DIGITAL LEARNING & training market CONFERENCE & EXHIBITION E-LEARNING FUSION 8th EDITION 12-13 November 2024 WARSAW



Paula Amiama Founder at Unlearn Studios

Zaprezentuję temat:

Al Mastery: Effective Strategies to Upskill your Workforce



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





"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





1 Shift Mindsets

Change the narrative from fear to curiosity

IN PRACTICE

Make it FUN

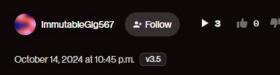






Empower the Future

upbeat pop synth-driven



[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 ChatGF

IN PRACTICE

Make it ACCESIBLE

SCHENKER Al and the Future of Work Transitioning from uncertainty to discovery





2 Define Governance

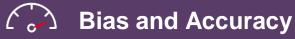
Develop & Communicate Internal Guides for Employees

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



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



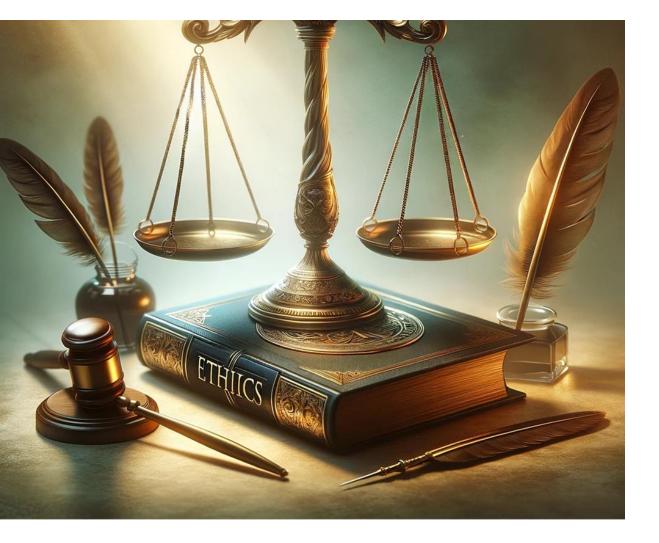
Find the right experts

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 Al literacy across learning landscape

Deliver Trainings: Embed AI literacy across learning landscape

2.

Implement Broad Awareness & Prompting Training Address Function-Specific Uses & Limitations

3.

Emphasize Critical Human Skills

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	Intro to Tool	Prompting Basics	Prompt Use Cases				
What is AI? What is Gen AI?	How to access and navigate Copilot?	How prompting works? How prompting differs from googling?	How to generate texts? How to process texts?				
What are LLMs? What is Copilot?		How to write a basic prompt?	How to brainstorm? How to generate images?				
			How to process images?				

IN PRACTICE

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

8.	Human Skills that Compliment AI Use	Human Skills where AI lags behind
	- Critical Thinking	- Social and emotional skills:
		- sensing
	- Data Literacy	- reasoning
	Ethical Decision Making	- output
	- Ethical Decision Making	- Complex problem solving
	- Intellectual Curiosity	Complex problem Serving
		- Articulation & Presentations
	- Flexibility & Adaptability	
		- Creativity (for top quartile)

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

Source: WEF & McKinsey:

https://www.mckinsey.com/~/media/mckinsey/email/genz/2023/04/2023-04-11b.html

Deliver Trainings: Embed AI literacy across learning landscape

2.

 Implement Broad
Awareness & Prompting Training

Address Function-Specific Uses & Limitations

3.

Emphasize Critical Human Skills

4.

Review all other skill trainings for AI era

Develop Community

4

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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	Interview Guide	Course curriculum	Skills Taxonomy
	Designer	Creator	generator	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



Let's Connect on LinkedIn!



