytics

**lingio**

# Benefits of AI-powered LMS



Personalized learning paths



Predictive analytics



Automated administrative tasks



Enhanced engagement



Improved learning outcomes



Content generation & assembly

# Role of AI in L&D

hurixdigital

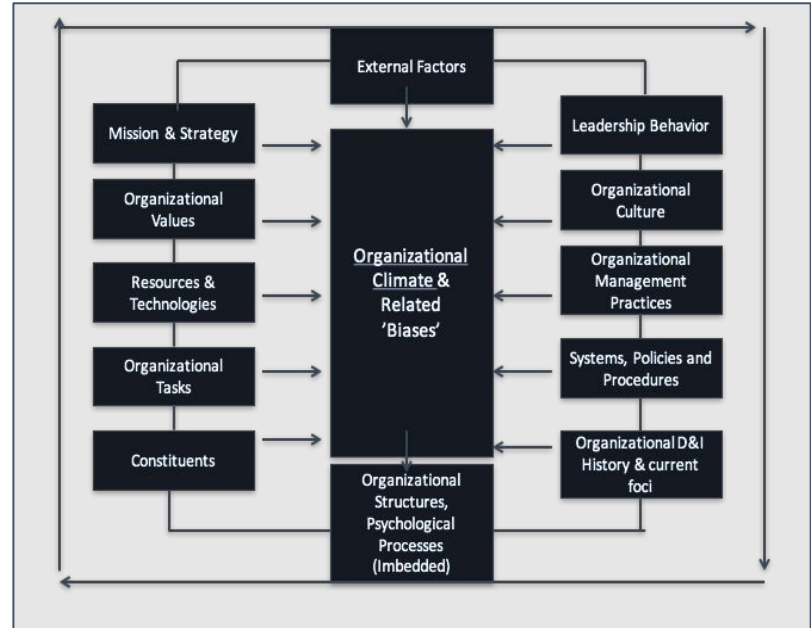




# Organizational Cultures - L&D

## organizational culture

The values and behaviors that contribute to the unique social and psychological environment of an organization. ...

