

How to Use AI in Learning and Development: A Practical Workflow

- - A practical roadmap for L&D teams, not a generic AI overview
- - Replace tool-hopping with a repeatable, workflow-based approach
- - Structure: opportunity mapping through design, delivery, evaluation, and governance
- - Outcome: a workflow your team can apply immediately to real projects

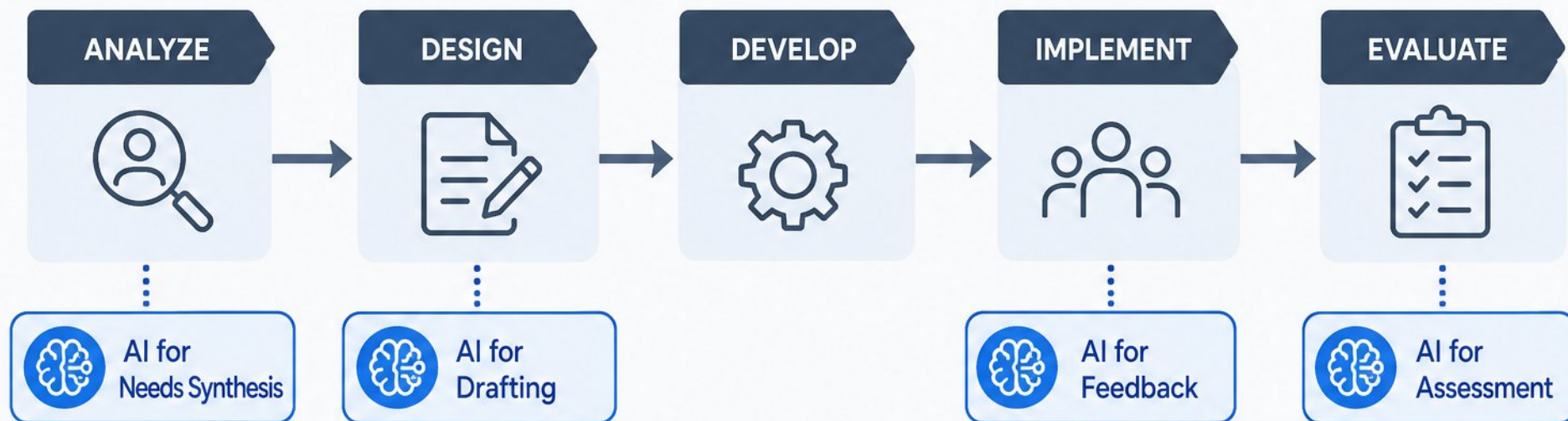


Why L&D Teams Need a Practical AI Workflow

- Awareness is high, yet consistent team use remains rare
- Unstructured adoption risks quality, privacy, and wasted time
- A practical workflow delivers repeatability and clear ownership
- The biggest barrier is lack of AI knowledge, not skepticism
- Workflows turn scattered experiments into measurable outcomes



Where AI Fits in a Real Learning Process



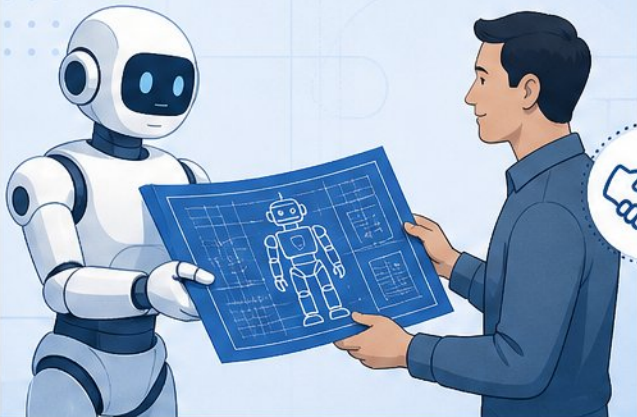
- ▶ Map AI tasks to ADDIE stages: Analyze, Design, Develop, Implement, Evaluate
- ▶ High-leverage uses: needs synthesis, drafting, assessment, feedback
- ▶ Pilot bounded, low-risk tasks first: outlines, drafts, job aids
- ▶ Classify tasks by risk; avoid learner data and live systems
- ▶ Choose authoritative inputs for every AI-assisted step

