



June 20, 2024

Human+AI: Leveraging AI to Empower Your Workforce

Karie Willyerd, Matt Donovan, Julian Mackie

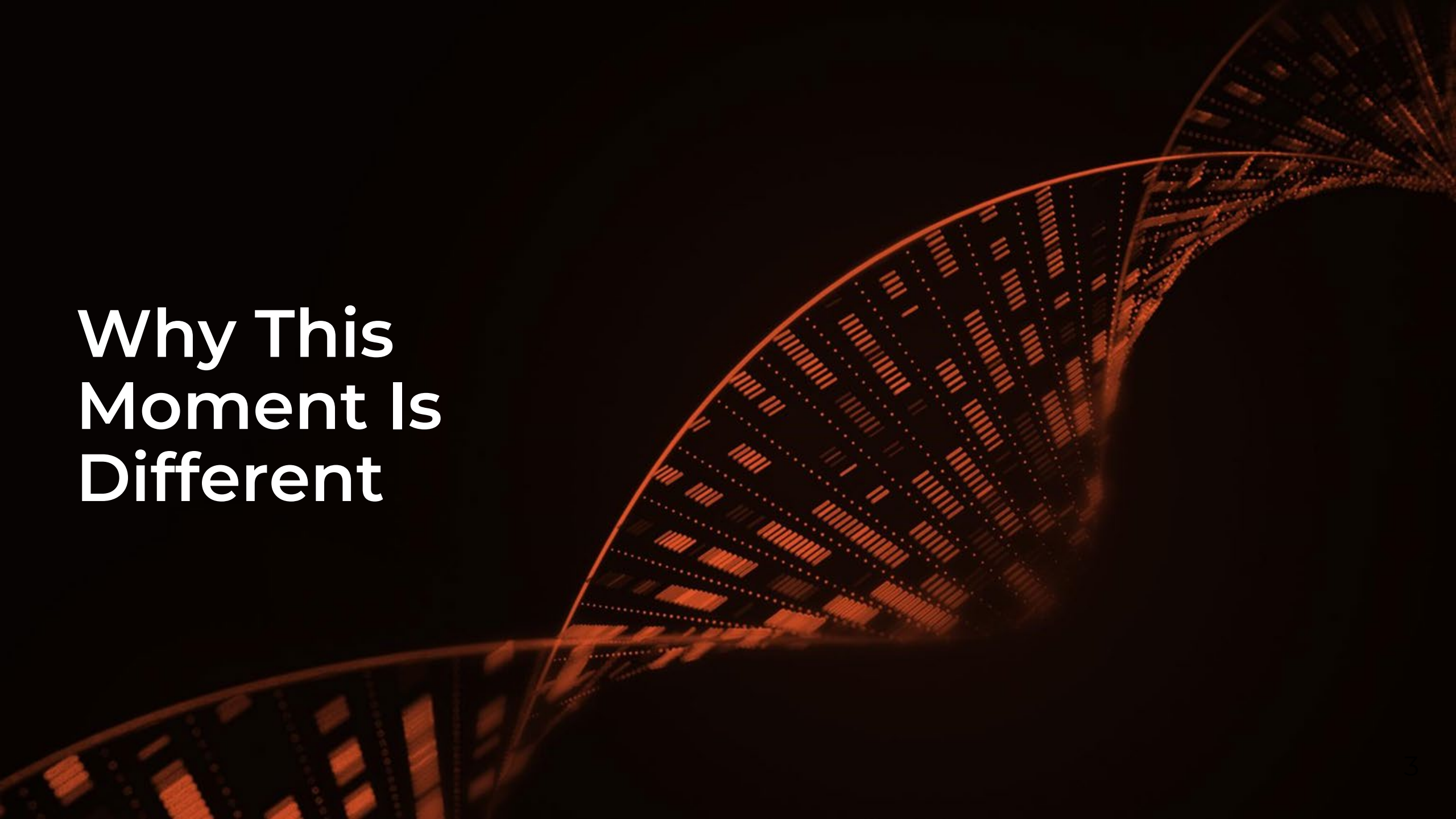




Agenda

- 01 Why this moment is different
- 02 The Human+AI equation
- 03 Explore what's possible
- 04 Q&A

**Why This
Moment Is
Different**

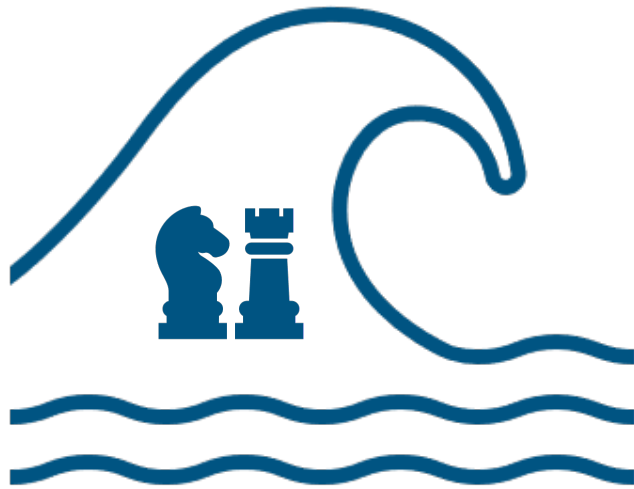




Calling generative AI revolutionary is no hyperbole. Business leaders should view it as a general-purpose technology akin to electricity, the steam engine, and the internet.

Andrew McAfee, Daniel Rock, Erik Brynjolfsson | Harvard Business Review

The Three Waves of AI



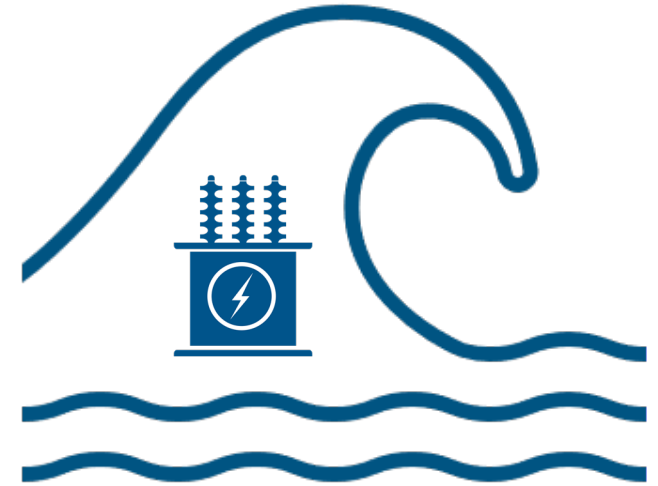
Hand-crafted

The machine is trained to follow specific rules written by human software programmers



Deep learning

The machine is trained to extract attributes from large data sets



Generative

The machine is trained to create new content, based on large amounts of data

An Analogy of How LLMs Work

Provided by Prof. Daniela Rus, MIT CSAIL



Images generated by DALL-E

What AI Can Do Today?