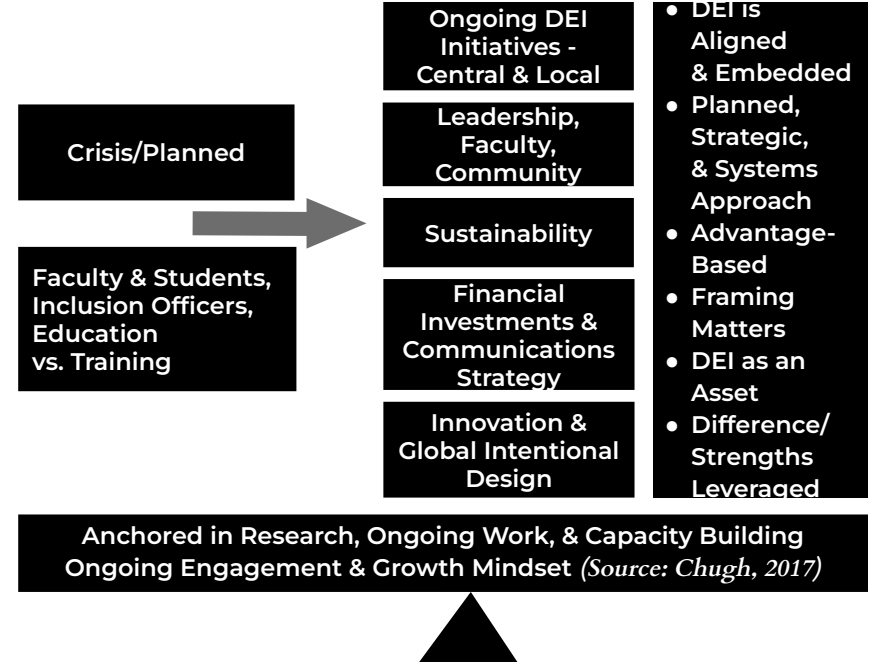


# AI and DEI approaches

## COMMON APPROACH DEFICIT & REACTIVE



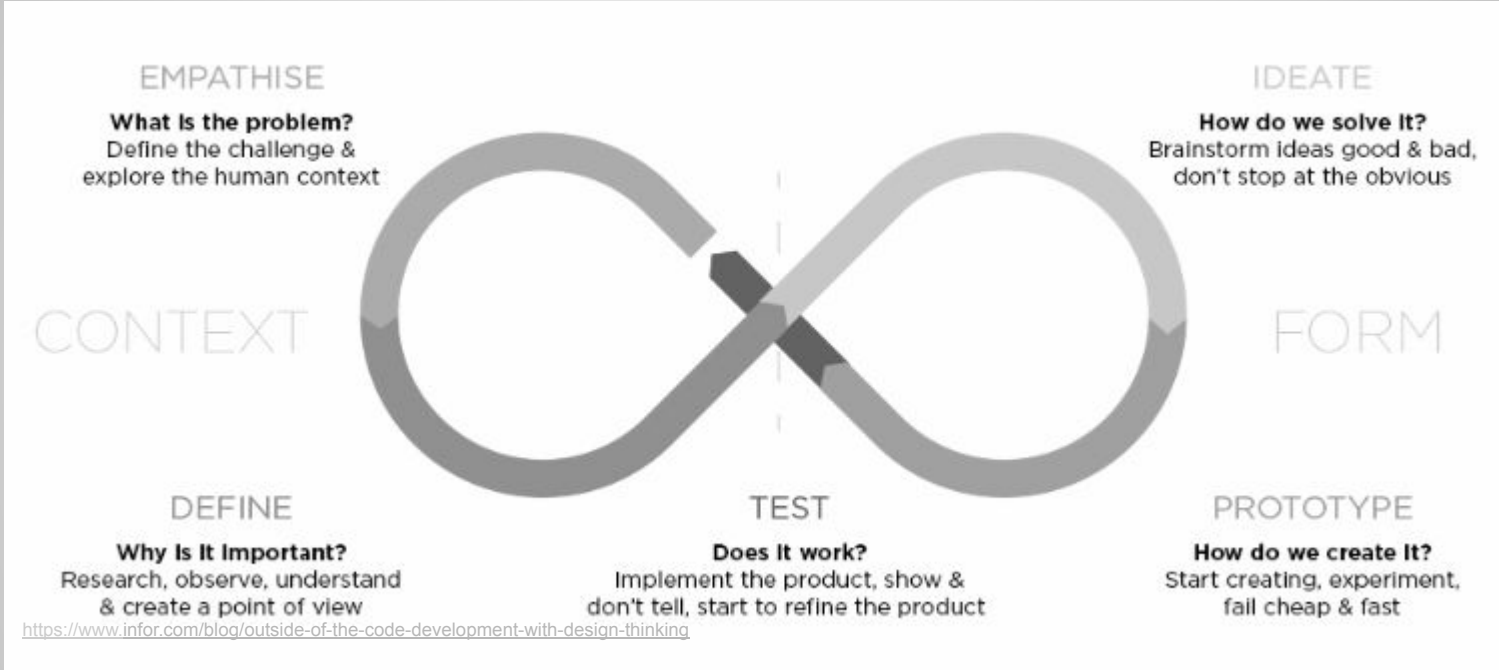
## ASSET STRENGTH MODEL



# Appreciative Inquiry 4 D Cycle

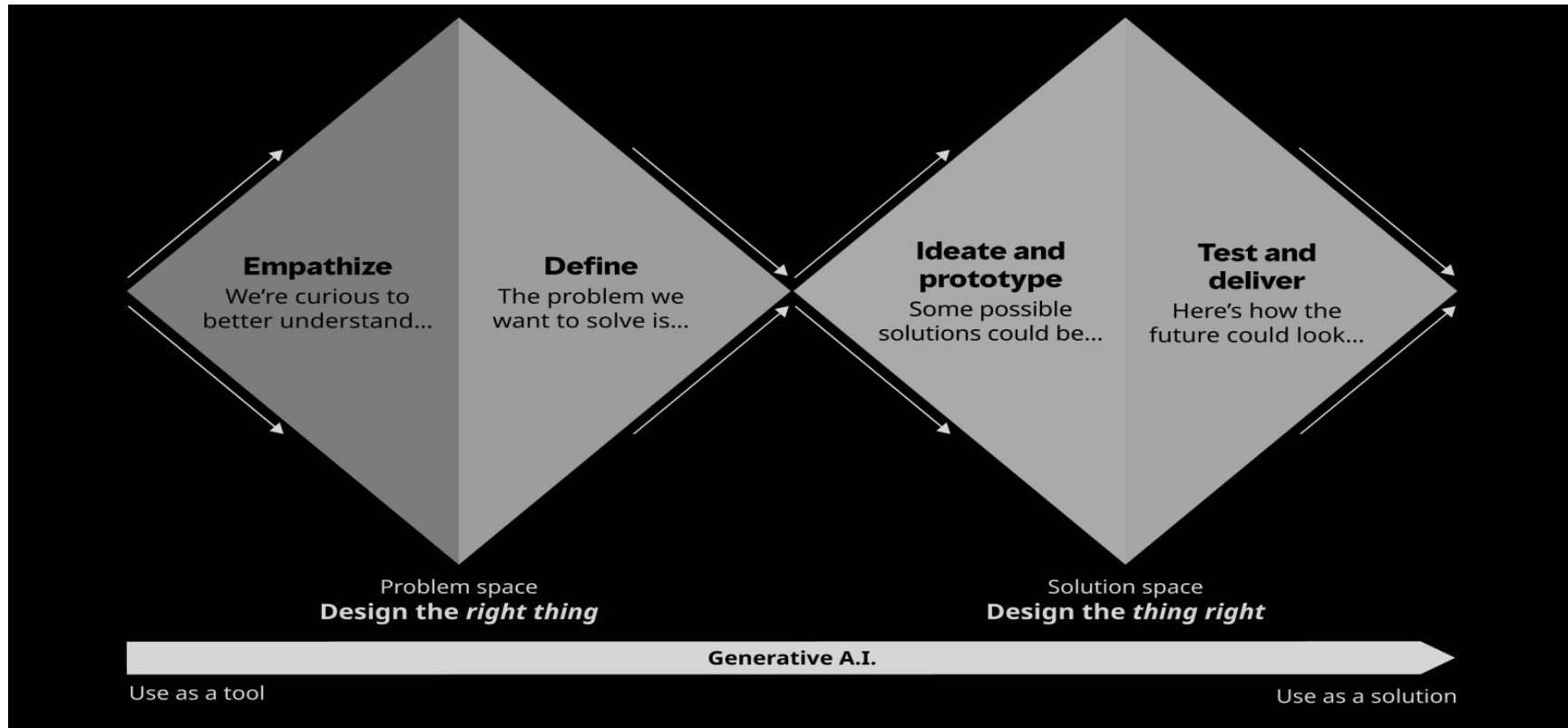


# Design Thinking Cycle

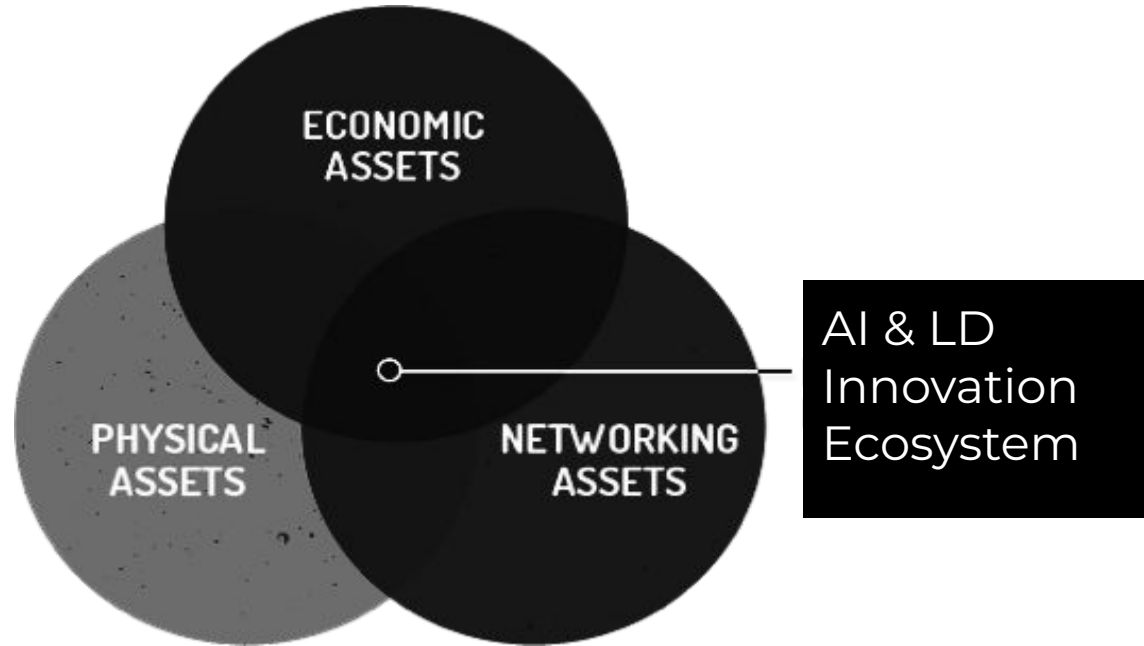




# Intentional Design & AI



# Asset Design



# AI Across the Generations

	SILENT	BABY BOOMERS	GEN X	MILLENNIALS	GEN Z	GEN ALPHA	
Characteristics	Maturists (pre-1945)	Baby Boomers (1945–1960)	Generation X (1961–1980)	Generation Y (1981–1995)	Generation Z (Born after 1995)		
Aspiration	Home Ownership	Job Security	Work-Life Balance	Freedom and Flexibility	Security and Stability		<b>U.S. Employed Workforce</b>  <p>34% Gen Y-Z 33% Gen X 28% Boomers 5% Maturists</p>
Attitude Toward Technology	Largely Disengaged	Early Information Technology (IT) Adaptors	Digital Immigrants	Digital Natives	Technoholics		
Attitude Toward Career	Jobs are for Life	Organizational Careers are Defined by Employers	Early 'Portfolio.' Careers—Loyal to Profession, Not Necessarily to Employer	Digital Entrepreneurs—Work "With" Organizations, Not "For"	Career Multitaskers		<b>U.S. Unemployed Workforce</b>  <p>50% Gen Y-Z 25% Gen X 21% Boomers 4% Maturists</p>
Signature Product	Automobile	Television	Personal Computer	Smart Phone	Nano-Computing, 3-D Print, Driverless Cars		
Communication Media	Formal Letter	Telephone	Email and SMS	SMS or Social Media	Handheld Communication Devices		

