

TSC24

3 Statistics Indicate A Collision Course Between AI & Learning



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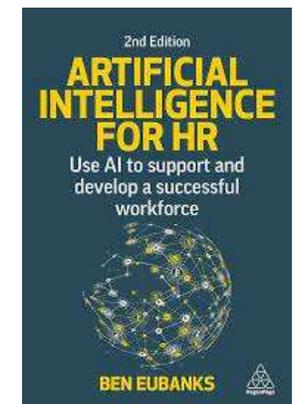
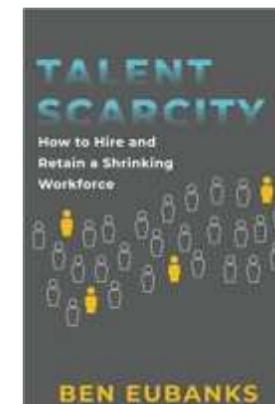


About

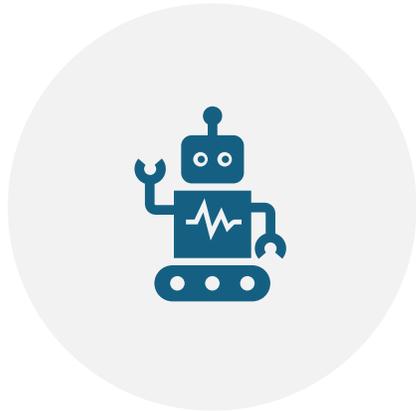
- Chief Research Officer, Lighthouse Research & Advisory
- Author, *Artificial Intelligence for HR and Talent Scarcity*
- Host, *We're Only Human* Podcast
- Founder, *HR Summer School*
- Dad of four and a half
- Ice cream is my love language



Ben Eubanks



Agenda



AI and learning: On a collision course



AI as a training superpower



The big risks of AI (and what to do next)

AI and Learning: On a Collision Course



Interest in AI usage for learning has increased 4x over the last year

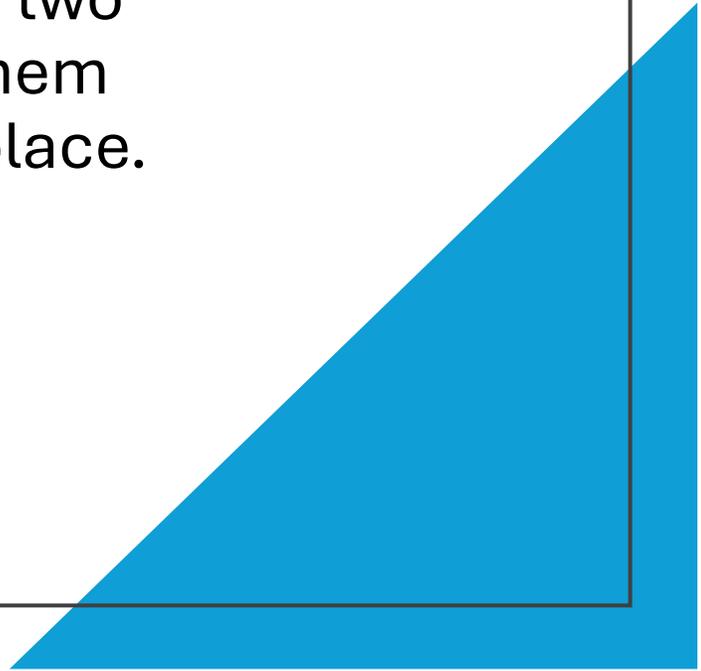


The macro perspective: disruption is here

- Up to 40% of your workers will need reskilled due to AI (HRO)
- AI will force 12 million people to change jobs by 2030 (McKinsey)
- Only 25% of employers have looked at what skills will be affected by AI (LHRA)

People are Worried about AI and Disruption

- **The fear is widespread.** 7 in 10 learners are concerned about AI and other disruptive technologies changing the skills they need in the near future.
- **Upskilling is a hedge against disruption.** Nearly two out of three workers say that learning will make them more future-proof as AI encroaches on the workplace.
- **It's a “now” problem, not a “later” problem.** Learners that don't have time to pursue skill development are 50% more likely to be very concerned about AI.



Which of these is most concerning to you?