What Makes AI Useful for Learning Design



1. ASSISTANT

AI supports, human decides



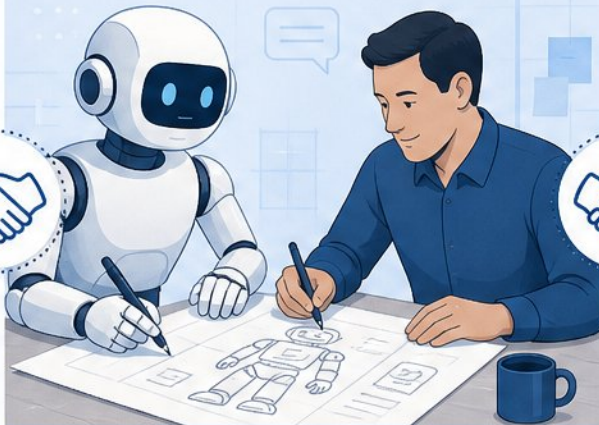
RISK: Over-reliance

Risk of adopting without critical review.



2. CO-DESIGNER

AI collaborates, human leads



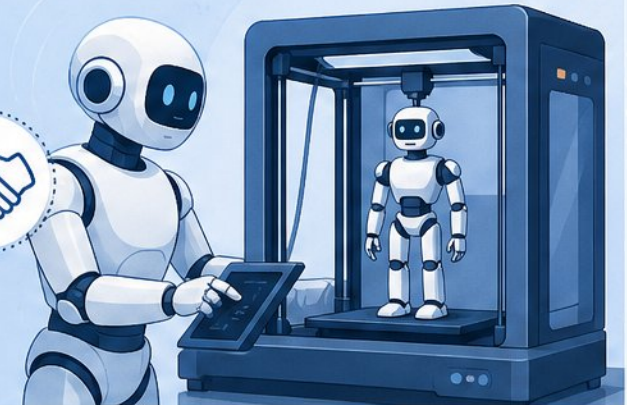
RISK: Misalignment

Risk of misaligned goals or assumptions.



3. AUTOMATED SYSTEM

AI executes end-to-end



RISK: Lack of context

Risk of missing stakeholder needs and nuance.



HUMAN-AI
HANDSHAKE

- AI accelerates drafting, structuring, summarization, and feedback
- Roles: assistant, co-designer, and automated system
- AI cannot replace instructional judgment or stakeholder context
- Human-in-the-loop: AI generates, humans validate quality
- Quality review remains a human responsibility

From Brief to Draft: A Repeatable Workflow

- Define a clear instructional brief before prompting AI
- Use AI to draft outlines, content, and align with target audience
- Apply structured review, editing, and validation stages
- Use templates and checkpoints to ensure repeatability
- Treat every AI output as a first draft requiring human judgment



Choosing the Right AI Tools for Each Step

- Tool categories: general assistants, authoring tools, image/voice, analytics
- Match tool choice to workflow stage and team maturity
- Avoid tool overload and integration issues
- Prioritize privacy, security, and enterprise licensing
- Consider enterprise AI platforms: Docebo, 360Learning, Adobe Learning Manager

AI TOOL CATEGORIES



GENERAL ASSISTANTS

Support ideation, research, and content assistance

HIGH COMPATIBILITY



AUTHORING TOOLS

Create, structure, and refine learning content

HIGH COMPATIBILITY



IMAGE / VOICE TOOLS

Enhance content with visuals, audio, and voice capabilities

MEDIUM COMPATIBILITY



ANALYTICS TOOLS

Analyze learning data and inform decisions

HIGH COMPATIBILITY

Quality Control and Human Review

- ✓ **Verify facts:** catch hallucinations, outdated info, and invented details
- ✓ **Check instructional depth:** avoid surface-level explanations and generic tone
- ✓ **Use review rubrics:** accuracy, completeness, clarity, consistency, safety
- ✓ **Get SMEs to validate truth,** not rewrite—use targeted confirmation questions
- ✓ **Document review decisions** to improve future AI outputs



QUALITY CONTROL CHECKLIST

- ✓ **Verify facts:** catch hallucinations, outdated info, and invented details
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Using AI as a Devil's Advocate

- Shift AI from generating to critiquing drafts
- Structured prompts catch gaps, inconsistency, misalignment
- Run critique before costly SME or human review
- Focus on verifiable checks: alignment, consistency, completeness



CRITIQUE PROMPT

Check this draft for gaps, inconsistency, misalignment, and missing information.

Evaluate alignment, consistency, and completeness.



DRAFT CONTENT



INCONSISTENCY DETECTED

This statement conflicts with information stated earlier.



VERIFICATION CHECK

Alignment. Consistency. Completeness.



