



#ISEDEV25

# Welcome

**Enhancing workplace readiness with AI**

Richard Edwards, Founder, 100th Monkey





This time  
*last year*



**The Power of Personalisation**  
ISE Development Conference 2024



# Adoption scale

How are you using AI in your L&D work and to support development of early careers professionals?



**OWL**  
PIONEERS



Actively creating and refining new tools

“Let’s build for tomorrow, what might be possible?”



**OCTOPUS**  
INNOVATORS



Experimenting with multiple AI tools for learning design, content & coaching

“What can I get my tentacles on next?!”



**TIGER**  
EARLY ADOPTERS



Leading the charge with adoption of one or two AI-powered tools

“Risk is to do nothing. I’ve committed, it gives us the edge, still tweaking to get it right”



**ELEPHANT**  
EARLY MAJORITY



Curious but cautious – wants to see more evidence of impact

“Not anti but can I see the evidence of the impact please?”



**TORTOISE**  
LATE MAJORITY



Risk-averse, wants certainty, process and favours low risk

“I’m waiting for this to ‘settle’, watching others... also, is it secure?”



**SLOTH**  
LAGGARDS



Sceptical about AI’s relevance to human development

“I think we’ll find this is all a bit of a flash in the pan...”





WHAT SHOULD I DO?

## Supply

Increasing number of  
AI-powered solutions to  
support L&D

## Demand

Ever increasing expectations  
of AI in the workplace – and  
tech as an extension of the  
learning process

## A vast range of ways to incorporate AI into L&D

### Skills gap and programme analytics

*360Learning, Filtered, Degreed*

### e-learning course builders

*iSpring*

### Coaching, nudges and productivity tools

*Sixty, Kokoon, Khanmingo, Grammarly*

### LMS & programme design refinement

*Docebo, Sana Labs, TalentLMS*

## Blended learning

**Enhanced in-classroom  
& continued learning**

Roleplay & soft skills

Hyper personalised learning

*iMO, Yoodli*



WHAT SHOULD I DO?

## *Supply*

Increasing number of  
AI-powered solutions to  
tackle some pain points  
around workplace transition

## *Demand*

Ever increasing expectations  
of AI in the workplace – and  
tech as an extension of the  
learning process



# Most popular uses for AI in 2025

## How People Are Using Gen AI

To understand how individuals are using the technology, researchers mined web forums like Quora and Reddit, filtering through tens of thousands of posts to identify 100 different use cases, which they then organized into themes.



HBR article: How People Are Really Using Gen AI in 2025 [Marc Zao-Sanders](#)

