

**GENAI**

**A NEW  
FRONTIER IN  
LEARNING**





**GENAI**

**THE STRANGER**



# GENERATIVE AI (GENAI) IS HERE...

**19%** of organizations in 2023 were piloting or producing GENAI<sup>1</sup>

**66%** of >22,000 adults across the globe anticipate AI will greatly change their lives in the near future<sup>3</sup>

**~60%** of organizations consider AI/big data skills to be of increasing importance<sup>2</sup>

**>80%** of enterprises will have used GENAI interfaces or deployed GENAI-enabled applications by 2026<sup>4</sup>

**GENAI**

**...FOR MANY IT  
STILL FEELS LIKE  
A STRANGER**



**WE NEED SHARED  
LANGUAGE TO  
ARTICULATE OUR  
VISION.**

**WHAT WORD(S)  
COME TO MIND  
WHEN YOU THINK  
OF AI?**



# WHAT IS A GPT



- **Generative** – makes something piece-by-piece with each use
- **Pretrained** – designed to “know” things and to “behave” in certain ways
- **Transformer** – turns some form of input into some form of output



**WE NEED  
REALISTIC  
EXPECTATIONS  
OF WHAT IS  
FEASIBLE.**



# DO YOU EXPECT GENAI TO...



- Summarize and streamline your content?
- Provide on-demand feedback?
- Integrate widely varied subjects?
- Process large volumes of qualitative data?
- Simulate potential actions and results?
- Augment the reach of trainers?

**WE NEED  
TANGIBLE MODELS  
OF SUCCESSFUL  
APPLICATION.**



# GENAI IS INCREASINGLY ACCESSIBLE

- Freely available models
- Integration into other platforms
- New platforms being built
- Natural language engagement
- Trend towards multimodality
- Cloud-to-edge computing

## **...YET CHALLENGING TO GRASP**

- **Need for data-safe, compliant access points**
- **Lack of clarity as to who leads the POV**
- **Importance of application in specific roles**
- **Overcoming compounding challenges**



# GENERAL

## THE PARTNER





**YOU ARE LIKELY  
PARTNERING WITH  
THIS TECHNOLOGY**





**YOUR TEAMS ARE  
PARTNERING WITH  
THIS TECHNOLOGY**



**YOUR LEARNERS ARE  
PARTNERING WITH  
THIS TECHNOLOGY**

**GENAI**

**...WE MIGHT FEEL  
UNSURE WITH  
THIS PARDNER**

# GENAI IS UNLIKE CLASSIC TOOLS

We typically expect tools to be...

- Stable
- Predictable
- Consistent



# CONSIDER GENAI LIKE IT'S YOUR PARDNER

- Give it clear **roles** to play
- Build **rapport** and **relationship**
- Apply **motivation** to **compel** and **propel** it

# PEOPLE SKILLS ARE IMPERATIVE TO PARTNER WELL WITH GENAI

- Communication
- Engagement
- Psychology



**WORK WITH AI  
FOR MOMENTUM  
WHEN SOLO...**

**EXPLORATION**

**...AND PEERS TO  
AMPLIFY THAT  
MOMENTUM.**

Partner  
with AI

Partner  
with people  
(and AI)

**SOLO  
MOMENTUM**

**SOCIAL  
MOMENTUM**

Delegate  
to AI

Delegate  
to people

**EFFICIENCY**

# WHICH GENAI 'PARTNERS' CAN HELP YOU ?

## AUDIENCE

- Make a list of issues for...
- How might this make sense to...
- Give feedback from this perspective...

## ANALYST

- Give me insights from this data...
- Identify gaps in this material...
- Consider a scenario with constraints...

## ADVISOR

- What do you think of this plan...
- What might I consider next..
- How do I optimize this opportunity...

## WHO ELSE?



# HOW DO I ENGAGE THESE 'PARDNERS'?



## SET THE SCENE

- *Take a deep breath...*
- *We win a \$5000 prize...*
- *It's springtime...*

## PROMPT

- *Play the role of...*
- *Your goal is to...*
- *Based on info...*
- *Take these steps...*
- *Follow a format...*

## FOLLOW-UP

- *That's right!*
- *Evolve it this way...*
- *You can do it!*
- *That's so cringe!*



**GENAI**

**THE  
WILD  
FRONTIER**



# THERE ARE PITFALLS ON THIS NEW FRONTIER!



**Data compliance  
breakdowns**



**Subpar and  
generic outputs**



**Ownership of  
info and ideas**



**Hallucination and  
misinformation**



**Antagonistic  
sentiments**

**GENAI**

**...IT CAN FEEL  
DIFFICULT TO  
TAME**



# A COMMUNITY OF PRACTICE

- Strategic activation of GENAI
- Diverse team members
- Mixed-synchrony experiences

Why community-forward?  
Why practice-focused?

# REMEMBER THE ACTUAL PEOPLE

*Is it still valuable to be  
an expert?*

- Humans should remain **in the loop**.
- Augmentation over automation.



# REMEMBER THE ACTUAL PEOPLE

*Should I reveal my  
use of AI?*

- Foster a culture that **normalizes use.**
- Celebrate rather than suppress.





# REMEMBER THE ACTUAL PEOPLE

*Will AI take our jobs?*

- AI will **transform** our jobs.
- Look forward, not away.



# INIZIO PRINCIPLES FOR USE

- We use GENAI to enhance talent, not replace it.
- We look for benefits, not buzzwords.
- We still do the work.
- We don't blame GENAI for mistakes.
- We set high standards.
- We protect our clients' data – and our own.
- We are curious, innovative, and informed.
- We harness our collective expertise.

# ACT RESPONSIBLY

## APPROPRIATE

- Aligns with your organizations' goals and strategies
- Directly contributes to business value

## COMPLIANT

- Accounts for data security and compliance
- Maintains the integrity of your operations

## TRANSPARENT

- Established in a supportive culture
- Recognizes the potential of AI while mitigating the propagation of harm

# LET'S EXPLORE THE FRONTIER

## AUGMENTING OUR CONTENT CREATION

A learning developer leverages a GPT to produce a script of a hypothetical dialogue with an external stakeholder. They vet the content for accuracy and appropriateness, as they do any other content, before they deploy the script as part of their training program.

## AUGMENTING THE LEARNING EXPERIENCE

A trainer deploys a customized GPT in a workshop, allowing individuals to engage with it on their work laptops. The GPT plays the role of a Socratic coach, asking each learner questions about a unique project they are completing. The trainer works the room throughout this activity to provide support and feedback.

## AUGMENTING LEARNERS' IN-FIELD CAPABILITIES

A learner has access to a customized GPT that can play the role of an external stakeholder. They can use the GPT on demand and practice for upcoming conversations with this digital role-play companion.

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