

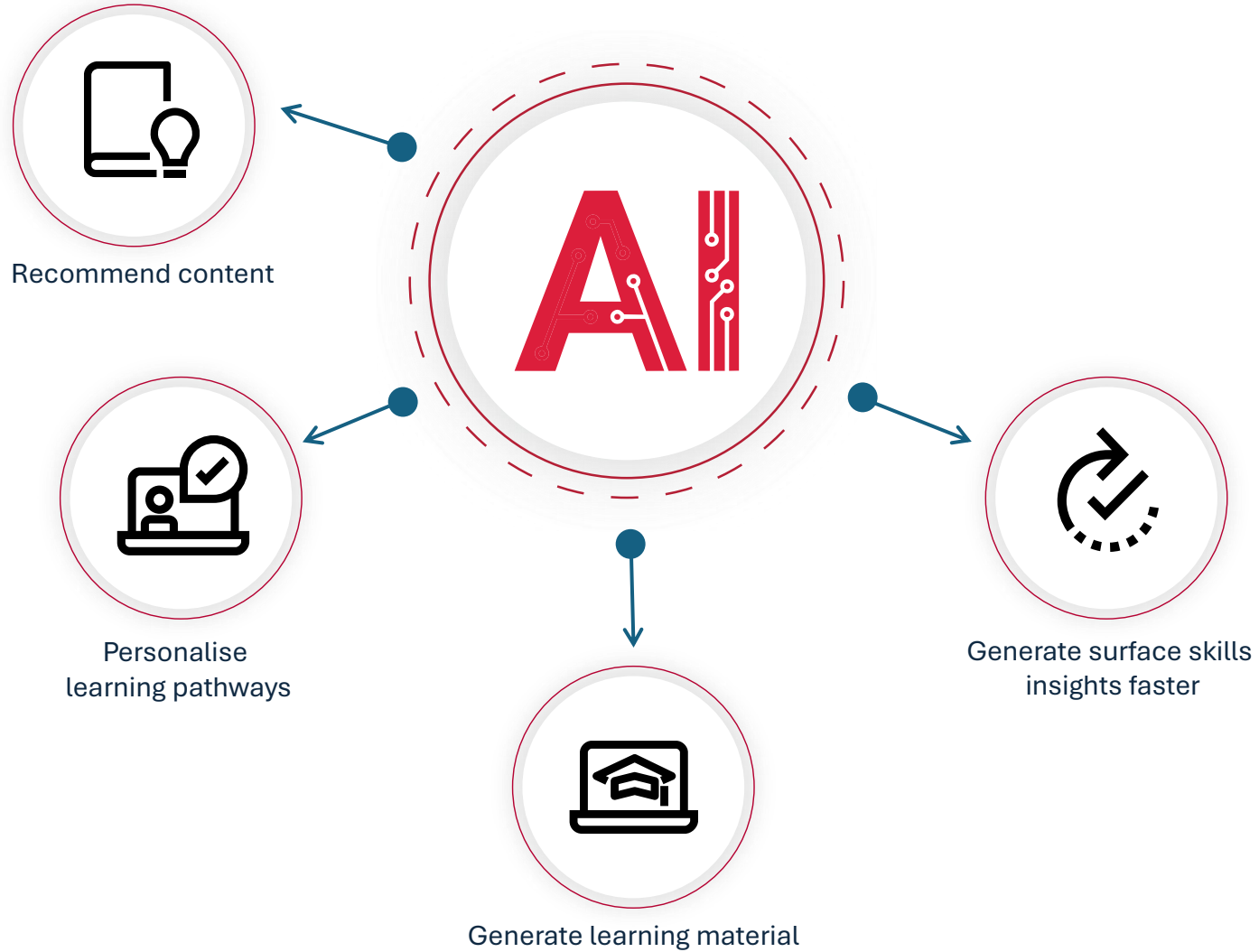
Engineering Human Learning Ecosystems in the Age of GenAI:

The Architect's Blueprint

By Kerry-Anne Constance



If AI can...