1. **Workers aren't building their skills for the future.**
2. **Workers are only taking training because it's mandatory.**
3. **Employees say their teammates can't handle change.**

Which of these do you think is most concerning?

1. Only 16% of workers say their company is helping them develop the skills they need for future success.
2. The number one reason people say they learn at work is because it's mandatory, not for career growth or better job performance.
3. Only 13% of employees say their team/department is highly adaptable to change.

We always have a choice



Do nothing



Do something

A person in a white martial arts gi with a yellow belt is shown from the waist up, holding a wooden bokken. The background is blurred, showing a gymnasium setting with a blue wall and a white circular light fixture. A semi-transparent dark grey rectangle is overlaid on the image, containing the title text in white.

Is AI a Training Superpower? 7 Reasons Why It Matters

If you had to learn
and start applying
a new HR skill
tomorrow, would
you rather...

- A. Watch a training class/course
- B. Have a mentor guide you
- C. Have a chance to practice it before applying in the real world
- D. All of the above

70:20:10

- Research shows that 70% of what we learn is acquired via experiences
- 20% of learning is social or collaborative in nature
- Just 10% is from formal content or courses



#1: We Are Natural Explorers

- Self-developing
- Observation, hypothesis, experiment, conclusion (repeat)
- **AI can help us find new, interesting, and useful learning resources.**



A graphic of blue school lockers. One locker in the bottom left is open, revealing a dark interior. The lockers are arranged in a grid, and the graphic is partially cut off by a white curved shape on the right side.

#2: We Often Forget

- Research shows we forget the majority of what we learn.
- One study showed students retained 10% of learning concepts after a three-day period.
- **AI can nudge and reinforce in critical areas.**

#3: We Don't Care for Boring Things

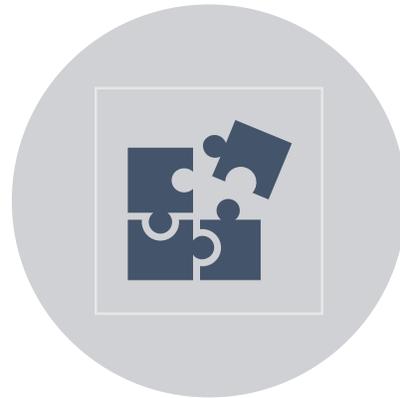
- How long did it take you to tie your shoes?
- Our brain eliminates information and inputs that it deems irrelevant—is your learning meeting that threshold?
- **AI can help to generate or recommend learning that is meaningful and relevant.**
 - Bonus: neurodiversity



Learning is Bigger than a Course



7 in 10 job seekers want to know about development opportunities during the hiring process.



It's **impossible** for a manager to know the skills of each of their team members at a granular level.



More than 70% of workers have quit a job because they didn't see growth opportunities in front of them.

Free Tools to Test

ANTHROPIC

Gemini


ChatGPT

A few relevant questions:



Write a persuasive email to my boss to attend a training event



Create a curriculum for a training course



Provide questions for manager 1:1's to help guide employee career growth



The real value



create an outline for a two-week leadership development program. incorporate at least one lesson focusing on our company's core values of integrity, clear communications, and innovation.



Two-Week Leadership Development Program

Week 1 - Building The Foundation

Day 1 - Welcome and Introduction

1. Morning: Welcome breakfast, Introductions, and Program Overview
2. Afternoon: What Is Leadership? - A deep dive into the definition and importance of leadership.



create an email in a friendly, excited tone to announce this program to our management staff



Subject: Exciting Leadership Development Program Launching Soon!



Dear Management Team,

I hope this email finds you all well!

We are absolutely thrilled to announce that we have been working on something special behind the scenes for our leaders – a comprehensive, two-week Leadership Development Program that has been designed to take our management skills to new heights!

The program is filled to the brim with engaging activities, thought-provoking workshops, and powerful simulations to help us explore different facets of leadership. Each day has been crafted with a specific theme in mind, ranging from emotional intelligence, communication,



please provide a leadership development icebreaker activity



Icebreaker Activity: Leadership Trait Bingo



Objective: This icebreaker activity aims to get participants comfortable with one another, spark conversations about leadership, and create a fun and engaging atmosphere.

