

Exploring the Uncharted Territories:

AI's Impact on Learning and Development Practices



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Exploring the Uncharted Territories: AI's Impact on Learning and Development Practices

In the Learning and Development (L&D) world, AI is increasingly being employed to enhance learning experiences and streamline processes. AI-powered tools and platforms are being used for content creation, personalized learning pathways, automated assessments, and adaptive learning.

However, as AI becomes more prevalent, the L&D community has raised valid questions and insights. From the regulation of AI to the preservation of critical thinking skills, participants in the Beyond the Sky "AI + L&D" Community of Practice explored the uncharted territory of AI's impact on talent development. Balancing the advantages of AI with addressing these fears and concerns is crucial to ensure responsible and beneficial integration of AI in L&D practices.

"The responsible integration of AI is crucial for the future of learning and development."



Empowering Responsible AI Integration in Learning and Development

Beyond the Sky created this Community of Practice as it recognized the growing significance of AI in the L&D landscape and its potential to revolutionize learning and development practices. The intention is to provide a means for Talent Development professionals to openly discuss and address ideas and insights. By creating a collaborative environment, Beyond the Sky aims to share best practices and collectively navigate the challenges posed by AI in L&D.

Dynamic Discussions and Expert Insights in the Community of Practice

In the recent Community of Practice events, the breakout rooms were filled with conversations among thought leaders, stimulated by facilitators who prompted thought-provoking questions. Facilitators asked the questions raised by participants in their respective breakout rooms. Markus Bernhardt, our guest speaker and AI + Learning Expert, responded by offering valuable insights and addressing all inquiries. These insights are below.

The Uncharted Territory of AI Regulation and the Boundaries of Safety

One of the groups in the AI + Learning and Development Community of Practice asked a question about the regulation of AI and its restrictions to ensure secure usage across various industries.

Markus explained that AI is currently largely unregulated. Different countries are taking their own approaches to AI regulation, with some implementing stricter measures while others explore the technology. He mentioned the EU AI Act is spearheading an initiative and highlighted the success of GDPR in setting data protection rules worldwide. Markus also discussed the importance of exploring different sources of information, such as the EU AI Act homepage and YouTube commentary.

Markus concluded by emphasizing that AI regulation is currently behind and involves political considerations, with calls to halt AI development generating contrasting opinions. He advised participants to stay informed about their country's regulations, follow the EU AI Act, and keep track of relevant updates on platforms like YouTube where legislative impacts are recorded and summarized.



Challenges of Citation and Crediting with AI Tools

Another query was about the necessity of adhering to proper citation and crediting practices when utilizing AI tools in research or work.

Addressing the challenge, Markus acknowledged the complexities involved in determining the sources from which AI systems derive their information and training.

Within this context, he emphasized the importance of proper referencing and quoting, emphasizing the need to clarify that AI tools essentially echo information obtained from others. The absence of clear guidelines and the potential difficulty in identifying the original sources emerged as significant concerns in this regard.

Preserving Critical Thinking in the Age of AI in Learning and Development

Shifting the focus to the HR and talent development perspective, another question arose concerning the preservation of critical thinking skills in the face of the expanding utilization of AI.

Reflecting on the historical perspective, Markus said fears have often accompanied the emergence of new tools, illustrating this pattern by referring to the ancient Greeks' apprehensions about writing and later to concerns surrounding calculators. However, he countered these apprehensions by asserting that throughout history, such tools have not hindered critical thinking, but rather bolstered it.



“Embrace AI as a tool, not a replacement. Stay ahead, stay informed, and wield AI’s power with the purpose of secure and targeted progress.”

Markus acknowledged the value of AI tools while emphasizing the need to verify and cross-reference the information they provide. He emphasized the continued importance of critical thinking in conjunction with AI, stressing that the current stage involves discovering innovative ways to harness these tools rather than being supplanted by them.

Danielle Wallace drew attention to the recent “You in 2042 Podcast”, which tackled the subject of critical skills and generative AI head-on. This podcast provides insights into ensuring the proper use of these skills and cultivating their growth within organizations.

Balancing AI and Human Expertise: Optimizing Rapid Learning Design

Questions emerged around the topic of utilizing AI for rapid learning design. Markus explained the intricacies, highlighted the significance of a thoroughly vetted and signed-off knowledge engine as a cornerstone for effective learning design, particularly in critical domains such as health, safety, and compliance.

While generative AI proves valuable for standard topics backed by reliable web sources, Markus stated that specific organizational or sector-specific courses necessitate human input and cannot be fully replaced by AI. Markus recognized the role of AI in supporting certain aspects of the design process, including generating questions, summaries, key ideas, and visual elements. Nonetheless, he acknowledged the limitations of AI in constructing comprehensive learning experiences aligned with multimedia learning principles and effectively highlighting specific elements during instructional delivery.



Overcoming Bottlenecks in Learning Design and Implementation

Exploring the complexities of AI implementation in organizations grappling with regulatory hurdles, Markus pointed out that this requires political intervention. There isn't a way to bypass the authorization process whenever the integration of AI requires the seal of approval from governmental bodies or local authorities.

An organization's internal decision-making procedure is also subject to diverse factors such as their product portfolio and approach to data management. Markus emphasized how crucial it is to engage in deliberations within

an organization to facilitate a comprehensive evaluation of the advantages, risks, and considerations entwined with AI implementation.

In the ever-evolving landscape of AI + Learning and Development, Danielle agreed with the significance of promoting ongoing dialogue within the Community of Practice. Danielle emphasized the opportunity to exchange firsthand experiences, insights, and challenges encountered along the path of AI implementation with like-minded professionals. By engaging in these collaborative conversations, individuals are not only equipped with a wealth of knowledge but are also empowered to make well-informed decisions that resonate within their organizations.