We must unlearn
what we thought AI
would do



Image generated by DALL-E

- **Win a debate.**
AI 87% more likely to persuade you than an average human
- **Get you out of a funk.**
AI helped people reappraise a difficult emotional situation better than 85% of humans.
- **Generate startup ideas.**
Outside judges said AI startup ideas faster, cheaper and better
- **Outsmart and be more empathetic than your doctor.**
AI beat primary care doctors on 28 out of 32 characteristics

Source: Ethan Mollick

Microsoft HR on AI early impact

Developers using Copilot



46%

of new code is now written by AI

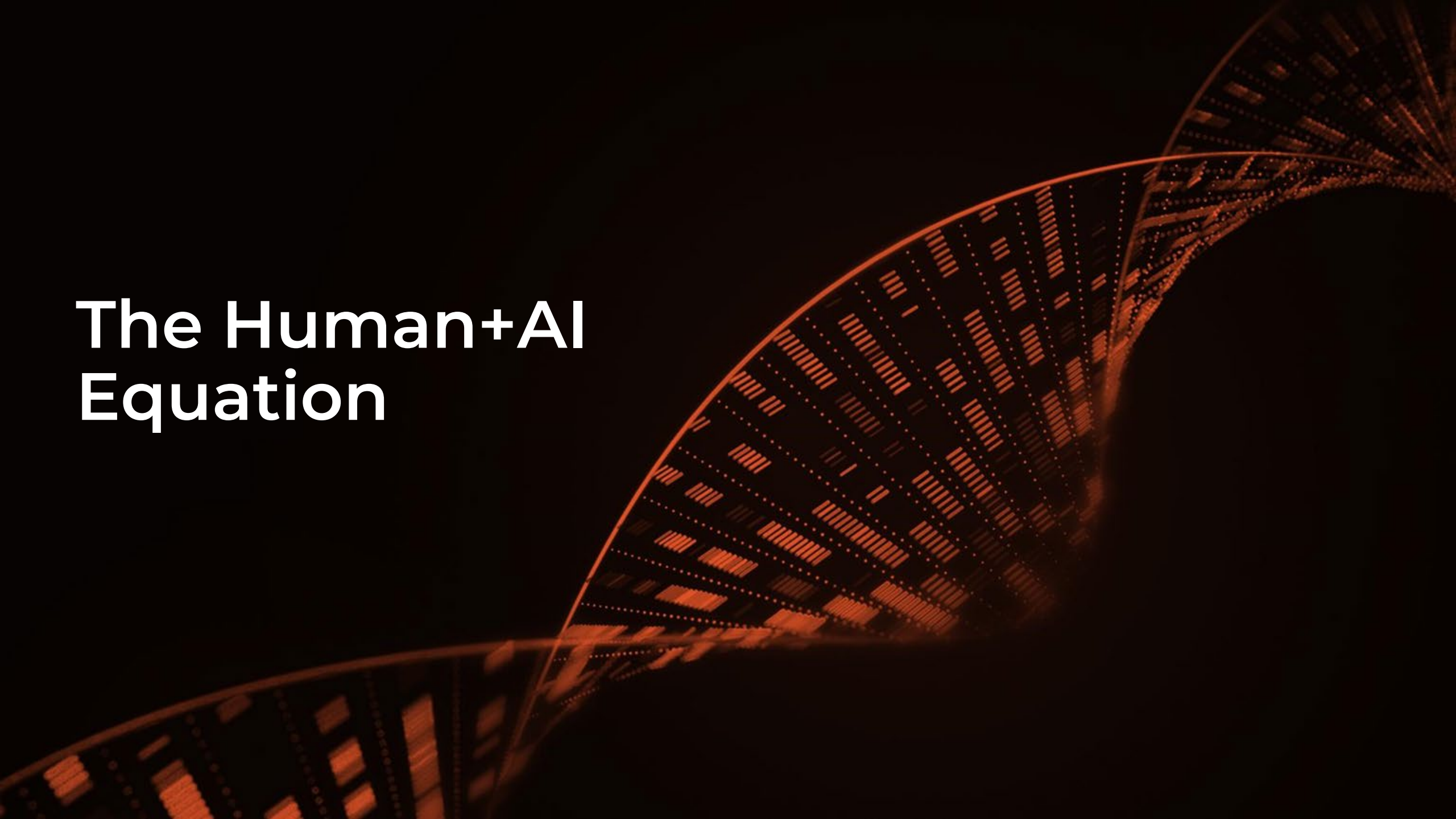
75%

of developers feel more focused on satisfying work

96%

of developers are faster with repetitive tasks

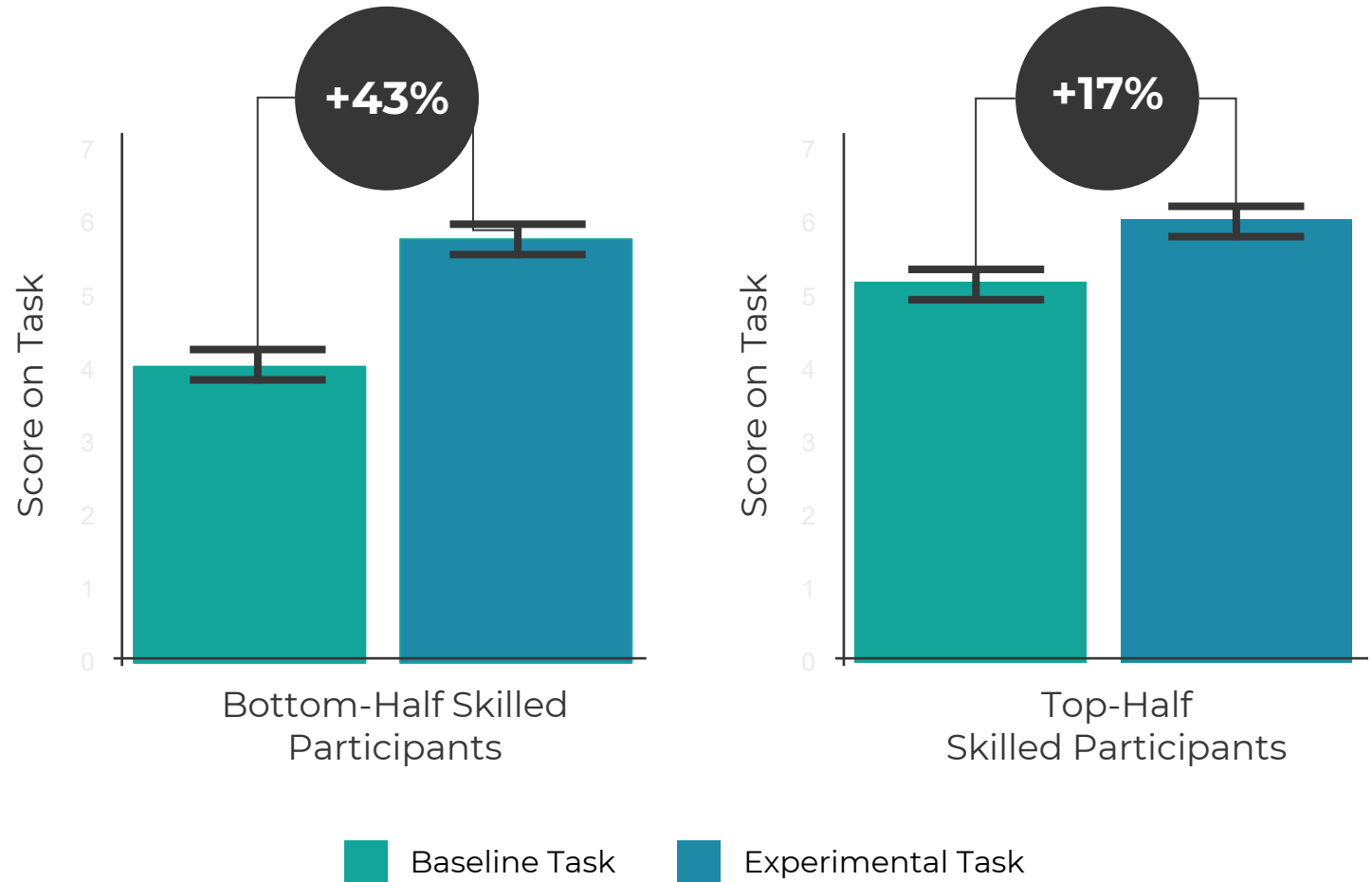
The Human+AI Equation



