



atd HOUSTON CHAPTER
Association for
Talent Development

**2024 ATD HOU
TECH CONFERENCE**

**APRIL 18
2024**

Chatbots for Workplace L&D



What Kind of Chatbot Messages Do You Need?

Answer questions

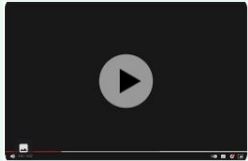
How can I help you?

Surveys

On a scale of 1-7, how helpful was this course?

Reminders / Reinforcement

Good morning! Remember our module on empathy? Here is a video to review what we discussed in the training



Coaching

Let's have a brief coaching session to reflect on your last conversation with David

Goal Tracking

Hi! This is your weekly check-in. How did you do with your goal this week?

Teaching

In 3 easy steps, I'm going to show you how to perform the Heimlich maneuver on a child...

Motivational

Happy Monday! Remember that you are enough!

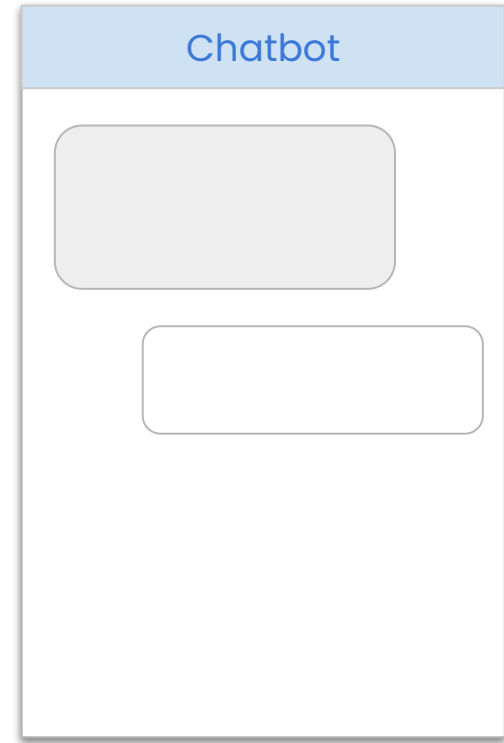


Quizzing

What is the name of the inventor of the printing press?

Common Use Cases

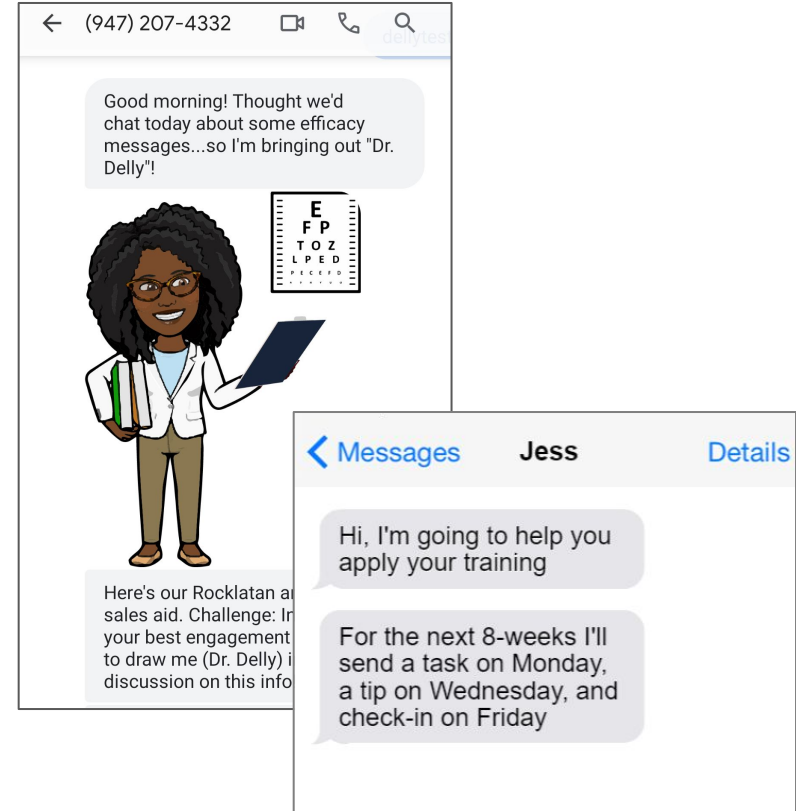
- Training Reinforcement
- New Hire Onboarding
- Performance Support
- Microlearning
- Coaching



Training Reinforcement

The chatbot helps learners remember and apply learning from a training event.

