

DIGITAL LEARNING & training market

NEW

CONFERENCE & EXHIBITION

E-LEARNING FUSION

8th EDITION

12-13 November 2024

WARSAW



Paula Amiama

Founder at Unlearn Studios

Zaprezentuję temat:

AI Mastery: Effective Strategies to Upskill your Workforce

Organizer:

Digital
Learning
Centre

Paula Amiama

- Creativity Coach & Founder of Unlearn Studios, a creativity coaching & training practice
- Previous Global Lead Skilling & Learning at **DB Schenker (on sabbatical)**
- Built global & cross-functional solutions for upskilling and fostering a learning culture
- Previous roles in Marketing, Digitalization & Innovation and Sustainability



Let's Connect on LinkedIn!

“Artificial intelligence is one of the most profound things we're working on as humanity. It is more profound than fire or electricity.”

—Sundar Pichai, Google CEO, 2020



5 STEPS

TO EMPOWER EMPLOYEES
ACROSS THE GENERATIVE AI TRANSITION



1

Shift Mindsets



2

**Define
Governance**



3

**Deliver
Trainings**



4

**Develop
Community**



5

**Ensure
Inclusivity**



**Change the narrative
from fear to curiosity**



1

Shift Mindsets



Shift Mindsets: *Change the narrative from Fear to Curiosity*

IN PRACTICE

Make it FUN



Empower the Future
upbeat pop synth-driven

ImmutableGig567 Follow 3

October 14, 2024 at 10:45 p.m. v3.5

[Verse]
In the heart of the machine they rise
Learning and development pros no lies
Transforming minds with each new day
Building futures in a bold new way

Venture Building

In the realm of venture building, where dreams take flight,
We embark on a journey, fueled by pure insight.
Risk mitigation, our steadfast guide,
As we navigate waters, with caution and stride.

With every step forward, we take a long breath,
Prepared to face challenges, conquering any test.
Risk, ever present, a companion by our side,
But we stay positive, our spirits never slide.

Entrepreneurship's flame ignites our soul,
A passion that drives us towards our ultimate goal.
Hypotheses we form, daring to break new ground,
With fast trial and error, solutions are found.

Endurance is our armor, in this turbulent space,
We rise above setbacks, never losing our grace.
Lean and nimble, we adapt and refine,
In the pursuit of greatness, our purpose aligns.

Venture building is an art, a symphony so grand,
With risk mitigation and long breath, we stand.
Through storms and uncertainty, we carry the flame,
Creating a legacy, that will forever bear our name.

Created with ChatGPT

Shift Mindsets: *Change the narrative from Fear to Curiosity*

IN PRACTICE

Make it ACCESSIBLE





2

Define
Governance



Develop & Communicate Internal Guides for Employees



Define Governance:

Develop & communicate internal guides for employees



Intellectual Property

Model outputs can generate significant IP risks, including infringing on copyrighted, trademarked, patented, or otherwise legally protected materials



Bias and Accuracy

Models may generate algorithmic bias due to imperfect training data or decisions made by the engineers developing the models



Privacy and Security

Privacy concerns arise if users input personal data or input a company's sensitive data. Gen AI can also be used to create and disseminate malicious content.



Social and Environmental Impact

Gen AI may significantly affect the workplace and communities in which they operate. Additionally, training LLM's emit significant carbon emissions.

Define Governance:

Develop & communicate internal guides for employees



Find the right experts

Collaborate with Experts

Bring Stakeholders Together...

Define Governance:
Develop & communicate internal guides for employees

IN PRACTICE



Have a Code of Conduct

Make it straight forward

**Don't reinvent the wheel.
Connect to existing policies**



3
Deliver
Trainings



**Embed AI literacy across
learning landscape**



Deliver Trainings: *Embed AI literacy across learning landscape*

1.

Implement
Broad
Awareness &
Prompting
Training

2.

Address
Function-
Specific
Uses &
Limitations

3.

Emphasize
Critical
Human Skills

1.

AI Training for All

Global Copilot Skill-Up Week

- 4 Days of virtual sessions across time zones
- Opening with Global CIO and top management
- Expert-led sessions on prompt basics

1.

Sample Training Outline

Intro to key terms

- What is AI?
- What is Gen AI?
- What are LLMs?
- What is Copilot?

Intro to Tool

- How to access and navigate Copilot?

Prompting Basics

- How prompting works?
- How prompting differs from googling?
- How to write a basic prompt?

Prompt Use Cases

- How to generate texts?
- How to process texts?
- How to brainstorm?
- How to generate images?
- How to process images?

2.

Function-Specific Uses & Limitations

Functional Adaptation of Global Event

- 2 60-minute sessions on HR specific use cases

(sourced from interviews with HR professionals across the organization)

Deliver Trainings: *Emphasize Critical Human Skills*

3.

Human Skills that Compliment AI Use

- **Critical Thinking**
- **Data Literacy**
- **Ethical Decision Making**
- **Intellectual Curiosity**
- **Flexibility & Adaptability**

Source: WEF & McKinsey:
<https://www.mckinsey.com/~media/mckinsey/email/genz/2023/04/2023-04-11b.html>

Human Skills where AI lags behind

- **Social and emotional skills:**
 - **sensing**
 - **reasoning**
 - **output**
- **Complex problem solving**
- **Articulation & Presentations**
- **Creativity (for top quartile)**

Source: McKinsey: What's the Future of AI? An Early View in 15 Charts

Deliver Trainings: *Embed AI literacy across learning landscape*

1.

Implement
Broad
Awareness &
Prompting
Training

2.

Address
Function-
Specific
Uses &
Limitations

3.

Emphasize
Critical
Human Skills

4.

Review all other skill trainings for AI era



4

Develop
Community



**Empower people through
spaces for peer-to-peer
exchange**



5

Ensure
Inclusivity



**Foster inclusivity by
empowering all employee
demographics**

It is not just L&D changing,

The whole nature of work is at the beginning of a massive transformation



Our role as L&D is to:

- 1) Take people along the journey towards the future way of working (from mindset shift to inclusive community)
- 2) Flash a light on the next skills that people need to learn (AI + Human Skills)

Don't forget to learn yourselves!

What else do you need to succeed?

Research Assistant

Learning Path
Designer

Interview Guide
Creator

Course curriculum
generator

Skills Taxonomy
Creator

Assessments
Generator

Learning Style
Guide

Train-the-trainer
Coach

Essentials
Readings List
Creator

Learning Hacks
Ideator

Thank you!



Paula Amiama
Creativity Coach &
Founder of Unlearn Studios



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