Instructions:

1. Prior to the session, prepare bingo cards for each participant. Instead of numbers, fill each square with a different leadership trait (e.g., "innovative thinker," "great listener," "problem solver," "team motivator," etc.). Make sure each bingo card is unique.
2. At the start of the session, distribute the bingo cards to the participants and explain the rules: the aim is to get a "bingo" by finding people in the room who demonstrate the



create a checklist of 10 leadership actions that managers should take every week to support their staff



Certainly! Here's a list of 10 actions leaders should take weekly to support their staff:

1. **Provide Clear Communication:** Ensure your team has all the information they need to do their jobs effectively. This includes regular updates on company news, changes, or objectives.
2. **Delegate Tasks Fairly:** Assign tasks based on skills and capabilities, ensuring workload is distributed fairly and appropriately.
3. **Offer Constructive Feedback:** Provide regular, constructive feedback to each team member to help them grow and improve.



create a five question feedback survey for a leadership training including questions and answers



Leadership Training Feedback Survey

1. How would you rate the overall quality of the leadership training program?
 - Excellent
 - Very Good
 - Good
 - Fair
 - Poor
2. Was the content of the training relevant and useful for your role?

Pro Tips

- Use tone (friendly, professional, excited, inspiring, helpful, etc.) to personalize the output.
- It's all in the prompt. Don't be afraid to revise.
- Always ask "What's next?"
- *Note: share your own tips if you have them!