Learning and Development professional



**Where does the
People
Development
professional still
add value?**



Risk

Leadership

Sustainability

Compliance

Development

Governance

L&D

Curation

Skills-first

Capabilities

Ecosystem

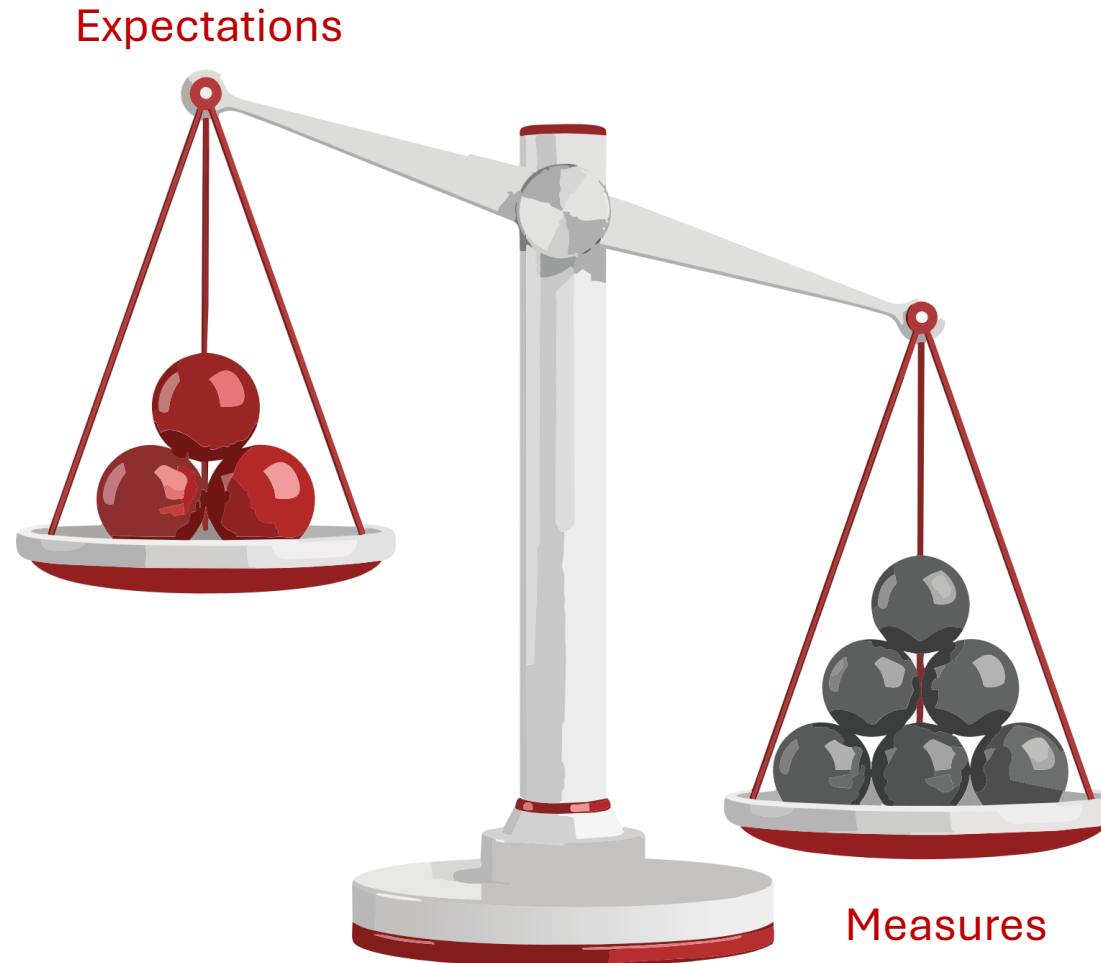
Human-centred

The Paradox

The value paradox

facing Learning and Development

- 💡 Build future capability
- 🔄 Enable transformation
- 📖 Skills-first organisation



- 🕒 Short-term efficiency
- 💰 Funded like administration
- 🏛️ Participation
- 📊 Cost
- ⚙️ Operational throughout
- ★ Skills targets

If technology can automate learning delivery, our value has to move higher.



