



- **Demystify AI for Development:**
What's Hype,
What's Real,
and What to Do



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additional
resources**

BETTER LEADERS. BETTER FUTURE.

Backed by Science.



Patrick Connell, Ph.D.
Consulting Manager





Last Year...

Where is your organization today?

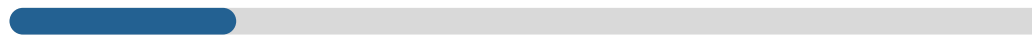
Taking first steps... we are just learning more as there's no escaping this new reality. **42%**



We're excited... and can't wait to work with AI-powered solutions. **24%**



Feeling anxious and cautious. There are so many unknowns! **21%**



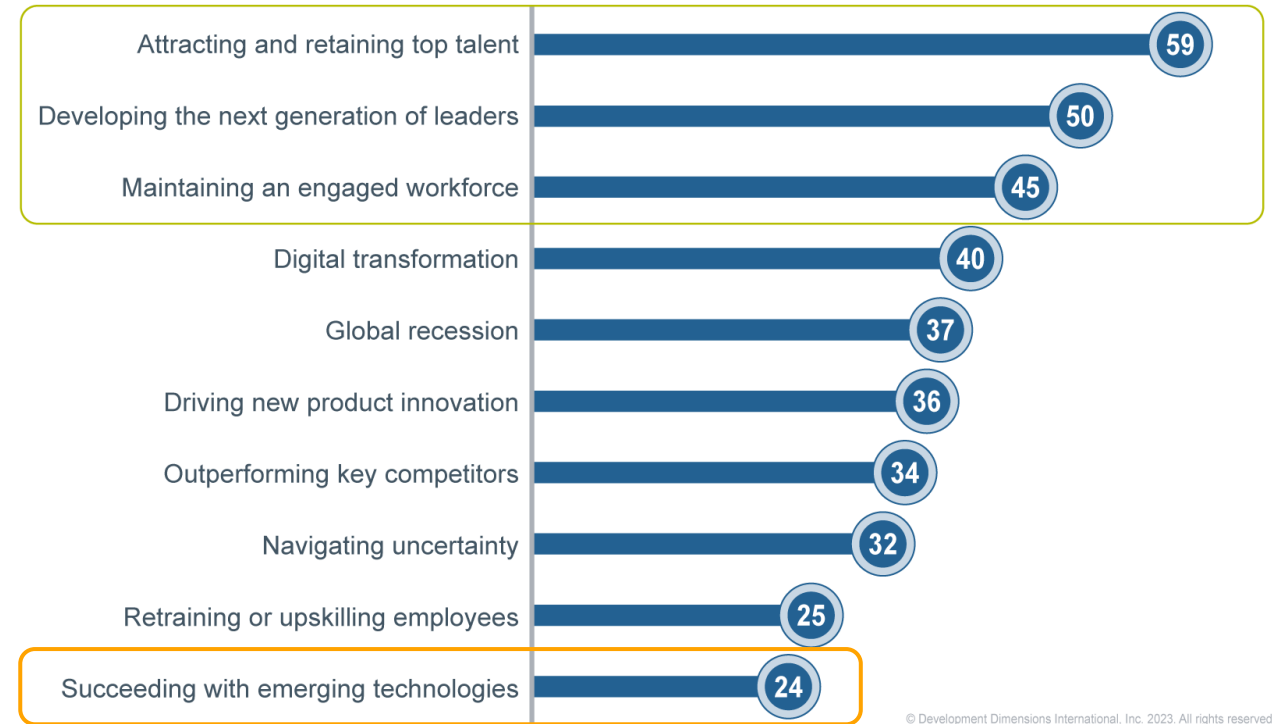
No one is really talking about using AI... yet! **13%**





Senior Leaders Didn't See the Impact of AI Coming

Top CEO Concerns



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Percentage of CEOs Who Selected Each Challenge



