



atd

Association for  
Talent Development

# AI × 學習新引擎： 創造業務成效的躍進

ATD大中華區 首席引導師 蘇文華博士

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中山大學企業管理博士

勝典科技(e-Learning內容廠商)創辦人並擔任總經理逾15年  
帶領團隊成為大中華及亞太地區領導廠商



**16+3**次 赴美/線上 參與ASTD/ATD年會

**ATD認證講授:**

教學設計/培訓技巧/培訓與引導/培訓大師認證

人員績效改進/諮詢技巧/變革管理/AI實踐工作坊(2025New)

**ATD認證唯一講授:**

移動學習/微學習/學習效果評估/混合式學習

虛擬培訓與引導/虛擬課程教學設計/教學設計大師認證(英)



atd 24

NEW ORLEANS  
MAY 19-22



## An AI Strategy Framework for TD Leaders

Dr Markus Bernhardt

Wednesday 22 May | La Nouvelle AB | 8am to 9am



# AI Tech

≠ AI技術不等於AI策略

# AI Strategy



**ATD25大會現場:**  
**現在除了生成式AI新創公司外,**  
**沒人能告訴我們生成式AI還能做什麼應用!**



**Life is 10% what happens to you  
and 90% how you react to it.**

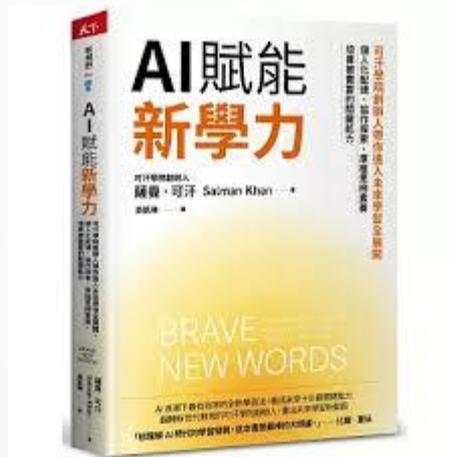
人生有10%是發生在你身上的事，90%是你如何回應它。

人生之事，十在所遇，九在所應。

英譯中，by ChatGPT

# 每一代人都擁有越來越好的創作工具， 這些工具從未扼殺過人類的創造力！

--全球最大非盈利教育機構，可汗學院創始人，薩爾曼·可汗



# 今日分享內容

- 生成式AI在人才發展中的應用(Macro Level:應用價值鏈與痛點拆解)
- 生成式AI在培訓ADDIE流程的應用(Meso Level:培訓流程優化與提效)
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L&D GLOBAL SENTIMENT SURVEY



# AI in L&D: From talk to action

By Donald H Taylor and Egle Vinauskaite

# 生成式AI在人才發展中的應用

你聽過/看過/體驗過哪些?

## Simple

L&D can use AI autonomously

## Sophisticated

L&D needs extra skills, technology or relationships



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**Disclaimer:** Neither comprehensive nor unchanging

---出處: 《AI in L&D: Intention and Reality》, By Donald H Taylor and Egle Vinauskaite, 2024.10

# 生成式AI在人才發展中的應用

你聽過/看過/體驗過哪些?

簡單

培訓人可以  
獨立使用

## 1. 行政工作

- 寫文件
- 會議記錄
- 內部溝通

## 2. 設計與開發

- 寫課程大綱
- 優化學習活動
- 多模態內容創建

## 3. 個性化

- 職業路徑
- 自適應學習
- 內容策展

## 4. 技巧練習

- 角色扮演
- 聊天機器人
- 情景模擬
- 教練

## 5. 資料分析

- 用戶研究
- 效果評估
- 定量與定性

## 6. 績效支持

- 搜索助手
- 辦公助手
- 摘要/速查表

## 7. 技能管理

- 技能智慧
- 勞動力規劃
- 內部調動

複雜

培訓人需要額外的  
技能或技術

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免責聲明：既不全面也不是一成不變

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技能的複雜——跨部門溝通/協作

技術的複雜——生成+非生成+AI集成

# 生成式AI在人才發展中的應用

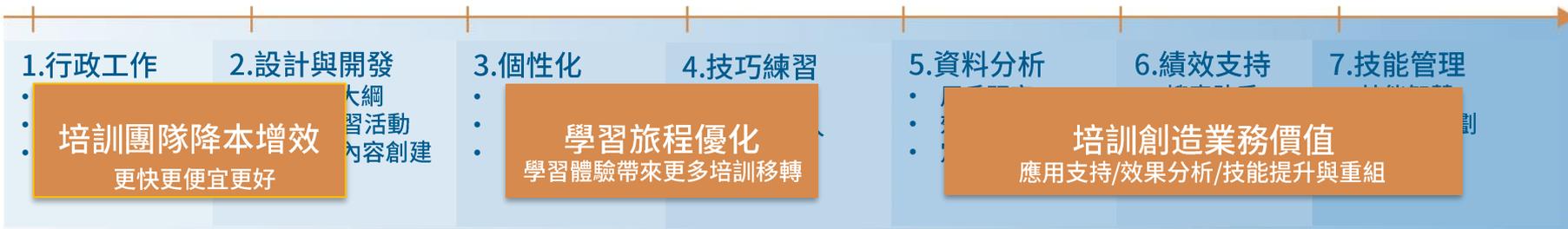
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# 您目前做了什麼應用？ 您接下來該嘗試？ 您未來要關注的領域？

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# 生成式AI在人才發展中的應用

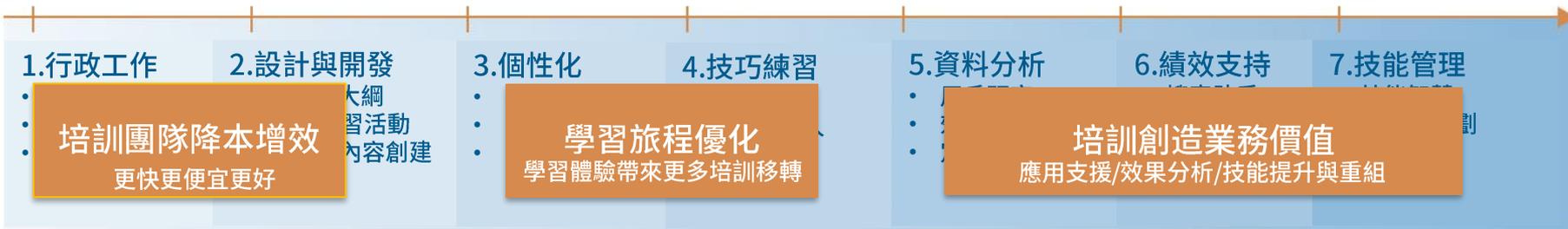
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INNOVATE OR DIE:  
HARNESSING  
GENERATIVE AI  
FOR MAXIMUM  
IMPACT

# About Us

Passionate about delivering transformative learning experiences.