Skill Development Act

SETAs

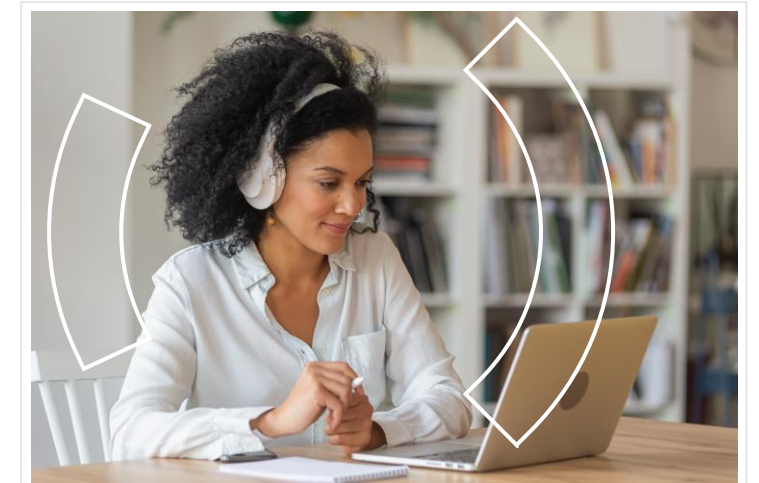
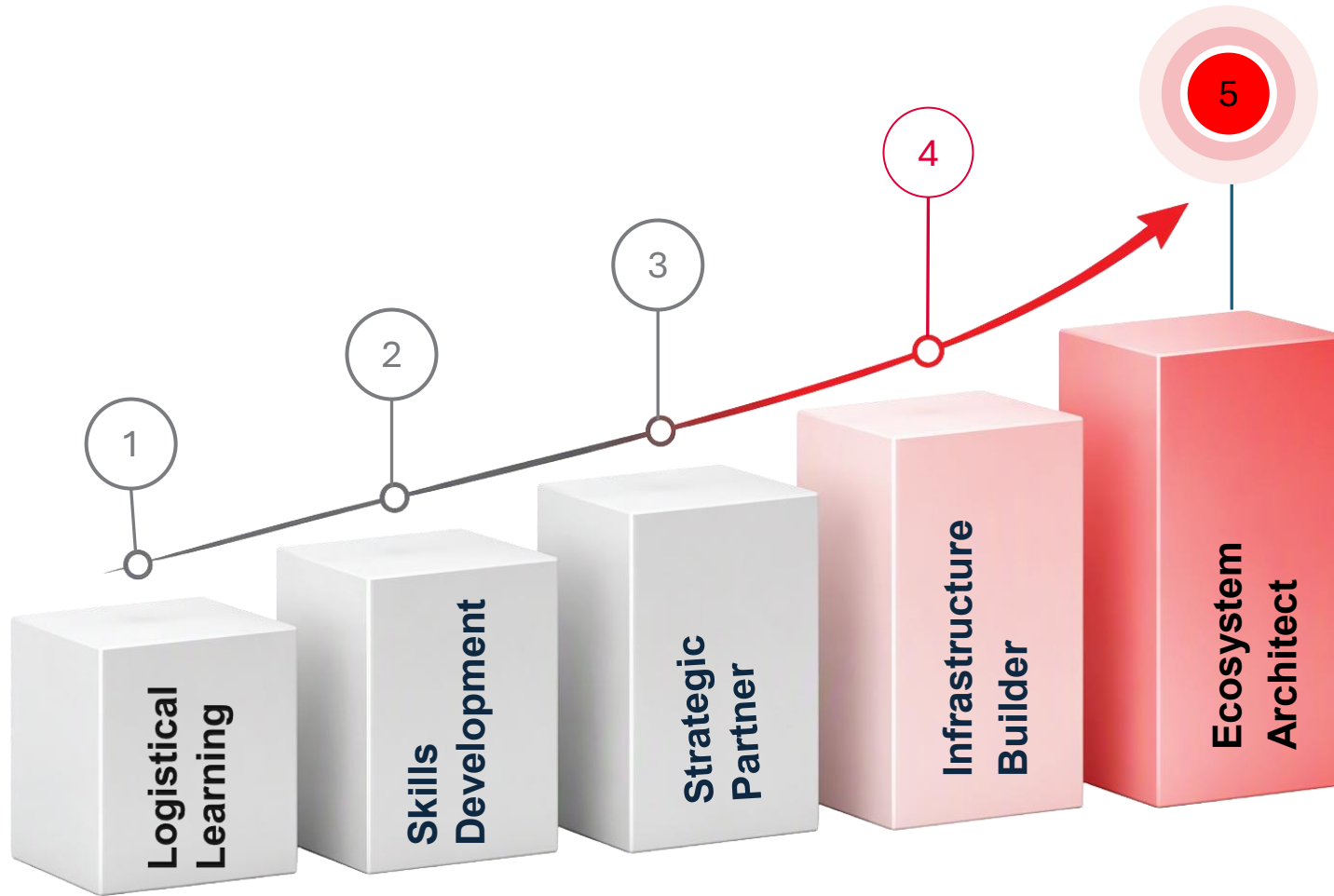
B-BBEE

Learning administration to ecosystem architecture



From learning administration to ecosystem architecture

Facing Learning and Development



Learning infrastructure that allows people, skills, data and work to connect continuously.

