



The bridge to possible

Reskilling the Workforce for the Race to Artificial Intelligence (AI)

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AIHUB - 1002

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Cisco Webex App

Questions?

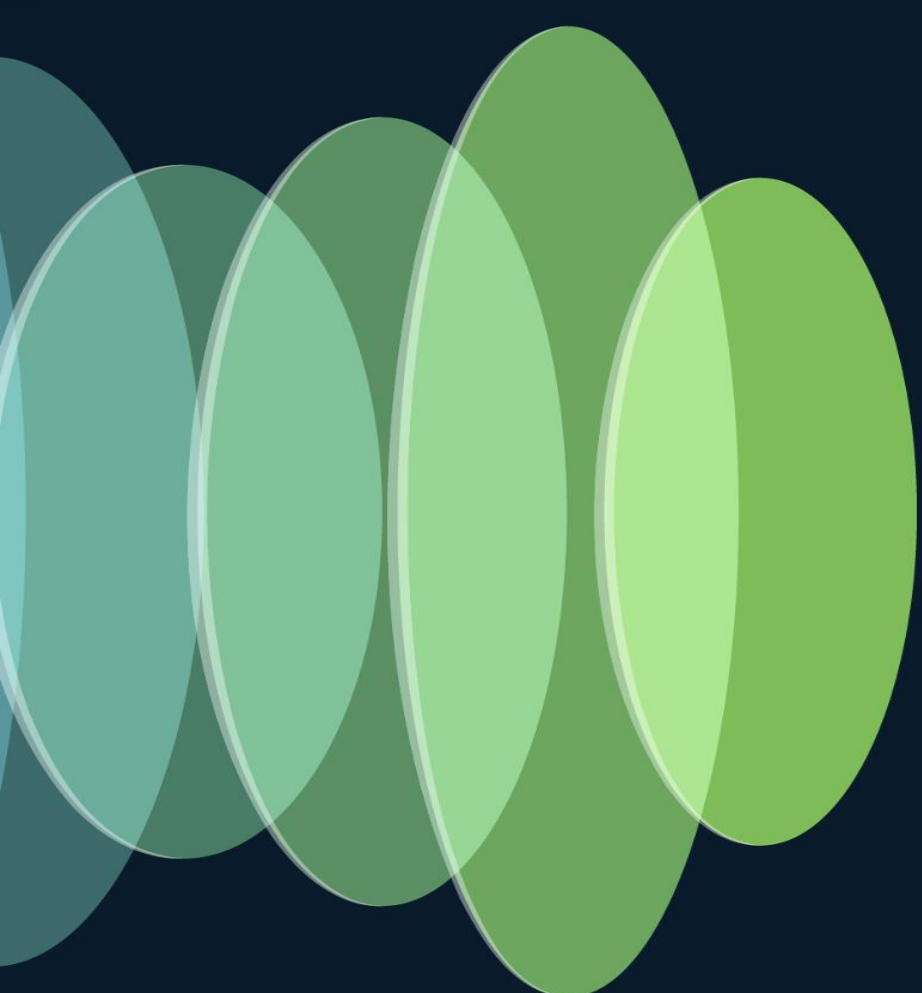
Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 7, 2024.





How did Cisco build
reskilling programs for
the rise of Generative AI?