**Courtney Nall MEd, EdD:** Global Learning Partner, Novartis Biomedical Research

**Julie McGovern, MBA:** Associate Director of Curriculum Development & Learning, Novartis

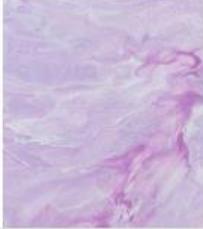


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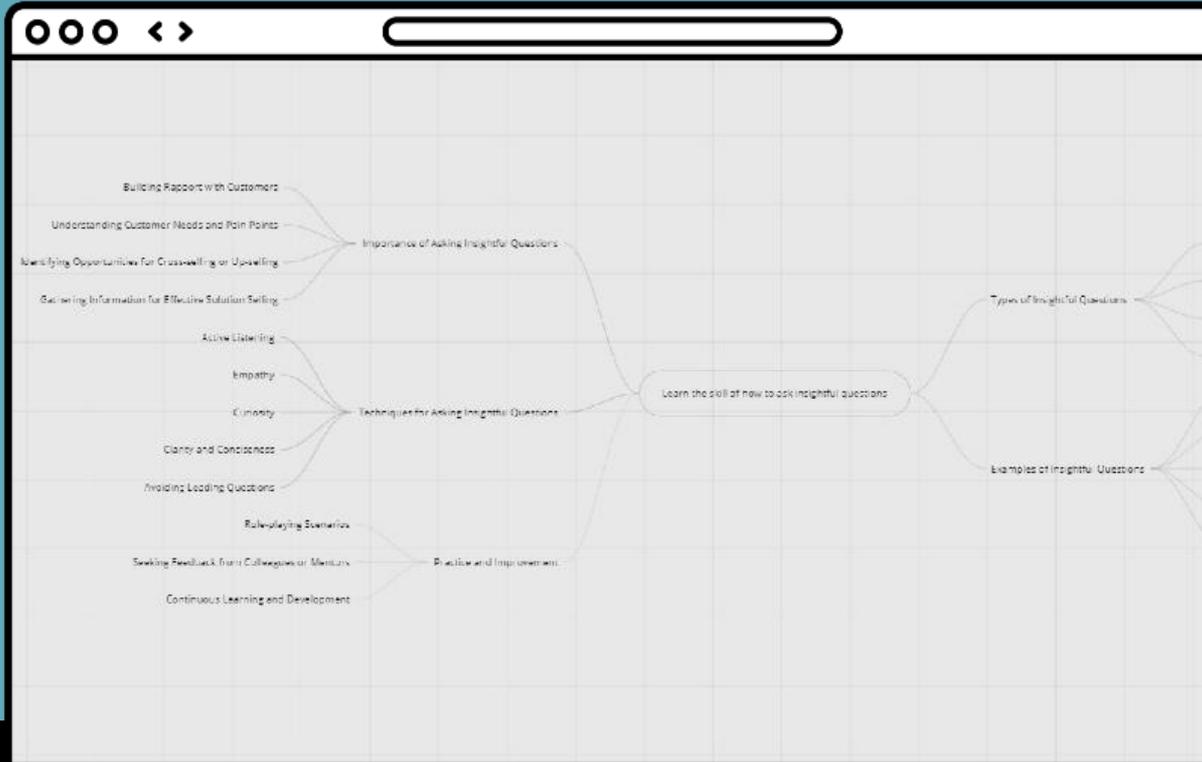
# Suggest Learning Objectives

<p>Priority Learning Objectives</p> <p><b>Priority Learning Objectives</b></p>	<p>Enhancing Selling Skills</p> <p><b>Enhancing Selling Skills</b></p> <ul style="list-style-type: none"><li>• Active listening</li><li>• Asking insightful questions</li><li>• Storytelling</li><li>• Handling objections</li><li>• Closing</li></ul> 	<p>Accessing Key Opinion Leaders</p> <p><b>Accessing Key Opinion Leaders</b></p> <ul style="list-style-type: none"><li>• Engaging in meaningful dialogue</li><li>• Strategies to access key opinion leaders</li></ul> 
<p>Understanding the Competitive Landscape</p> <p><b>Understanding the Competitive Landscape</b></p> <ul style="list-style-type: none"><li>• Knowledge of competitors' pipelines</li><li>• Strengths, weaknesses, and competitive advantage</li><li>• Handling objections related to competitors</li></ul> 	<p>Shifting Mindsets</p> <p><b>Shifting Mindsets</b></p> <ul style="list-style-type: none"><li>• Challenging customers' thinking</li><li>• Creating a sense of urgency</li><li>• Adopting a challenger selling approach</li></ul> 	<p>Improving Customer Engagement</p> <p><b>Improving Customer Engagement</b></p> <ul style="list-style-type: none"><li>• Attention-grabbing openings</li><li>• Asking insightful questions</li><li>• Encouraging customers to try something different</li></ul> 



Prompt: Based on the feedback shared on this Miro board, can you develop 5 priority learning objectives for the future?

# Brainstorm Instructional Strategies



Prompt: Generate Mind Map of how sales people learn the skill of asking insightful questions.

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**ID-Assist™**  
AI-Enabled  
Instructional Design



**CONTENT**

# Development Use Case



## Background

- You have an important meeting coming up to present data and results from a recent learning intervention.
- You are bored and need inspiration.
- Let's do a live demo...**Give us a subject of something YOU are working on.**



How can you leverage AI to present your findings in an engaging way with a quick turn-around?

# Generate a presentation with ai. beta

## Start from...

+ BLANK PRESENTATION

GENERATE WITH AI...

TEAM TEMPLATES 124M

STARTER TEMPLATES

IMPORT PPT...

## Create a presentation about...

 Describe the topic of your presentation...

GENERATE PRESENTATION

EXAMPLE PROMPTS ▾

Train AI with Additional Context ▾

If your topic requires information or data that the AI is not trained on, you can add additional context to help the AI provide better results.

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Content generated may be incorrect, inappropriate, or incomplete. Please use at your own risk and be sure to verify accurate results.



Generating slides...

Start from...

- BLANK PRESENTATION
- GENERATE WITH AI...
- TEAM TEMPLATES
- STARTER TEMPLATES
- IMPORT PPT...

Driving Business Results and Increasing Collaboration for Food Service Industry Leaders

Workshop Overview

Conflicting Priorities

Conflict Resolution Strategies

Fostering a Collaborative Culture

"Effective communication is the oil that lubricates the machinery of collaboration." - JOHN GLASS

哇!

00:01:30 00:01:51

IMG\_8423

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Get Started

Introducing generative ai presentation software for the workplace

It's **beautiful** what you can do  
with a little **ai**.

Sign Up Now

# 生成式AI在**教學設計ADDIE**流程中的應用

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# Implementation Use Case

## Background



- ◆ You are responsible for building capabilities of PHD scientific leaders in a research organization.
- ◆ You've recently conducted workshops on Storytelling, Presentation 101, and Crafting Scientific Slides.
- ◆ You want to provide scalable opportunities to practice what they've learned and get feedback that will help incorporate these skills into the ways that they work and enhance their ability to influence and move their scientific projects forward.



- ◆ You are tasked with onboarding 50 sales specialists at varying sales experience and product knowledge.
- ◆ New Hires must verbally certify on product knowledge.
- ◆ You want new hires to go into certification (and ultimately their conversations with customers) being able to successfully deliver talking points in a confident, clear, and trustworthy manner.



How can you leverage AI to provide scalable and safe opportunities for practice and improvement?



Quantified

# 生成式AI在**教學設計ADDIE**流程中的應用

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# Evaluation Use Case

## Background

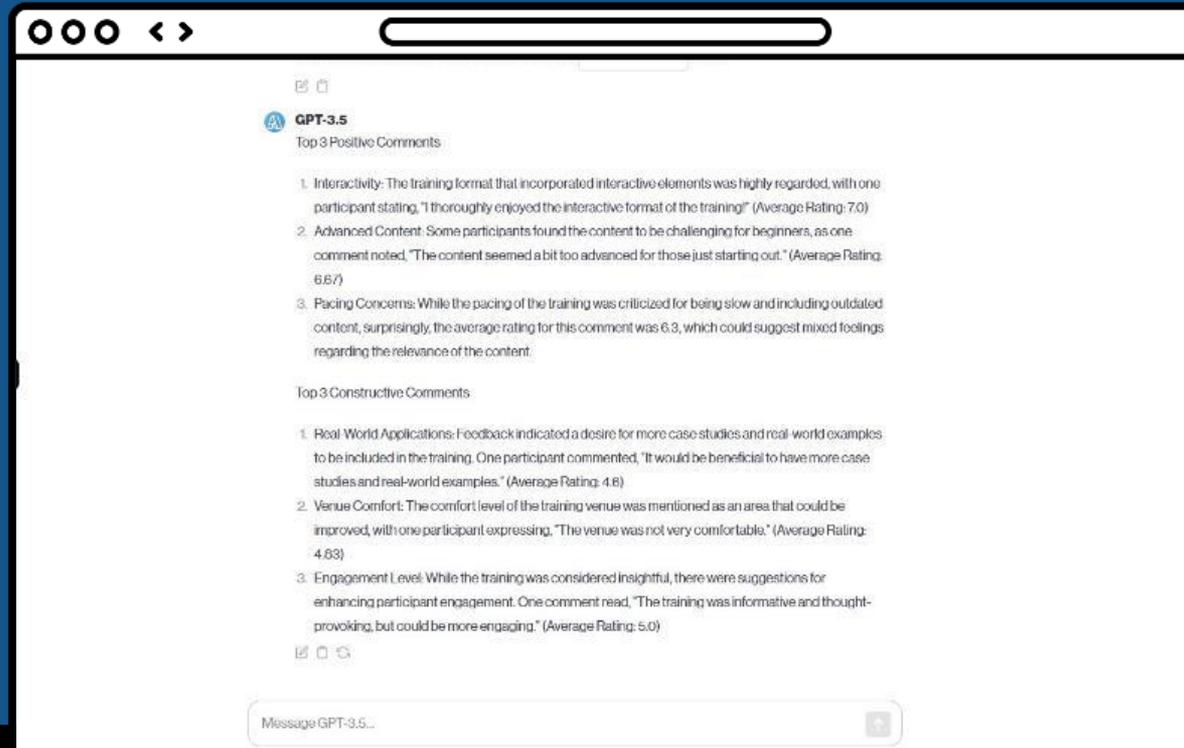
- You and your team develop and deploy learning for the leaders in your organization
- Your team recently conducted a leadership development workshop and have feedback from 50 attendees
- You want to co-develop with senior leadership strategy to move forward