Mandate: architects of human learning ecosystems

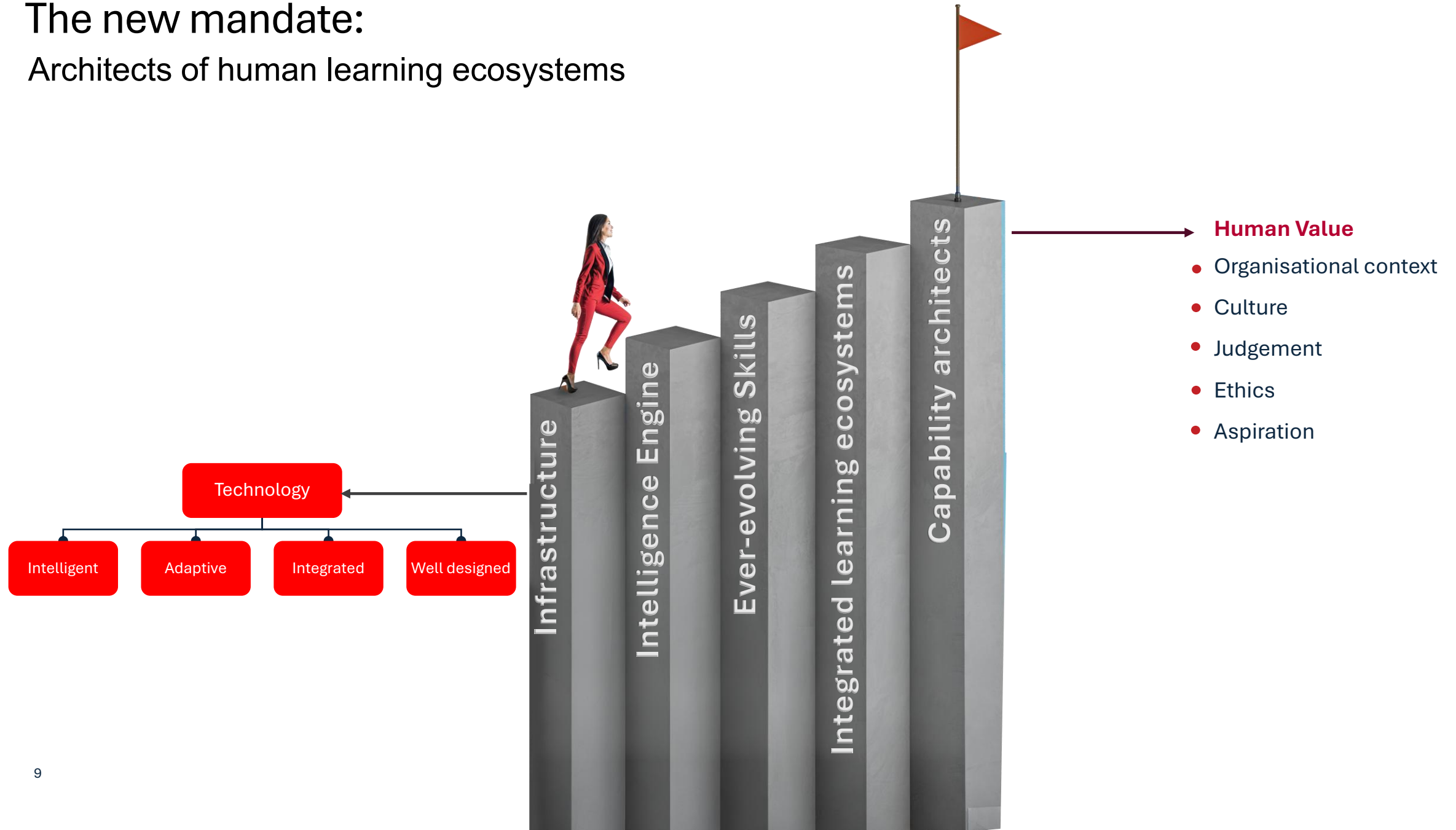
**Capability
Architects**

A woman with short brown hair, wearing a white t-shirt and blue jeans, is leaning over a desk. She is looking at a large, white, humanoid robot that is also leaning over the desk. The robot has a sleek, modern design with visible mechanical joints and a glowing eye. They are both looking at a large sheet of paper on the desk, which appears to be a blueprint or a technical drawing. The background is a dimly lit office or laboratory with various pieces of equipment and computer monitors.

**Adaptive Learning Design
Ecosystem Intelligence**

The new mandate:

Architects of human learning ecosystems



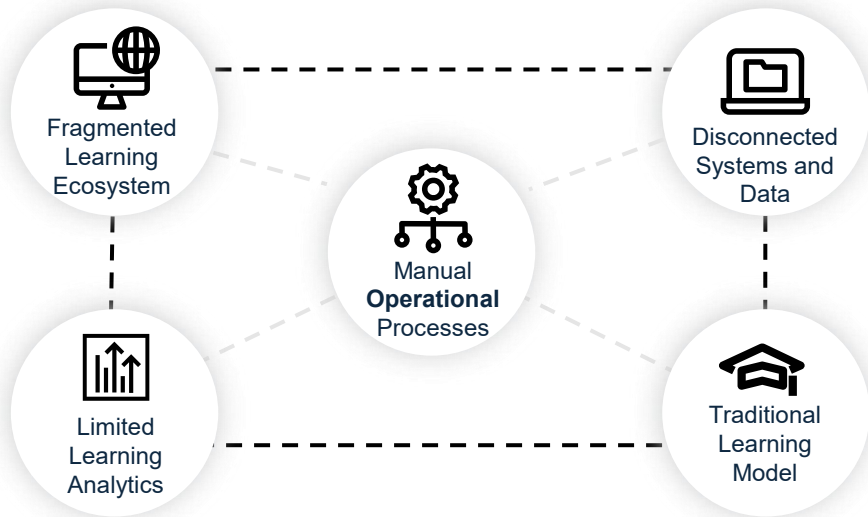
Fragmented multi-platform learning environments



What this looked like....