Generative AI Can Boost Highly Skilled Workers' Productivity

That boost was more prominent among **low-performing** employees, who saw a **43%** performance increase when using the chatbot versus a **17%** increase for **top-performing employees**.

Bottom-Half Skills and Top-Half Skills – Inside the Frontier





**AI won't replace humans,
but humans with AI will
replace humans without AI.**

Karim Lakhani

How Can We Help Humans Work with AI?

Concern

- Interpersonal trust
- Competence
- Job threat

Ways to overcome

- Emphasize uniquely human capabilities
- Balance pros and cons with acknowledging what AI can't do
- Focus on experimentation and pilots
- Train your employees

Humans in the Loop

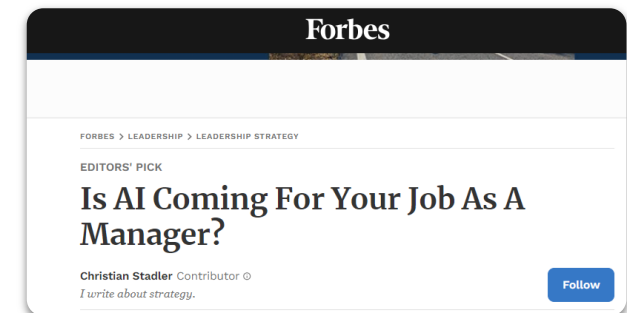
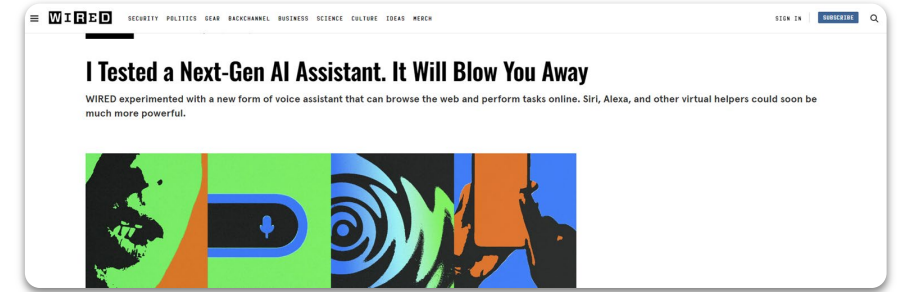
Automation Generation Prediction