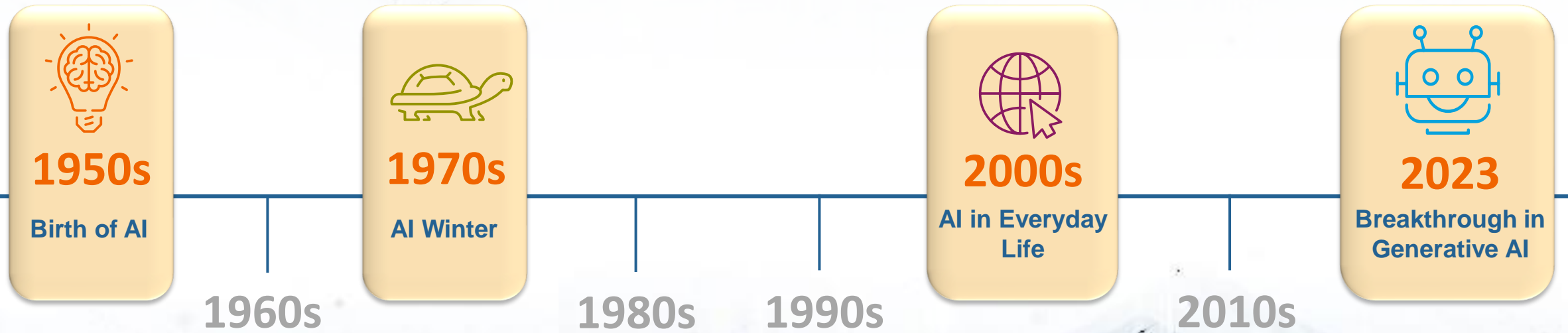
Today, we'll explore:

- AI Today (So Far)
- AI for Leadership Development
 - For Leaders
 - For L&D Team
- Responsible AI
- Ready for AI?

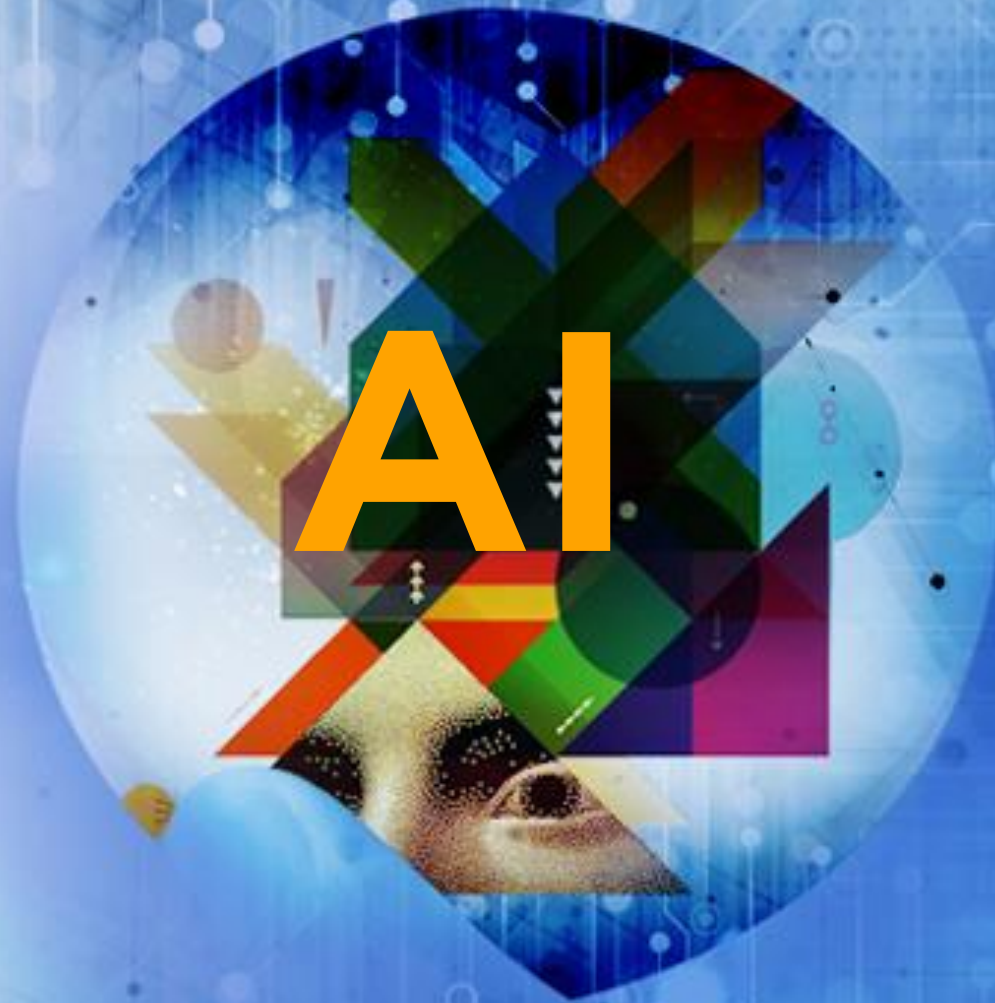
AI Today (So Far)