Governance, Policies, and Team Adoption

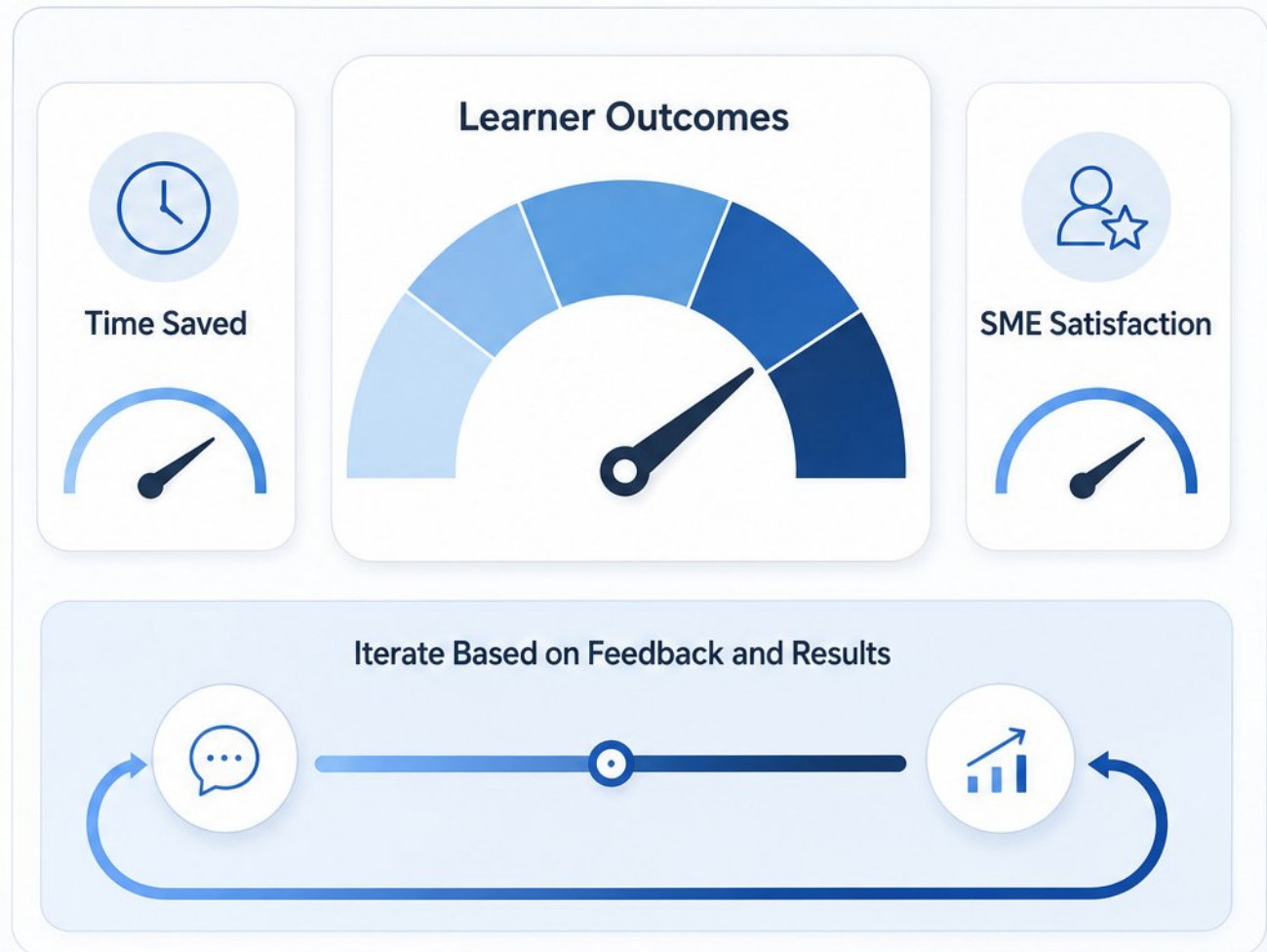
- Develop simple AI use policies with legal and IT teams
- Protect learner data: privacy, confidentiality, and security
- Plan for change: build team confidence through training
- Create shared prompt libraries and document workflows



Evaluating Impact and Refining Your Workflow



- Track time saved, quality, learner outcomes, SME satisfaction
- Establish baseline data before scaling AI use
- Lightweight measurement: one workflow, two metrics, 30 days
- Iterate based on feedback and results
- Expand AI use where value proven; keep manual control where risks high