Participant	Comment	Rating
1	Loved the interactive format of the training!	10
2	Not what I expected, but learned a few things.	9
3	Could use more case studies and real-world examples.	9
4	Great speakers and well-organized sessions.	1
5	Loved the interactive format of the training!	9
6	Very motivational and well presented.	7
7	Excellent workshops! Really practical.	9
8	Loved the interactive format of the training!	8
9	Could use more case studies and real-world examples.	1
10	Great speakers and well-organized sessions.	8
11	Not what I expected, but learned a few things.	8
12	Could use more case studies and real-world examples.	3
13	Could use more case studies and real-world examples.	1
14	Excellent workshops! Really practical.	8
15	Content was a bit too advanced for beginners.	3
16	Great speakers and well-organized sessions.	3
17	I found the pace too slow and content outdated.	1
18	Could use more case studies and real-world examples.	5
19	Content was a bit too advanced for beginners.	10
20	I found the pace too slow and content outdated.	7
21	Great speakers and well-organized sessions.	10



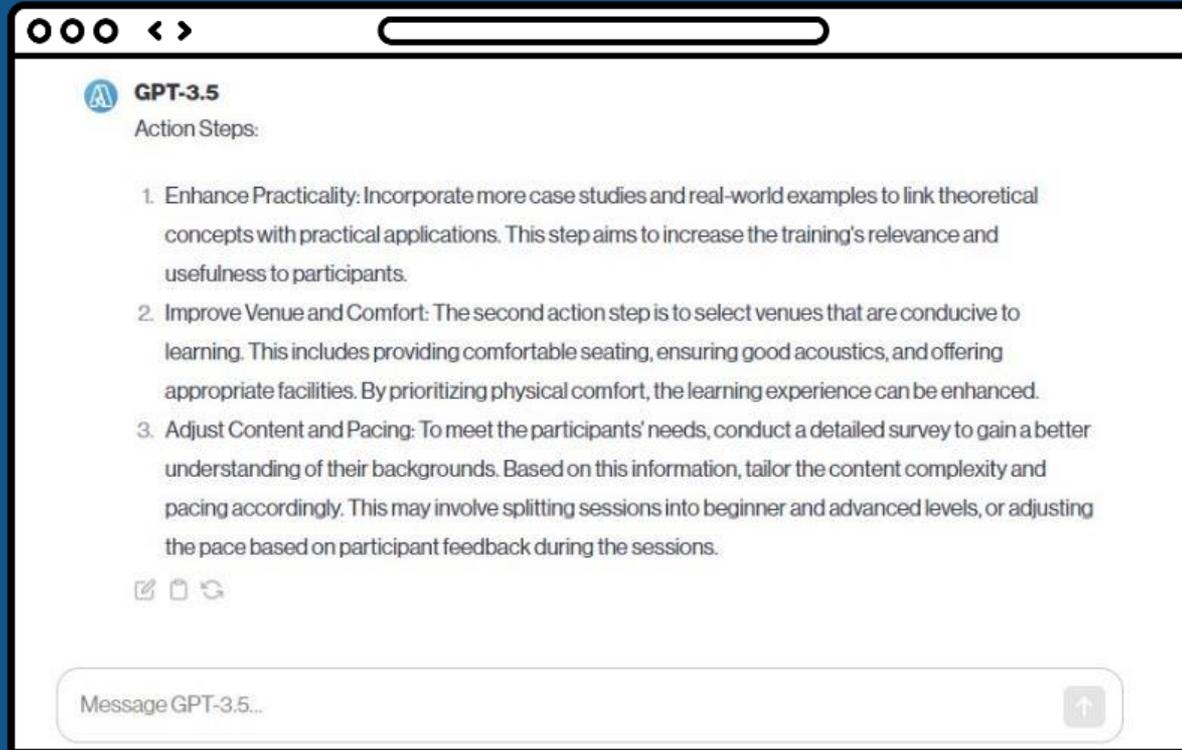
How can you leverage AI to analyze learner data, identify areas for improvement, and establish yourself as a strategic partner?

# Analyze Learner Data

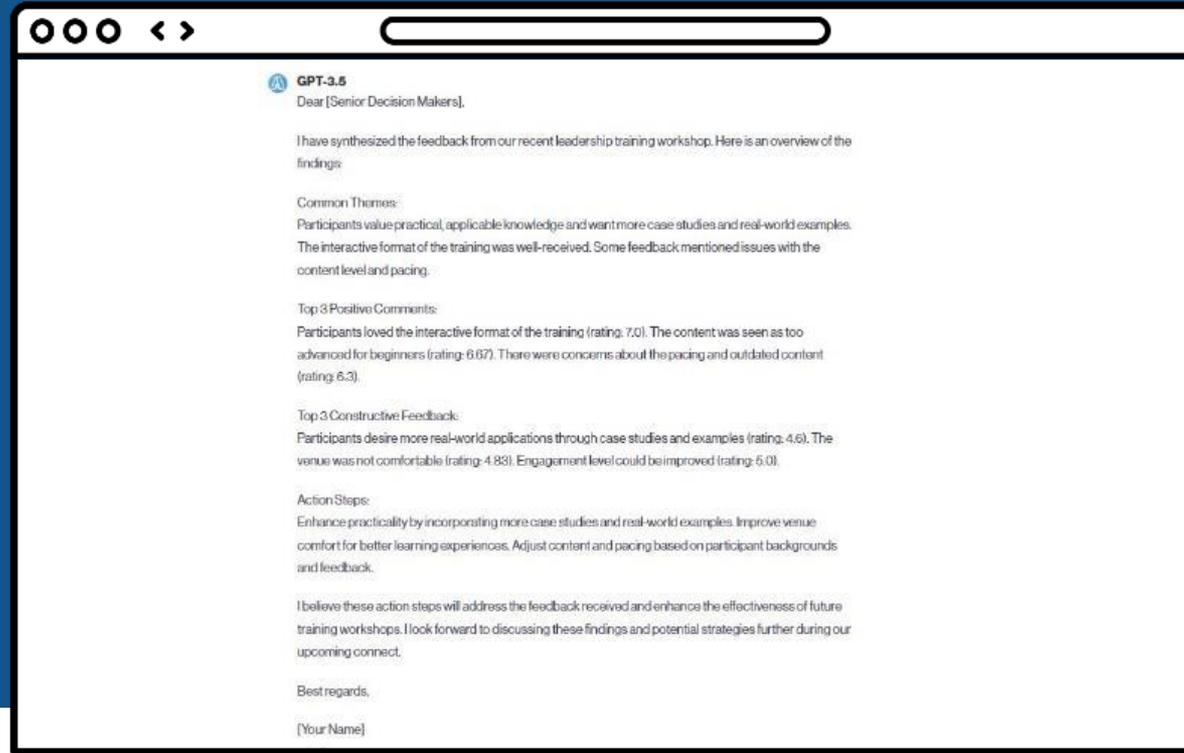


Prompt: Synthesize the following learner feedback for top 3 positive themes, top 3 constructive themes, and 3 action steps for moving forward.

# Identify Areas for Improvement



# Communicate Findings and Recommendations



Prompt: Write an email summarizing these findings for senior decision makers in preparation for an upcoming meeting to discuss these topics.

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**CURRENT PROJECT:** \_\_\_\_\_

- WHERE CAN I IMPLEMENT AI?
- WHO NEEDS TO GET INVOLVED?
- WHAT ARE THE CHALLENGES?

