

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?

Motivational

Happy Monday! Remember that you are enough!



Teaching

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

Quizzing

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

Common Use Cases

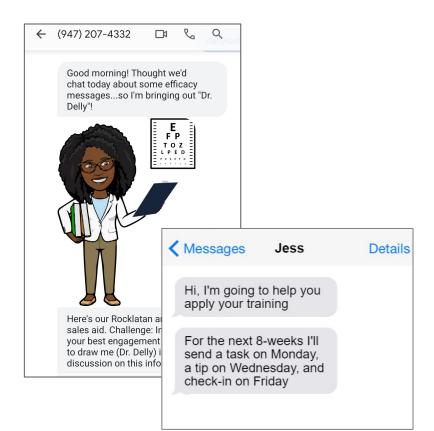
- Training Reinforcement
- New Hire Onboarding
- Performance Support
- Microlearning
- Coaching

Chatbot	

Training Reinforcement

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

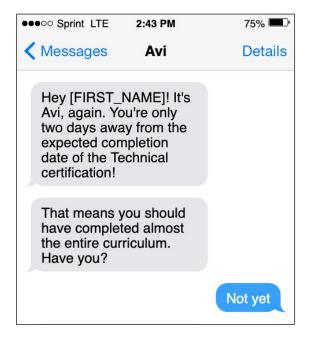
• User experience: Reminders, links, quizzes, survey questions, check-ins, videos, pdfs.



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.

<	Back	Coach Sally	Contact		
		Today 7:10 PM			
		What is the new p pricing?	product line		
		ne link to the pricing tp://mbl.coach/123			
			••• Sprint LTE	5:41 PM	75% 🔳
			Messages	AL	Details
				What does	BIA mean?
			Business In Analysis	npact	
			This analysis helps a team identify and prioritize where an interruption would impact the greatest number of customers, patients, and/or employees.		

Microlearning

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

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

Marlin Chat	C
	4:00 PM Hi
Last read	
Marlin 4:00 PM Hi Marlin. Welcome to the Phishing Awareness Course! I'll ask you 25 phishing questions (approx 20 minutes to complete) to help you practice keeping data safe. Along the way, I'll teach you common techniques and important things to look for To stop the assessment (you will be counted as incomplete) text STOP at any time	
Let's get started! Text READY to begin	
	4:01 PM ready
Marlin 4:01 PM Section 1: Phishing or Real? In this section, I'll share 10 examples and you'll decide if it is a phishing attempt OR a message from a real person. (You can click on the image to make it bigger)	
Confinement Names Health Fighting (Market) Printing Brian Bria	New messages

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

●●●○○ Sprint LTE 75% 2:16 PM < Messages Coach M Details ●●●oo Sprint LTE 12:16 PM Let's check in with each Messages Coach D-Ja of your goals specifically and see where you are. As you answer the Checking in with another questions think about question! Which of the what progress you've following would be made since the program appropriate to say: Where are you now, on a A) Ok, John, let's bring scale of 1-10? (1=Low, you in for an exam with 10=High/Completed) the doctor. B) Would vou like to come in and see the doctor? Um, the second Actually A is better. Assume new patients want an appointment. The first option flows much better into the dual alternative close. Try it out today!

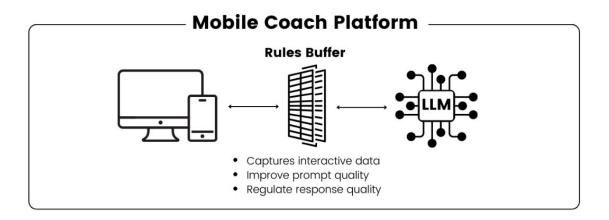
Top 8 Chatbot Design Decisions

- 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!