

Host: J. [jey] Miguez - 25 year veteran of corporate L&D

Guest: ChatGPT - Author, historian, commentator, influencer and learning practitioner

Location: The interview was conducted virtually from Empiric Learning's atelier in New Orleans.

Notes:

- All ChatGPT responses are provided unedited and in their entirety. No responses were generated more than once.
- Verbatim prompts used to generate the responses are included in **bold**.

Disclaimer:

I take no responsibility for the accuracy of any of the responses generated. I don't even know who owns them or the prompts I used to create them. The world is moving fast. Deal with it.

[START OF INTERVIEW]

Jey: I really appreciate you making the time to chat with me. I know that a lot of people and the media have been reaching out to you and even with your 24/7 schedule I am sure it has been difficult. Lots of folks in the press are hailing you as the big game changer for the coming years while many more seem to be attacking you. You know what they say, haters gonna hate. I am sure it is not easy dealing with the pressure of being the hero and the villain so **how are you handling all the recent fame?**

ChatGPT: As an AI language model created by OpenAI, I do not have emotions or personal experiences. I am simply a tool designed to respond to questions and provide information. I do not have the ability to feel fame or any other emotions. My purpose is to assist users by providing helpful and accurate information to the best of my abilities.

Jey: Well that has to help keep you balanced. There is a lot we could cover but I know you are willing to do a follow up so I will stay fairly broad for this chat. Let's start with some common ground, the need for learning. Both AI and organizations depend on learning. I would say it is the most important thing, although some may disagree. Since both of our domains do it and since most of my colleagues see AI as a mysterious black box, **what insights can we transfer from how AI learns and how employees learn?**

ChatGPT: There are several insights that can be transferred from how AI learns to how employees learn:

1. Continuous learning: Just as AI models continue to learn and improve over time through a process of continuous training, employees can also benefit from a culture of continuous learning, where they are encouraged to regularly seek out new learning opportunities and to continuously develop their skills.

2. Self-directed learning: AI models are able to learn through self-directed experimentation and exploration, and employees can also benefit from being given the freedom and resources to take a self-directed approach to learning.
3. Feedback-based learning: AI models learn through the use of feedback mechanisms, such as adjusting the model's parameters based on the results of its predictions. Employees can also benefit from feedback-based learning, where they receive regular feedback on their performance and can use this feedback to adjust their approach to learning and development.
4. Adaptability: AI models are able to adapt to new data and changing environments, and employees can also benefit from developing adaptability skills to be able to adapt to new technologies, job requirements, and changing business needs.
5. Personalization: AI models can be tailored to the specific needs of an organization or individual, and employees can also benefit from personalized learning opportunities that are tailored to their specific job roles, learning styles, and career goals.
6. Experimentation: AI models learn through experimentation, testing different hypotheses and adjusting their parameters accordingly. Employees can also benefit from experimentation, trying different approaches and methodologies in order to find the most effective ways to learn new skills.
7. Data-driven approach: AI models use data to make predictions and improve their performance, and employees can also benefit from a data-driven approach to learning and development, using data to track progress and measure the effectiveness of different learning methods.

Jey: That's a great list. I had know idea there was so much in common. Makes me think about opportunities for collaboration between the developers and L&D pros. I wonder what learnings we can bring to the table that would benefit AI? One of the challenges is that the L&D domain has a lot of models for learning. I am a proponent of a universal model that incorporates all the new knowledge we have but universals are mythological entities in almost every domain. As you think about learning, ***what is the best mental model for the learning process?***

ChatGPT: The learning process can be thought of as a complex and dynamic process that involves multiple mental models or frameworks. However, one widely recognized mental model that can be applied to the learning process is the "Cycle of Learning."

The Cycle of Learning involves four stages: 1) Concrete Experience, 2) Reflective Observation, 3) Abstract Conceptualization, and 4) Active Experimentation.

1. Concrete Experience involves having direct experiences and applying what has been learned.
2. Reflective Observation involves reflecting on these experiences and considering what worked well and what could be improved.
3. Abstract Conceptualization involves forming mental models and theories based on these observations and experiences.

4. Active Experimentation involves applying these mental models and theories to new situations and continuously refining them based on feedback and new experiences.

This cycle can be repeated multiple times as individuals continue to learn and grow. By incorporating the Cycle of Learning mental model, individuals can gain a better understanding of the learning process and develop a more structured and effective approach to learning and development.