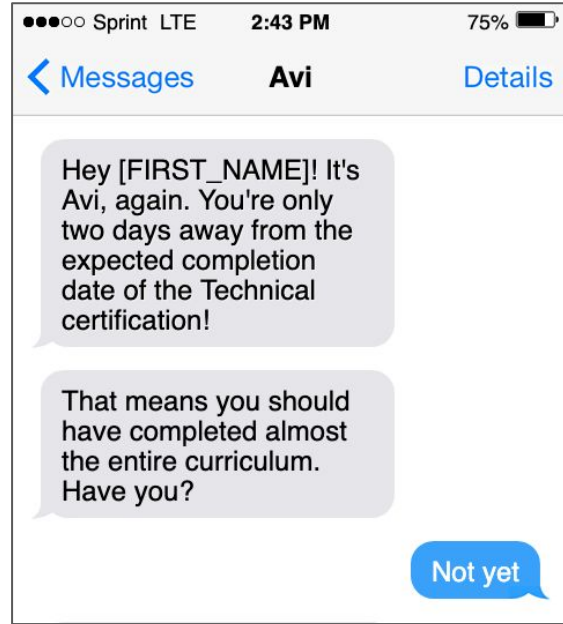
- User experience: Reminders, links, quizzes, survey questions, check-ins, videos, pdfs.



New Hire Onboarding

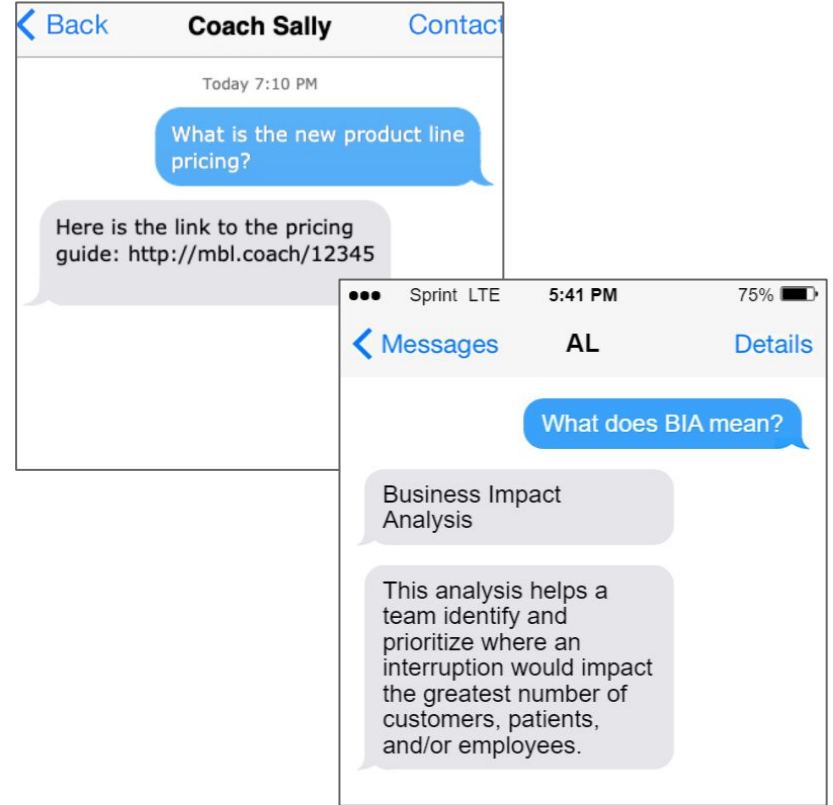
Help new hires become acclimated and keep track of important deadlines

- User experience: Send reminders about deadlines, links and surveys as well as answer FAQs, serve up a menu of resources and provide access to job aids.



Performance Support

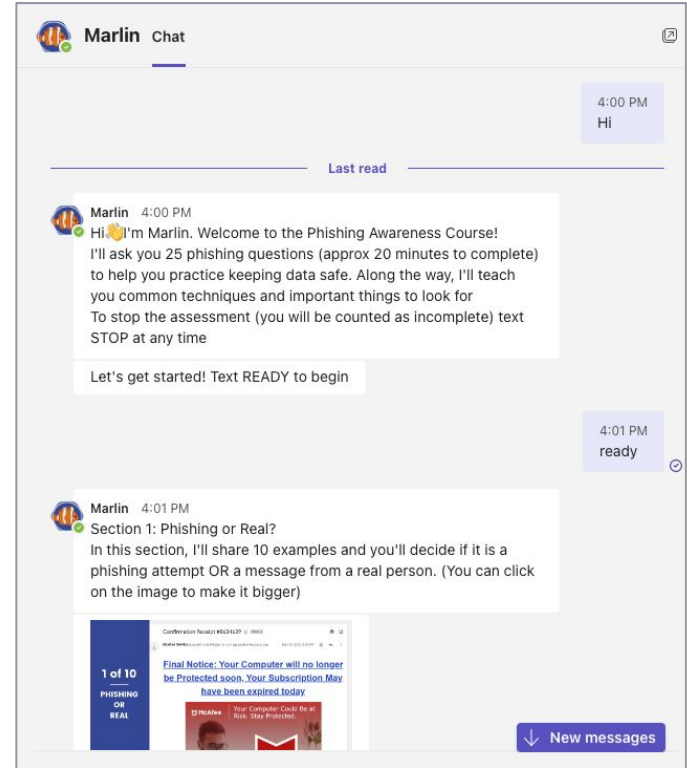
Help employees get resources and answers quickly and in one place.



