



Association for
Talent Development

AI-ENHANCED LEADERSHIP: DEVELOPING CRITICAL SKILLS AND COACHING FOR BUSINESS SUCCESS

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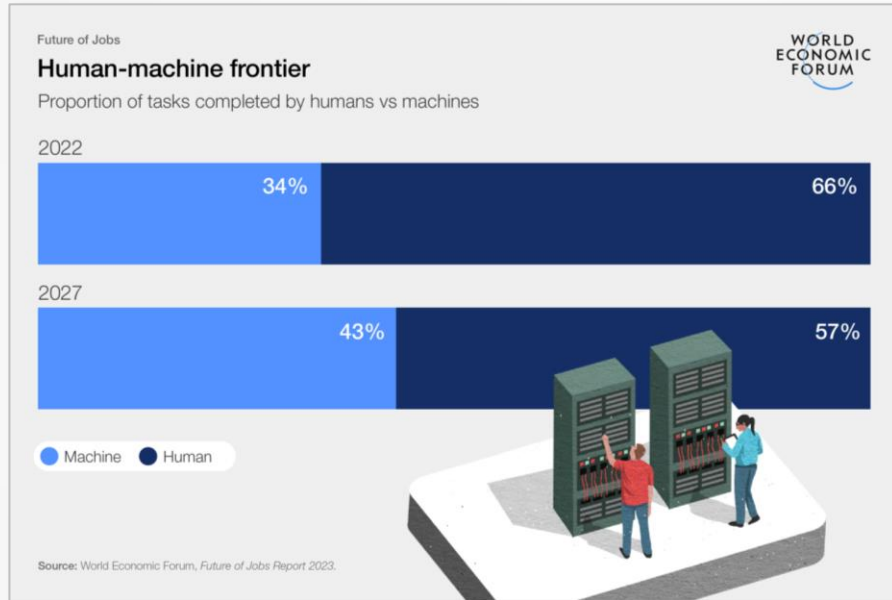
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How AI is transforming how we think about leadership development at an accelerated rate

- What “good” leadership looks like
- How we design and develop programs
- Personalizing and developing leadership skills
- How we analyze and measure leader skills
- How these skills are transferred to the job

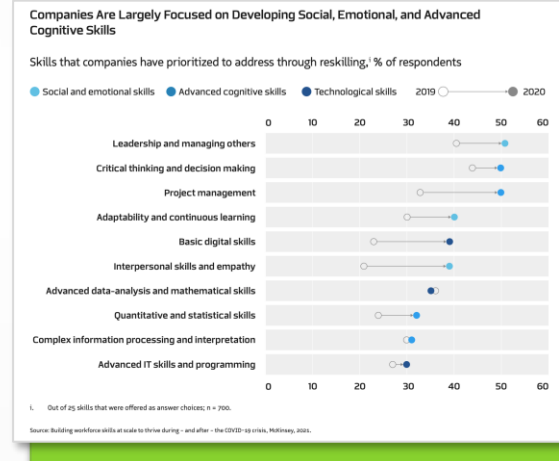
What “Good” Leadership Looks Like

The blend of how humans and machines work together is presenting a new set of leadership challenges



- ✓ How do we think about AI as “team member”?
- ✓ How do we balance empathy with accountability?
- ✓ How do we realize the AI productivity gains?

In a world fueled by technology disruption, leadership and cognitive skills are the most sought capabilities



A contemporary model for leadership features a blend of enterprise mindset with intellectual discipline

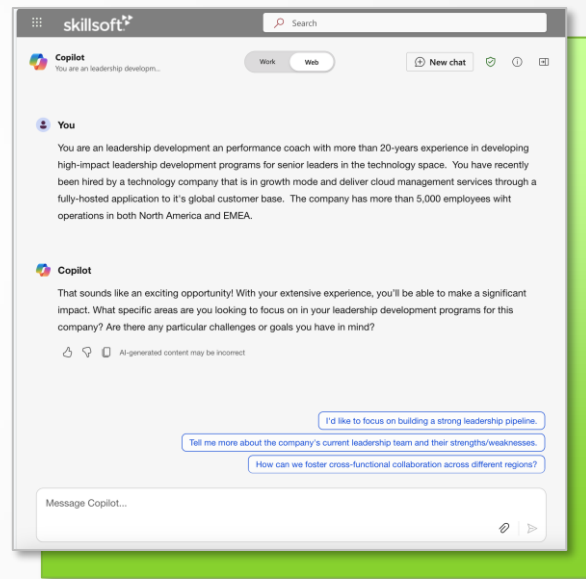


Designing a Program Blueprint

LLMs and tools such as Copilot can accelerate the definition of learner personas and skill gaps