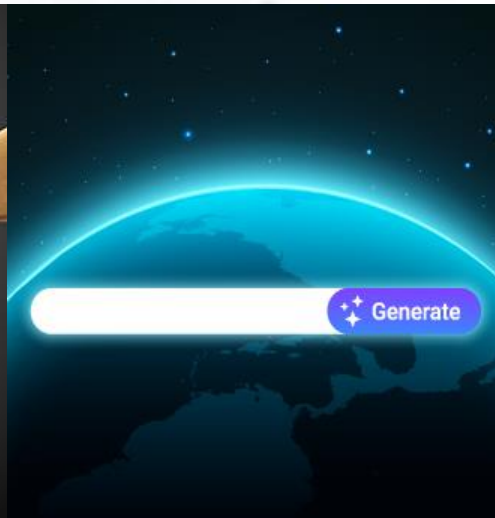
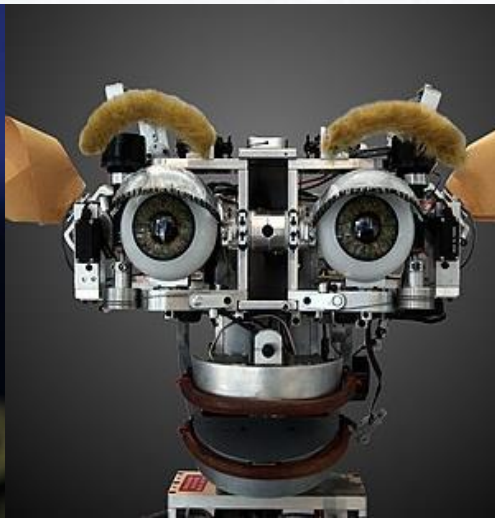
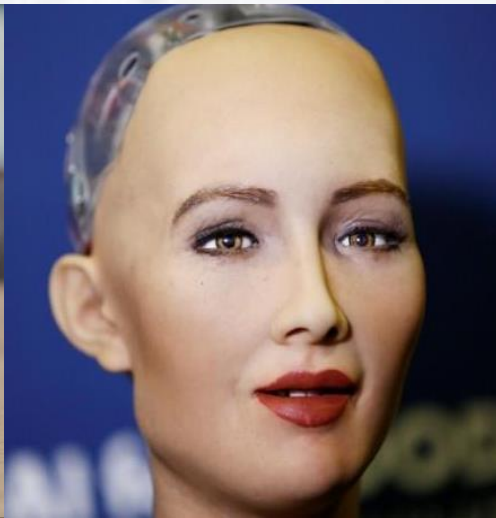