COURTNEY



JULIE



LET'S STAY CONNECTED



学AI 用AI 用AI培AI

华为LCS首届AI+教学应用大赛



2025年5月27日



杭州培训中心 T3-1B05R



培训与认证业务部



# 華為杭州全球培訓中心首屆AI+教學應用賽圓滿收官

## 金牌

張靖昊&馬一菁老師 作品《幀幀成課SlideGenius工具，讓備課&研討效率飛升》

## 銀牌

王亮婧老師 作品《AI備課助手，開啟高效備課新篇章》

薑禮兵老師 作品《Deepseek大模型工具，助力提升培訓工作效率》

## 銅牌

劉開老師 作品《AI賦能學發，活躍你的課堂》

竇園園老師 作品《eLab設備自動化腳本助手，提升交付效率》

韋佳君老師 作品《AI 驅動培訓工作效率提升》

王福第&林入雁老師 作品《AI教學百寶箱，助力培訓工作效率提升》

# 您的公司現況是? 接下來應嘗試? 未來的方向是?

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# 您的公司在教學設計ADDIE流程的AI應用工具清單是？

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文本大模型： DeepSeek, Kimi, 騰訊元寶, 訊飛星火      多模態大模型： 文心一言, 豆包, 智譜清言 

# 今日分享內容

- 生成式AI在人才發展中的應用(Macro Level:應用價值鏈與痛點拆解)
- 生成式AI在培訓ADDIE流程的應用(Meso Level:培訓流程優化與提效)
- **生成式AI在培訓現場的應用(Micro Level:培訓互動與個性化體驗)**

不是為了看起來厲害  
而是真正解決課堂教學中的痛點

# 解決哪些課堂教學的痛點？



## 減輕講師腦力負擔

在授課時由AI引導師  
分擔授課工作



## 更有創意的互動

設計更有創意的互動活動  
提高學員參與感與自信心



## 個性化學習體驗

在課前/課中/課後為學員  
提供1V1的個性化回饋/支持

# 解決哪些課堂教學的痛點？



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# 學習旅程 Learning Journey

簡單

培訓人可以  
獨立使用

## 1. 行政工作

- 寫文件
- 會議記錄
- 內部溝通

## 2. 設計與開發

- 寫課程大綱
- 優化學習活動
- 多模態內容創建

## 3. 個性化

- 職業路徑
- 自適應學習
- 內容策展

## 4. 技巧練習

- 角色扮演
- 聊天機器人
- 情景模擬
- 教練

## 5. 資料分析

- 用戶研究
- 效果評估
- 定量與定性

## 6. 績效支持

- 搜索助手
- 辦公助手
- 摘要/速查表

## 7. 技能管理

- 技能智慧
- 勞動力規劃
- 內部調動

複雜

培訓人需要額外的  
技能或技術

© Egle Vinauskaite, 2024

免責聲明：既不全面也不是一成不變

---出處：《AI in L&D: Intention and Reality》，By Donald H Taylor and Egle Vinauskaite, 2024.10

# 生成式AI在課堂教學中的3個應用實例

1.AI引導師

2.AI個性化回饋與績效支持

3.AI陪練與角色扮演

# 生成式AI在課堂教學中的3個應用實例

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3. AI陪練與角色扮演

My #AI clone is speaking at #ATD24 - and so am I | LearnGeek | JD Dillon

PM 03:51  

變造或合成的內容 >



0:00 / 1:37       

Book a demo

Generate a free video

# Create Interactive and Engaging Videos from Text with AI

Colossyan enables effortless video creation with realistic avatars and voiceovers to connect businesses with employees and customers anytime, anywhere.

SERIES D We've raised \$180M from leading investors. [Learn more about it here.](#) X



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# Turn text to video, in minutes.



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Build audio experiences at scale with Murf's AI voice generator. Our ethically developed text-to-speech model delivers ultra realistic voices through studio, API, and localization tools - streamlining voiceovers for enterprises.

Open Studio

Contact Sales

View API Specs





# 生成式AI在課堂教學中的3個應用實例

1.AI引導師

2.AI個性化回饋與績效支持

3.AI陪練與角色扮演

Collective Insights.  
Lifelong Learning.

# AI Powered Learning Journeys

## Transforming HRD for the Future

Track

Learning Technology

Date & Time

2025. 5. 18(Sun), 14:30~15:30(1H)

Location

Walter E. Washington Convention Center  
- Room 146A, Level 1



WASHINGTON, DC  
MAY 18-21



## Chan Lee, Ph.D

Professor,  
Seoul National University  
School of Transdisciplinary Innovations  
Dept. of Vocational Education  
and Workforce Development  
Author of 『Convertive Leadership』



## Soohyun Chin, Ph.D

Principal Consultant of  
SERI(Samsung Economics Research Institute)  
CEO Group, Multicampus Inc.

# CONTENTS

1

## Gen AI in HR

- 1) Digital Transformation, DX
- 2) AI Best Practice in WLP

2

## Hands-on Experiences

- 1) Demonstration of AI Tutor
- 2) Practice with AI Tutor
- 3) Small Group Activities

3

## Performance Analysis

- 1) Quantitative Analysis
- 2) Trends Inquiry Topics
- 3) Implications

### 3. AI Learning Journey B.P – Multicampus(4/6)

2) AI Best Practice in WLP

MLP AI, powered by Gen AI, supports personalized, timely, and conversational learning experiences.



## AI Tutor

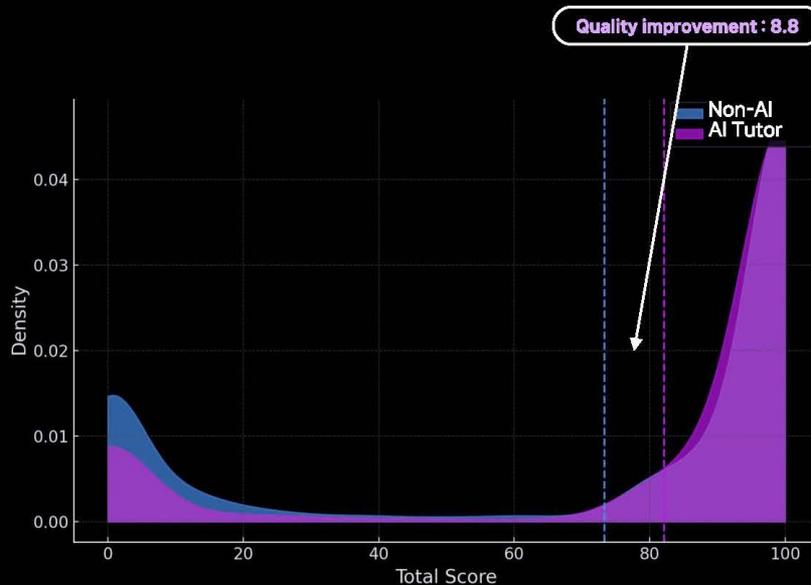
Increase the Level of  
Educational concentration

# 3. Performance Analysis of AI Tutor

---

- 1) Quantitative Analysis
- 2) Trends Inquiry Topics
- 3) Implications

The group AI Used outperformed the control group by 8.8 points on average



Score Distribution by AI Usage

## Results

- Average Scores(AI Tutor): **82.1**
- Average Scores (Non-AI Tutor): **73.3**

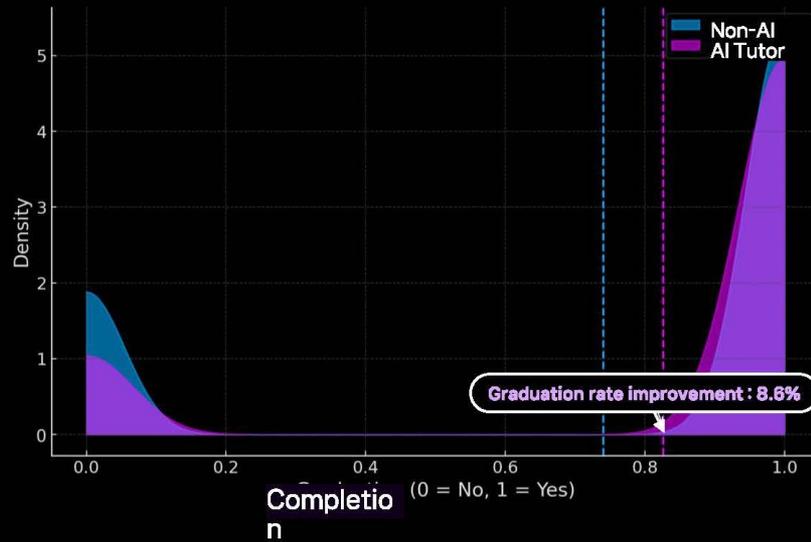
## Implications

- The AI-assisted program led to a significant improvement in academic performance(82.1).
- T-test results( $p < 0.001$ ).

# Overview of Data Analysis | Completion rate

The AI Used group had a higher completion rate, with 8.6% more participants finishing on average

Completion Rate Distribution by AI Usage



## Results

- Completion Rate (AI Tutor): **82.7%**
- Completion Rate (Non-AI Tutor): **74.1%**

## Implications

- AI Tutor course appears to be a **positive factor** in increasing course completion (82.7%, **8.6%** higher than non-AI Tutor)  
\*  $P < 0.001$
- AI usage may **enhance learning persistence and goal achievement.**

# Overview of Data Analysis | Satisfaction Levels

The Group with AI Tutor, an average reported slightly higher satisfaction levels

Average Satisfaction Score by AI Usage



## Results

- Average Satisfaction levels (AI Tutor): **4.44**
- Average Satisfaction levels (non-AI Tutor): **4.39**

## Implications

- AI users reported slightly higher satisfaction on average (4.44, gap-0.05)
- T-test results( $P = .002$ ).