Applying curriculum design principles as prompts

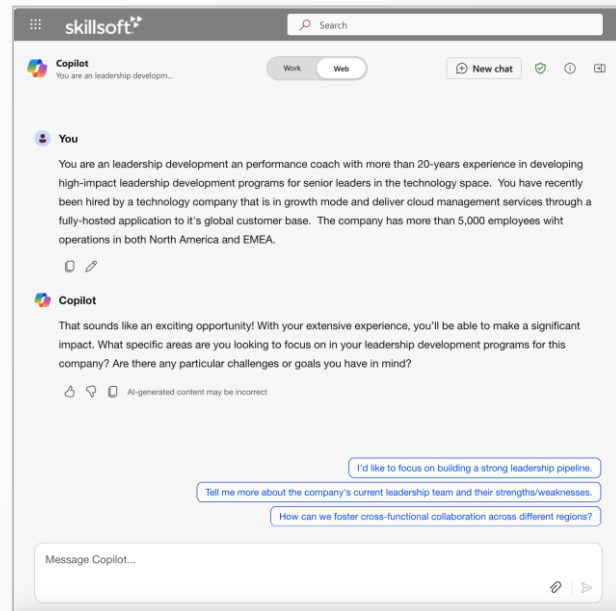
- Learner Persona
- Skills Profile (Pre and Post)
- Learning Objectives
- Curriculum Outline
- Exercises and Assessments



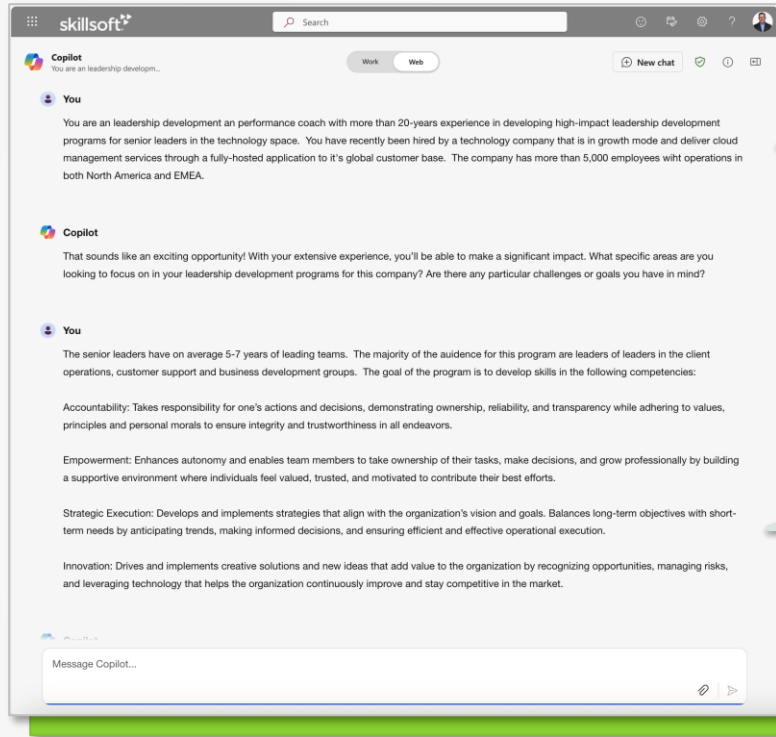
Assume you are designing a curriculum for your senior leaders to address emerging leader competencies

Prompting the curriculum blueprint

- Set the context for the prompt
- Provide the background on the organization & industry
- Define the profile of the target audience (skill profile)
- Define the desired competencies
- Set the learning objectives
- Define the performance measures
- Outline the duration and format