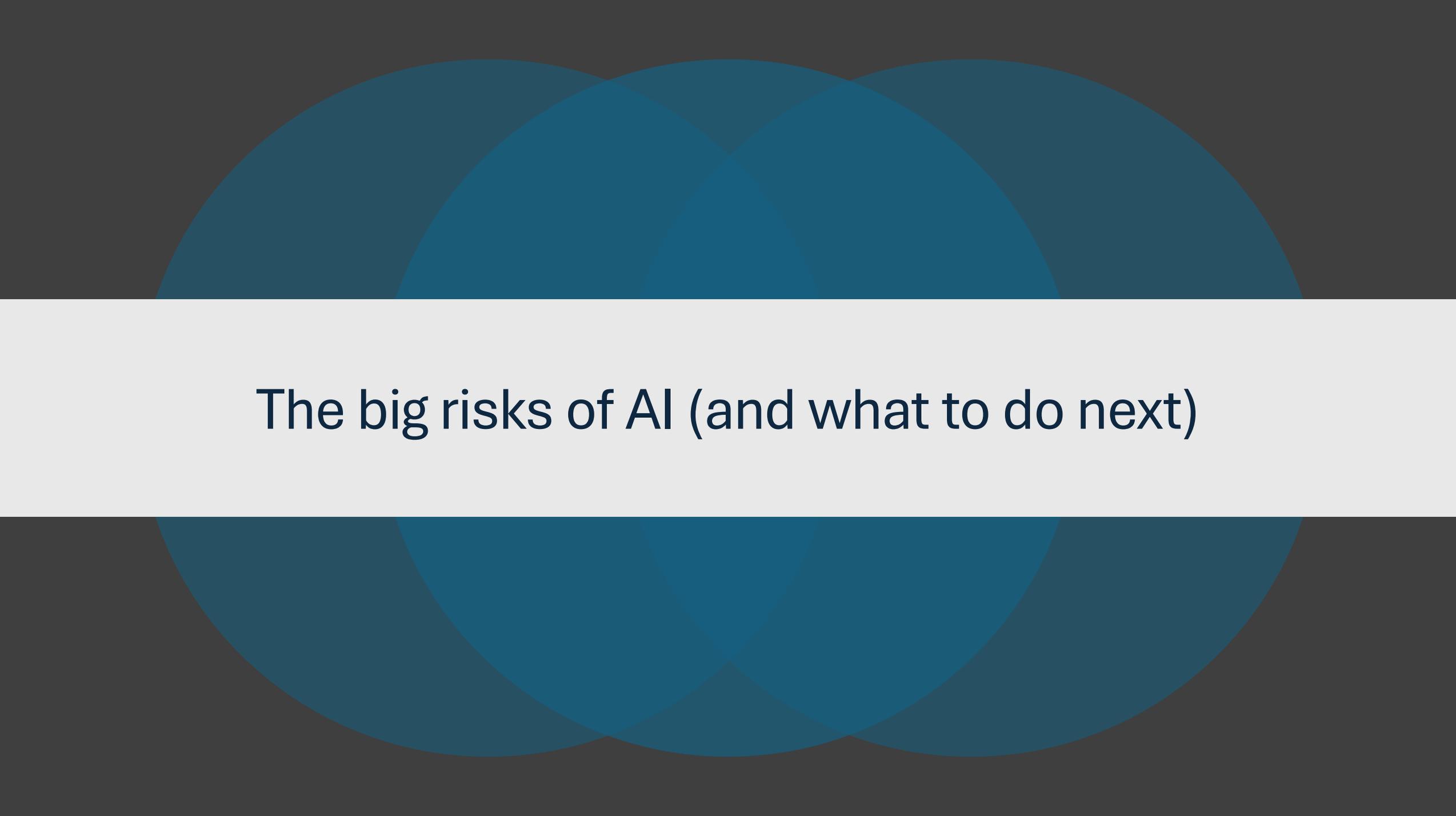
Get 15 Free
Prompts to
Test ChatGPT

**Get our free list of
generative AI prompts
to test out yourself**



**Save HOURS each week with
smart, creative prompt ideas**

[LHRA.io/prompt](https://lhra.io/prompt)



The big risks of AI (and what to do next)



Unkind Learning Environments: Does This Sound Like Your Work Day?

- Well-defined: I know **all** the variables when making decisions
- Tight feedback loop: I can **immediately** tell if my decision was right or not
- Clear boundaries: I know **every** parameter of **every** situation