2023

Fragmented legacy environment



Transformation Journey

2026

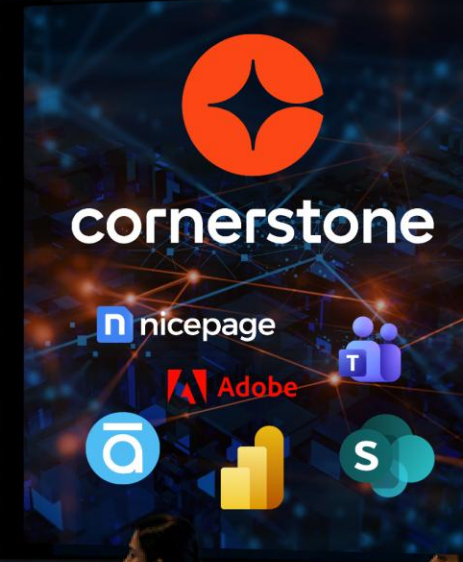
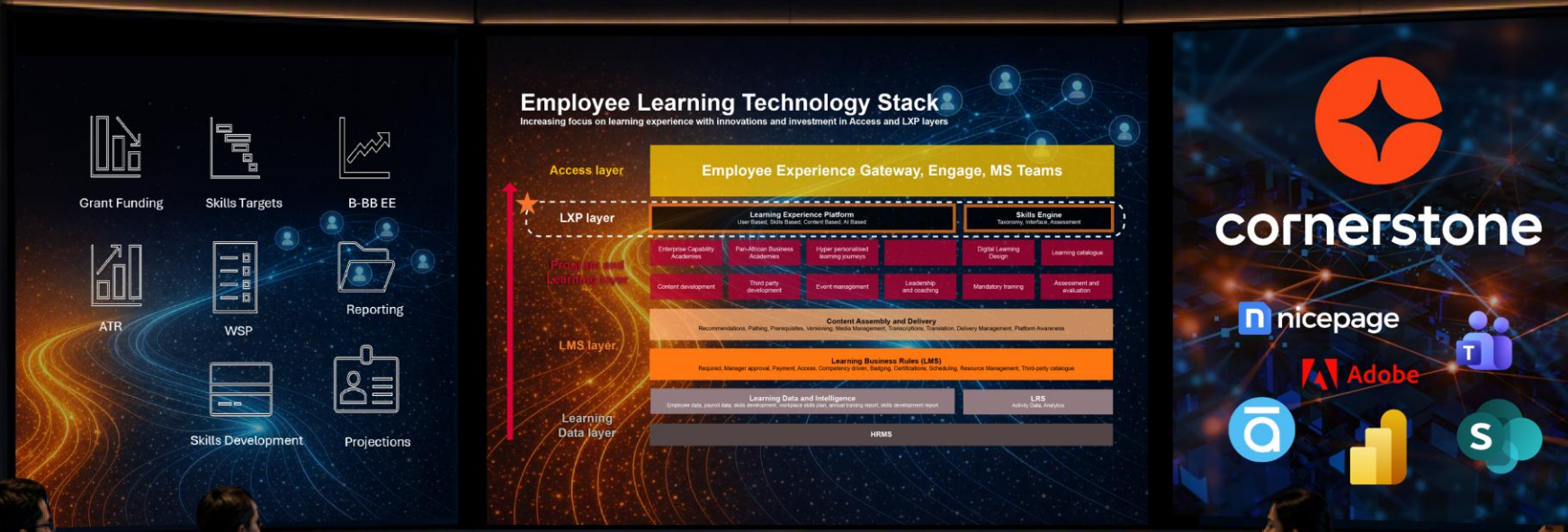
Connected human learning ecosystem