# AI & Hybrid Work & L&D



# Why We Must Use AI in Learning Platforms?

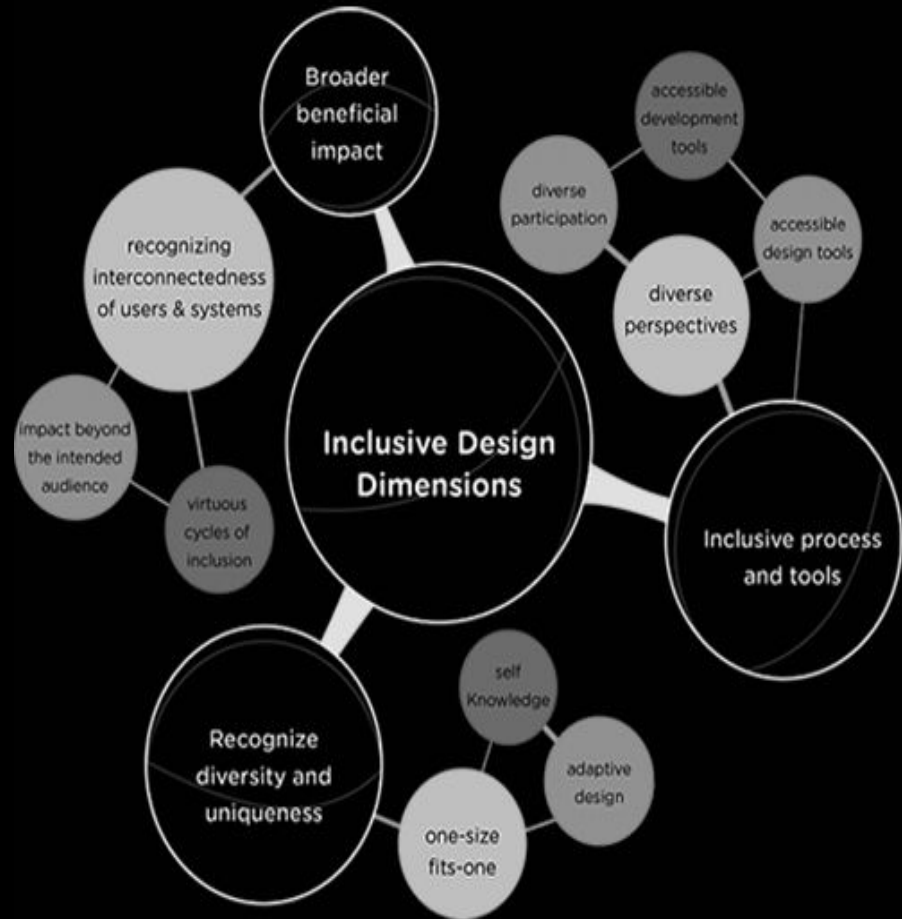
- AI translates spoken language into captions and transcripts, simpler for hearing-impaired people
- People with mobility limitations can use AI as a virtual assistant that reacts to voice commands.
- AI-based learning platforms are available around-the-clock, allowing learners to select the best time for learning.
- Obtain information on the level of comprehension and the progress of the learner.
- The content can take on qualities connected to the employees preparation AI's ability to foresee and adapt - results more approachable and increased degrees of understanding.
- Chatbots aided learning by responding to learner questions, offering more assistance, or customizing information based on performance.
- Job Descriptions - format for skills vs aspirational.
- Recruitment analytics better data
- Bias intervention - identify and provide quick data feedback
- Scale of DEI Tools \_ Parita e.g.
- Barrier Reduction - digital divides attention
- Upskilling workers across generations
- Improve Corporate Communications for transparency and employee engagement

# Features of AI-based Learning Platform

- ▶ Cognitive Insights
- ▶ Real-Time Questions
- ▶ Auto Content Delivery
- ▶ Speech Recognition
- ▶ Gamification
- ▶ Content Aggregation
- ▶ Smart Recommendation
- ▶ Smart Reporting
- ▶ Integration
- ▶ Onscreen Marking
- ▶ Virtual Tutoring
- ▶ Attendance Management
- ▶ Digital Coaches
- ▶ Content Analytics
- ▶ Multilingual Support
- ▶ Admin Dashboard
- ▶ Personalization
- ▶ Assessments
- ▶ Smart Content
- ▶ Video-based Content
- ▶ Chatbot Integration



# Inclusive Design for Innovation



# Inclusive Design and User Experiences

AI can be utilized to create inclusive design solutions that accommodate a wide range of users,

- Disabled people and people with different cognitive abilities.
- All types of language users.

Decision Support and Transparency:

- Help reduce bias in human decision-making processes.
- Increase Transparency for better accountability and auditing of decisions made, ensuring fairness .