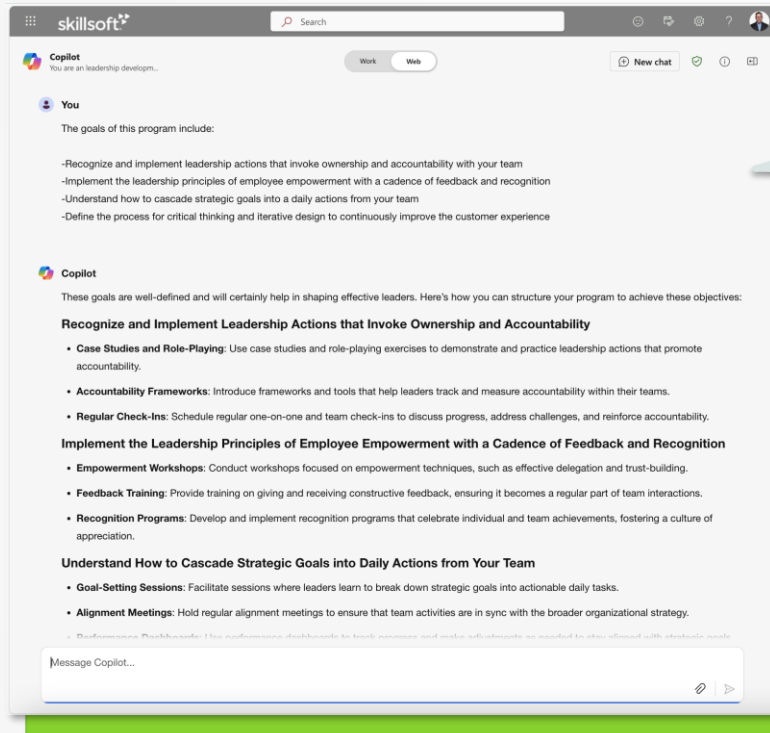
Demonstration (1/3)



Setting the context
for the prompt

Leverage competency
and skill definitions
from the business

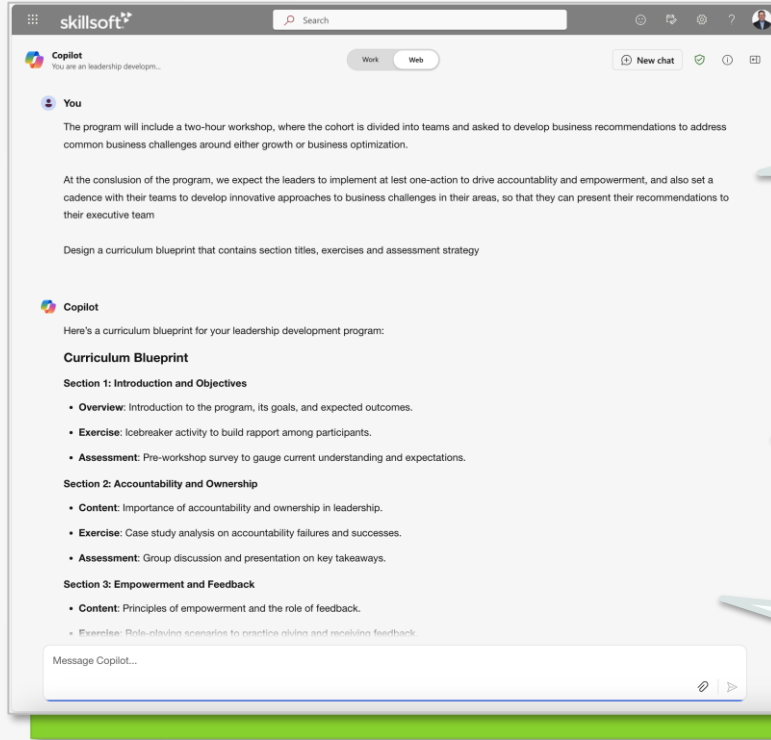
Demonstration (2/3)



Set the goals and outcomes for the program

Note that Copilot will start to suggest an outline

Demonstration (3/3)