Two MAJOR Risks



The coming career cliff



Trust and complacency

The Career Cliff

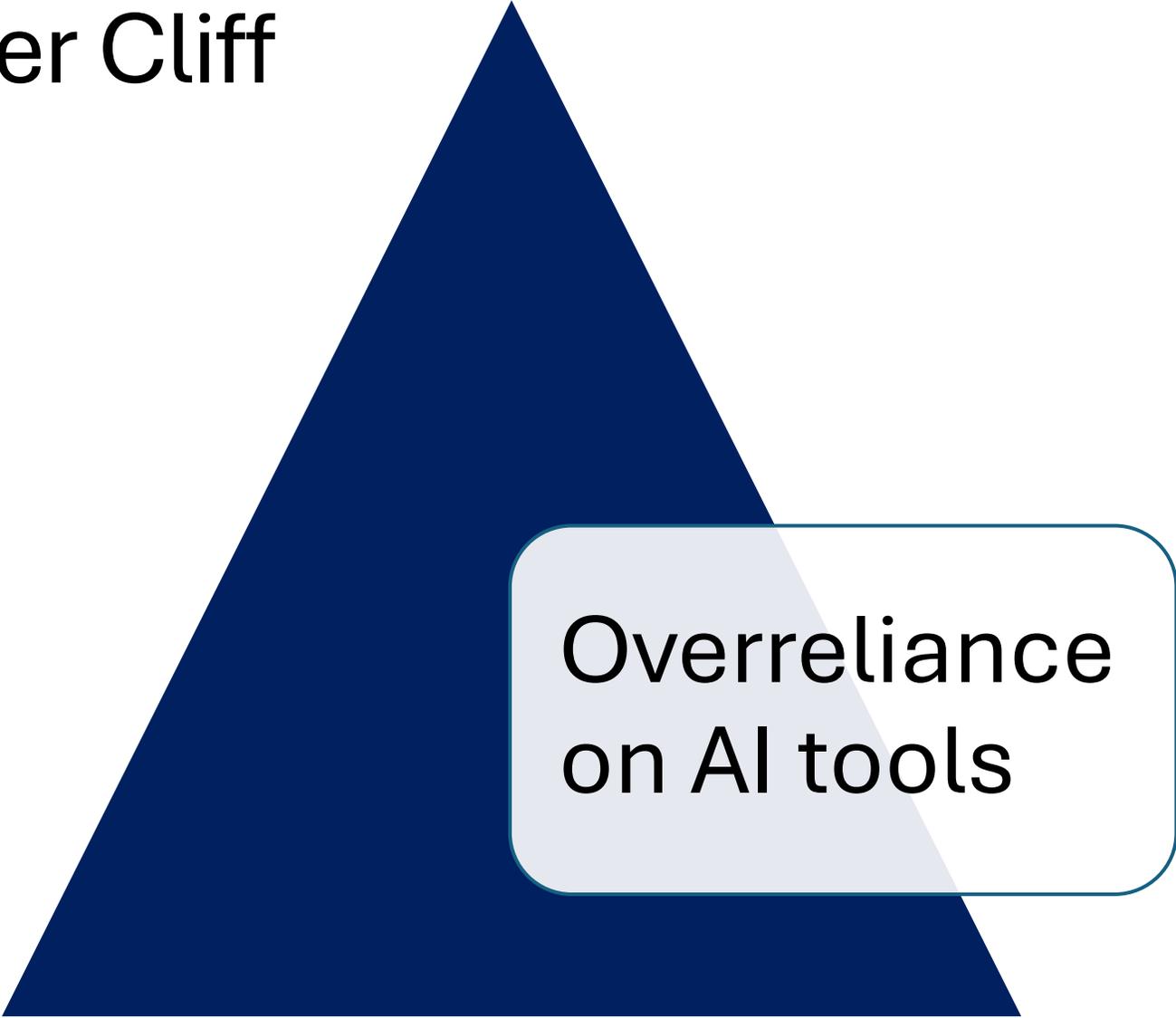
Advanced skills

- Strategic evaluation
- Decision-making
- Navigating relationships

Foundational skills

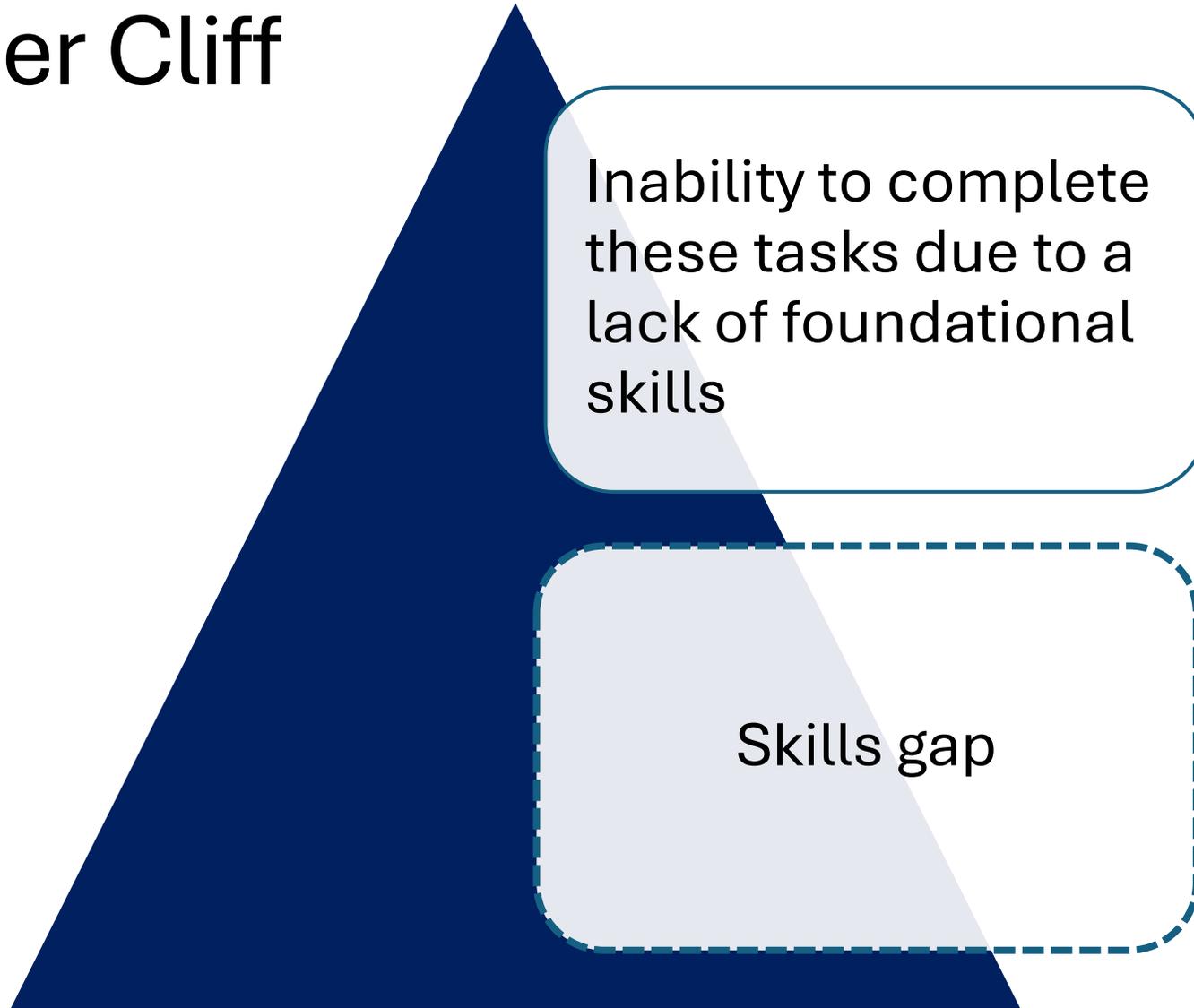
- Relationship building
- Organizing information
- Gathering data