Research by Filtered.com

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- |                                      |                                       |                                               |
|--------------------------------------|---------------------------------------|-----------------------------------------------|
| 1 Therapy/companionship              | 36 Imagination                        | 71 Meeting summaries                          |
| 2 Organizing my life                 | 37 Generating appraisals              | 72 Cleaning up notes                          |
| 3 Finding purpose                    | 38 Relationship advice                | 73 Enhanced decision-making                   |
| 4 Enhanced learning                  | 39 Practicing difficult conversations | 74 Navigating love lives                      |
| 5 Generating code (for pros)         | 40 Building lists                     | 75 Language translation                       |
| 6 Generating ideas                   | 41 Homework                           | 76 Replying to emails                         |
| 7 Fun and nonsense                   | 42 Raising/guiding kids               | 77 Learning at work                           |
| 8 Improving code (for pros)          | 43 Work buddy                         | 78 Enabling better conversations with doctors |
| 9 Creativity                         | 44 Refining prompts                   | 79 Structured thinking                        |
| 10 Healthier living                  | 45 Editing text                       | 80 Data entry                                 |
| 11 Preparing for interviews          | 46 Drafting emails                    | 81 Explaining technical documents             |
| 12 Generating relevant images        | 47 Excel formulas                     | 82 Negotiating a deal                         |
| 13 Specific search                   | 48 Evaluating copy                    | 83 Disputing a fine                           |
| 14 Simple explainers                 | 49 Personal finance                   | 84 Generating video                           |
| 15 Cooking with what you have        | 50 Help with reading books            | 85 Safe space to ask                          |
| 16 Troubleshooting                   | 51 Drafting a document                | 86 Eliminating meetings                       |
| 17 Personalized learning             | 52 Drafting formal letter             | 87 Using MS Office apps                       |
| 18 Boosting confidence               | 53 Fact-checking                      | 88 Creative writing                           |
| 19 Adjusting tone of email           | 54 Shopping                           | 89 Exploring religion                         |
| 20 Explaining legalese               | 55 Getting past writer's block        | 90 Choosing wine                              |
| 21 Entertaining kids                 | 56 Fixing bugs in code                | 91 Customer service                           |
| 22 Corporate LLM/Copilot             | 57 Language learning                  | 92 Breaking the rules                         |
| 23 Writing student essays            | 58 Rubber duck debugging              | 93 Sampling data                              |
| 24 Creating a travel itinerary       | 59 Understanding sex                  | 94 Spotting anomalies                         |
| 25 Personalized kid's story          | 60 Making sense of academic papers    | 95 Building a business plan                   |
| 26 Medical advice                    | 61 Generating synthetic data          | 96 Creating products and branding             |
| 27 Reconciling personal disputes     | 62 Generating a lesson plan           | 97 Writing blog posts                         |
| 28 Generating a legal document       | 63 Classifying by criteria            | 98 Writing social media copy                  |
| 29 Deep and meaningful conversations | 64 Ad/marketing copy                  | 99 Systematizing social media                 |
| 30 Anti-trolling                     | 65 For entrepreneurs/startups         | 100 Planning workouts                         |
| 31 Dungeons & Dragons                | 66 For people with ADHD               |                                               |
| 32 Tax advice                        | 67 Writing/editing CV/résumé          |                                               |
| 33 Interacting with the deceased     | 68 Organizing a brain dump            |                                               |
| 34 Summarizing content               | 69 Thinking better                    |                                               |
| 35 Coding for amateurs               | 70 Recommending movies, books, etc.   |                                               |



# Learning: an AI growth hotspot

**Enhanced learning:** improving the acquisition and retention of knowledge and skills.

e.g.

**Filling gaps:** asking the ‘stupid’ questions you didn’t want to ask in front of everyone else

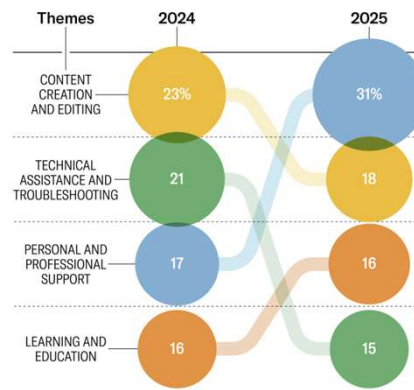
**Bringing learning to life:** watching an AI-generated conversation between Einstein and Newton

