

THE FACILITATOR'S ROADMAP TO NAVIGATING AI IN MODERN LEARNING ENVIRONMENTS

Questions to ask when determining if a learning experience should use facilitators

- 1** Does this learning experience require psychological safety for participants to be candid and vulnerable? Training on sensitive topics like harassment prevention, performance management, or ethical dilemmas often requires the trust that only human facilitators can establish.
- 2** Will learners benefit more from standardized consistency or adaptive human judgement? AI avatars currently excel at uniform delivery of tech skills and procedures. Human facilitators provide adaptive intelligence for topics like leadership development, change management, and also to manage unexpected group dynamics.
- 3** What is the expected emotional intensity of this learning experience? Highly realistic simulations or difficult communication practice may trigger emotions, anxiety, or distress. Human facilitators can currently better recognize overwhelm, and other nuanced communication cues, and can help learners process their reactions.

SUMMARY: WHEN IS A FACILITATOR NEEDED?

Facilitators add value to learning experiences, especially when:

- its a highly emotional experience
- there's a potential lack of trust
- human intervention is needed to run the activities
- learners would benefit from a skilled debrief discussion

Three ways Facilitators can use AI

AS A DESIGN PARTNER

Use AI in advance of a virtual training program to research the audience, design activities, and create real-world scenarios.

TO SUPPORT THEIR FACILITATION

Use AI in the virtual classroom for quickly analyzing responses, sorting breakouts, answering questions or for tech assistance.

TO HELP WITH APPLICATION

Use AI to do knowledge checks, action item planning, class summaries, and reflection prompts. It can help transfer the learning beyond the classroom.

FIVE KEY FACILITATOR SKILLS

- Ask insightful questions
- Read 'between the lines' of a conversation
- Manage group dynamics
- Adjust & adapt 'on the fly' for learning application
- Ensure every voice is heard

TO UPSKILL YOUR TEAM IN MODERN TECH, OR FOR OTHER QUESTIONS, CONTACT:

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