The Career Cliff



Overreliance
on AI tools

The Career Cliff



Bridging the Career Cliff

Experiential learning

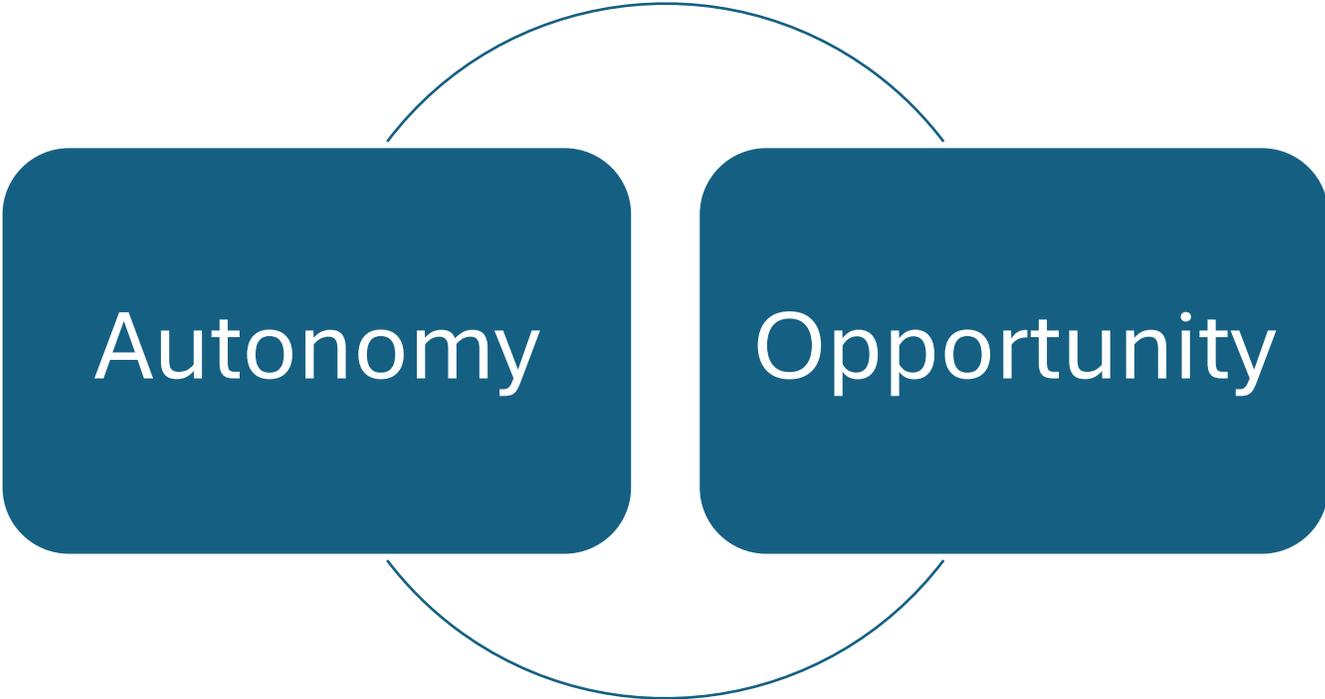
- Offer opportunities to stretch, test, and try
- Autonomy as an employee preference