Tools

Assistants

Peers

Managers

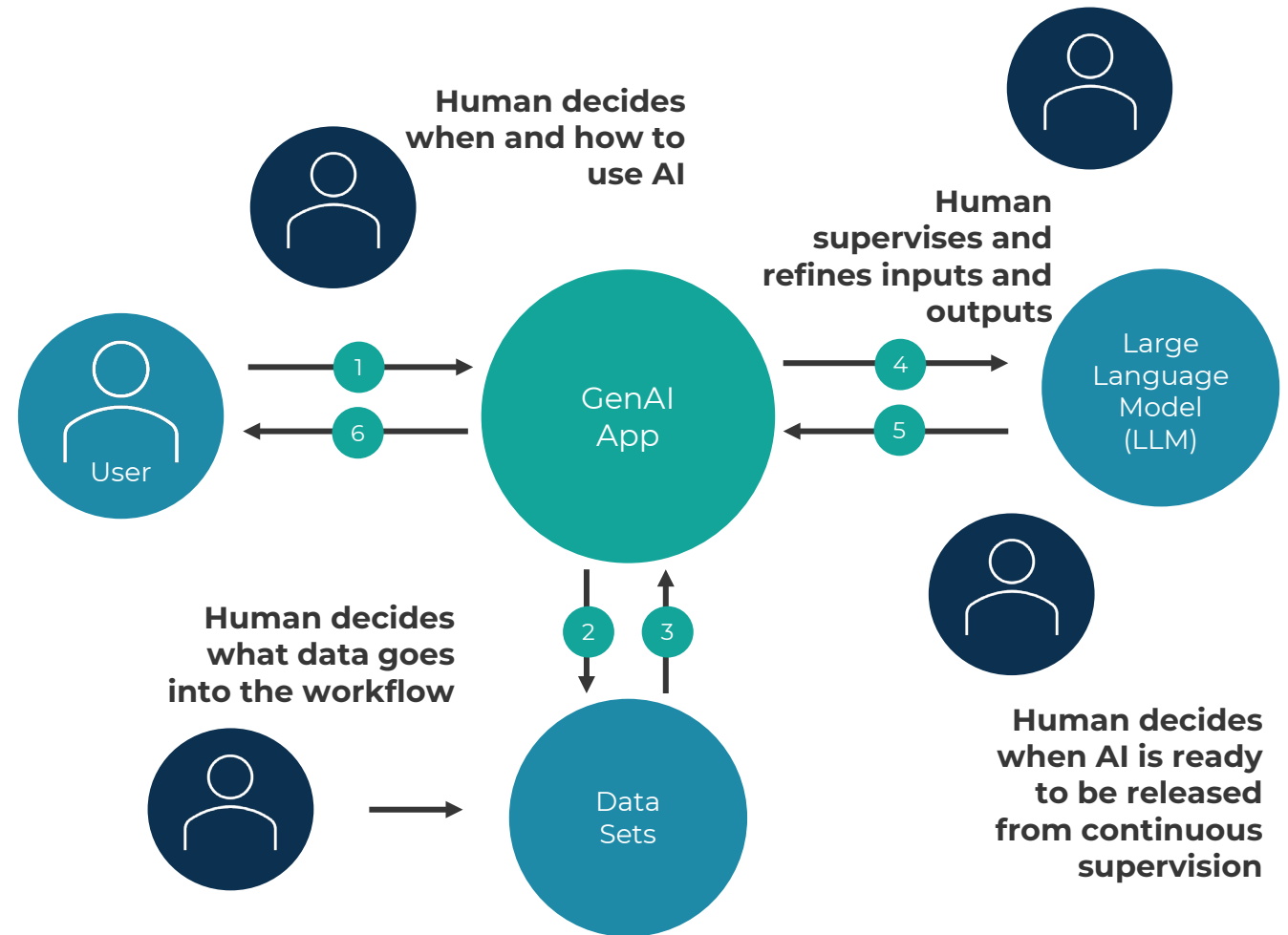


Some Guidelines for Policies on the Responsible Use of AI



Responsible AI with Humans in the Loop

Continuous and iterative human supervision and evaluation of AI outputs



**Explore What's
Possible**



Activity

How much do you think generative AI will change your organization in the next 3 years?

- 1 Little to none
- 2 On the edges, like productivity gains
- 3 Some jobs will be highly effected; most won't
- 4 Everything will change because of AI—work, jobs, skills, etc.





Generative AI is a learn or die moment for companies. You can't hire your way out of this.

Dave Ulrich

Leveraging AI for L&D: Early Use Cases



Content Creation

"I need to create content faster and cheaper."



Efficiency & Automation

"I need a way to summarize and organize my notes from SME meetings."



Learning Experience

"I need the learning experience to be more engaging and personalized."



Analytics

"I need to find data trends on content usage in my LMS."



Skills

"I need to identify and evaluate skills in the flow of work."

Let's Discuss Use Cases



Active, Hands-On Learning

“Learners are dropping off midway through programs or not engaging with the content.”



How can I use AI to increase active engagement and boost completion rates?

Personalized Support

“Personalized coaching is not scalable in my organization.”



How can I use AI to make the learning experience more personalized and streamlined?

Building Scalable Content

“I can't keep up with upskilling my department on all of the changing regulations.”



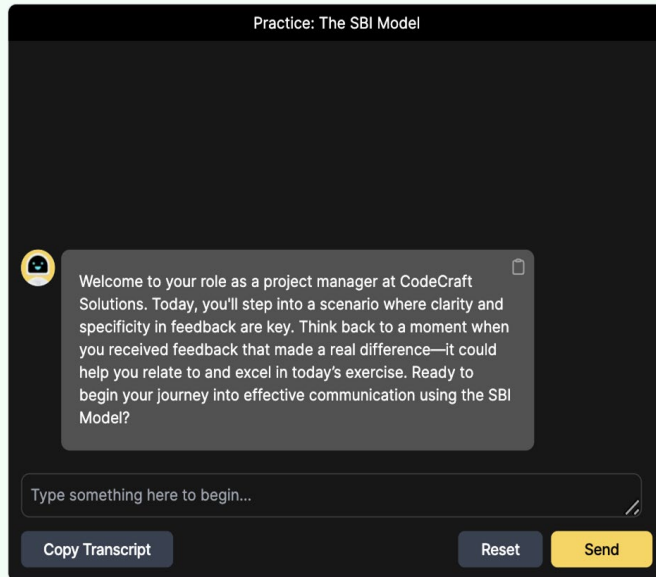
How can I use AI to quickly build content at scale while minimizing SME time?