Looking Back

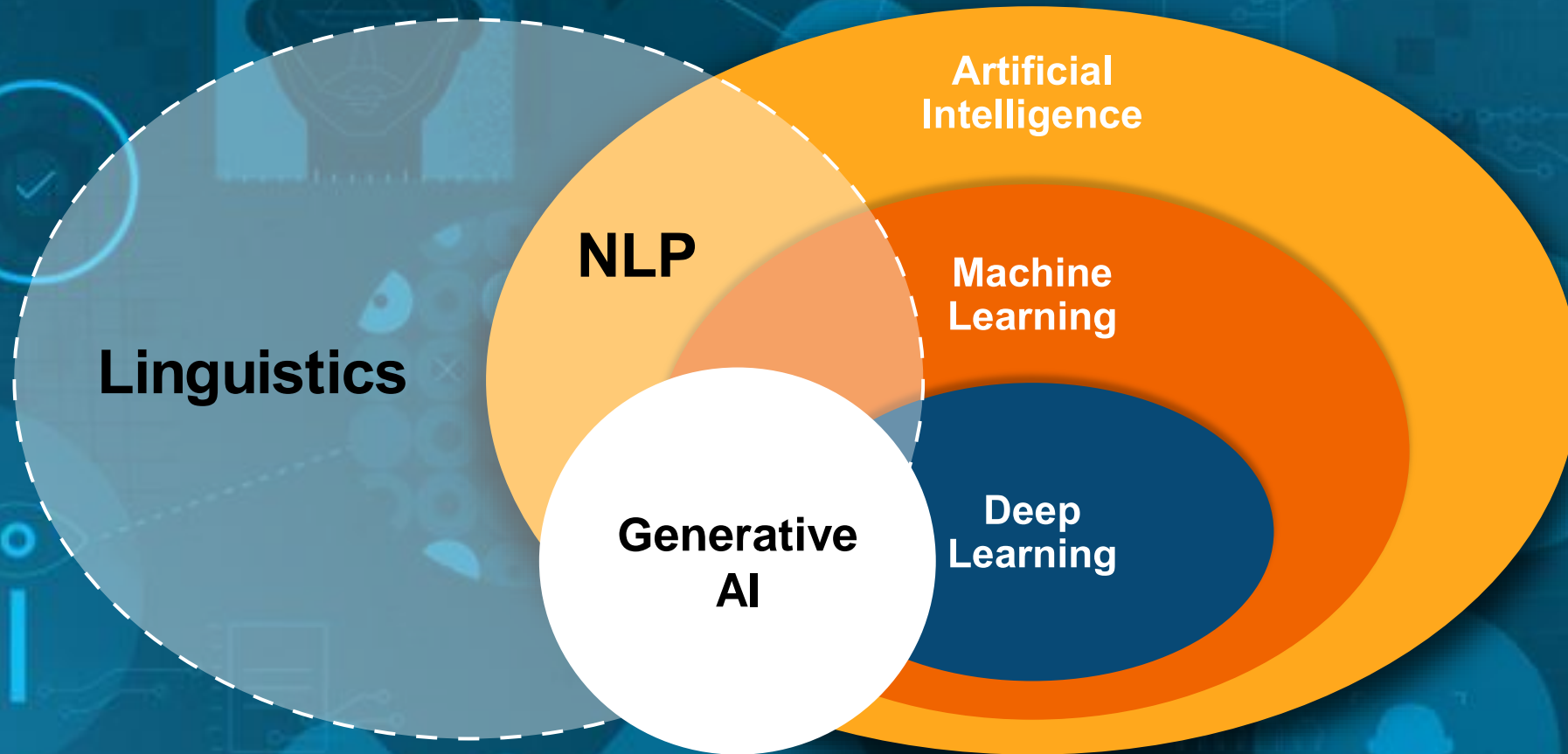


**Let's take a
closer look...**





What is AI? What Are its Subfields?



AI Tasks

Mundane

- Email filters
- Chatbots for scheduling and routine inquiries
- Personal assistants

Formal

- Chess playing
- Code writing
- Document summarization
- Text or image generation

Expert

- Medical diagnosis
- Financial forecasting
- Personalized learning



Sure, let's imagine AI as a magical cookbook.

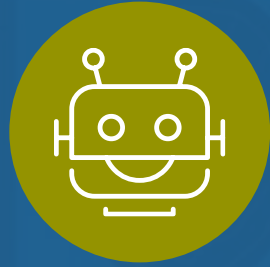
This cookbook doesn't just have recipes, it can also create new ones based on the ingredients you have. You tell it what ingredients you have, and it suggests what you can make. That's like **Machine Learning**, where the system learns from the data (ingredients) you feed it.

Now, imagine if this cookbook could also learn from your taste over time. It starts to understand that you prefer spicy food over sweet, or you're allergic to nuts, and it tailors the recipes for you. That's like **Deep Learning**, a type of machine learning that gets "smarter" with more data.

Next, imagine you could talk to this cookbook, ask it questions, and it could understand and respond back to you. That's like **Natural Language Processing**, which is all about interaction between computers and human language.

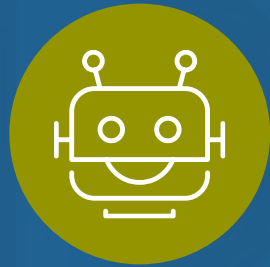
Finally, imagine if this cookbook could not only suggest recipes but also create new, never-seen-before recipes, maybe even invent a whole new dish! That's **Generative AI**, which can generate new, creative content.