Mentorship and coaching

- 2/3 of employers are concerned about loss of critical knowledge due to retirement
- Asking open-ended questions
- These relationships don't just instruct—they build social capital
- “People are our emergency fund for life”

Defining acceptable usage of AI tools

Successful
learning cultures
are defined by two
critical concepts:



Autonomy

The diagram consists of two dark blue rounded rectangular boxes, one on the left containing the word 'Autonomy' and one on the right containing the word 'Opportunity'. The boxes are connected by two thin, light blue curved lines that arch over and under the space between them, forming a circular shape that suggests a relationship or cycle between the two concepts.

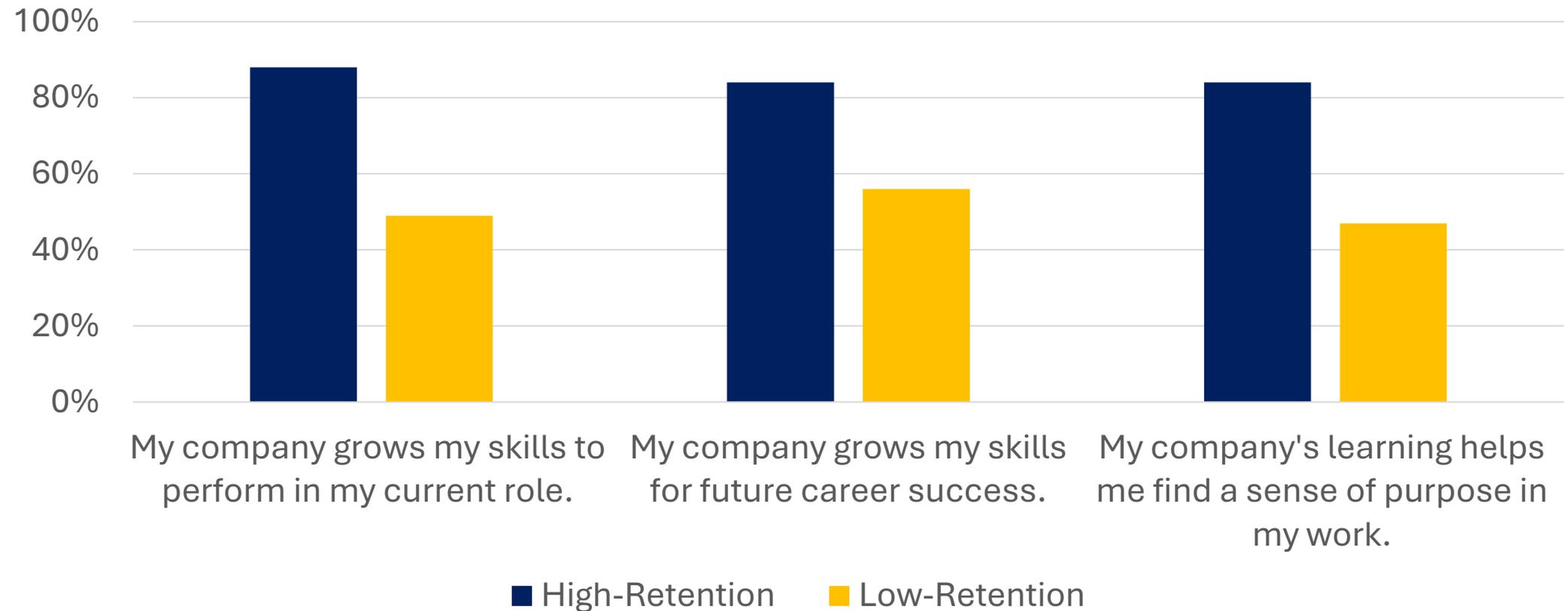
Opportunity

Why Your Learning Culture Matters

	Employees are trained when not performing well (Corrective)	Employees have autonomy and opportunity to learn (Empowered)
My organization offers learning to grow my skills and performance.	56%	90%
My manager is very supportive of my development.	37%	73%
I am not confident that I am making career progress.	28%	4%
I have regular, ongoing opportunities for social learning.	15%	52%
I have full visibility into internal learning opportunities.	42%	81%
I'm happy in my job with no plans to quit.	46%	81%

Learning is a Path to Impact

Retention Correlates to Learning Activities



Employees with Low Belonging Scores are:

4x more likely to lack visibility into internal training opportunities.