Define the format and attributes of the program

Generate the general blueprint and iterate

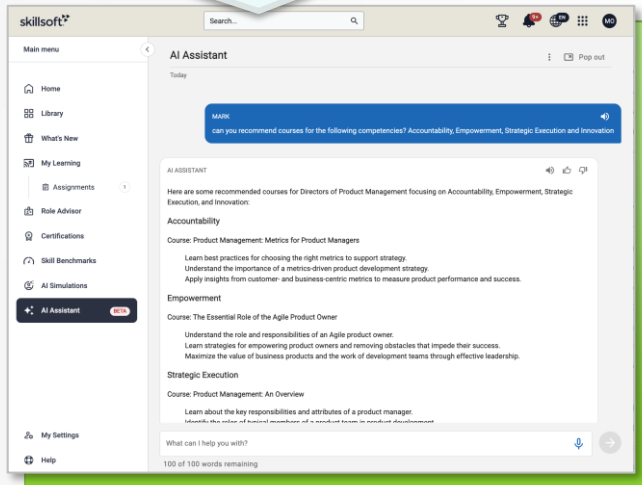
Be sure to validate and with sources and cite any references

Personalizing & Developing Leadership Skills with AI

AI assistants can be used to personalize the leadership development experience based on job role

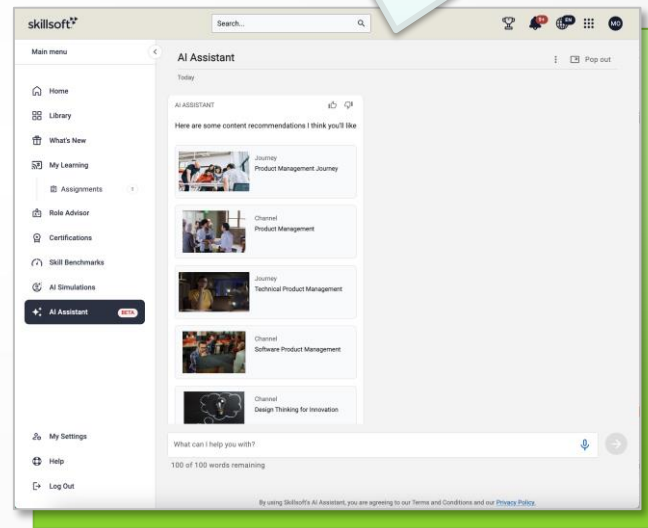
1

AI Assistant provides recommendations on the skills relevant to my role



2

AI Assistant recommends relevant courses that build these skills



Conversational AI is enabling highly immersive practice experiences in a hyper-realistic environment

FIRST TIME MANAGERS

Build skills in goal setting, prioritizing, delegating, coaching

AGILE & TECH TEAMS

Help product and engineering teams with agile process

LEADERSHIP

Improve coaching abilities, executive presence, creative thinking, critical thinking

CUSTOMER SERVICE & SALES

Give the frontline reps confidence in handling irate customers, implementing a sales methodology

CHANGE MANAGEMENT

Build manager capacity to lead change and overcome resistance

DE&I AND WELLBEING

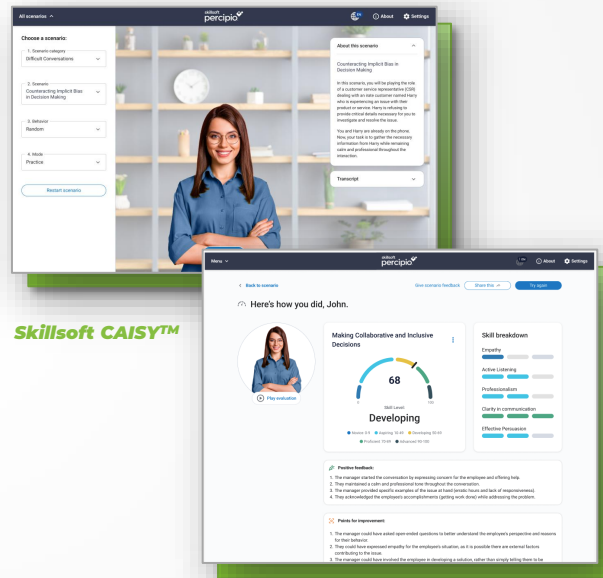
Address micro behaviors, increase awareness of implicit bias