Microlearning

The chatbot can create a customized learning experience that drips micro lessons over time.

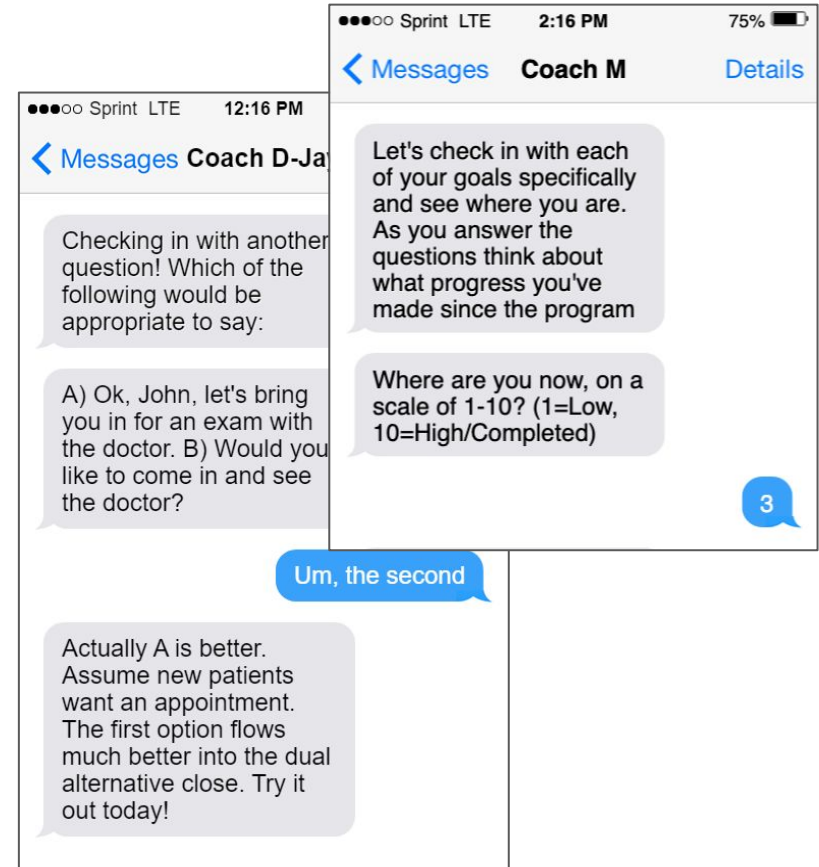
- User experience: E-learning course alternative by consuming the content through interactive chat



Coaching

The chatbot can take over programmatic elements of coaching and create a safe to learn and develop skills

- Push interactions: Accountability, goal tracking, reminders, conversation simulator
- Pull interactions: Resource and FAQ



Top 8 Chatbot Design Decisions

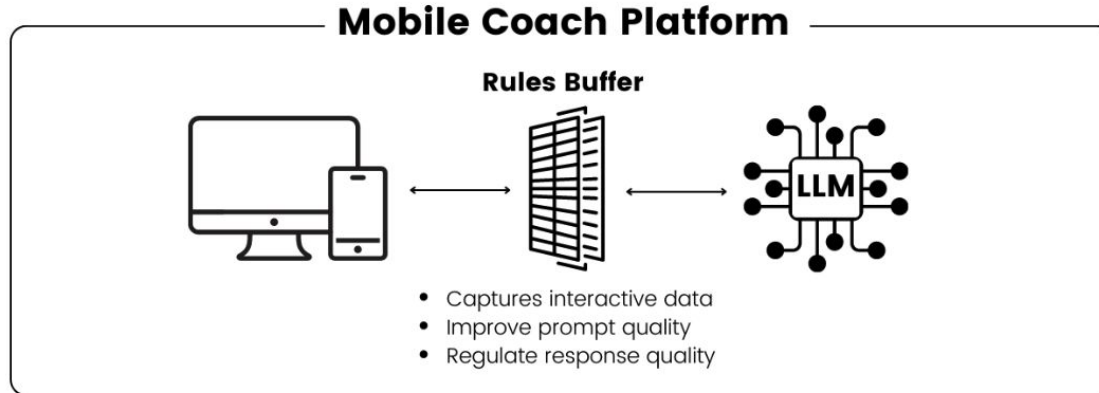
1. Chatbot purpose and scope
2. Choose messaging channel (Teams, Slack, SMS, Web page, etc)
3. Who has access to the chatbot?
4. What is the chatbot personality and tone?
5. Are messages proactive and reactive?
6. Are messages rule based, AI-driven or both?
7. Is the chatbot 100% autonomous or is there human intervention?
8. Is the chatbot accountable to the organization? Who is it's manager?



Large Language Model (LLM) integration

Place guard rails on your LLM use

- Assure accurate responses
- Compliant to enterprise security standards
- Detailed reporting



THANK YOU!



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Connect with me on LinkedIn!