Annie Hardy
Senior Visioneer

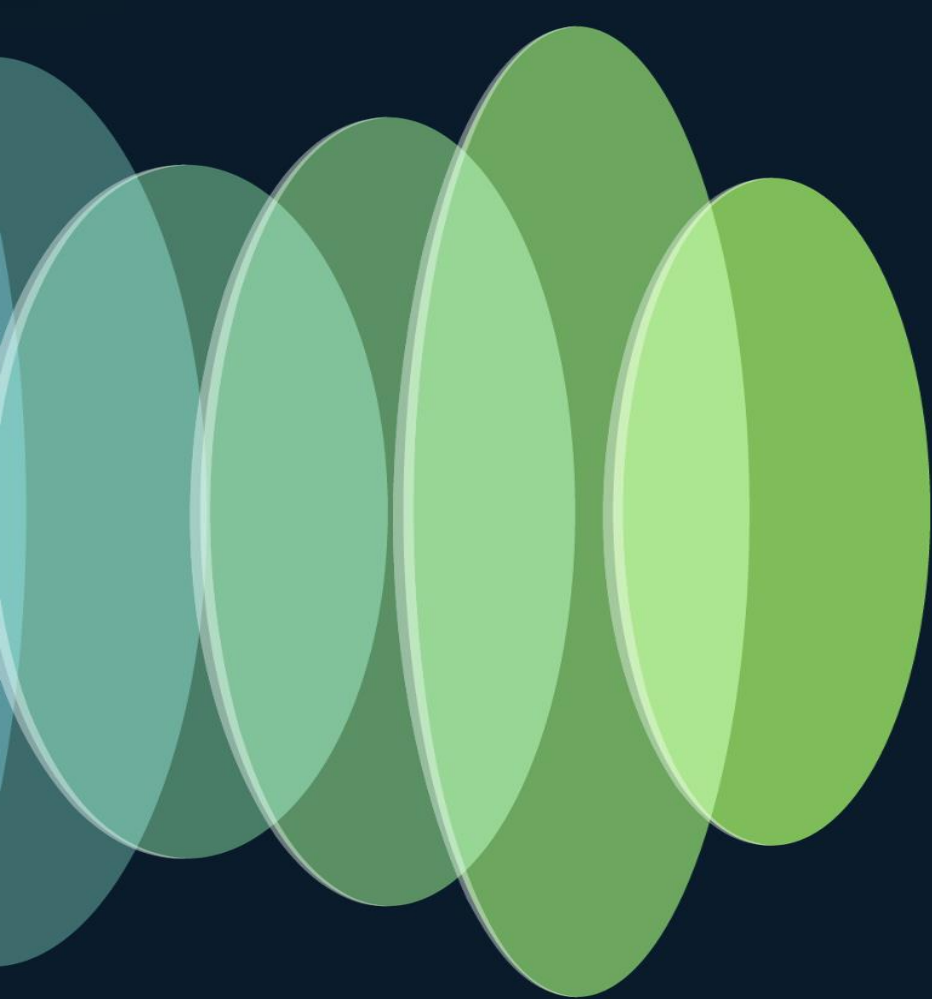


Susan Mintz
People Growth Leader, Tech Skills



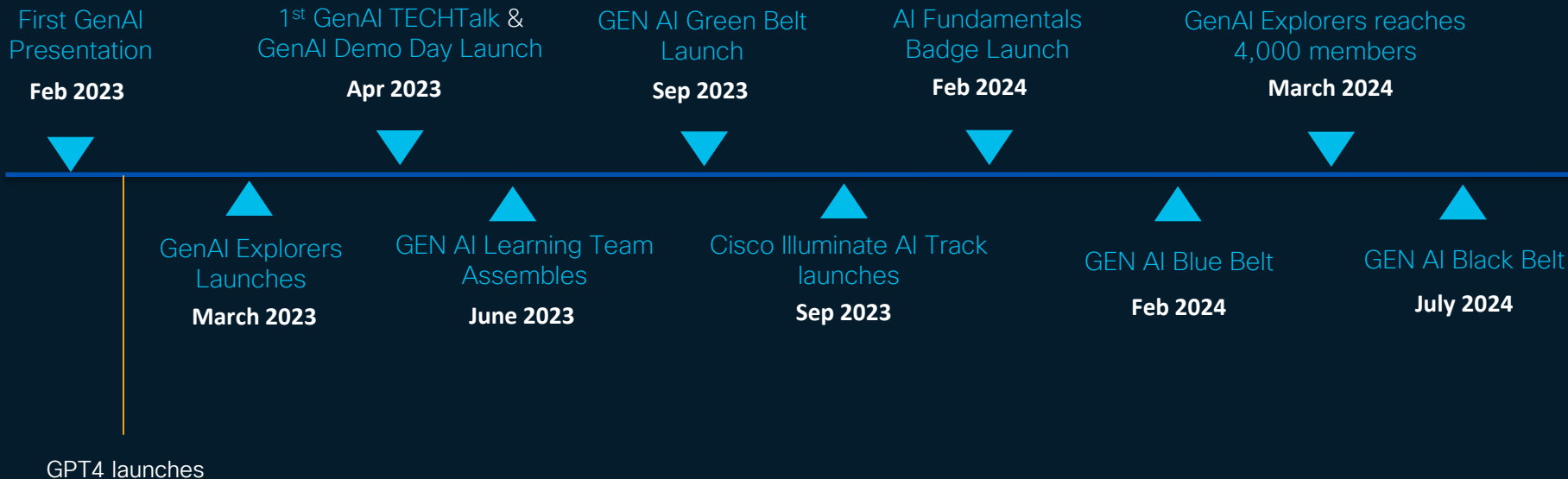
Today

- Where we started
- Critical Components
 - Community-centered
 - Internal-Expertise-rich
 - Novel by Nature
- Starting Strong
- Questions



Where did we begin?