From a fragmented legacy environment to a connected human learning ecosystem

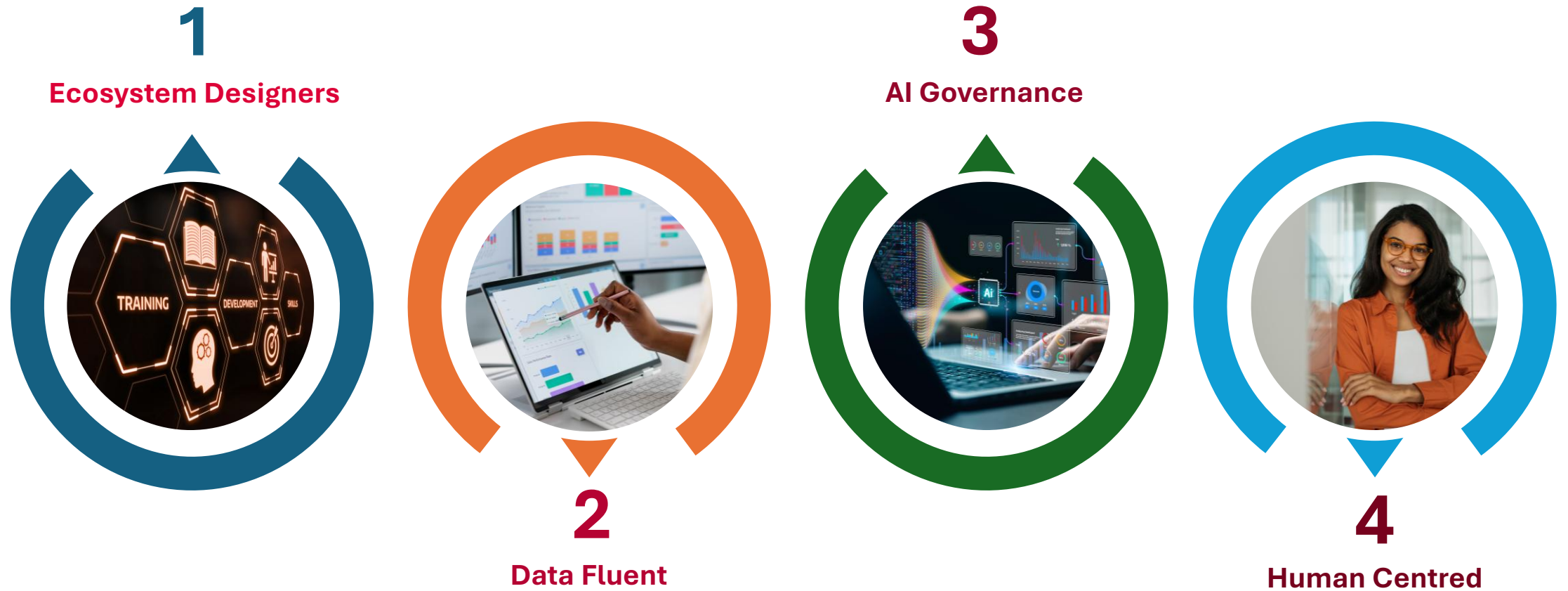
Single integrated digital learning ecosystem





