UKG: Empowering Learning Experience Teams Through AI Prompt Engineering

Challenge

UKG's Learning Experience team needed to incorporate AI tools into their workflow, but lacked the specialized knowledge to craft effective prompts for generative AI. Team members were spending excessive time on trial-and-error approaches, resulting in inconsistent outputs and limited adoption of powerful AI capabilities.

Solution

I developed and implemented a comprehensive prompt engineering training program specifically tailored for learning designers:

1. **Structured Prompt Frameworks:** Created specialized templates for different learning content types (assessments, scenarios, knowledge checks)
2. **Hands-on Workshops:** Delivered practical sessions teaching UKG's Learning Experience team how to craft effective prompts for their specific use cases
3. **Quality Control Systems:** Implemented review processes to evaluate and refine AI outputs against learning objectives
4. **Progressive Skill Building:** Designed a tiered learning path from basic prompt construction to advanced techniques like chain-of-thought and few-shot prompting

Results

- **75% Reduction** in time spent creating first drafts of learning content
- **82% of Team Members** reported high confidence in using AI tools effectively
- **4x Increase** in consistent, usable outputs from generative AI systems
- **30% More Time** available for instructional designers to focus on higher-value creative tasks
- **Standardized Approach** to AI integration across all learning projects