# 3. Performance Analysis of AI Tutor

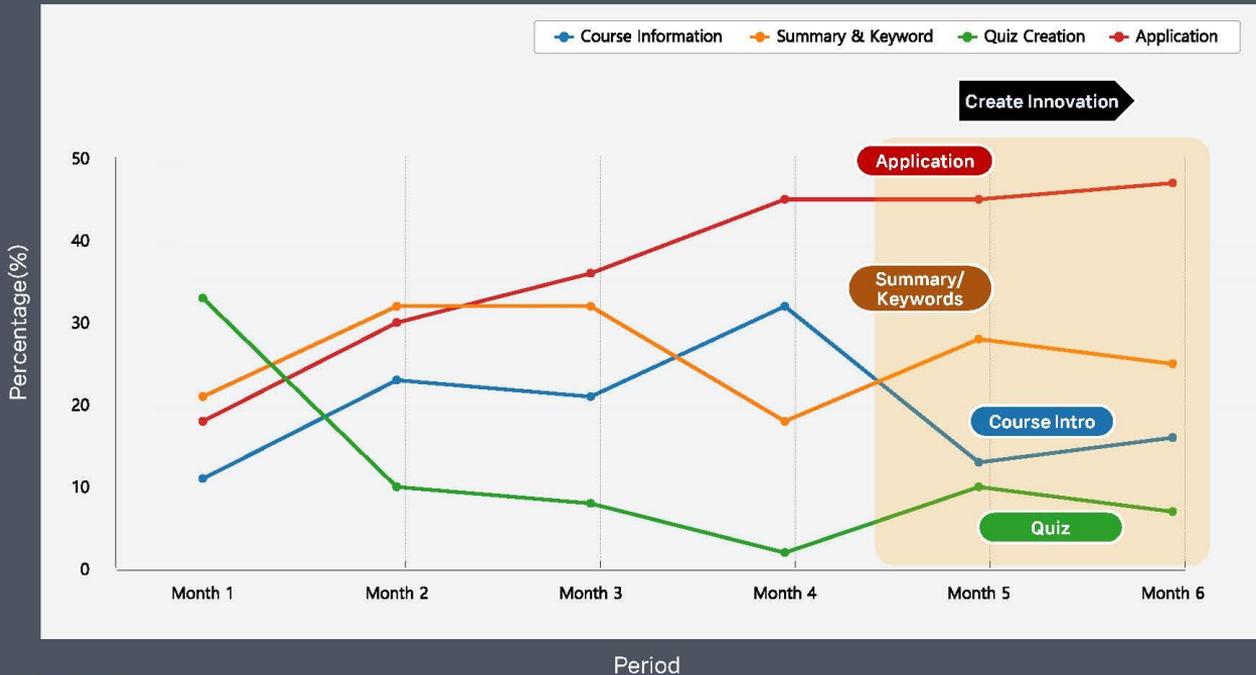
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- 1) Quantitative Analysis
- 2) Trends Inquiry Topics
- 3) Implications

## 2. Main Inquiry Topics | Trends

### Final Stage(last two months) : Performance

Trends of All Question Types Over Time



### Final Phase

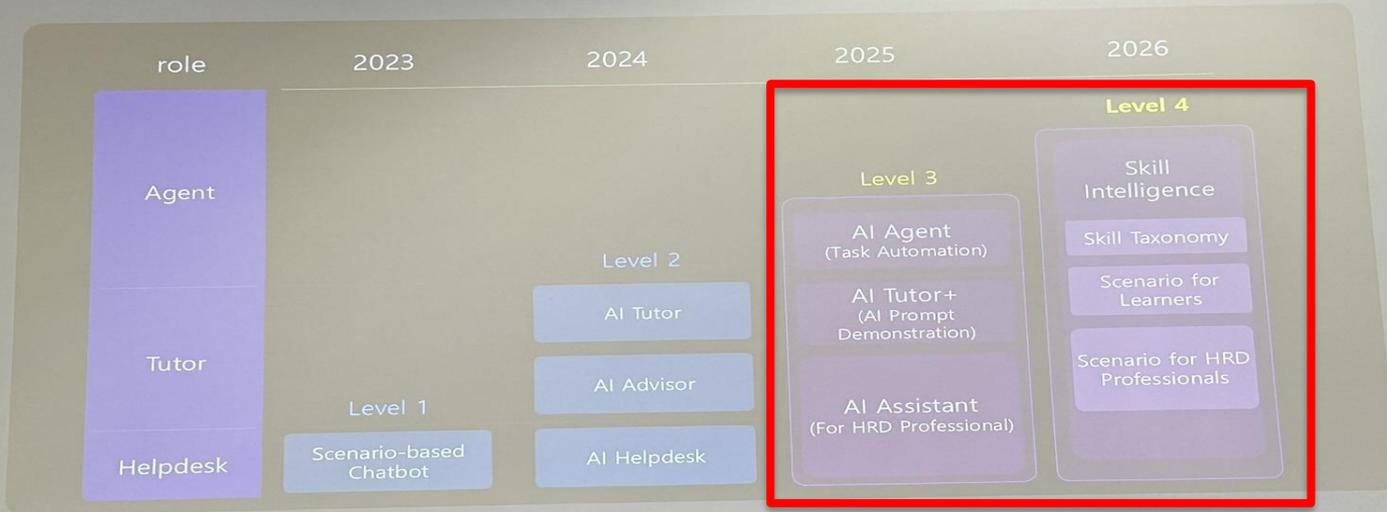
- Questions focused on applying and deepening course content have shown a steady rise, whereas basic tasks like summarization and keyword extraction are on a decline

### Implications

- This indicates a changing role of the AI Tutor, from initial guidance to more integrated and applied use in learning

To be Continued...!

Gen AI will transform learning-personalized, intelligent, and beyond Human Support



# 生成式AI在課堂教學中的3個應用實例

1.AI引導師

2.AI個性化回饋與績效支持

3.AI陪練與角色扮演

# AI陪練與角色扮演

- 1.文字型ChatBot (有無GenAI)
- 2.口語型陪練 (有無GenAI)
- 3.視頻型陪練 (例如UMU)
- 4.數字人陪練
- 5.AI真人視頻角色扮演練習

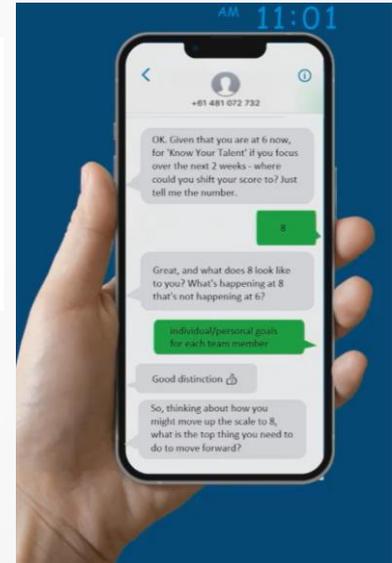


## CHATBOT

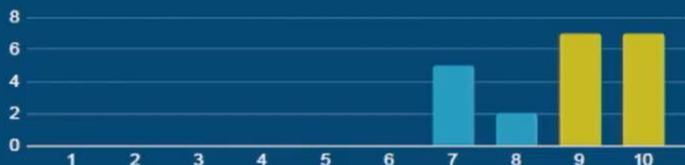


Computer program designed to simulate a conversation

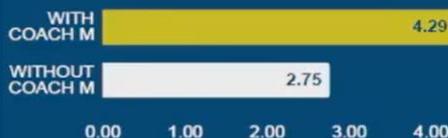
COACH



### Coach M Recommendation



### Progress



**Uplift**  
**56%**

### Effectiveness

How useful were the conversations with Coach M in ensuring that you followed through on your Action Plan?

**4.4/5**

10/10

It is a strong follow up with the time flexibility. Also shared the video & ideas that was very much helpful for thought provoking. It's a step by step approach not directly reached to conclusion. Reminder of earlier sessions that what we did so that we can correlate our discussion. Overall very great experience.

9/10

Questions were very assertive and insightful. Some of the videos is quite new and interesting. It help me take steps that make me better.

10/10

While filling up the answers through my self analysis and self judgement I am getting an opportunity of thinking myself on a situation which is self analysis that's too in a neutral environment, that really helps to score myself.

### Goal Score Progress\*



**Score Increase**  
**92%**

### What change was created?

Understanding team Disc behavior style & Emotional triggers of self & others

Changes my approach while working with team and helps me in better understanding of my team. Clearly highlighted, where to focus on to drive team efficiently for better result.

Writing FCR effective to coach each day of work. San my sales mode. Think with emotional and DISC in my mind.