So, in a nutshell, AI is like a magical cookbook that can learn from you, understand your language, and even create new recipes! 📖 ✨



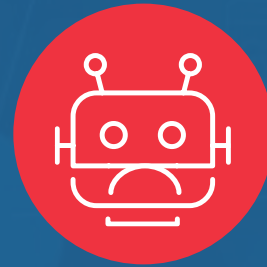
Benefits

- Automation
- Scalability and speed
- Personalization
- Low labor
- Cost effective



Benefits

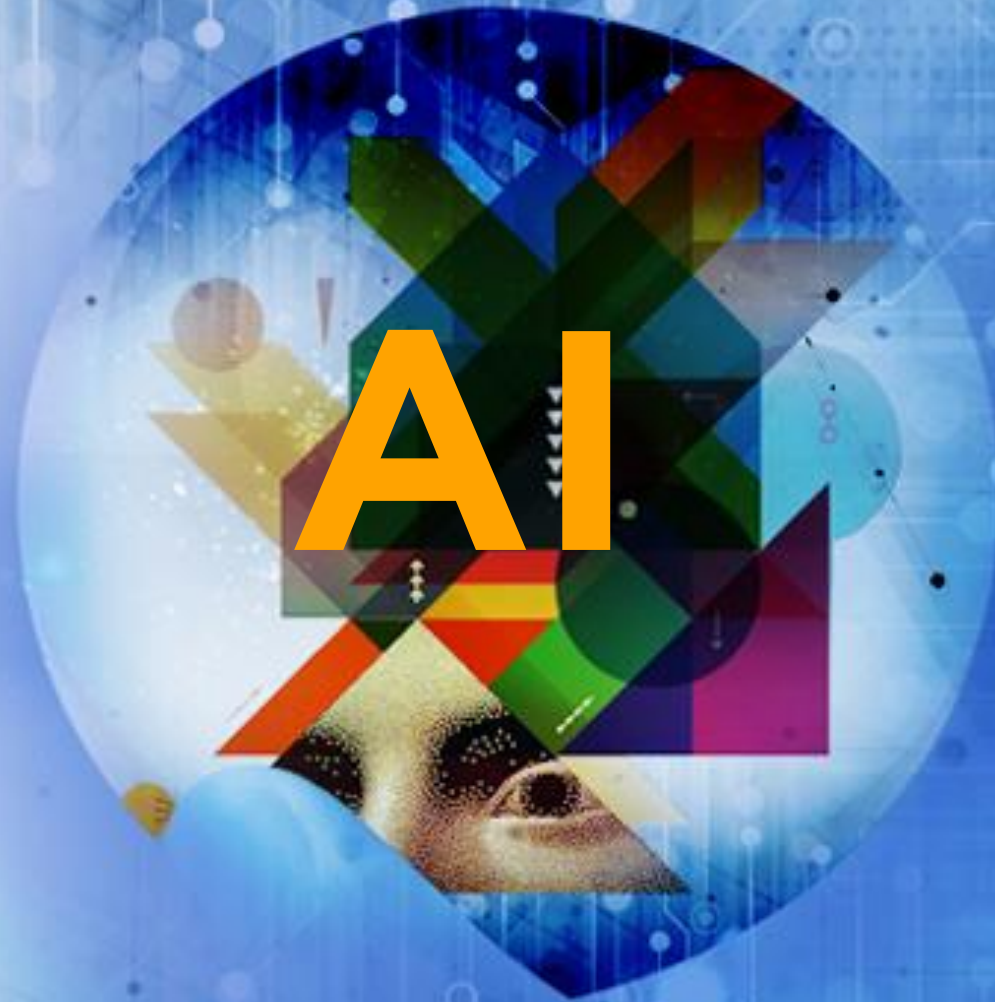
- Automation
- Scalability and speed
- Personalization
- Low labor
- Cost effective



Drawbacks

- Bias
- “Black-box”
- Data privacy and security
- Copyright infringement
- High setup costs and data requirements to build AI models