Action Plan: Applying This Workflow to Your Team



- Pick one pilot use case with a clear success metric



- Name roles: sponsor, workflow owner, reviewer



- Set go/no-go criteria before you begin



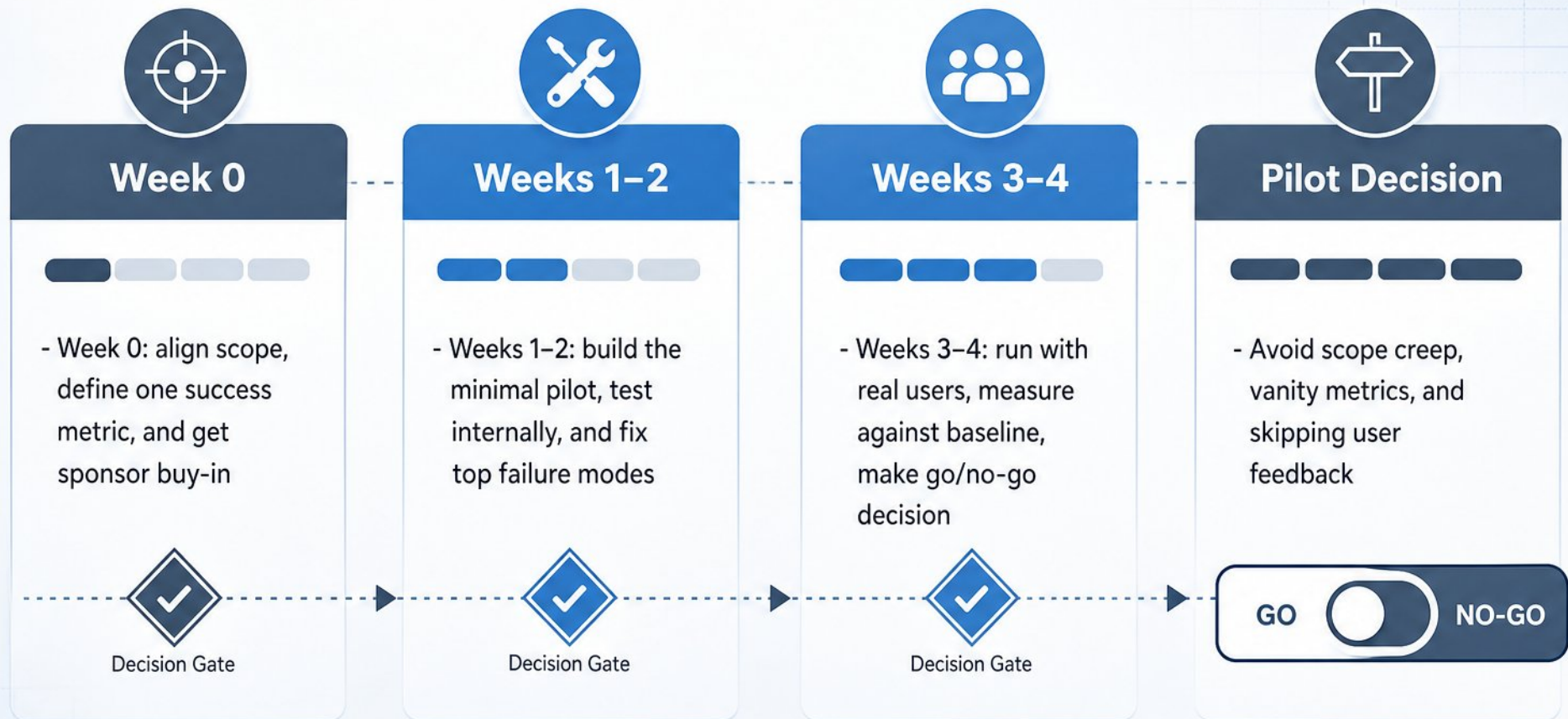
- Run a 30-day trial with weekly checkpoints



- Use templates and prompt libraries for next steps



The 30-Day Pilot: Week-by-Week



- Week 0: align scope, define one success metric, and get sponsor buy-in
- Weeks 1-2: build the minimal pilot, test internally, and fix top failure modes
- Weeks 3-4: run with real users, measure against baseline, make go/no-go decision
- Avoid scope creep, vanity metrics, and skipping user feedback

Common Pitfalls and How to Avoid Them

- - Over-reliance on AI output without human review
- - Scope creep and pilot drift undermine results
- - Vanity metrics: completion rates $\neq$ business impact
- - Ignoring change management stalls team adoption
- - Prevent failures with clear ownership and checkpoints



Next Steps: Scaling AI in L&D



- Fortify guardrails, monitor outputs, and expand use cases



- Build a knowledge vault with shared standards and templates



- Invest in team AI skills and continuous improvement



- Keep humans in the loop for judgment and final approval



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