Better & strong connect with Team. EQ was the area of development in me. DISC analysis of team was really helpful & improved the ways of working which has given good results in Sales.

### What were the business benefits?

Confidence of my team have improved. Motivation and more no of programs. Value my feedback.

As a Team we are able to build more strong vision is driving the Objective of Sales. We now share more strong one voice & have more impactful sales calls.

Understanding DISC and M4R for each FF and Now I can modify my behavioural approach to make him more receptive.

Better analytical skill and prioritizing the time has helped me in a great way in my business.

\* Score progress of all the participants who have completed an action plan

# AI陪練與角色扮演

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AM 11 14

## Creating Transformational Learning Journeys

The Challenges and Triumphs

Debra Glaser, EdD, Global Learning Specialist, Google



Google

Mastery

PM 12:18

LEADERSHIP DEVELOPMENT

### Behavioral Coaching

One of your employees, Lisa, is generally effective. She is smart, dedicated and passionate about her work. Recently, she's responded with hostility towards some team members. You've witnessed it in several team meetings. You also just heard that Lisa frequently loses her patience with her colleague Teo when trying to solve problems quickly.

**Desired Outcome:**  
Understand the situation and get Lisa's agreement on a plan moving forward.

**Strategies to consider:**

- Actively listen to her concerns
- Ask open-ended questions to learn more about the situation
- Check that Lisa understands how her behavior affects other team members
- Motivate her to take concrete steps to improve interactions with her peers

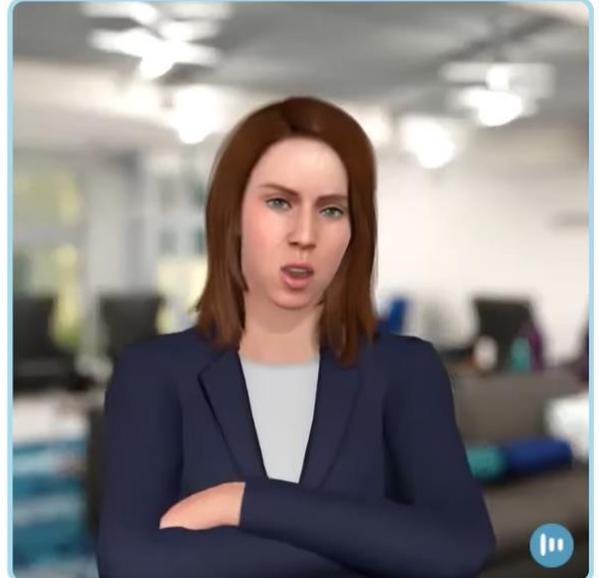


Lisa Walker



Well, That Didn't Go as Planned

Coach a direct report to level up to meet expectations for an upcoming presentation.



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PM 04:43

accenture

## VR SOFT-SKILLS TRAINING

TACTICS AND LESSONS LEARNED

Marek Hyla  
Senior Learning Principal

Aleksandra Gomula  
Learning Manager

>

What technology do we use?

### TALESPIN

Comprehensive approach to soft-skills training in VR, based on **immersive learning content** and **insights** to guide individual career paths, and workforce talent development.

>

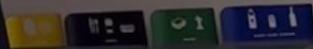
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# Well. Better. Next.

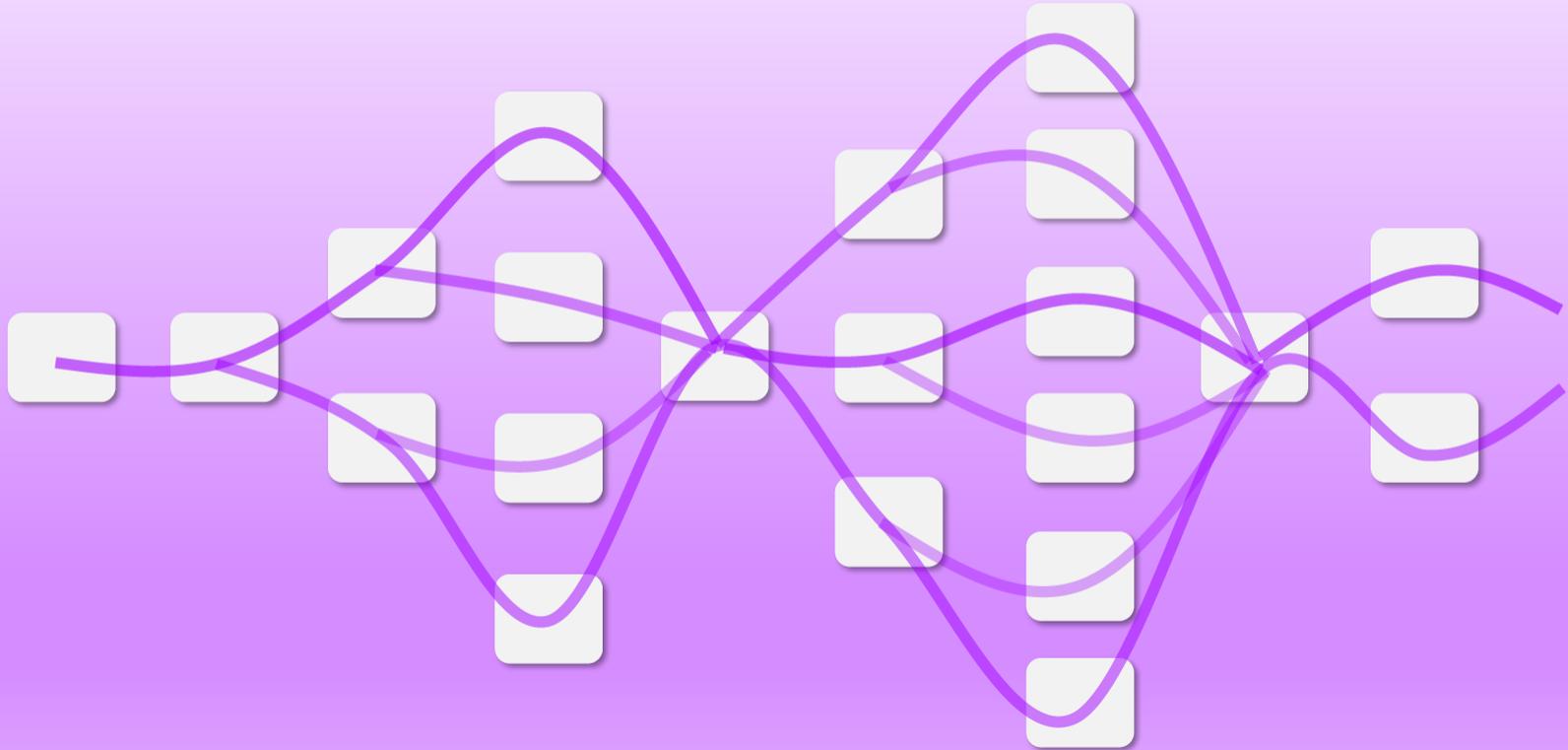
**A model for discussing feedback at Accenture.**

A VR learning experience developed with CoPilot Designer from Talespin. 

**TALESPIN**



# Branching scenario



## Learning Technologies



40 Slides

Sunday, May 18

9:30 AM - 10:30 AM

Room: 146A, Level 1

### Blending Creativity With AI-Advanced Story Design for Learning

Translation Link: <https://attend.wordly.ai/join/ECXB-3258>

Highlights: Global Voices



Speaker:

**Garima Gupta** (she/her/  
hers)  
Artha Learning Inc.



Handout

Explore how blending AI with creative storytelling can revolutionize e-learning design in this session. Discover the power of branching scenarios and AI-driven narratives to create personalized, engaging, and memorable learning experiences that cater to individual needs.