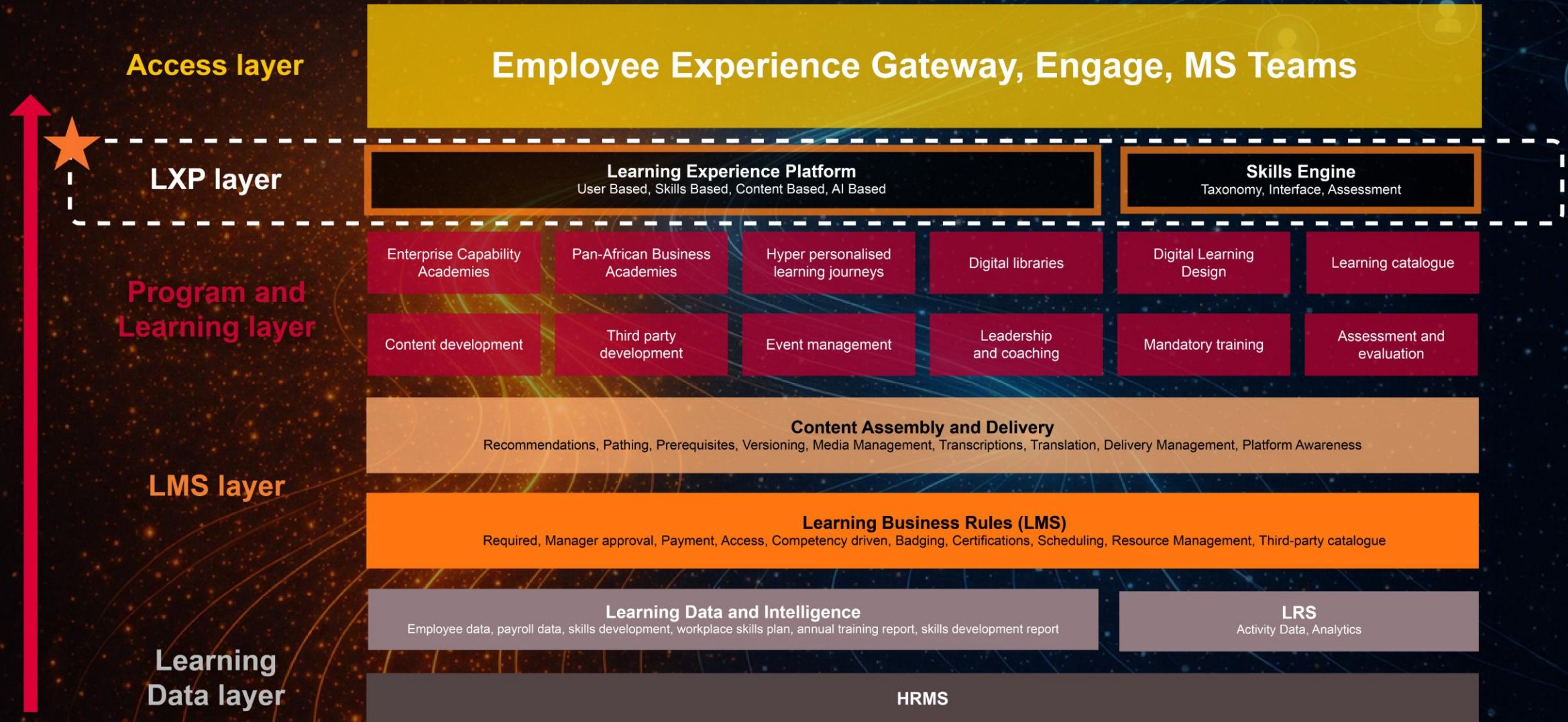
The leadership shift required

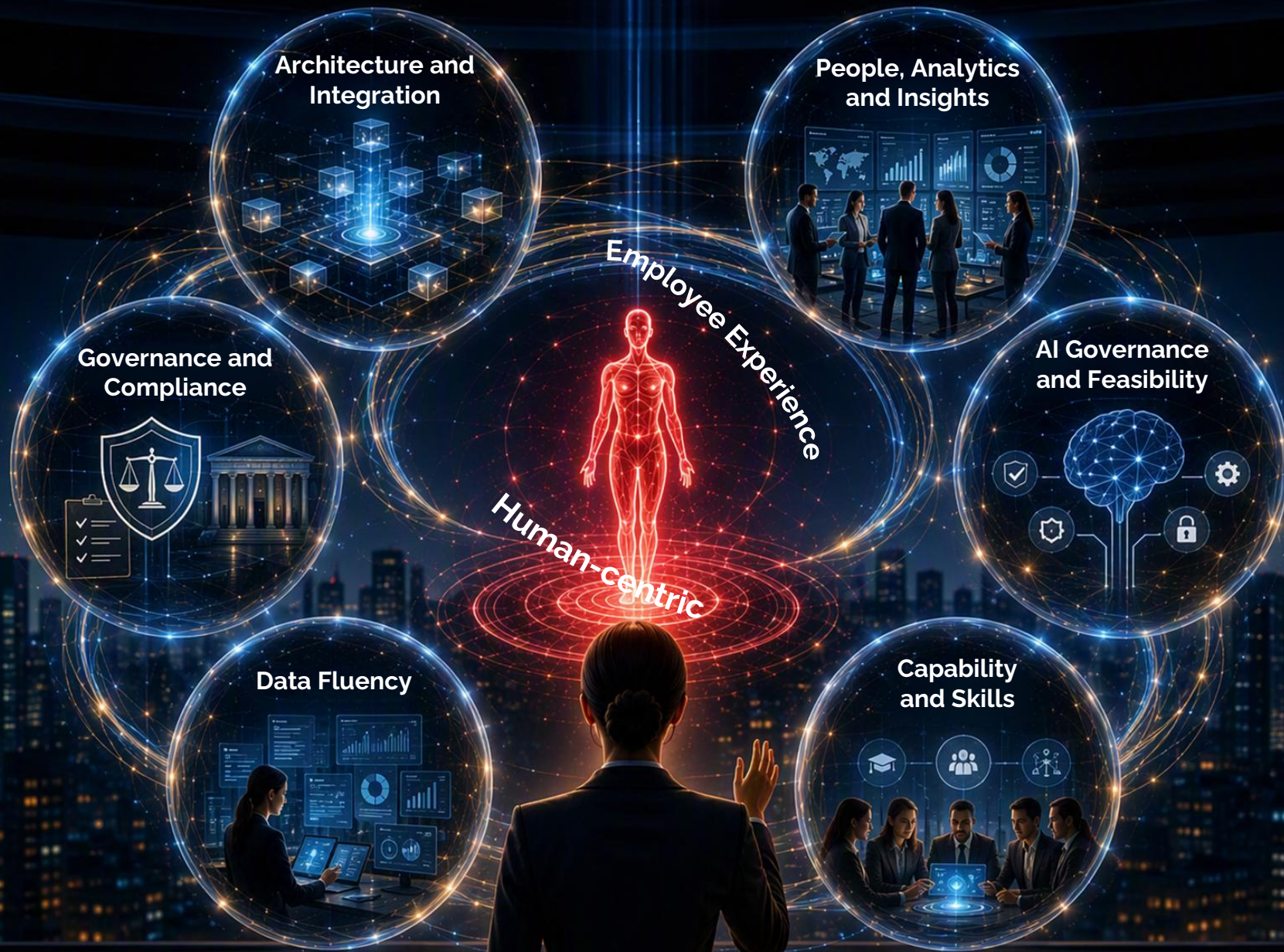
What does this require from us as learning leaders?