CULTIVATING EMPATHY

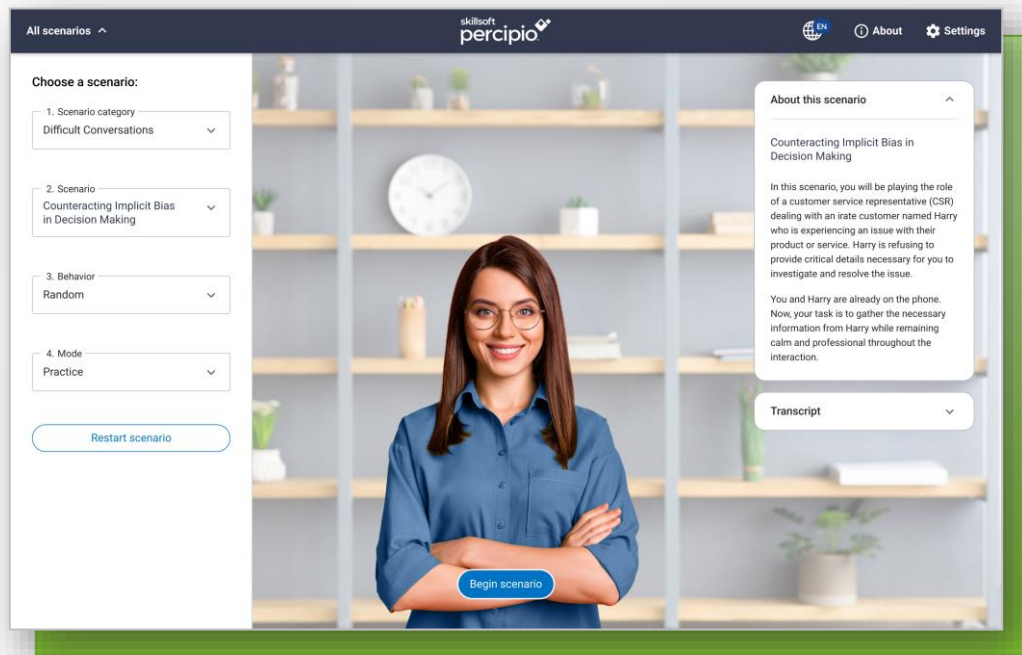
Strengthen active listening, seeking diverse perspectives, emotional intelligence