#### Learning Objectives:

1. Explore the benefits of branching scenarios in creating personalized learning experiences.

# Blending Creativity with AI Advanced Story Design for Learning

Garima Gupta (GG)




**ARTHA**  
LEARNING INC.

# Using AI to help in story design

Ways AI can help you here:

- 1 **Decide on an interesting theme**
- 2 **Connect the theme with your KLOs**
- 3 **Build textured characters**
- 4 **Design a complex, real story**



# 教學型故事（類比）開發流程總覽

## （Story-Based Simulation Design Process）

步驟	名稱	說明
1	明確學習目標	先厘清終極與支援性學習目標（Terminal & Enabling Objectives），最好聚焦 1-2 個目標，避免故事太發散。
2	決定故事主題（Theme）	讓 ChatGPT 提供多個主題選項，例如「永續會議籌辦」、「飯店危機管理」等，選一個與學習目標相關又具吸引力的情境。
3	建構故事主線（Story Arc）	請 AI 依主題與目標提出 3-5 條劇情主線，選出一條可延伸性強、與學員情境貼近的路徑。
4	角色設計（Persona + Avatar）	建立角色人設（年齡、職務、目標、痛點、背景知識），可請 AI 輔助生成。接著用圖像工具（如 Midjourney）打造角色圖像。
5	建構角色生態系	除主角外，設計其上司、同事、客戶等互動角色，形成完整故事環境，提升真實感與代入感。

# 教學型故事（類比）開發流程總覽

## (Story-Based Simulation Design Process)

步驟	名稱	說明
6	擬定故事流程圖 (Flowchart)	在 PowerPoint 或 Miro 等工具中繪製分支邏輯圖，標明每一個決策點、選項與後果。建議用簡單條列：A > A1 > A2 等。
7	分段請 AI 擴寫劇情	將流程圖拆解為小任務，逐步請 ChatGPT 幫忙撰寫：先問「情境開場」、再問「第一個決策點」、接著「A 選擇後發生什麼」…以此類推。
8	設計延遲式回饋	建議最後才提供總體回饋（而非每選一次就跳提示），模擬真實決策情境，並強化反思與學習遷移。
9	整合生成內容	收斂各支故事分支，形成完整模組腳本，可輸出為 Storyboard 或直接匯入課程工具（如 Articulate Storyline、Vyond 等）。
10	SME 與資安審核	向主題專家（SME）確認故事邏輯、用語與技術正確性。針對上傳 AI 的素材要去識別化、避免機密資訊外泄。

# 教學型故事（模擬）開發流程12步驟與提示詞

## 12 步驟 + ChatGPT 提示語 (Prompts)

### 1 目標學習者分析 (Learner Persona)

#### Prompt 範例:

「我正在設計一個教學模組給剛升任部門主管的員工，他們年齡介於 30-40 歲，在飯店業工作。請幫我建立一份 Learner Persona，包括：姓名、年齡、職位、動機、學習風格、工作挑戰、常見錯誤。」

### 2 明確學習目標 (Learning Objectives)

#### Prompt 範例:

「我想開發一個訓練模組，幫助主管學會授權工作任務。請根據 Bloom's Taxonomy 協助我撰寫一個清楚且可衡量的學習目標。」

### 3 決定故事主題 (Theme)

#### Prompt 範例:

「請針對『主管授權技巧』這個學習主題，提供 5 個具吸引力的情境主題，背景可設定在飯店、客服中心或零售現場。」

### 4 建構故事主線 (Story Arc)

#### Prompt 範例:

「主題是：飯店永續計畫推動。學習目標是識別團隊成員的強項與能力。請根據這些資訊，提出 3 條可能的故事主線 (Story Arc)，每條包含：開場情境、任務挑戰、潛在衝突。」

### 5 角色設計與角色群 (Persona + Ecology)

#### Prompt 範例:

「請幫我建立一位名叫 Sarah Williams 的角色人設，她是一位新任飯店部門主管，負責推動永續發展計畫。請提供她的背景、個性特質、技能優勢、典型挑戰與學習動機。」

### 6 場景建模與紋理填充 (Texture)

#### Prompt 範例:

「請為以下故事場景增添三個細節，使它更真實具體：Sarah 正在部門例會上討論垃圾分類流程，但同事反應冷淡。請加入環境聲音、空間描述與干擾因素。」

### 7 擬定故事流程圖 (Flowchart)

#### Prompt 範例:

「我想設計一個 3 層分支的模擬故事，學員需要做出 3 次決策。請幫我列出每一層的選項 (A/B) 與相對後果，並用階層格式 (A > A1 > A2) 展開流程架構。」

### 8 分段請 AI 擴寫 (Prompt-Based Co-Writing)

#### Prompt 範例:

「根據以下流程圖的第一層：Sarah 必須選擇將永續任務交給 Mark 或 Emily。請幫我寫出這一段的故事描述與兩個選項，語氣口語化並具代入感。」

### 9 設計延遲式回饋 (Delayed Feedback)

#### Prompt 範例:

「在故事結尾，學員已經做出所有決策。請根據他們的選擇，撰寫一段綜合回饋，包含行為評價、改進建議與反思問題，語氣中立專業。」

### 10 整合成完整腳本 (Storyboard + Avatar)

#### Prompt 範例:

「請將以下故事擴寫為完整模擬腳本，格式請包含：角色名稱、對話內容、場景描述、學員選項、每個選項後果與簡要畫面提示。輸出為表格格式以便 Storyline 匯入。」

### 11 SME 審核與資安檢核 (Validation)

#### Prompt 範例:

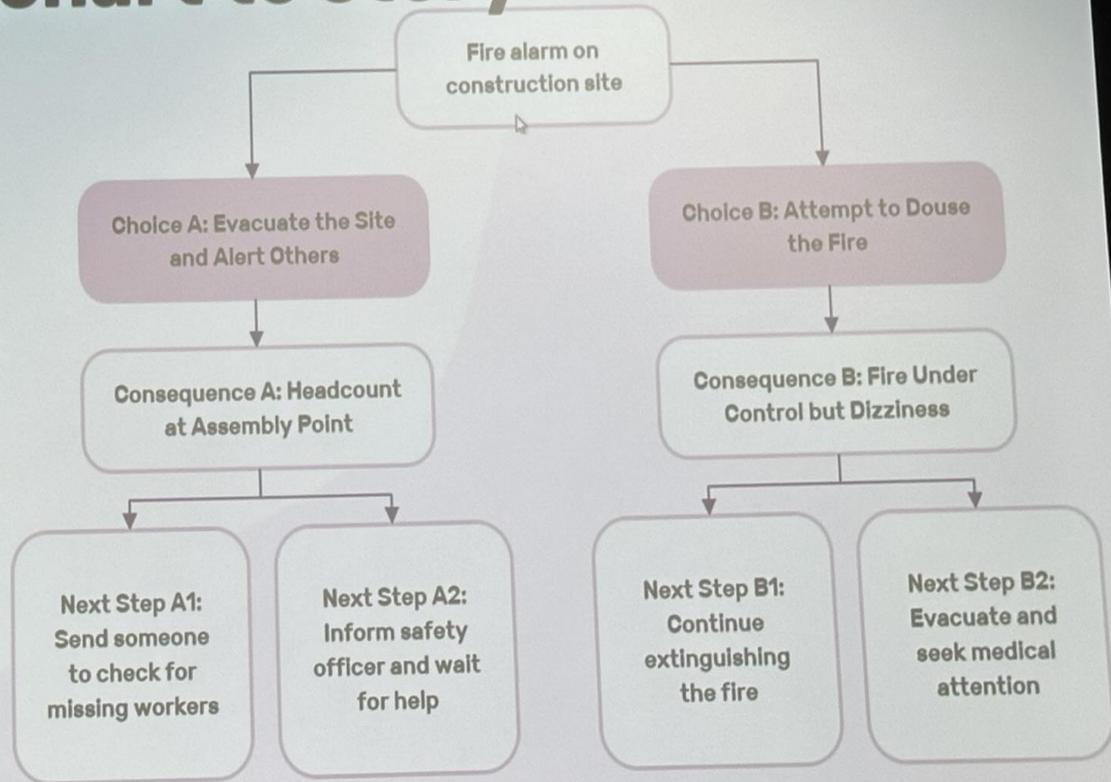
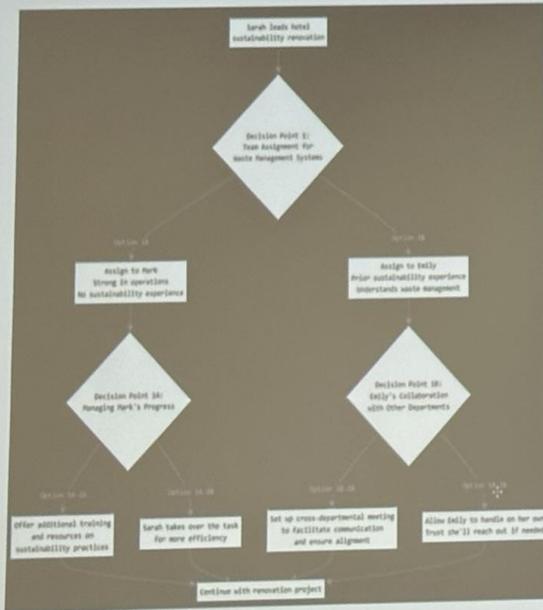
「請幫我將這段故事摘要成 3 點重點，方便與主題專家 (SME) 確認技術正確性。注意請勿加入虛構內容，也不要強調學習效果，僅描述場景與對話邏輯。」