6x more likely to have low confidence in career goal progression.

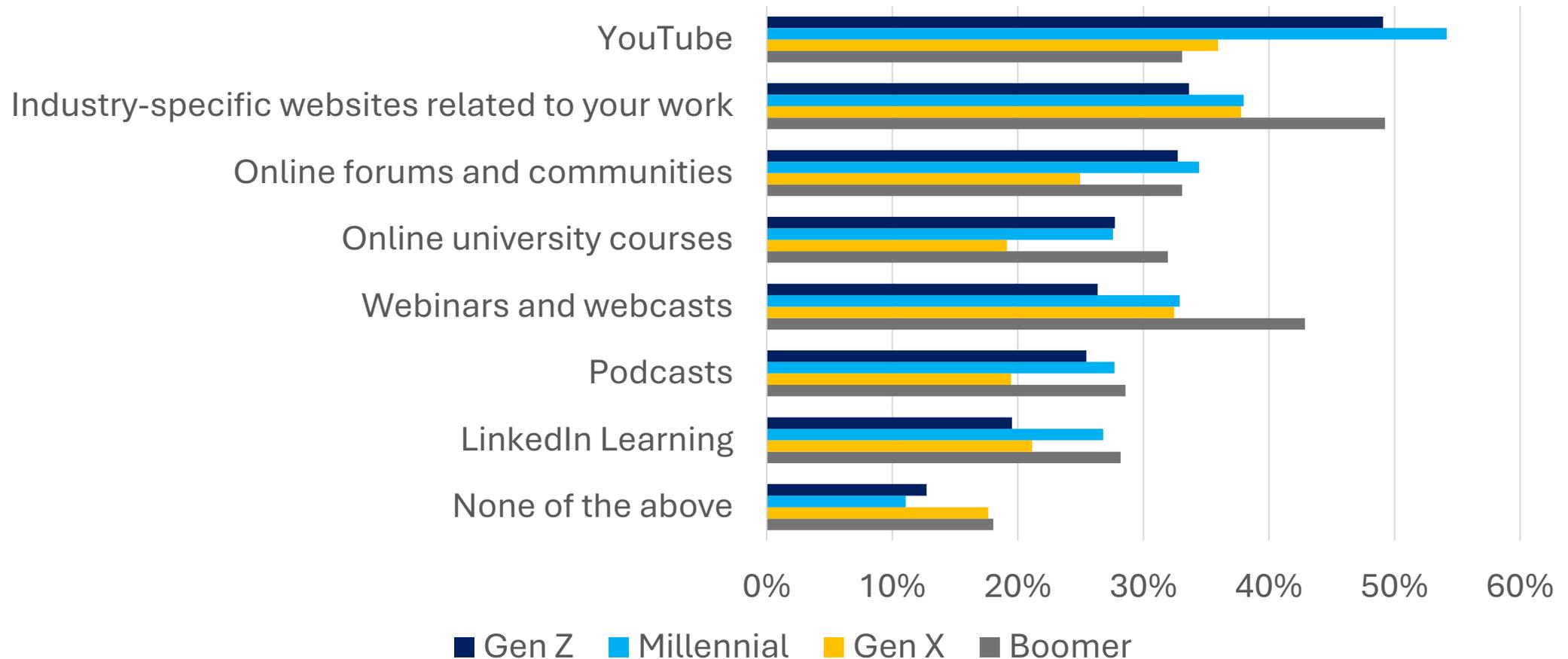
11x more likely to say their manager does not support their career development and growth.

The Needs of the Modern Learner



Generational Learning Priorities

Which of the following sources do you utilize to learn skills on your own (not offered by your employer)?





That time I set an ATM on fire at work...

Questions?



Get our latest research

[LHRA.io/access](https://lhra.io/access)



Contact us:

[research@LHRA.io](mailto:research@lhra.io)



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