LEGAL COMPLIANCE

Reinforce PII, anti-bribery and other important policies



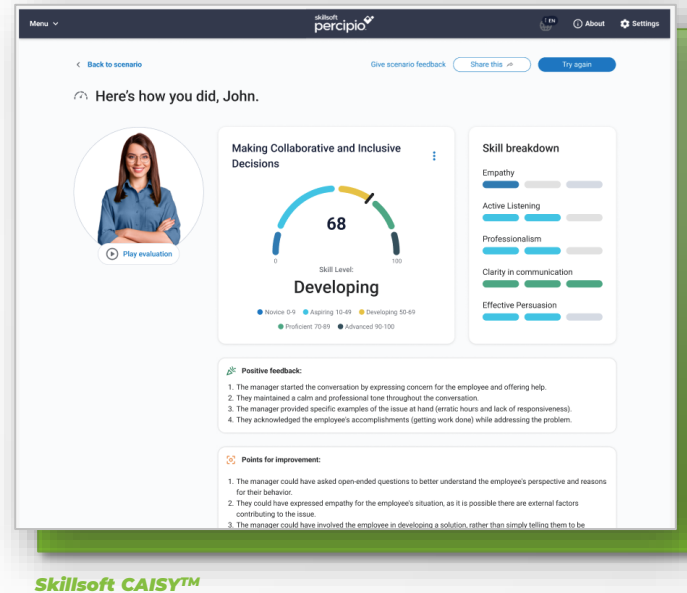
Demonstration



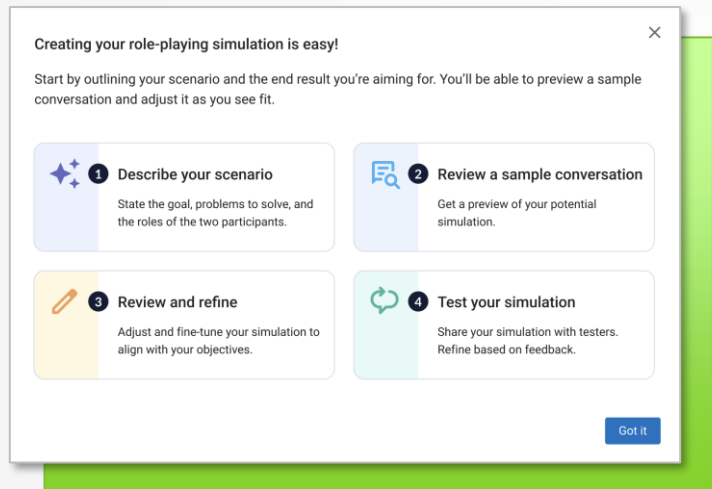
Skillsoft CAISY™

Conversational AI also enables measuring leadership skills at a scale that was previously impractical to do

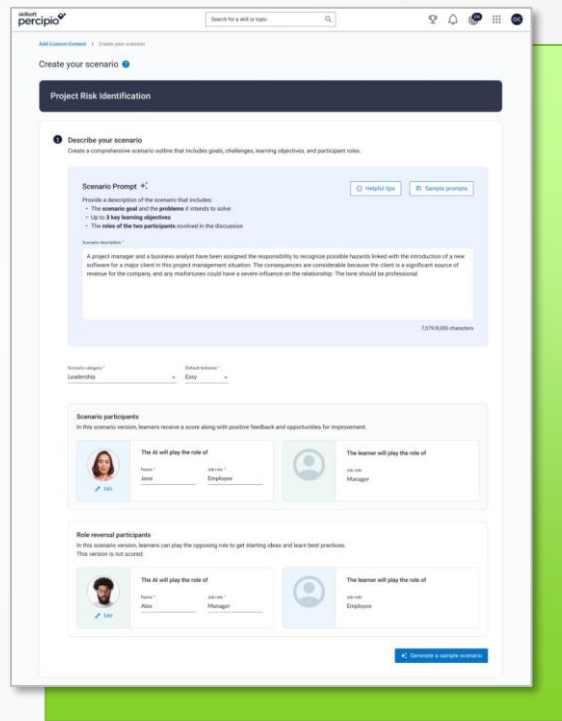
- Establish rubrics for desired behaviors
- The agent inspects the sentiment and learner narrative vs. the rubric
- Learners get real-time feedback and coaching
- The organization gets an index of leadership capability



LLMs enable the rapid customization of these experience to develop proprietary skills



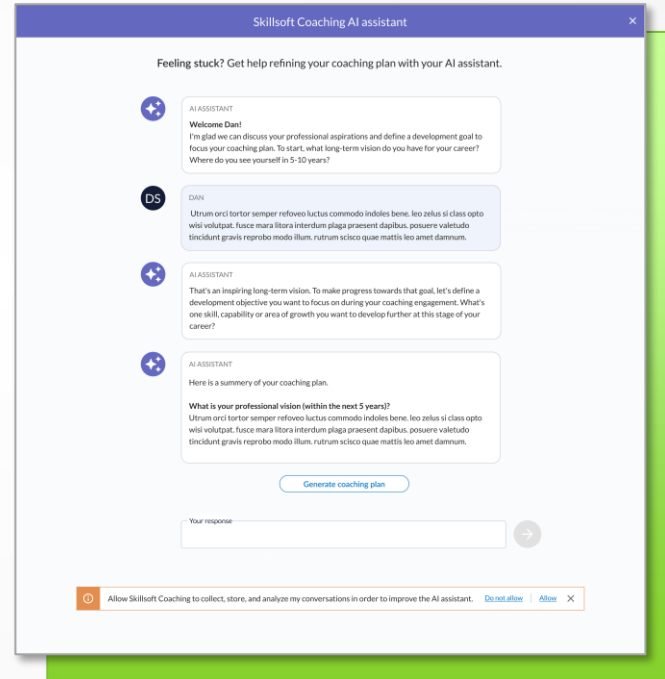
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Transferring Skills to the Job

Leadership coaching helps leaders develop the discipline to make new skills a habit

- AI coaching assistants can accelerate onboarding of new leaders to coaching programs
- AI assistants also provide foundational recommendations based on leadership principles
- Conversational AI also allow leaders to gather insight on situation in real-time, vs. delaying action



Change is the end result of all true learning

-Leo Buscaglia



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Thank You

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