Generative AI Reskilling Trajectory



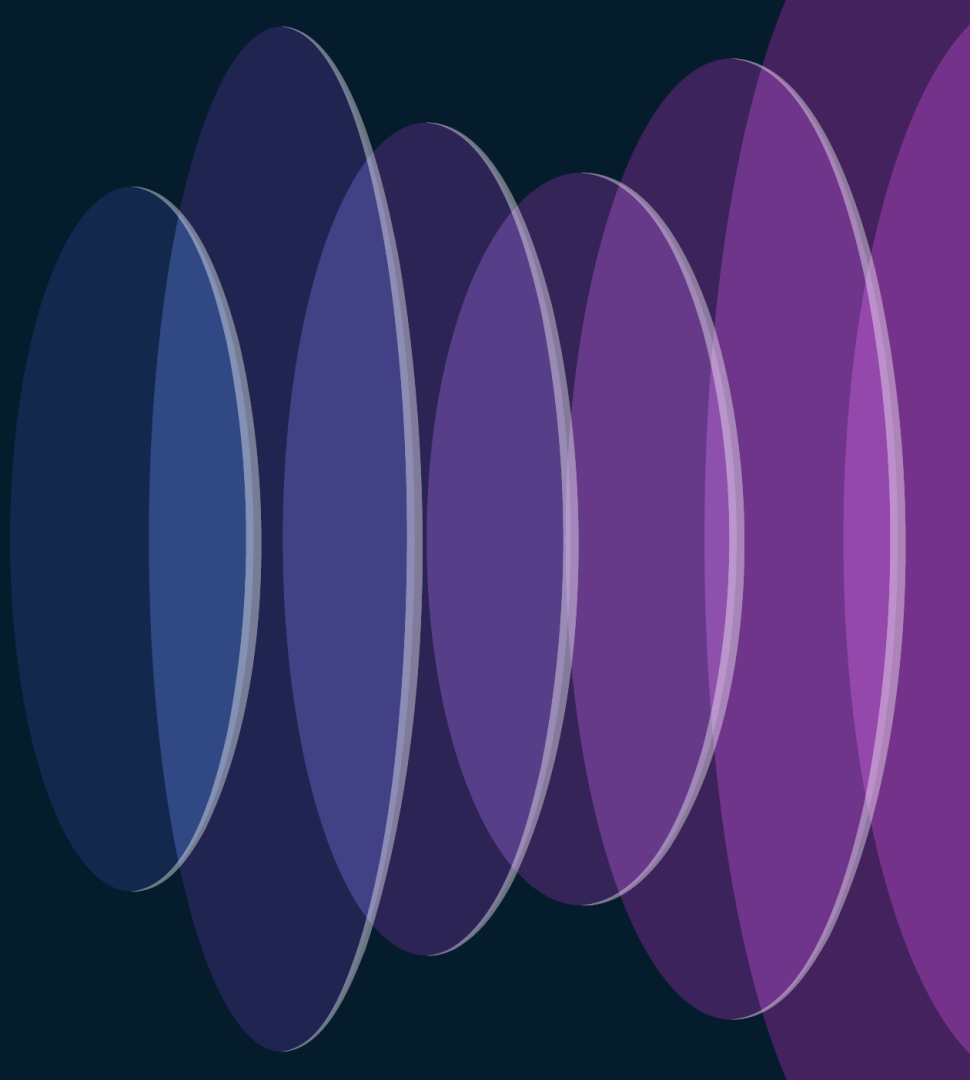


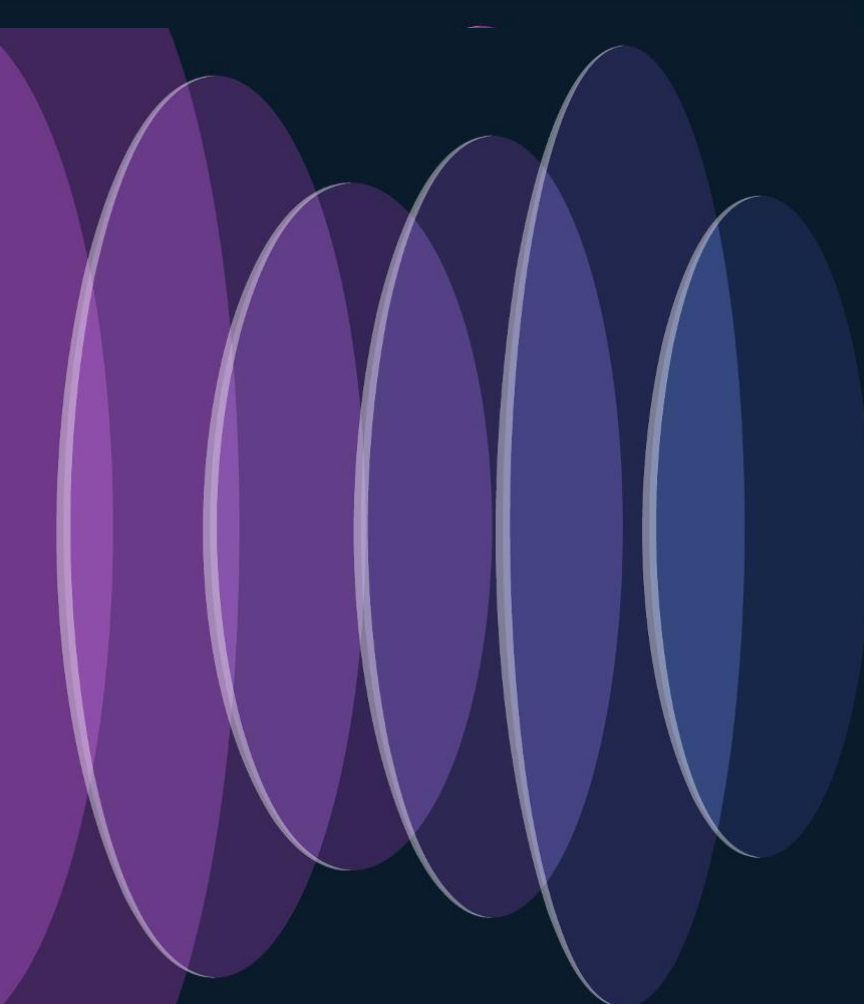
Critical components

- Community-driven
- Internal-Expertise-rich
- Novel by Nature

Community-driven:

Driven by, for, and within
the community of
employees

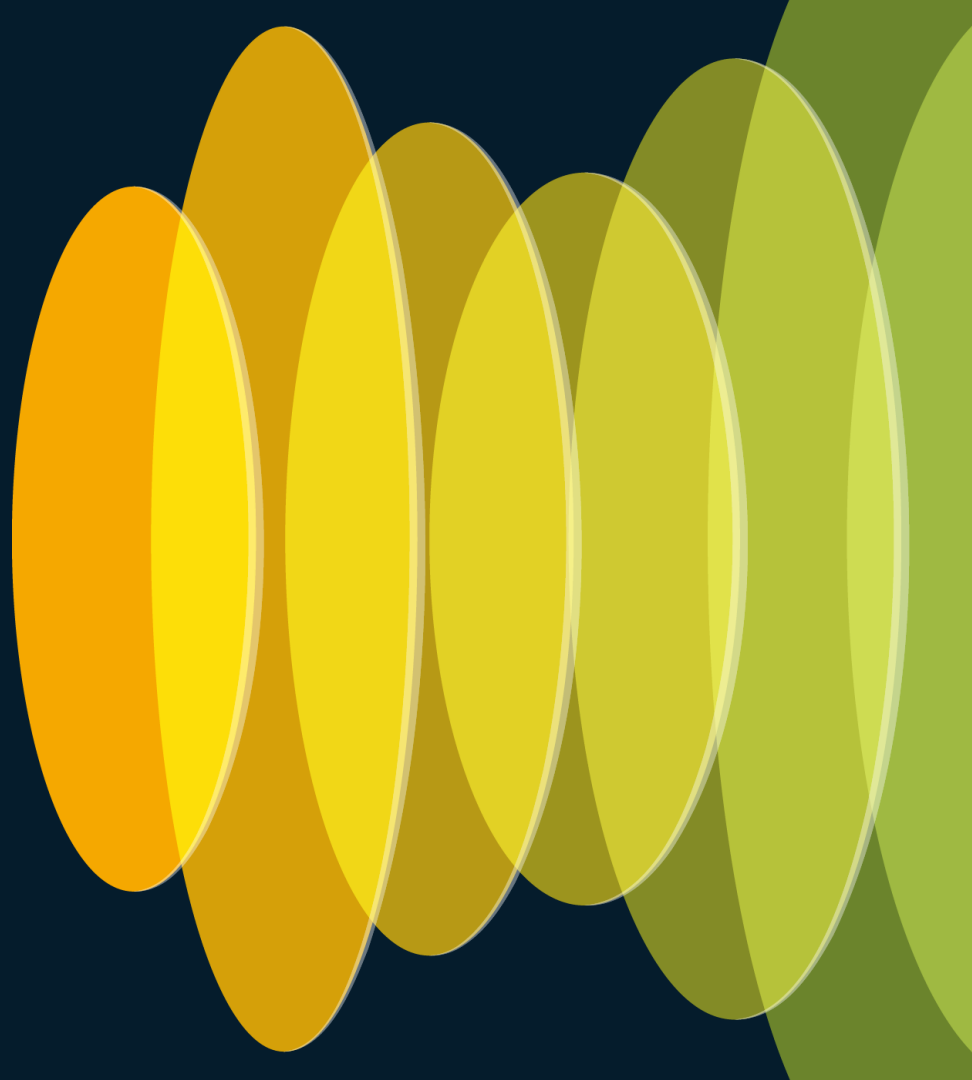


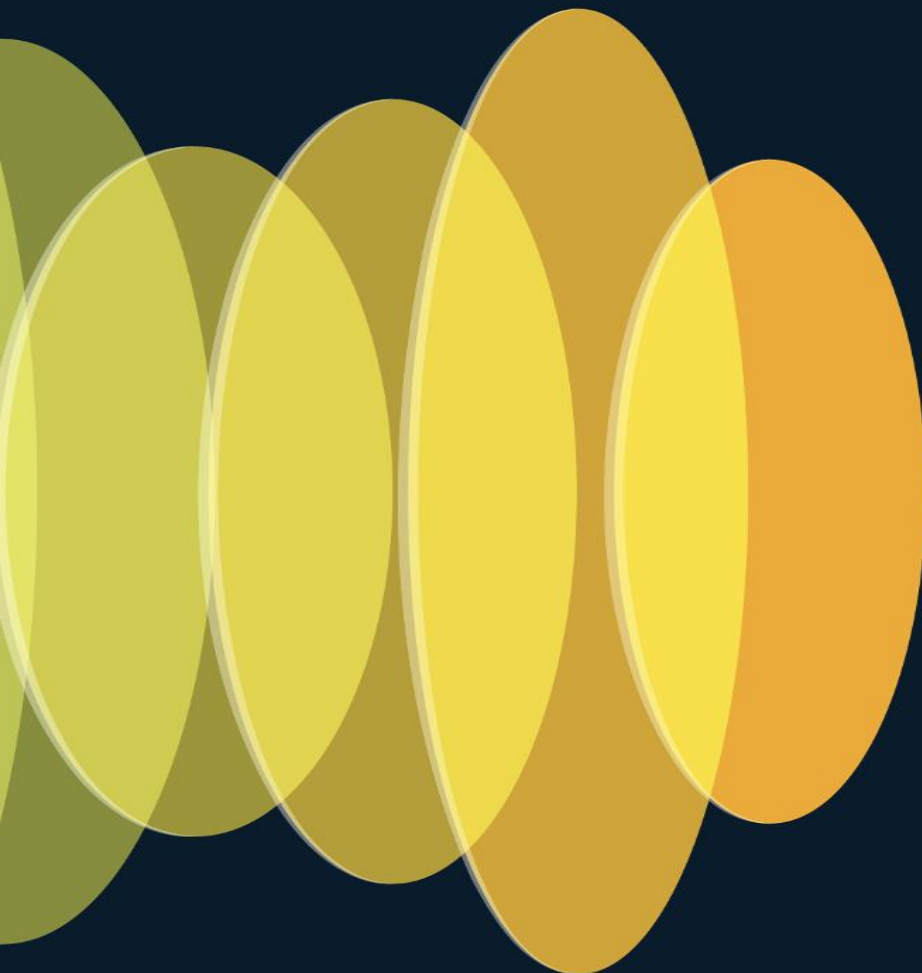


- Creative vs productive community spaces
- Inspiration and energy
- Visibility
- Evolve projects thru the funnel
- Hone internal culture of expertise