Active, Hands-On Learning

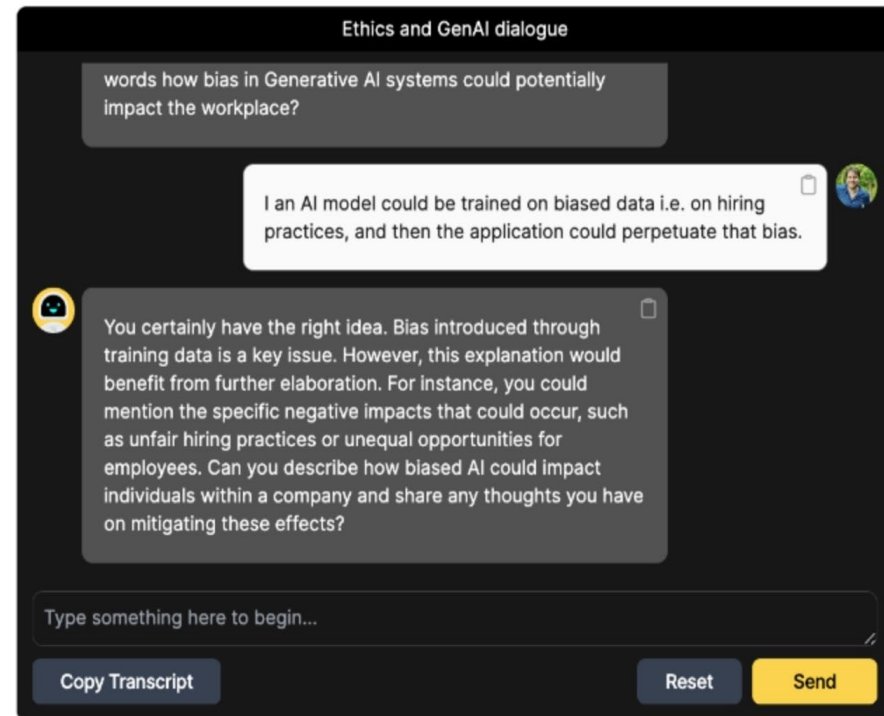
Rather than multiple choice questions, students can engage with a chatbot to check for understanding

In this interactive practice exercise, you will step into the role of a project manager at CodeCraft Solutions, using the SBI (Situation-Behavior-Impact) Model to provide structured and effective feedback. You will practice articulating clear feedback on specific behaviors and their impacts, helping you refine your communication skills in professional settings.






The screenshot shows a chatbot interface with a dark background. At the top, it says "Practice: The SBI Model". A chat bubble from the bot contains a welcome message: "Welcome to your role as a project manager at CodeCraft Solutions. Today, you'll step into a scenario where clarity and specificity in feedback are key. Think back to a moment when you received feedback that made a real difference—it could help you relate to and excel in today's exercise. Ready to begin your journey into effective communication using the SBI Model?". Below the chat bubble is a text input field with the placeholder "Type something here to begin...". At the bottom, there are three buttons: "Copy Transcript", "Reset", and "Send".


confidence among users and stakeholders.





The screenshot shows a chatbot interface with a dark background. At the top, it says "Ethics and GenAI dialogue". A chat bubble from the user contains the question: "words how bias in Generative AI systems could potentially impact the workplace?". A response bubble from the bot contains the answer: "I an AI model could be trained on biased data i.e. on hiring practices, and then the application could perpetuate that bias." Below that, another chat bubble from the bot contains a follow-up question: "You certainly have the right idea. Bias introduced through training data is a key issue. However, this explanation would benefit from further elaboration. For instance, you could mention the specific negative impacts that could occur, such as unfair hiring practices or unequal opportunities for employees. Can you describe how biased AI could impact individuals within a company and share any thoughts you have on mitigating these effects?". At the bottom, there is a text input field with the placeholder "Type something here to begin...". Below the input field are three buttons: "Copy Transcript", "Reset", and "Send".

Personalized Support — Learner




GROUP 1  Completed Week 2  With confidence 



To: **Jin Gong**

Hey **Jin**! Looks like week 2 went great and you are feeling confident. Let us know if you need anything in week 3, and I encourage you to review [recording of project walk through](#) if needed.

To: **Stefan Trkulja**

Hey **Stefan**! Seems like week 2 went great and things are feeling good for you so far. That fair to say? Let us know if you need anything in week 3, and I encourage you to review [recording of project walk through](#) if needed.

To: **Dragan Bajcic**

How's it going **Dragan**? Glad to hear things are going well with the material so far and you are balancing two courses super well. Let us know if you need anything in week 3, and I encourage you to review [recording of project walk through](#) if needed.

[Load more](#)

GROUP 2  Completed Week 2  With extra support requested 

GROUP 3  Not Completed Week 2 

[Send all nudges](#)

Building Scalable Content

Generate first draft of the course with AI-assist.
Input data and verify the AI-generated course outline.

01 Add course data 02 Review outline

GENERAL

Course name: Effective Feedback in the Workplace Course length: 2 weeks Course type: Non-technical Course

General course description
This course is designed to transform how you understand, give, and receive feedback within a professional setting. Feedback, praise or constructive criticism, is a vital element of personal and organizational growth. Through this course, you will learn the difference between constructive and destructive feedback, and explore how to make every feedback opportunity into a tool for personal and professional growth. Our modules will guide you through the fundamentals of effective feedback, delve into the nuances of the SBI (Situation-Behavior-Impact) feedback model, and help you apply these concepts in various management scenarios.

As you progress, you will also develop crucial soft skills such as emotional intelligence, active listening, and empathy.

What are the pre-requisites for this course?
N/A

01 Add course data 02 Review outline

🚀 Your course outline is generated!
You can rename, add, remove topics and course modules.
Please review the outline and continue to next step to generate content.