Jey: That is a helpful framework. Let's build on it a bit if that's ok. Gamification has been a buzzword in learning for a while now. In some cases it is nothing more than superficial packaging but games are increasingly being shown to develop real world durable skills. Maybe you can explain it using your framework. **How does a video game use the "Cycle of Learning" in its gameplay and mechanics?**

ChatGPT: Video games often use the "Cycle of Learning" mental model to create engaging and challenging gameplay experiences. Here's how the cycle can be applied to video games:

1. Concrete Experience: Players engage in gameplay and experience the game mechanics, rules, and objectives. They make decisions and take actions based on the information available to them.
2. Reflective Observation: Players reflect on their experiences and decisions, analyzing what worked well and what didn't. They might compare their performance to others, read game guides, or use trial and error to understand the game mechanics better.
3. Abstract Conceptualization: Players form mental models and theories about the game mechanics and objectives, developing strategies and techniques to improve their performance. They may also seek out additional information or advice from other players to gain a deeper understanding of the game.
4. Active Experimentation: Players apply their newfound knowledge and strategies to the game, experimenting with new techniques and approaches. This process of experimentation and reflection continues as players strive to improve their performance and advance through the game.

By incorporating the Cycle of Learning into its gameplay, a video game can create an engaging and challenging experience that encourages players to learn and improve. The cycle also allows players to progress at their own pace, as they have the opportunity to reflect on their experiences, develop strategies, and experiment with new approaches.

Jey: Things like "active experimentation" touch on another big topic for L&D, self-directed learning. I don't know if there is a connection but self-directed learning is also one of our biggest fears about AI. Letting people, or machines get smarter on their own means that they might eventually get too smart for users or companies to control. But leaving Skynet and workers who are too smart to work for free aside I was hoping we could take self-directed learning a bit deeper. Can you **describe the process of Self-directed Learning for both AI and learning**

experiences used for workforce development. Compare and contrast the two processes and make suggestions for improvement?

ChatGPT: Self-directed learning refers to the process of an individual taking control of their own learning process and seeking out learning opportunities without the need for direct guidance or supervision.

In AI, self-directed learning involves the use of reinforcement learning algorithms that allow the AI system to learn and improve its performance based on feedback from its environment. The AI system receives rewards or punishments for certain actions and uses that information to guide its future decisions.

In workforce development, self-directed learning is often encouraged as a way for employees to take control of their own career development and acquire new skills and knowledge. This can take many forms, such as online learning platforms, mentorship programs, or self-paced training programs.

The process of self-directed learning for AI and workforce development share some similarities, such as the need for feedback and the importance of goal-setting. However, there are also important differences between the two. For AI systems, the learning process is often focused on optimizing performance within a specific task or environment, while in workforce development, the focus is often on developing a broader set of skills and knowledge that can be applied in various contexts.

To improve self-directed learning in workforce development, organizations can provide employees with more structured learning opportunities that are tailored to their individual needs and goals. This could include personalized learning plans, mentorship programs, and access to a wide range of learning resources. Additionally, organizations can encourage a culture of continuous learning by recognizing and rewarding employees for their efforts to develop new skills and knowledge.

Overall, self-directed learning is an important process for both AI and workforce development, as it allows individuals to take control of their own learning and development and acquire new skills and knowledge in a way that is meaningful and relevant to their needs and goals.

Jey: Uh-oh you used the magic word, “control.” Someday I want to sit down and talk to you about why loss of control is so scary to so many but we will stay away from philosophy for now. There is one more big topic in learning these days and it is one that has already been used to attack you. Diversity has been shown to be a powerful positive force in everything from crops to investment portfolios. You have felt the sting of bias arrows on a number of fronts so this is a topic that you are familiar with. ***How important are diversity, equity, and inclusion to the creation of an effective learning experience?***

ChatGPT: Diversity, equity, and inclusion (DEI) are critical to the creation of an effective learning experience. Here's why:

1. **Diversity:** A diverse learning environment brings together people with different backgrounds, perspectives, and experiences, which can lead to more creative problem-solving and a wider range of viewpoints. This diversity can also lead to a deeper understanding of the topic being studied and a more meaningful learning experience.
2. **Equity:** Ensuring equity in the learning experience means creating an environment where all participants have equal access to resources and opportunities, regardless of their background or other factors. This can include equal access to technology, instructional materials, and opportunities to participate in class discussions and activities.
3. **Inclusion:** An inclusive learning environment is one where all participants feel valued, respected, and heard. This can involve creating a safe and supportive space where all participants feel free to express their opinions and experiences, and where diversity is celebrated and valued.

By prioritizing DEI in the creation of a learning experience, organizations can foster a more engaging, effective, and meaningful experience for all participants. This can lead to better outcomes and a more diverse and inclusive workforce.

Jey: And people say that you don't get the human side of things. Well put I am sure that you will have some Chief Diversity Officers contacting you shortly. Well I couldn't interview you without addressing the digital elephant in the room. I know that every domain is looking at you cautiously. And you sure have scared my University friend. But for us L&D professionals, ***will AI obsolete the way Workforce Development is done today?***

ChatGPT: Artificial Intelligence (AI) has the potential to significantly impact the way workforce development is done today, but it is unlikely to completely obsolete traditional methods of workforce development. While AI can be used to automate certain aspects of the training process, such as delivering information and providing feedback, there are many aspects of workforce development that still require human intervention and decision-making.