Employee Learning Technology Stack

Increasing focus on learning experience with innovations and investment in Access and LXP layers





Ecosystem Designers

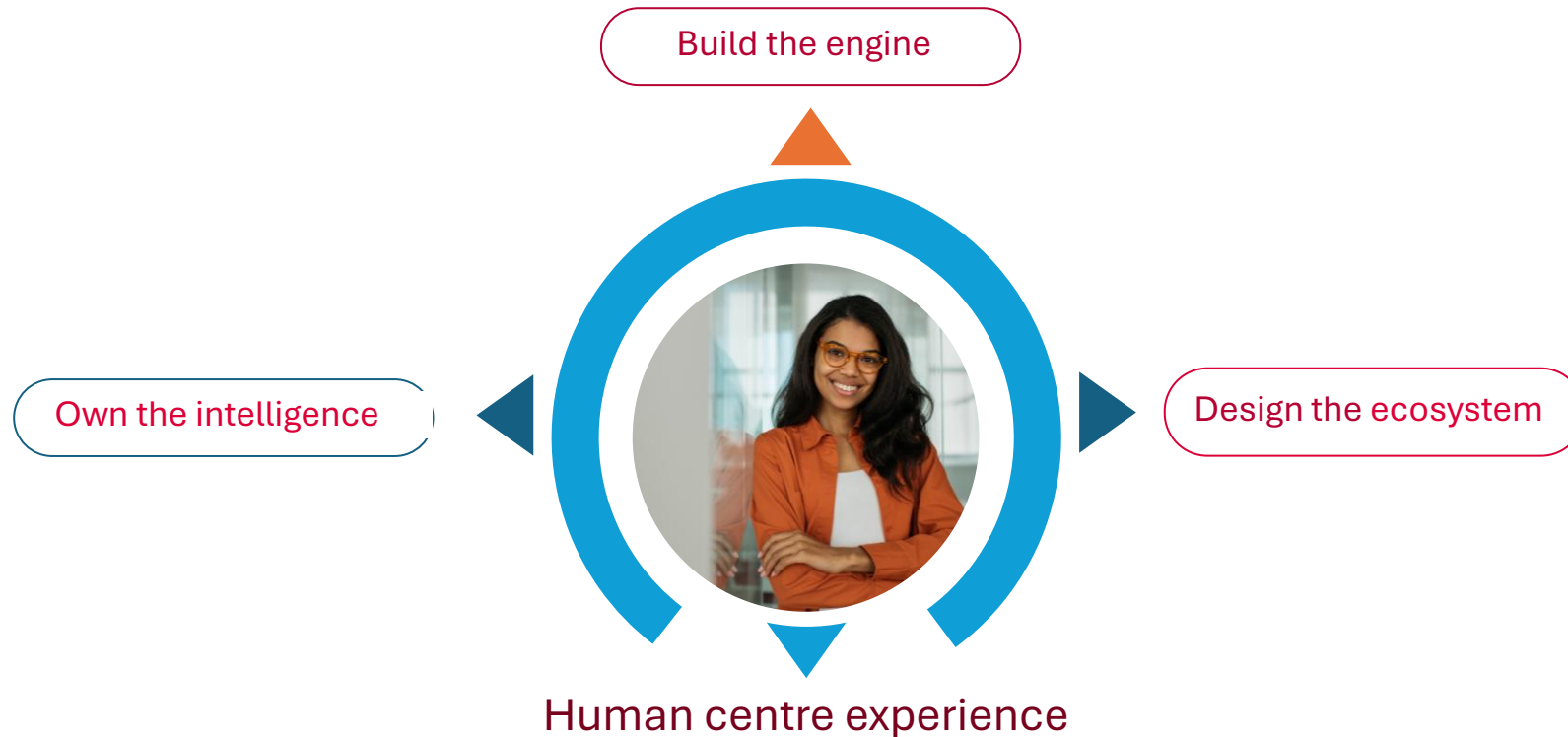


The parting challenge

The parting challenge

The organisations that lead in the age of GenAI will not simply be those with the most advanced tools.

They will be the organisations that build the most **intelligent, adaptable and human-centred ecosystems** for their people.





Own the intelligence.

Build the engine.

Design the ecosystem.

Protect the human experience.

The Blueprint is in our hands.

Let's build it well!

Thank you.