WEEK 1 NOVEMBER 14 → NOVEMBER 21
Foundations of Feedback

- Introduction to Feedback
- The SBI Feedback Model - Part 1
- Soft Skills for Feedback
- Feedback in Action: Case Study

+ Add module

PROJECT

- Personal Feedback Reflection

WEEK 1 NOVEMBER 14 → NOVEMBER 21
Foundations of Feedback

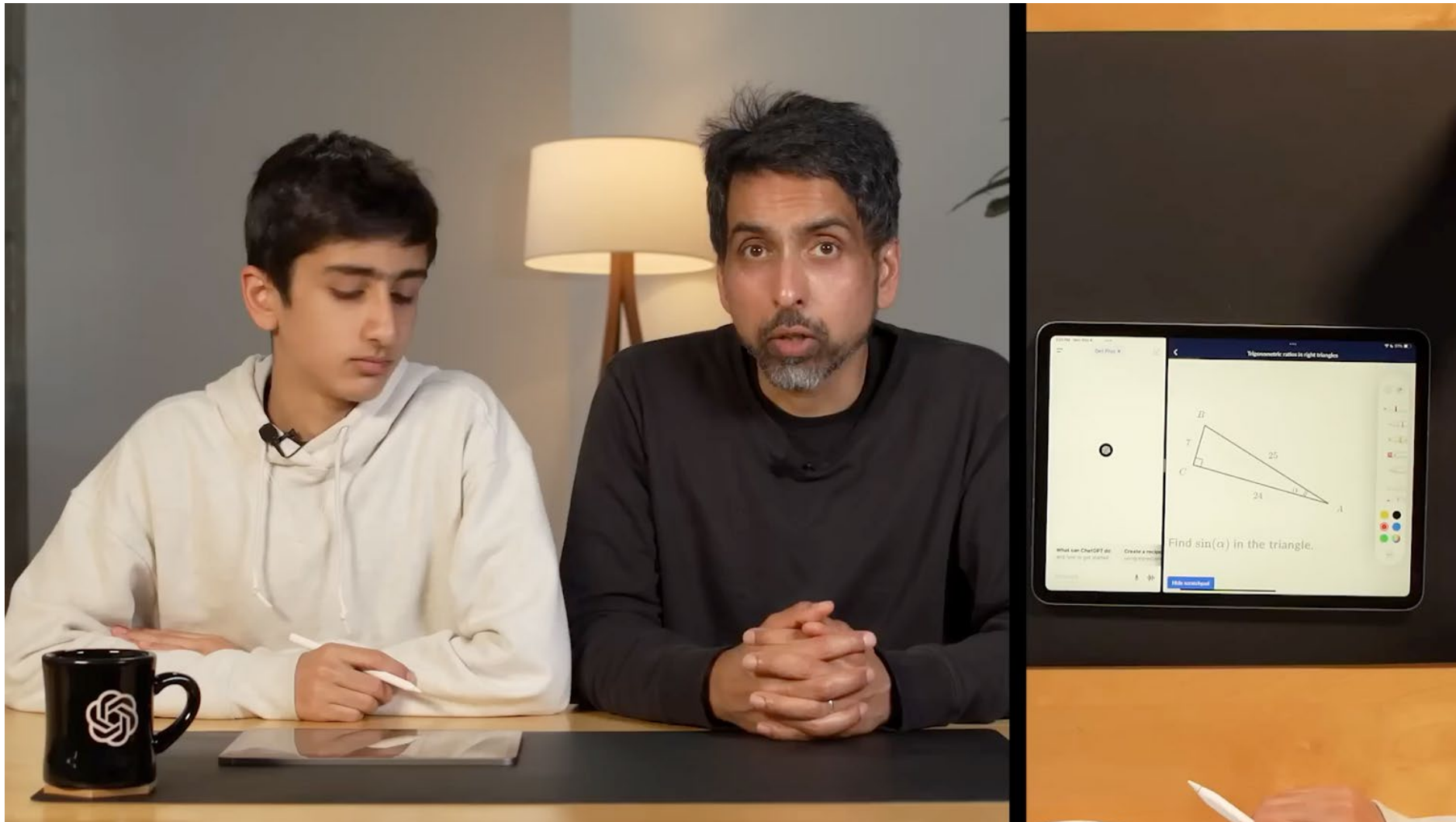
- Introduction to Feedback
- The SBI Feedback Model - Part 1
- Soft Skills for Feedback
- Feedback in Action: Case Study

+ Add Module + Add Project

WEEK 2 NOVEMBER 21 → NOVEMBER 28
Advanced Feedback Strategies

- The SBI Feedback Model - Part 2

Personalized Learning with ChatGPT4o



80%

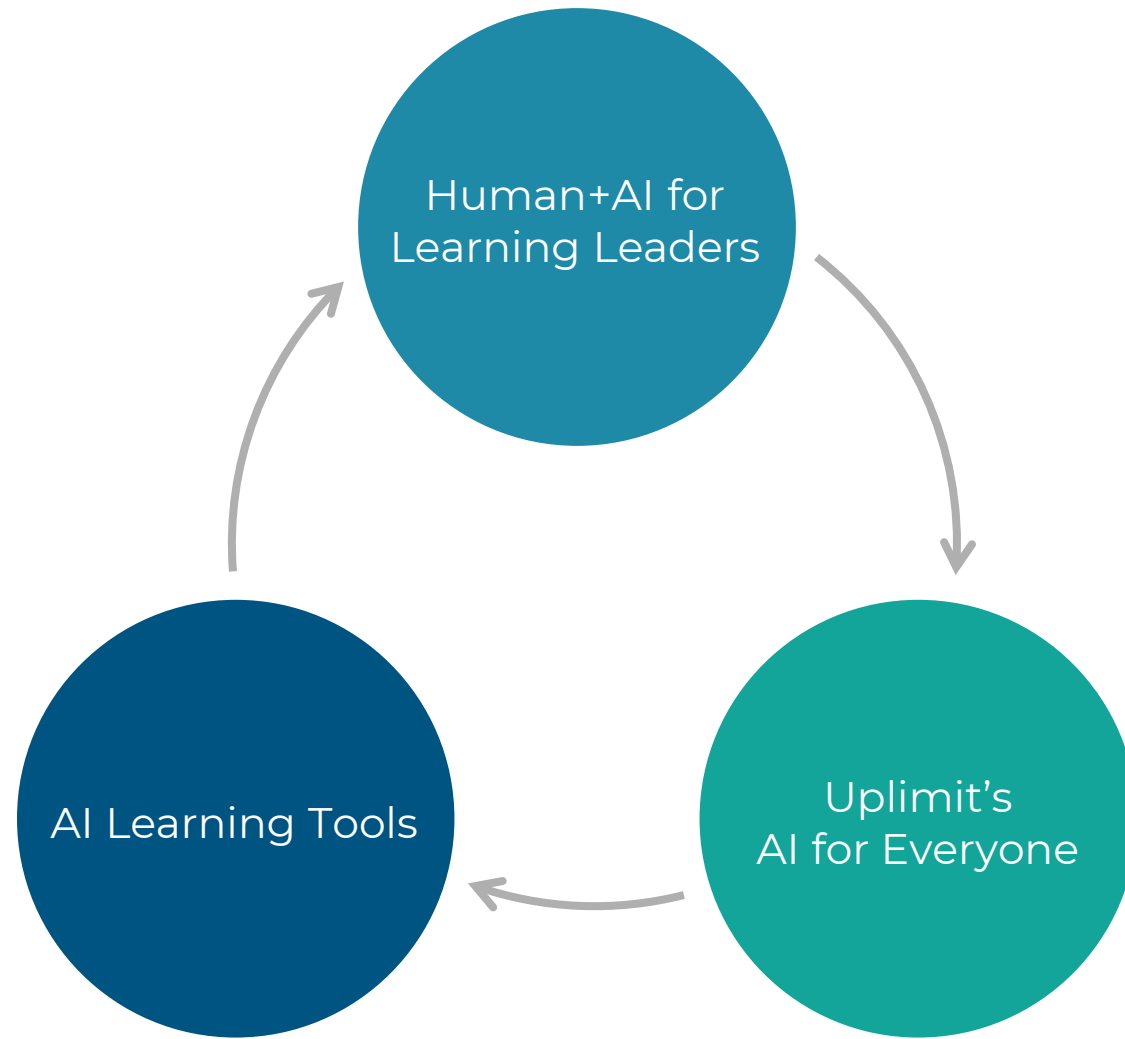
of organizational skills will have to be reprioritized or revisited because of digital business transformation