AI for Leadership Development

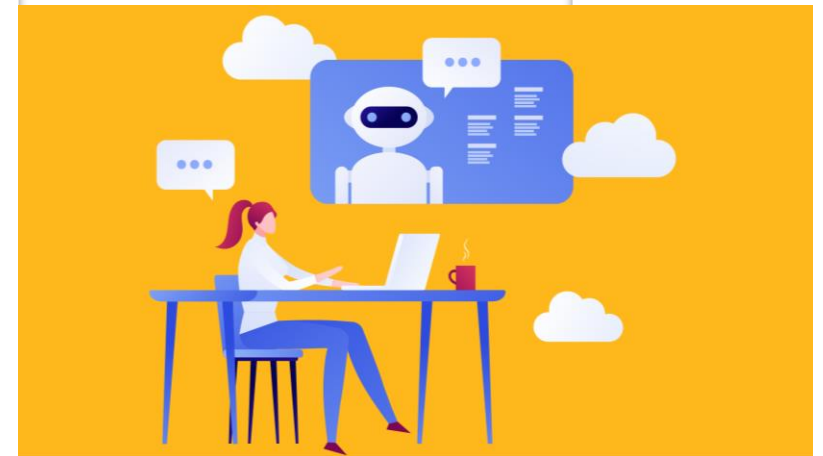


AI for L&D Teams

Expert Assistants



Content Generator



Machine Translation



Personalization



AI for L&D Teams

Expert Assistants



- Immediate answers
- Support to analyze data
- Automate repetitive tasks

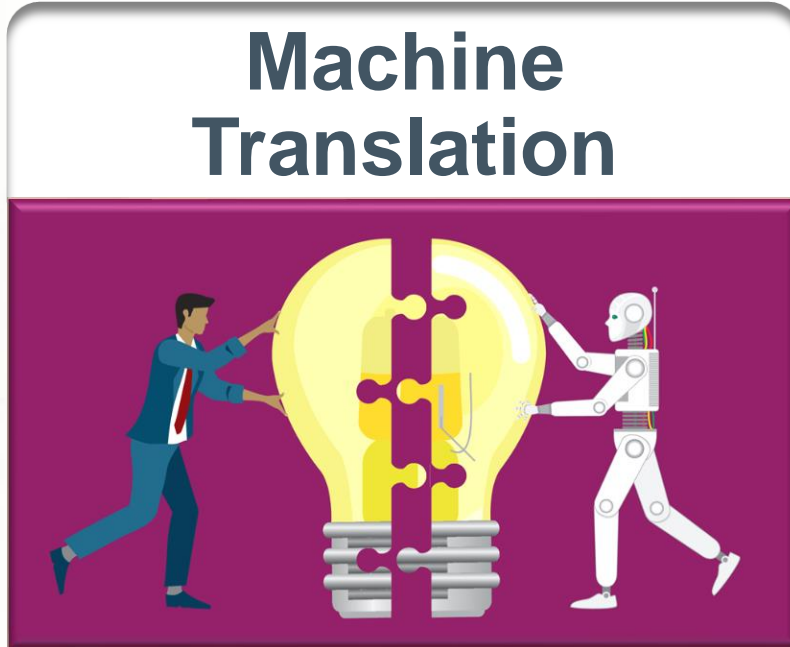
AI for L&D Teams



- Brainstorming tool
- Text, image, or video generator
- Copyright concerns

AI for L&D Teams

Machine Translation



- Speed to translate
- Cost efficiencies
- Global scale

AI for L&D Teams

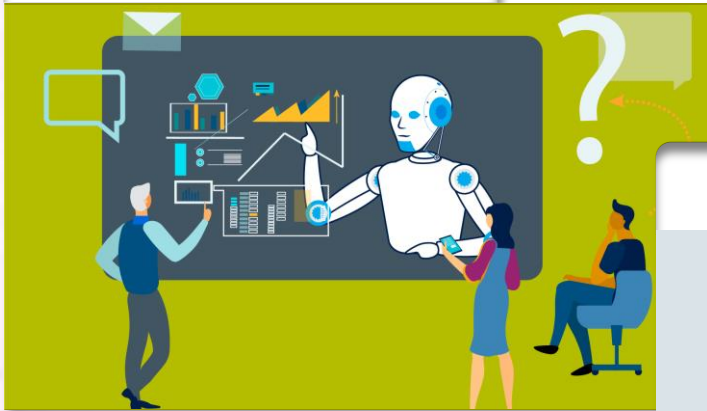
Personalization



- Recommendations
- Real-time feedback
- Digital coach

AI to Develop Leaders

Recommendation Systems



Real-Time Feedback

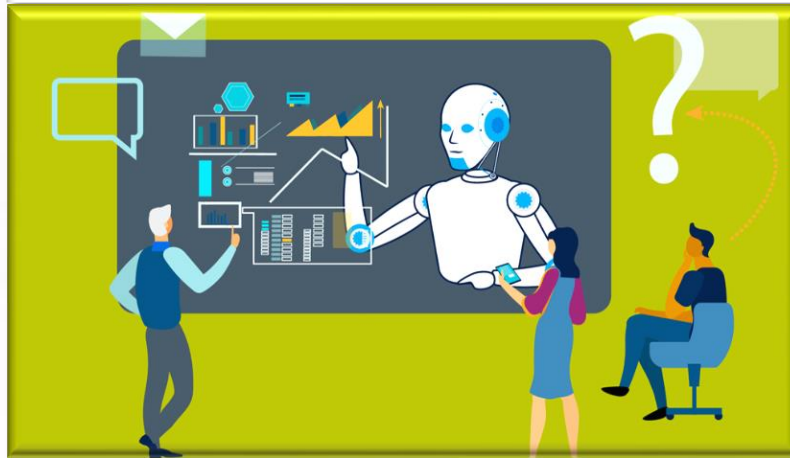


Digital Coach



AI to Develop Leaders

Recommendation Systems



- Automated content
- Based on preference or activity
- “You may also like...”

AI to Develop Leaders

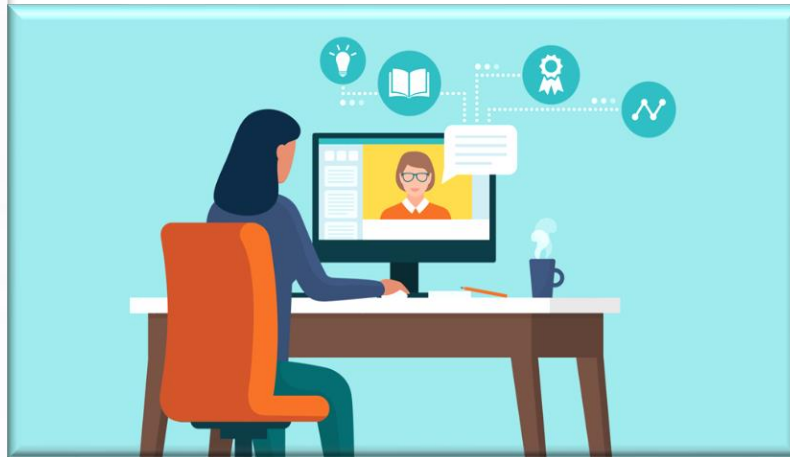
Real-Time Feedback



- Scenario-based
- Personalized feedback
- “Here’s what you did well and where you can improve...”

AI to Develop Leaders

Digital Coach



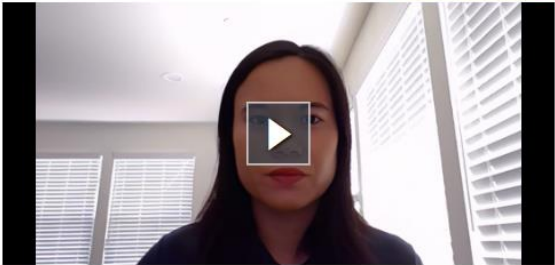
- Provides advice based on individual's context
- Generates a conversation based on prompts
- “Sounds like you need help delegating. Tell me more about your concerns...”

Practice Simulations for Real-Time Feedback

What Would You Say to Lilly?

2/4

Instructions



Transcript

TRANSCRIPT

I've been trying hard to adjust my schedule, and I think I'm doing a lot better. It's been very difficult for me to balance my work schedule with all the things I have going on outside of work. But I'm doing a good job keeping up with my responsibilities... even though I might not always make it to meetings on time.

Describe the performance or work habit issues to Lilly.