Exploring the Role of Chat GPT in Learning Design and Safeguarding Data Privacy

During the discussions, a question was raised that prompted the community to explore how AI could be used in designing learning experiences. The collective interest revolved around the specific application of Chat GPT. Members sought to discover the potential and implications of this technology to revolutionize the landscape of learning and development. A discussion ensued on how the amalgamation of artificial intelligence and instructional design could enhance educational experiences.



“Secure outcomes require strategic choices: identifying problems, selecting tools wisely, and avoiding the hype.”

Markus highlighted the significant advancements achieved by harnessing the power of AI to enhance workflow by specifically employing Chat GPT to extract valuable insights and generate initial content drafts. Data privacy continued to remain a concern.

The matter of safeguarding sensitive information appeared to be the main concern, particularly when individuals inadvertently provide proprietary knowledge.

Markus used the fundamental principle and example of indiscriminately sharing information with ten individuals via email. Information should be handled with care when fed into Chat GPT or any expansive language model. The onus of protecting proprietary data and preserving the sanctity of data privacy falls squarely on individual shoulders. Markus stressed the paramount importance of assuming personal responsibility for data protection.

Strategies for Implementing Secure and Targeted AI Applications

The first AI + L&D Community of Practice had more conceptual and foundational questions. One group's discussion focused mainly on how to ensure AI tools are directed towards achieving secure and specific outcomes.

Markus highlighted the importance of identifying a specific problem, selecting the right AI tool and engaging in discussions with team members and vendors. He stressed exploring multiple providers, considering security features, and avoiding hype. Markus mentioned inquiring about information requirements, processes, storage, and utilization but cautioned that questions should be tailored for broad usefulness of the product.

Data and Information Management

One question focused on how to handle client information while utilizing AI tools to generate content and voice-over products.

Markus emphasized the importance of understanding how AI operates within systems, including data storage, server locations, and feedback loops.

He also discussed the potential biases embedded in AI systems, highlighting the need for discussions on biases and the opportunity for societal progress. Markus mentioned that training data sets inevitably contain biases due to the nature of the internet.



Exploring Customization in AI and the Role of Human-Level Design

The topic of customization in AI and learning content was raised, and how far we were from using AI to automatically adapt learning solutions to meet the changing needs of learners.

Markus described how adaptive learning engines personalized the learning journey using pre-designed content, while generative AI, such as large language models, could create new text and images but struggled with effective signaling and integration of words and images.

Markus also emphasized the importance of human-level design in learning, stating that AI tools could assist with tasks like answering questions or creating summaries, but could not replace good learning design, context, and practice. Danielle agreed and emphasized the role of instructional design. She shared an example from the session where AI was used to create a fake news article and image, illustrating that AI should be seen as a tool, rather than a substitute for human involvement.

Staying Ahead of AI in Learning and Development

One of the groups had a discussion and emphasized the need for humans to take the lead in designing learning experiences including trying out new ideas and the

importance of generative learning. A key question that emerged was how to shape L&D to stay ahead of AI and maintain control over AI-driven learning.

During the discussion, Markus focused on the need to keep up with the rapidly advancing AI and learning technologies. He encouraged everyone to stay updated through conversations with experts and vendors, seek learning opportunities, network, and engage in meaningful discussions. Neglecting to explore AI tools and technologies, he warned, would lead to falling behind in the future.



Continuing the Journey: Empowering AI and Learning Development Together

As the session closed, Danielle reminded us that the conversation doesn't end. She extended an invitation to all participants to continue engaging in future sessions and to make use of the valuable resources available.

Join the next session and access the resources at www.beyondthesky.ca/ai. Also claim your [free consultation](#) to ensure your learning strategy is effective for the future outcomes you need.

"Let us empower ourselves with knowledge, engage in meaningful conversations, and navigate the uncharted territories together."





Danielle Wallace

is the Chief Learning Strategist at Beyond the Sky: Custom Learning. Previously, as a marketing leader with Procter & Gamble and PepsiCo, she learned strategic marketing principles which she now applies to learning and development. Danielle is a sought-after speaker at global conferences and her thought leadership is found in numerous industry magazines and publications. Her podcast, "You in 2042: The Future of Work" can be found on all podcast platforms and at www.beyondthesky.ca.

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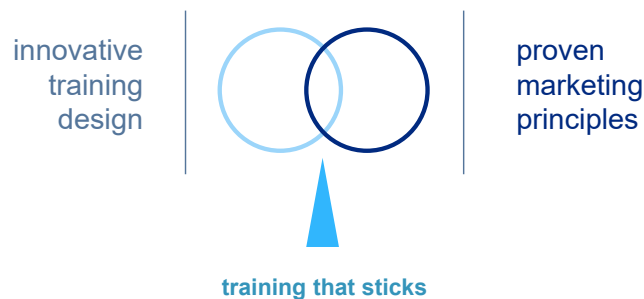
is pioneering DeepTech AI digital learning solutions for all aspects of organizational and people development, across industries and sectors. Previously the CEO of two education institutions, Markus uniquely combines a strong background in learning and cognitive science with a deep understanding of technology and AI. A fellow of the Learning Performance Institute (LPI), an active member of the Forbes Technology Council, the HBR Advisory Council, as well as the Learning Development Accelerator (LDA), he is a recognized and acknowledged expert within the Learning and Performance community and beyond.

He can be reached on LinkedIn at [Markus Bernhardt PhD](#).



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