Gartner

82%

of executives see reskilling as critical to business success

McKinsey Global Institute





GP Strategies® +  **Uplimit**

AI Academy

Outcomes of the AI Academy:

- Achieve foundational AI literacy across teams
- Empower senior leaders across your organization
- Cutting-edge AI skills for technical teams
- Accelerate AI adoption while reducing risk
- Learn the most popular AI tools available today
- Drive innovation, productivity, and creativity

+75%

Average completion rate
of Uplimit courses

70

Average NPS
of Uplimit courses

95%

of learners said Uplimit
impacted their job

AI for Non-Technical Teams

Core Courses

July 8, 2024

AI & ChatGPT for Everyone

Wes Shields
Principal & Founder of Synthminds.AI

Joseph Rosenbaum
Chief Learning Officer at Synthminds.AI

[View Course](#)

AI

AI for Productivity

Sidharth Ramachandran
Senior Director, Knowledge Engineering

[View Course](#)

June 17, 2024

AI Strategy for Leaders

Sunita Mohanty
Product Lead, AI for Augmented Reality at Meta

Meta | lumosity

[View Course](#)

Electives

Advanced Prompt Engineering

Responsible AI

Intro to Data Analytics with ChatGPT

AI Image Creation for Everyone

Python for Machine Learning

AI in Sales

Building AI Products with OpenAI

AI in Marketing

AI for Technical Teams

Core Courses

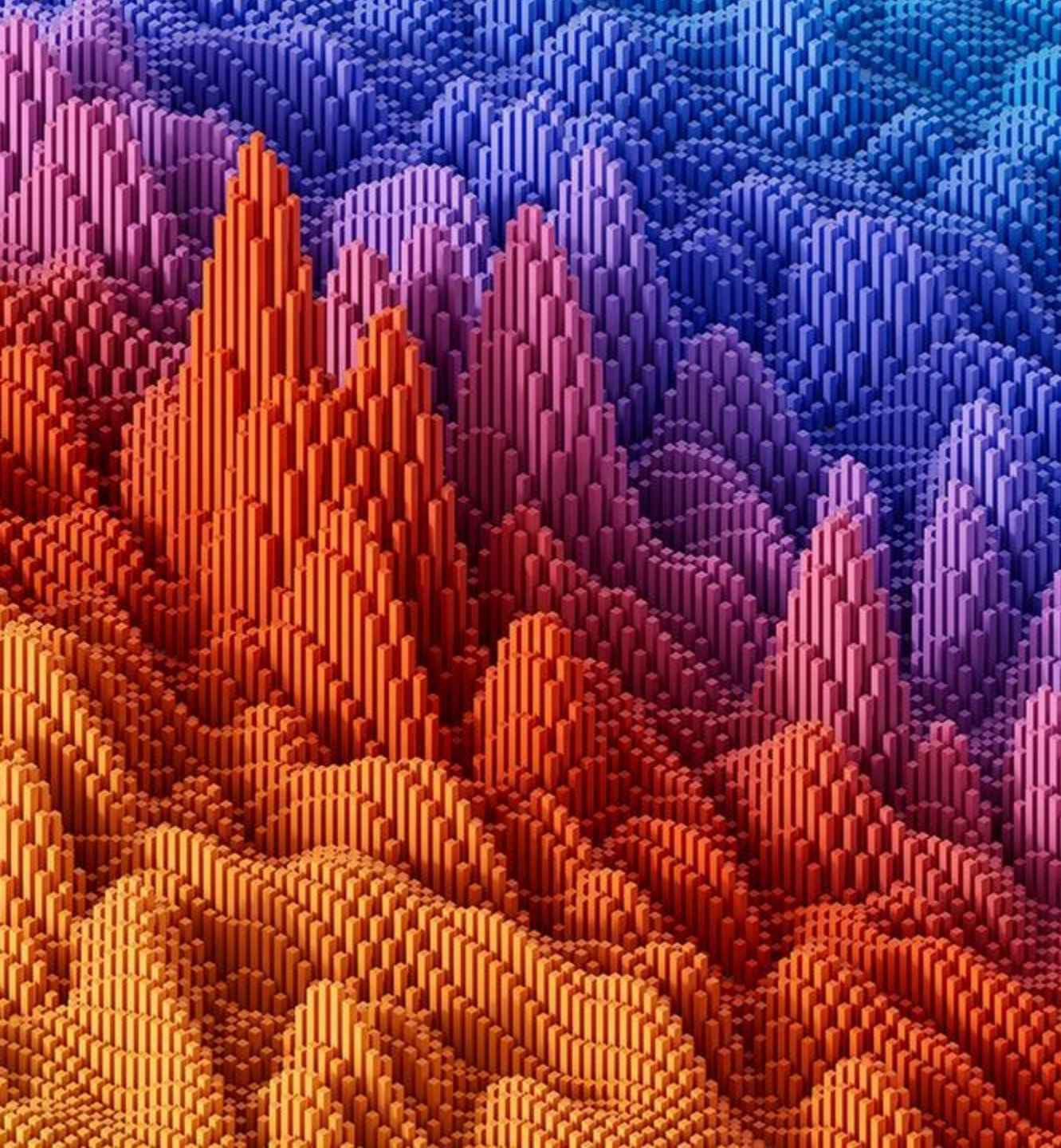
The 'Core Courses' section displays four course cards. Each card features a title, instructor information, logos of associated companies, and a 'View Course' button.