### 12 加入評估與優化機制 (Learning Evaluation)

#### Prompt 範例:

「根據這個模擬故事，請設計一份 3 題的小測驗與 2 個開放式反思問題，以評估學員是否理解『授權技巧』並能應用在實際情境中。」

# Option 2 : Flowchart to story



# 教學型故事（模擬）開發流程12步驟與提示詞

1.Prompt Chaining 拆解開發模擬內容工作流程分段與AI協作

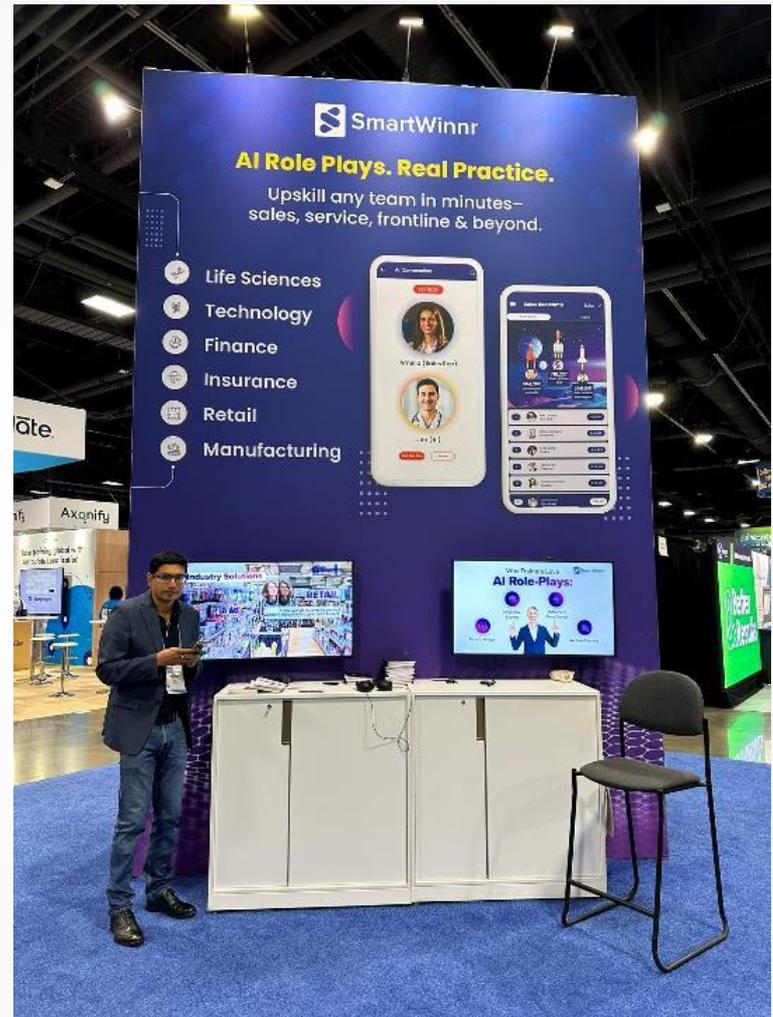
2.Flowchart to Story 畫好樹狀決策圖請AI生成模擬劇本

請AI發佈內容包,並可指定Articulate Storyline格式輸出

(匯入軟體後直接使用或繼續後制=>AI集成)

# AI陪練與角色扮演

- 1.文字型ChatBot (有無GenAI)
- 2.口語型陪練 (有無GenAI)
- 3.視頻型陪練(例如UMU)
- 4.數字人陪練
- 5.AI真人視頻角色扮演練習





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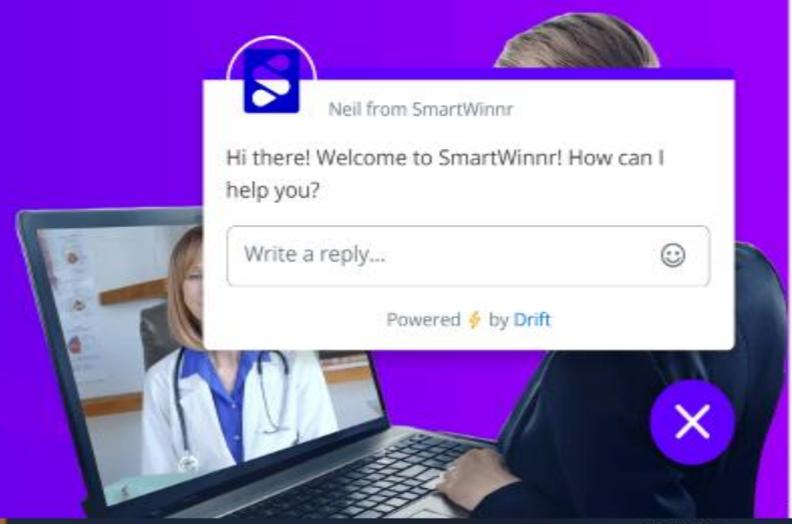
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# Drive Predictable Sales Growth with AI-Powered Role-Plays

Transform your sales conversations with AI role-plays to deliver consistent sales performance across teams.

BOOK A DEMO

LEARN MORE



Neil from SmartWinnr

Hi there! Welcome to SmartWinnr! How can I help you?

Powered by Drift



# The AI-Driven Flight Simulator for Sellers

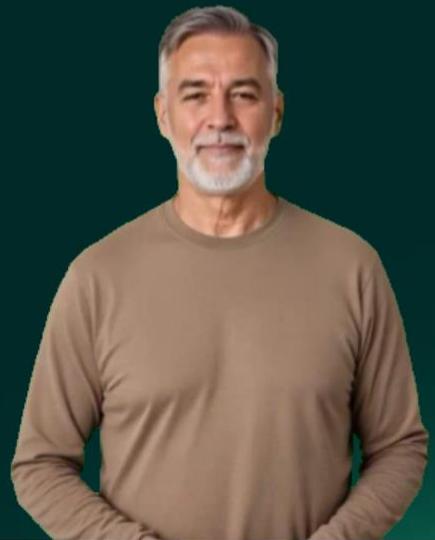
Uplevel your team with a sales training solution that feels as real as your last video call and scales across teams





Resources

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### Cicero

嗨，我是 Cicero。我在這裡幫助你成功，無論你需要的是基本職場技能的指導——從人際技能和衝突解決到安全培訓和談判——還是對我們產品的功能、更新、幫助和提示有疑問。儘管問。

你可以在下面的框中輸入你的問題與我聊天，或者點擊麥克風按鈕並大聲說出來。



# 生成式AI在課堂教學中的3個應用實例

1.AI引導師

2.AI個性化回饋與績效支持

3.AI陪練與角色扮演

# 生成式AI在**教學設計ADDIE**流程中的應用

分析 A	設計 D	開發 D	實施 I	評估 E
<ul style="list-style-type: none"><li>• 資料分析</li><li>• 建議學習目標</li><li>• 策展現有資源</li></ul>	<ul style="list-style-type: none"><li>• 構思教學策略</li><li>• 設計課程結構</li><li>• 推薦評估方法</li></ul>	<ul style="list-style-type: none"><li>• 生成視頻</li><li>• 產出測試題</li><li>• 制作原型 (如PPT)</li></ul>	<ul style="list-style-type: none"><li>• 客制化模擬</li><li>• 即時個性化回饋</li><li>• 個性化學習路徑</li></ul>	<ul style="list-style-type: none"><li>• 分析評估資料</li><li>• 確認需改善之處</li><li>• 反覆運算建議</li></ul>

# 生成式AI在人才發展中的應用

簡單

培訓人可以  
獨立使用

## 1. 行政工作

- 寫文件
- 會議記錄
- 內部溝通

## 2. 設計與開發

- 寫課程大綱
- 優化學習活動
- 多模態內容創建

## 3. 個性化

- 職業路徑
- 自適應學習
- 內容策展

## 4. 技巧練習

- 角色扮演
- 聊天機器人
- 情景模擬
- 教練

## 5. 資料分析

- 用戶研究
- 效果評估
- 定量與定性

## 6. 績效支持

- 搜索助手
- 辦公助手
- 摘要/速查表

## 7. 技能管理

- 技能智慧
- 勞動力規劃
- 內部調動

複雜

培訓人需要額外的  
技能或技術

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免責聲明：既不全面也不是一成不變

---出處：《AI in L&D: Intentation and Reality》, By Donald H Taylor and Egle Vinauskaite, 2024.10

# 今日分享內容

- 生成式AI在人才發展中的應用(Macro Level:應用價值鏈與痛點拆解)
- 生成式AI在培訓ADDIE流程的應用(Middle Level:培訓流程優化與提效)
- 生成式AI在培訓現場的應用(Micro Level:培訓互動與個性化體驗)

Any Questions?

Thank You!



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Talent Development