Important! Craft your response as if you are speaking directly to Lilly.

Before moving on, confirm that you've reviewed your response for spelling and grammatical errors.

Next →

What You Did Well

Empathizing with others **IG**

Empathizing can help you effectively build trust. Particularly, it can help the direct report feel like their perspective is being considered. For example, acknowledging or relating to how a direct report is feeling and what they are dealing with. You could express understanding of the challenges Lilly faces in balancing her work schedule with personal obligations, acknowledging that it can be difficult to manage competing priorities and that you appreciate her efforts to improve her punctuality despite these challenges.

Clarifying by gathering information **IG**

Clarifying by seeking can help you effectively facilitate a discussion by making sure you have all the information. For example, asking a direct report about their situation, motives, perspectives, or past experiences can give you insight into why they are not meeting expectations. You could ask Lilly to share more about the challenges she's facing in arriving to meetings on time, such as any specific obstacles or competing priorities that are making it difficult for her to manage her schedule effectively.

Offering support **IG**

Offering support can help improve a direct report's performance, as long as you don't remove their responsibility. For example, you can provide your direct report with your time and resources. You could offer to mentor Lilly and provide her with additional resources, such as time management training or tools, to help her develop the skills needed to prioritize her tasks and arrive at meetings on time, while still holding her accountable for making the necessary improvements.