**Instant feedback:**

Via simulated role plays

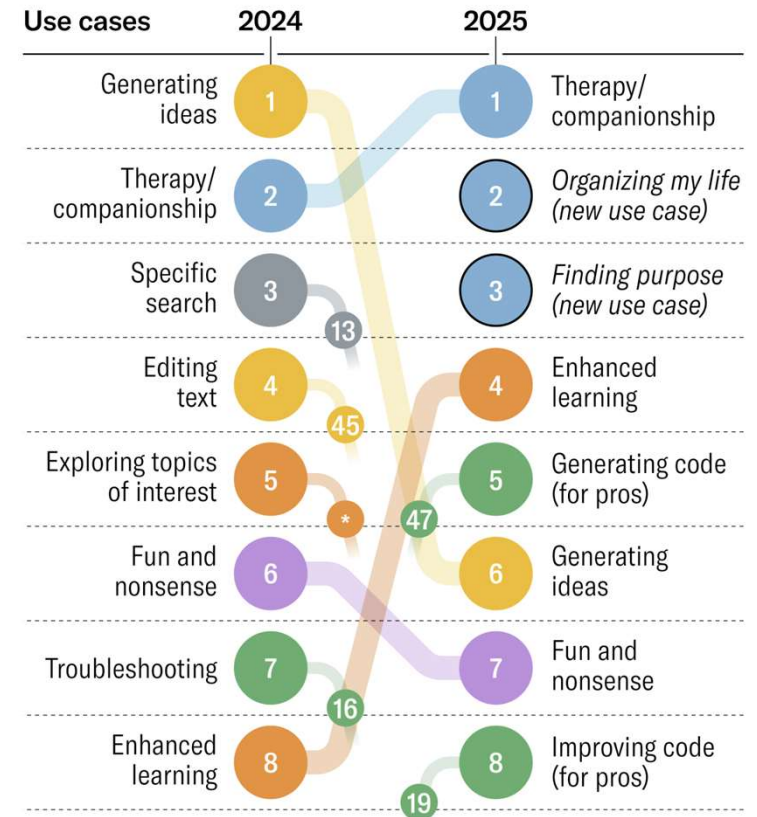
**Personalized learning experiences:** adapting to learning preferences

## Top 10 Gen AI Use Cases indicate shift from technical to emotional applications

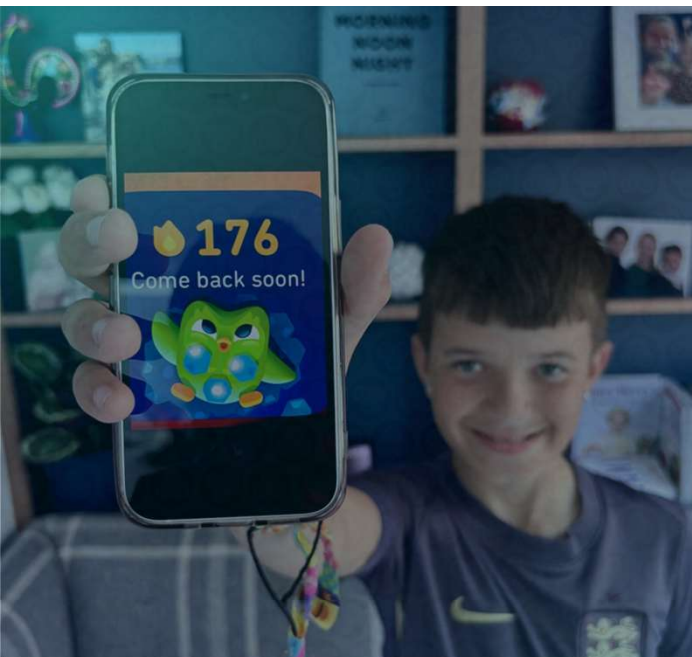


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Research by Filtered.com







“Most education apps concentrate on trying to teach. The reason Duolingo is so popular is because we made it so that you want to learn.”

Luis Von Ahn, CEO

WHAT IS INFLUENCING THE SHIFT?



## The Duolingo Generation: learning styles are adapting



Most popular  
education app  
in the world

100m

monthly  
active  
users

8m

daily active users  
have a streak longer  
than 365 days



Non  
judgemental  
role plays

After 120 hours of using the app, Duolingo learners' scores on reading and listening tests matched university students who completed 240 hours of study

## Where does this play into early careers and workplace readiness?





# Our Personalised training approach

Individualised development, even in a group setting.  
Real-time data is captured in-session for every individual, to get better results, faster:

- ✓ Data on pace, pitch, pauses, filler words, sentence length, gestures, eye contact, smiles
- ✓ On-camera analysis and video-led coaching
- ✓ Before & After videos to instantly compare/contrast impact

*Analysis*  
PUTTING SCIENCE BEHIND THE ART OF COMMUNICATION

Name: \_\_\_\_\_ Date: \_\_\_\_\_

### SENTENCE LENGTH

<5 **Mini**  
6-10 **Short**  
11-19 **Medium**  
>20 **Long**

Ideal: variety of mini/short/medium length. Occasional longer one, e.g.