Education and Awareness:

- Raise awareness about diversity and inclusion issues. Chatbots, virtual assistants, and educational platforms
- These technologies can help scale work and foster a more information exchange

Personalized Experiences and Recommendations:

- Leveraged to provide personalized experiences that cater to the individual needs and preferences of diverse users.
- AI can identify unique characteristics and adapt recommendations or content accordingly



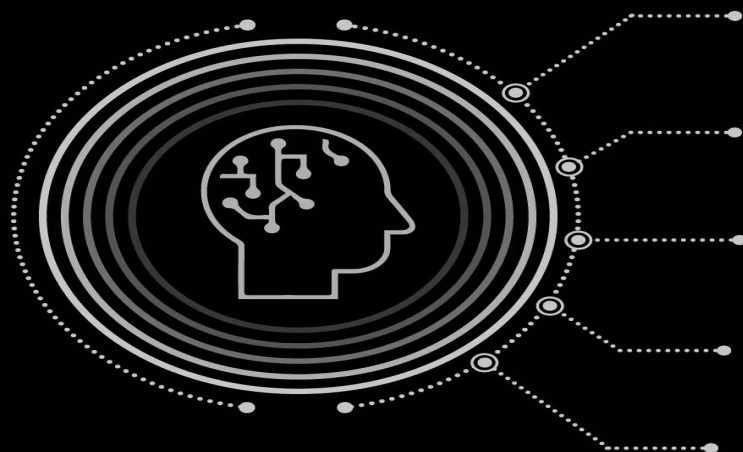
# How to Use AI in a Learning Platform?

- Establish AI governance - system of rules and oversight to ensure AI is developed and used responsibly.
- AI risk committee (with diverse representation)
- routine algorithm audits to root out any concerns.
- minimizing security threats and increasing opportunities for DEI.
- build ethical AI processes and policies into their digital transformations to mitigate the risks around bias, employee data and the digital divide
- Ensure equitable access
- Education and public awareness campaigns to promote AI literacy
- Investments in AI infrastructure (devices, internet hardware, cloud servers)
- Funding assistance for AI-powered tools and related technologies
- Accessible design in AI applications for people with disabilities
- Institutional partnerships to synergize AI training, resources and opportunities

# How to Use AI in a Learning Platform?

FIGURE 1

## Select AI applications that can support the social side of work



Amplifying emotional intelligence through AI simulations, personal upskilling, and networking

Understanding customers better and providing superior customer service

Recruiting a diverse workforce and building diverse project teams

Fostering an inclusive work environment

Leveraging “informal” networks to drive change management and innovation

Source: Deloitte analysis.

Deloitte Insights | [deloitte.com/insights](https://deloitte.com/insights)

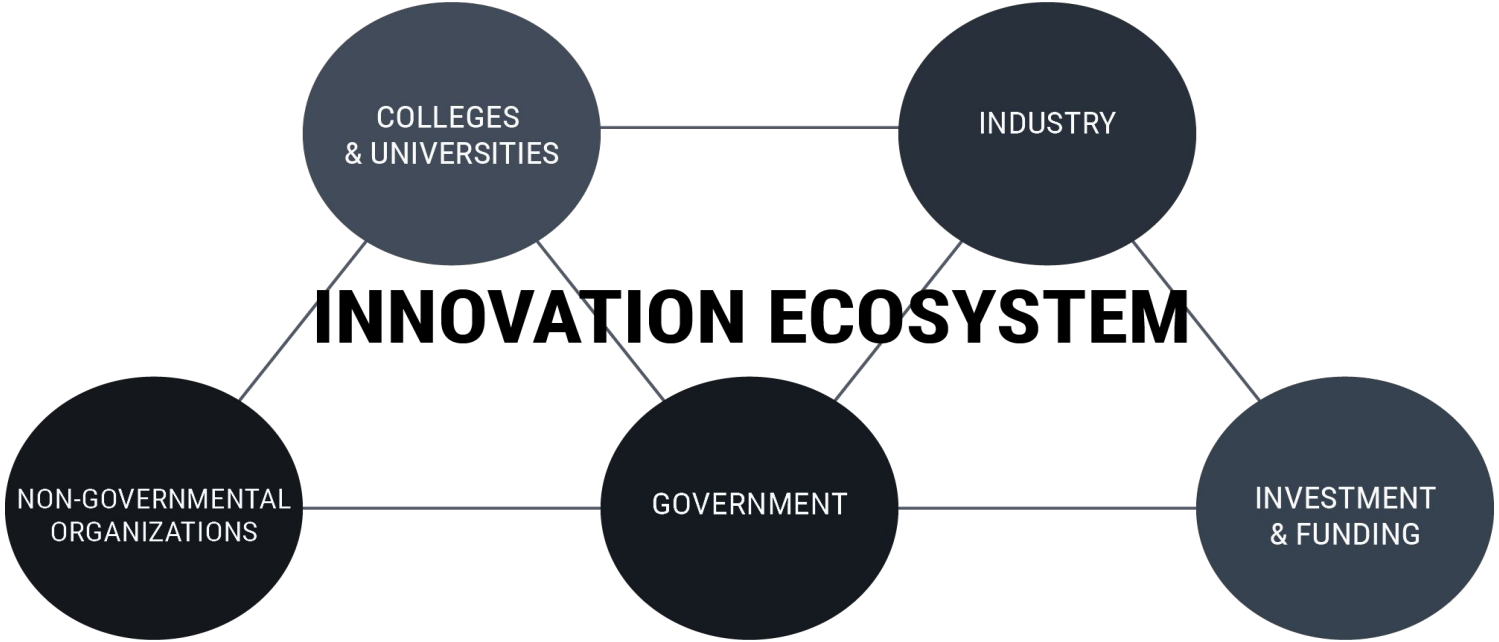
# Potential Of AI & Inclusive Workplaces