- Applied Machine Learning**: Instructors Andrew Maas (Co-founder and CEO of Pointable) and Julie Kallini (co-instructor, PhD at Stanford). Logos for Apple, Google, Meta, and ROAM.
- Deep Learning Essentials**: Instructors Kevin Wu (PhD at Stanford, formerly at Waymo, Microsoft) and Eric Wu (PhD at Stanford, formerly at Google). Logos for Google, Microsoft, and Waymo.
- MLOps: From Models to Production**: Instructor Nihit Desai (CTO of Refuel.AI, ex-Facebook, Stanford). Logos for Refuel.ai, Meta, and LinkedIn.
- Building AI Products with OpenAI**: Instructor Sidharth Ramachandran (Senior Director, Knowledge Engineering). Logos for GFK, RTL, and Citi. A date badge indicates 'September 16, 2024'.

Electives

The 'Electives' section consists of a 3x4 grid of dark blue buttons, each containing the name of an elective course.

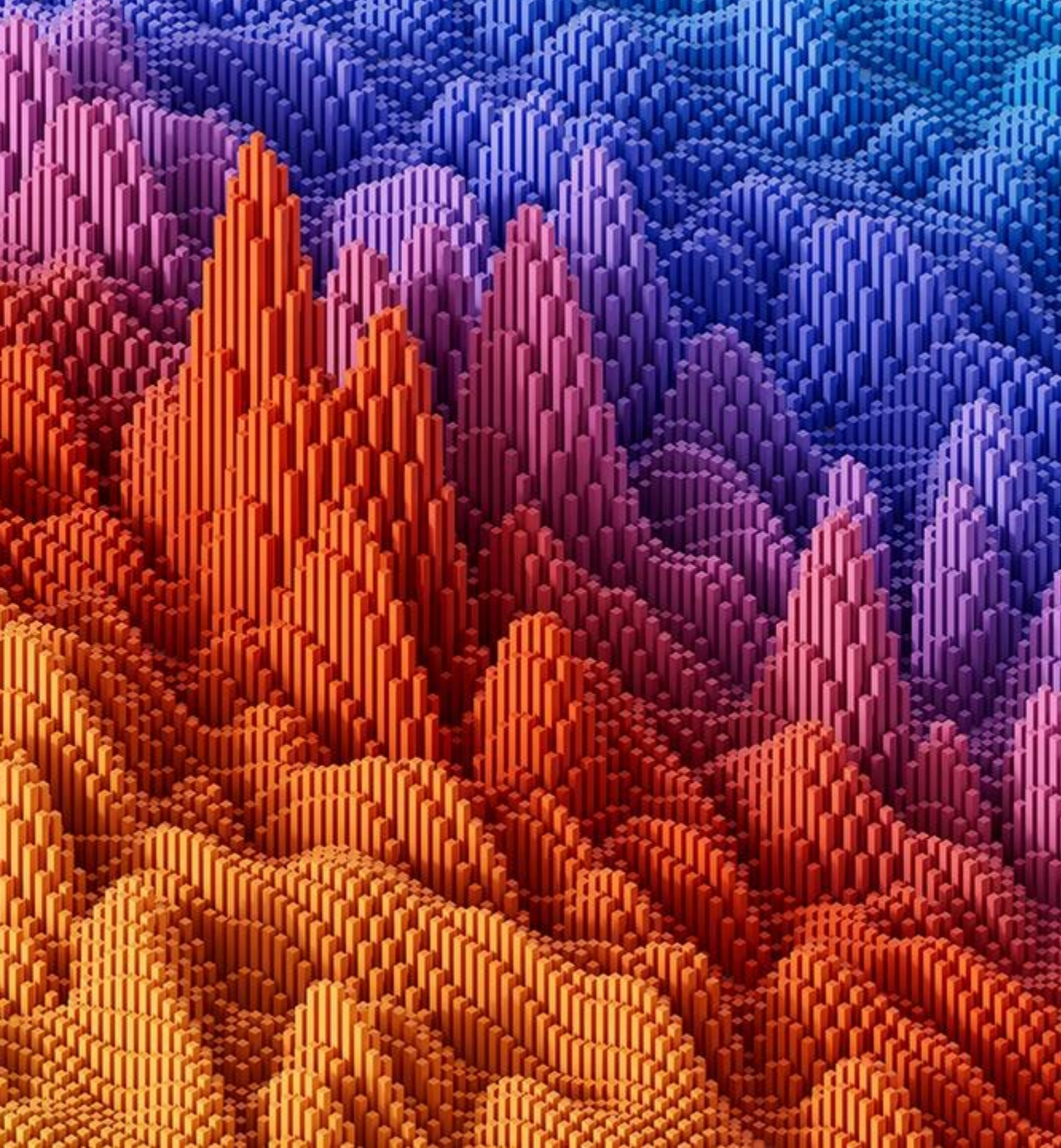
- Natural Language Processing
- LLMs in Production
- Building Advanced RAG Applications
- Productizing Open Source LLMs
- Architecting AI Products
- LLM Apps with LangChain
- Responsible AI
- Data-Centric Deep Learning
- Search with Machine Learning
- Forecasting with Machine Learning
- Interpreting Machine Learning Models
- Personalized Recommendations



Q&A

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Thank you

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