Internal-
expertise-rich:

Finding and leveraging
internal expertise

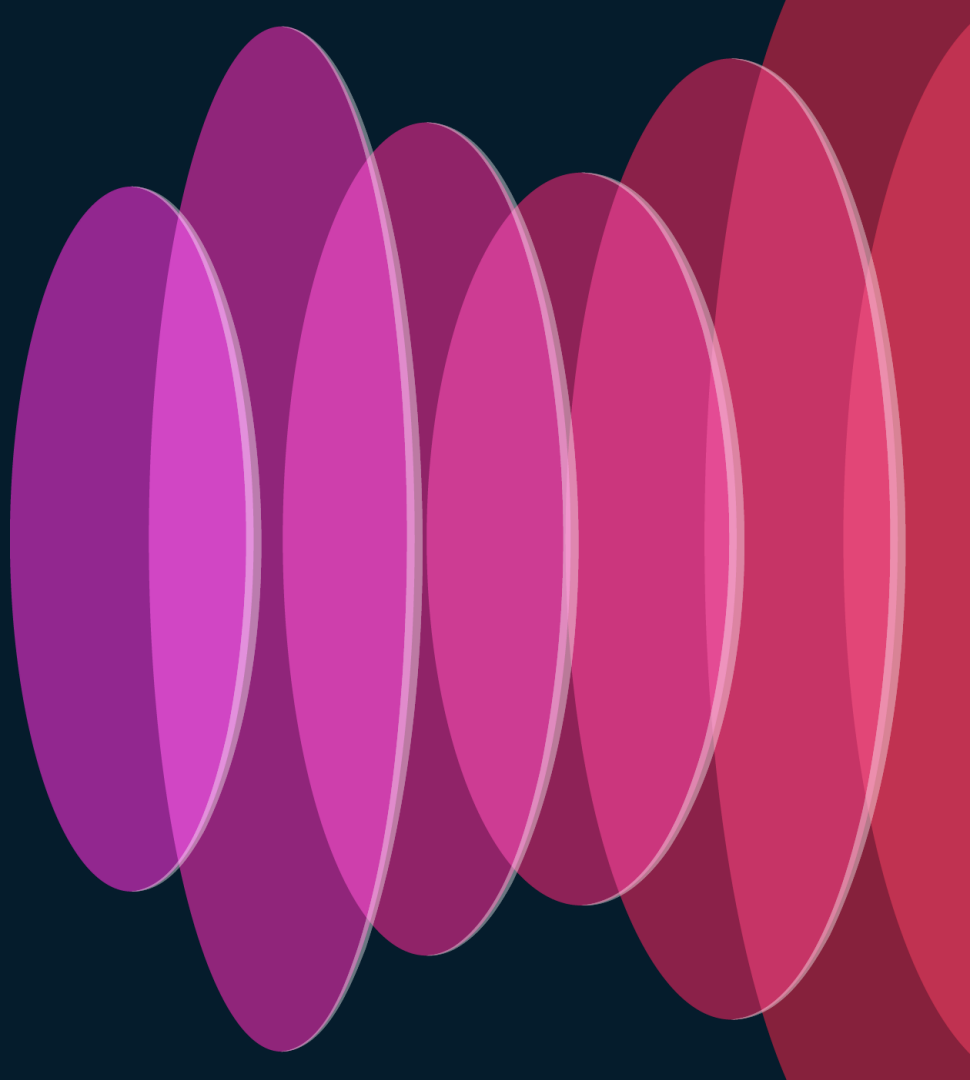


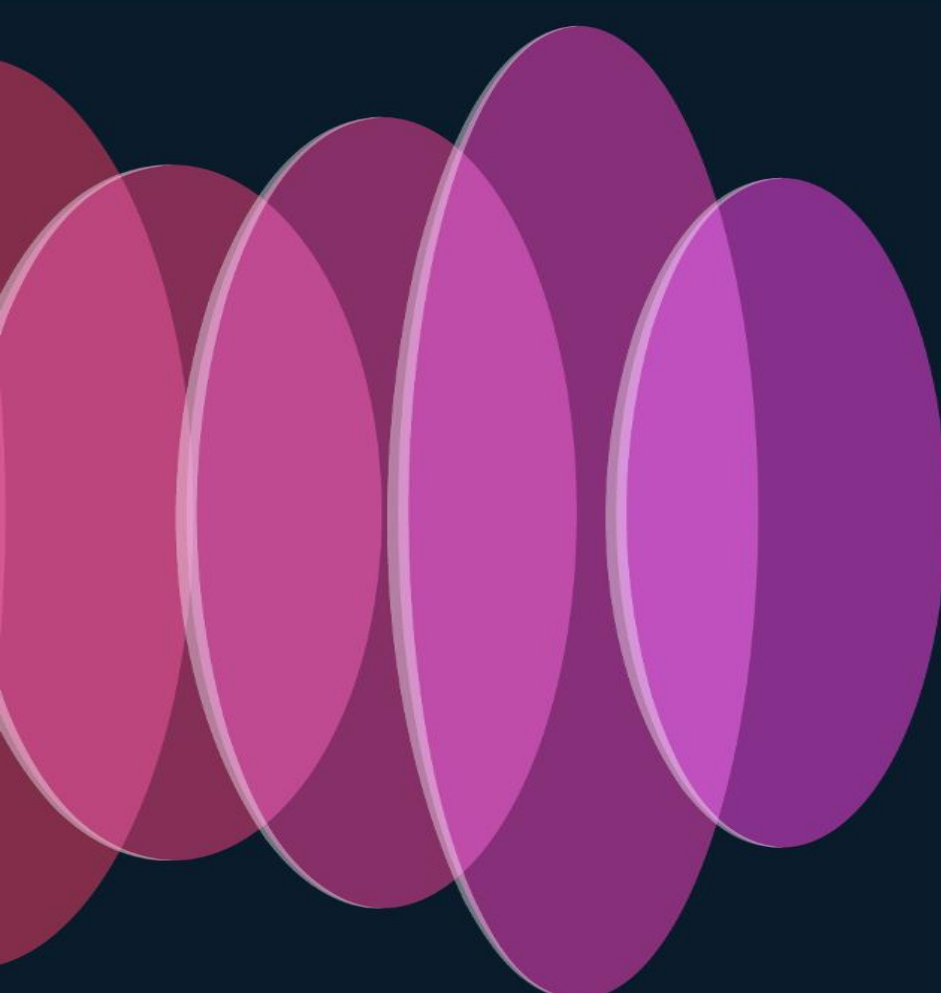


- Excitement, Passion, Curiosity (concern?)
- Listening – pulling on the voices
- Creating a Network – gathering expertise

Novel by Nature:

Exploring novel
learning approaches





Authentic voice – internal SMEs
Meet the learner where they are

- Cisco Illuminate
- Illuminate TECHtalk series
- Learning pathways

Evolving in Real Time – fresh
topics/ content refresh

I am Responsible 4 AI

What Artificial Intelligence Is
AI for Everyone

What is Machine Learning

The 7 Steps of Machine
Learning

GenAI: What is It? Why is it
Special?

Collaboration's Leadership
in Responsible AI

Intro to Large Language
Models by Andrej
Karpathy

Get Ready for Generative AI

Generative AI Introduction

Generative AI for Everyone

Generative AI Market Dynamics
aka The Story Behind a
\$1.3T Market

Cisco Principles for
Responsible Artificial
Intelligence

Ethics in the Age of Generative
AI

Getting your Generative AI
Idea/Project Started

Introduction to Prompt
Engineering for Generative AI

Prompt Engineering+: Master
Speaking To AI (2023)

Prompt "Engineering": A Gentle
Intro to GitHub Copilot at Cisco

Introduction to Large
Language Models

Introduction to Conversation
Design

Overview - Artificial
Intelligence, Machine
Learning and Deep
Learning

Artificial Neural Networks
(ANN) Introduction

Hugging Face Overview with
Demo

LLM Inference with Hugging
Face

Causal, Conditional, and
Masked LLM

Transformer Architecture

Attention Mechanism

LangChain

LLM Proxy detailed
overview from an end
consumer perspective

LLM proxy, security and
economics

LLM operations: instrument
for telemetry, monitor
and consume metrics.

Fine tuning techniques

RAG and related
techniques

Security including prompt
injection attacks

QA and testing - LLM
accuracy and trust in
output

Practical Project



Starting strong

- Create an open culture
- Involve learning professionals
- Open a forum
- Ask for experts

Questions?

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The bridge to possible

Thank you

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