- TechCorp implemented ChatGPT-based training to address unconscious bias among its managers. The program included customized scenarios reflecting real workplace challenges, leading to a 40% decrease in reported incidents of bias.
- HealthPlus, a healthcare provider, used Chat GPT to create an inclusive language guide for its staff, improving patient satisfaction scores among diverse communities by 30%.

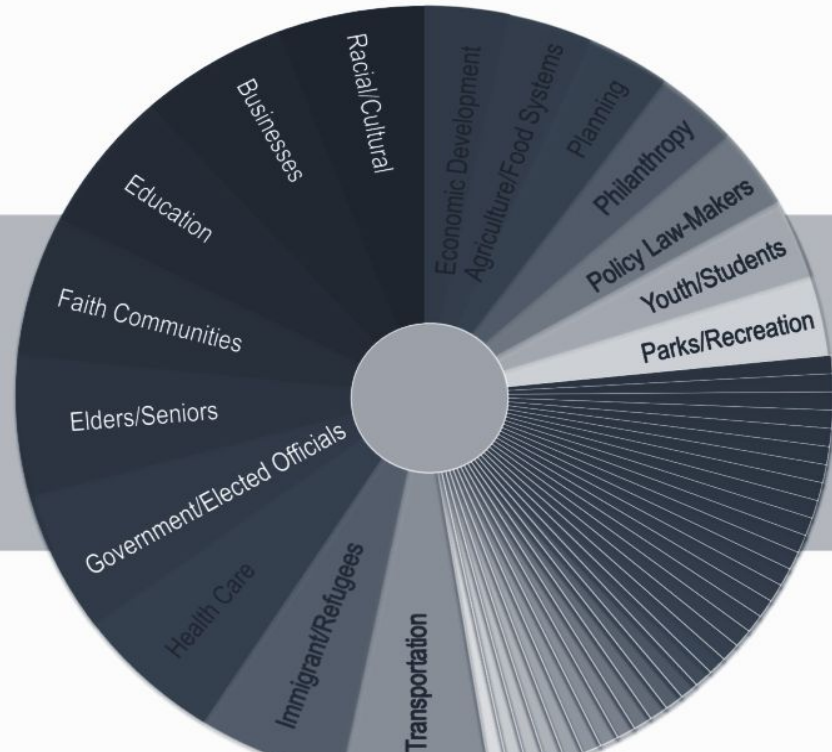
## Next Steps Towards an Inclusive Future

Navigating the complexities of DEI training, the integration of AI offers a path forward that is both innovative and impactful. Success lies in leveraging the strengths of AI while remaining vigilant about its limitations.

# Collaboration Ecosystem



# Multi-Sector Partnership



**The End**

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