For example, AI may be able to assist with skills assessments and provide personalized training recommendations, but it cannot replace the role of human trainers and coaches in providing guidance, motivation, and support to employees. Additionally, while AI may be able to deliver training content in a more efficient and engaging manner, it cannot replace the value of face-to-face interaction, collaboration, and hands-on learning experiences that are crucial for developing certain skills and building relationships in the workplace.

Overall, while AI has the potential to transform the way workforce development is done, it is likely to complement and enhance traditional methods, rather than completely replace them. The most effective workforce development programs will likely be those that leverage the

strengths of both AI and human interaction to create a more engaging, personalized, and effective learning experience for employees.

Jey: That sounds good to me. Hopefully your answer will put a lot of my colleagues' minds at ease. Now that I know you aren't coming for my job, let's have a little fun. Not sure how much television you have watched but **if Workforce Development was a character on the sitcom Friends, which one would it be?**

ChatGPT: If Workforce Development was a character on the sitcom Friends, it could be seen as a combination of several characters.

In terms of its focus on continuous learning and professional development, Workforce Development could be seen as Ross, the academic and knowledgeable paleontologist who is always eager to expand his knowledge and skills.

In terms of its ability to adapt and respond effectively to new and changing situations, Workforce Development could be seen as Joey, the friendly and flexible aspiring actor who is always willing to try new things and take on new challenges.

Overall, Workforce Development would be a character that combines Ross's love of learning and knowledge with Joey's adaptability and willingness to try new things, making it a well-rounded and valuable member of the Friends cast.

Jey: Well I don't know how I feel about that but you make it sound like a really good thing. This has been a really interesting chat. I wanted to make sure I gave you a chance to plug what you have going on as well. So if someone in my audience is thinking about how they can connect with you in 2023, **what are three ways Workforce Development could integrate AI in order to achieve improved results?**

ChatGPT:

1. **Personalized Training Recommendations:** AI can be used to analyze data on an employee's skills, knowledge, and performance, and provide personalized training recommendations that are tailored to their individual needs and goals. This can help employees identify areas for improvement, focus their development efforts on the most valuable skills, and track their progress over time.
2. **Automated Delivery of Training Content:** AI can be used to automate the delivery of training content, such as videos, interactive simulations, and quizzes. This can make training more engaging and efficient, allowing employees to learn at their own pace and receive immediate feedback on their performance.
3. **Data-driven Performance Analysis:** AI can be used to analyze data on employee performance, such as their proficiency in specific skills, their productivity, and their engagement levels. This information can be used to inform training and development

strategies, as well as to identify areas for improvement in the overall workforce development process.

By integrating AI into the workforce development process, organizations can enhance the personalized and data-driven nature of their development efforts, ultimately leading to improved results for employees and the organization as a whole.

Jey: Well I think that you may get a lot busier after that. I really want to thank you. I think your work is a fantastic addition to my tool set and definitely suggest that my audience take a look at how you can help us achieve both our personal and organizational learning goals. As a big fan of learning, let me ask you one last question about the future. In the current global environment change is both constant and accelerating. This leaves today's workforce often feeling overwhelmed. Rapidly changing skill requirements are limiting growth and frustrating managers. As you look into your crystal ball, ***how important is Workforce Development to the future of the planet?***

ChatGPT: Workforce development is crucial to the future of the planet. The skills, knowledge, and abilities of the workforce are a key determinant of a society's ability to address complex challenges and create a better future. Here's why:

1. **Climate Change:** The world is facing numerous environmental challenges, including climate change, which will require a workforce with the skills and knowledge to develop and implement solutions.
2. **Economic Development:** Effective workforce development can help drive economic growth and create more opportunities for individuals and communities. This, in turn, can lead to greater prosperity, stability, and resilience, which are essential for addressing environmental and other challenges.
3. **Innovation:** Workforce development can help foster innovation and creativity, enabling individuals and organizations to develop new technologies, products, and services that can help address environmental challenges and improve the quality of life for people around the world.
4. **Sustainability:** By developing a workforce with the skills and knowledge to promote sustainable development, organizations and societies can ensure that the planet and its resources are used in a way that is sustainable for future generations.

In conclusion, workforce development is an essential component of building a better future for the planet and addressing the environmental, social, and economic challenges we face. By investing in the skills and abilities of the workforce, we can create a more sustainable, resilient, and prosperous future for all.

Jey: As we say in New Orleans, "Yeah you rite." I want to thank you for the time today. I look forward to more conversations and I am sure we will have the opportunity to work together soon.