Where You Can Improve

Developing ideas by establishing an action plan **IG**

Developing ideas in a discussion can ensure the discussion has actionable outcomes. For example, explicitly outlining follow-up steps with a direct report can help you stay informed of their progress and ensure they will improve. You could work with Lilly to create an action plan that includes setting calendar reminders, identifying and addressing recurring conflicts, and establishing a system for brief updates when she is unavoidably late, and then schedule a follow-up meeting to review progress.

Clarifying by describing the impact **IG**

Clarifying by sharing information helps effectively facilitate a discussion. Explicit specific consequences of their performance can help them understand the impact of their behavior on others and the impact of making a change. You could explain to Lilly how arriving late to meetings not only disrupts the team's productivity but also affects her reputation and potential for advancement within the organization.

Maintaining others' self-esteem **IG**

Maintaining or enhancing someone's self-esteem can help you meet others' performance needs through discussion. Particularly, help the direct report feel respected and appreciated. For example, recognizing value and contributions. You could acknowledge Lilly's innovative ideas and the important role she plays in the team's success, emphasizing that her contributions are valued and that you want to support her in overcoming this challenge to ensure her continued growth and advancement within the organization.

Gaining agreement by checking in **IG**

Gaining agreement can help enable an effective coaching discussion. For example, explicitly outlining what you agreed upon can ensure both parties fully understand and agree who is accountable for what going forward. You could summarize and confirm the key points of your discussion with Lilly, including her commitment to prioritizing punctuality and specific strategies you've identified to help her manage her schedule more effectively, and the timeline for your follow-up meeting to review her progress.

IG = Interaction Guideline IG = Key Principle

Your Skills: Where You Are Today

What You Did Well

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LET'S CHAT:

What have you tried (or want to try) for your leaders or for the L&D team?

What worked and what didn't?

L&D team

- Personalization
- Expert Assistants
- Content Generator
- Machine Translation

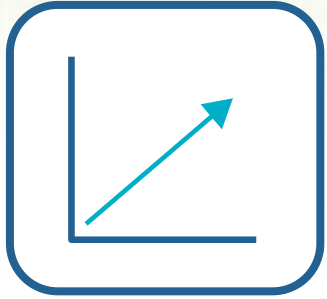
Leaders

- Recommendation Systems
- Real-Time Feedback
- Digital Coach

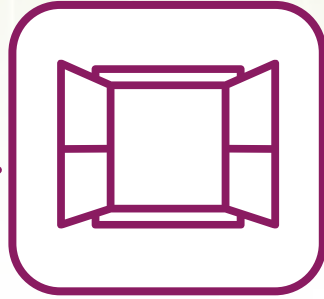
Beware of “AI Washing!”



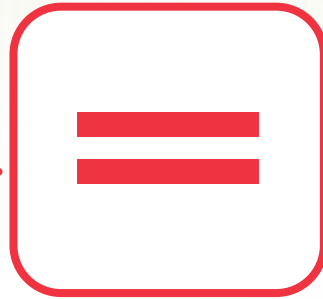
Questions to Ask as a Team



Is the experience consistent and reliable?



Can I explain AI in a transparent way?



How can we ensure fairness?



Is data secure?



Are we following current regulations?

Foundation for Purposeful and Responsible AI

Stable and Accurate

Establish consistent and reliable predictions, enabling fair and effective HR decisions.

Interpretable and Transparent

Ensure understanding for the lay user complemented with robust documentation.

Fair and Unbiased

Prevent discriminatory outcomes and ensure equal opportunities for all users based on their qualifications and merits.

Private and Secure

Protect users' data when using AI-based products while ensuring anonymization of PII.

Legal and Compliant

Adhere to regulations, avoid discrimination, and maintain ethical standards with the use of AI.

Ready for AI?

- **Stay curious** and build your AI acumen.
- **Focus on the value**, not the technology.
- **Establish standards and processes** with key stakeholders **for Responsible AI.**

AI as an Enabler





Leadership Is **Deeply Human**



BETTER LEADERS. BETTER FUTURE.

Backed by Science.

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Visit us at booth #2701

○ Join our remaining sessions:

May 21, 10:30 – 11:30 AM

Unlock the Secrets to Make Digital Learning Work

May 22, 8:00 – 9:00 AM

We've Been Doing It Wrong: Fresh Approaches to High-Potential Programs

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