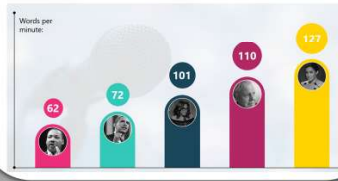
**2-11-5-30**

### # FILLER WORDS

### PACE VARIATION


Words per minute: \_\_\_\_\_  
Longest pause: \_\_\_\_\_


Ideal = 120-170, slowing to ~100 for landing key messages




### PITCH VARIATION

Notes in vocal range: \_\_\_\_\_  
Emphasis words: \_\_\_\_\_



 Points of eye contact (first 10 secs)

Longest linger (first 10 secs)

 # smiles

# gestures

Energy scale?

### 3 KEY POINTS TO REMEMBER

### NOTES



# Demo

Shall we have a look at it?



# The search for an AI solution: principles

## High quality input = high quality output

What has the AI learnt from?  
Yoodli used an advisory board; designed by AI experts with coaching and training experts  
Accurate and nuanced

## Bespoke, secure, integrated

Off the shelf or bespoke-built?  
For extra security, we bought an enterprise version and white labelled as iMO. Higher level of service and bespokeing. Critically a higher level of data security and better integration.  
Quoted 20-40K for building from scratch.

## Being open minded, agile and discerning

Get comfortable with going for a run in the fog

Easy to look for problems with it; can it get the fundamentals right?  
What can be tweaked?

Agile mindset: iteration is everything, nothing stays still

## Developer ethos

Their story resonated  
Human first approach  
Developed a relationship beyond the sales team

## Absolute clarity on what it enables (and where it distracts)

Started from a place of what is 'sacrosanct human' about this training?

Where can AI add/ automate?



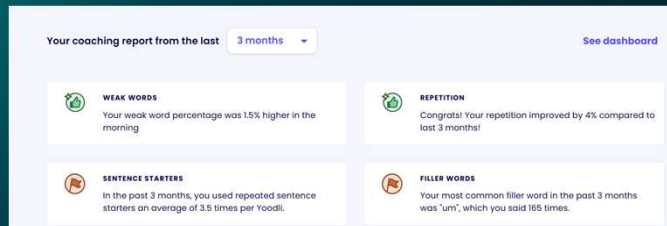


# Ebbinghaus Forgetting Curve





# Continued learning



12 Day Streak ⚡

This week you had a lower filler word percentage than Mark Zuckerberg



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# What's the data to say it works?



## Sales training roleplays & certification

- **15,000 completed programme within one month**
- CSAT score of 92%
- 77% of users shared their role plays with colleagues for human-in-the-loop feedback, reinforcing peer to peer training
- “It was such a success that Google Cloud is now using Yoodli AI coaching for everything from employee onboarding to manager roleplay simulation”



- 35% increase of use in support of coaching sessions, enabled by Yoodli, allowed focus on advanced feedback, addressing higher-level skills



- Went from an average of scoring 75% in hitting their talking points to 92%
- Average user visited the platform 7 times and practiced for 19 mins per practice session.



- Reduced salespeople onboarding time by 50%
- Inc self-paced training by 600% per rep (from 18-120 hrs annually)

## “Fortune 10” Big Tech firm

- 97% confidence increase after engaging four times with Yoodli

## Wider applications



Performance  
conversation  
coach



Role played daily  
warm-ups



**In schools and  
universities?**

Workplace  
communications &  
interview practice



Leadership  
Development



**“Fortune 10”  
Big Tech firm**

Executive presence,  
storytelling & influence  
training





# AI can play a part at *every level*

Complements in-room training with real-time data

10%  
off the job

Continued learning through practice and role play

20%  
near the job

Other applications impact directly on the job:  
thought partner, idea sparker, productivity  
nudger, AI Assistants and AI Agents

70%  
on the job



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*Thank you*

Keep the conversation going:  
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