



AI Fluent

Mastering Tomorrow's World Today

A handbook for the Age of AI

Anthony Hughes



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AUTHOR'S FOREWORD

In the spring of 1995, I was sitting at my desk in Geneva, staring at a computer screen displaying something called "Netscape Navigator." The internet had just begun its journey into the public consciousness. With mixed feelings of excitement and anxiety, I understood that we were on the threshold of a revolution that would transform how we learn, work, and connect with one another - a revolution that would, as it turned out guide my professional life and transform my personal life for decades to come.

As an educator and learning technologist, I envisaged an unprecedented opportunity to democratise education and knowledge sharing - 30 years it's debatable just how far these technologies have contributed to the 'democratisation' of knowledge and education but, in the early days, it seemed to be an attainable goal.

This conviction led me to co-found The Digital Education Network and launch EduFind, one of the internet's earliest education portals. Later, English4Today would grow to help over 1.5 million users learn English online, validating that early vision of technology's potential to transform learning.

Now, nearly three decades later, I find myself experiencing the same feelings of excitement, curiosity, anxiety, anticipation and potential, perhaps mixed with a slightly less utopian ideal than I had thirty years ago and this time with artificial intelligence. The parallels are striking. Just as the internet fundamentally changed how we access information, collaborate, and connect with others, AI is poised to revolutionise how we think, work, interact, learn, and solve problems.

I'm motivated both by a desire to understand a technology that will radically shape the future of my children's lives as well as by a personal curiosity that prompts me understand exactly how AI is impacting our lives and to dive into some of the ethical, moral and philosophical questions raised by this new technology.

I've developed three online platforms to help keep up with and disseminate this knowledge: through Kapazitee Training (<u>kapazitee.com</u>), we're helping trainers and HR

professionals harness AI to transform workplace learning. With GraiPower.com, we're ensuring that those over 50 (and I'm well and truly in that group) aren't left behind by the AI revolution, providing them with practical skills to integrate AI into their work and daily lives. And through Xailia AI (Xailia.ai), we're developing new ways for educators to create personalised learning experiences using AI technology.

But this isn't just about exciting technological possibilities. Throughout my career in digital media and education, I've learned that every transformative technology brings both opportunities and challenges. The internet gave us unprecedented access to information but also created new forms of inequality, systemic abuse, and misinformation. All poses even more profound questions about privacy, information control, autonomy, equity, and the very nature of human intelligence and creativity.

This duality - of tremendous potential alongside serious risks - is what drove me to write this book. Drawing on over thirty-five years of experience in technology and education, including my work developing digital learning platforms across 140 countries for the Duke of Edinburgh's International Award for Young People, I've seen firsthand how technological changes can either empower or marginalise people depending on how we implement and govern them.

The AI revolution isn't something happening in the distant future – it's unfolding right now, reshaping our world in real-time at an often alarming pace. Just as the internet's impact wasn't really about the technology itself but about how it changed human behaviour and society, AI's true significance lies not in the algorithms but in how it will transform human potential and social structures.

This hand book is my attempt to share what I've learned, so far, about navigating this transformation. It's written for everyone who wants to understand not just what AI is, but what it means for our lives, our work, and our future. Whether you're a professional looking to adapt your career, a parent concerned about your children's future, or simply someone trying to make sense of this rapidly changing world, my goal is to provide you with practical insights and strategies for thriving in the age of AI.

The decisions we make about AI in the coming years will shape society for generations to come. My hope is that this book will help you become not just an observer of this transformation, but an active participant in ensuring it unfolds in ways that benefit humanity as a whole.

Anthony Hughes, February 2025

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INTRODUCTION WHY THIS BOOK MATTERS NOW

On a crisp Autumn morning in early 2023, Sarah, a seasoned radiologist with twenty years of experience, sat down at her workstation just as she had thousands of times before. But this morning was different. On her screen was a new Al-powered diagnostic tool that could analyse chest X-rays in seconds. Her hospital had just implemented it, promising enhanced accuracy and faster patient care. Sarah felt a complex mix of emotions: excitement at the potential to help more patients, anxiety about keeping up with the technology, and uncertainty about her role in this rapidly evolving landscape.

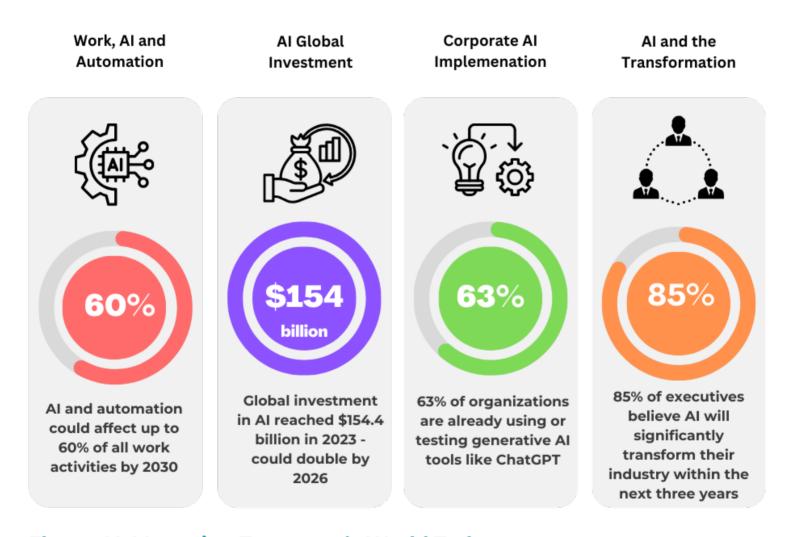
Sarah's story is not unique. Across every profession and aspect of modern life, artificial intelligence is reshaping our world with breathtaking speed. A recent McKinsey study estimates that by 2027, up to 50% of current work activities could be automated or augmented by Al. Yet this isn't just about jobs - it's about how we learn, connect, make decisions, and understand our world.

THE AI MOMENT

We stand at a remarkable inflection point in human history. In 2022, when ChatGPT reached one million users in just five days - the fastest adoption rate of any consumer technology in history - it marked more than just another tech milestone. It represented a moment when AI stepped out of research labs and sci-fi movies and into our daily lives. Today, AI helps doctors diagnose diseases, assists judges in making sentencing decisions, writes news articles, creates art, and even helps parents choose bedtime stories for their children.

THE STATISTICS ARE STAGGERING:

- Global investment in AI reached \$154.4 billion in 2023, with projections showing this could double by 2026[1]
- 63% of organizations are already using or testing generative AI tools like ChatGPT[2]
- 85% of executives believe AI will significantly transform their industry within the next three years[3]
- All and automation could affect up to 60% of all work activities by 2030[4]



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But numbers tell only part of the story. The real revolution is happening in countless small moments throughout our days: when your email program completes your sentences, when your phone organises your photos by faces you never tagged, when your car gently nudges you back into your lane on the highway.

WHY THIS BOOK? WHY NOW?

This isn't just another book about artificial intelligence. It's a practical guide for navigating a world where AI is becoming as fundamental as electricity. You might be:

- A professional wondering how AI will affect your career
- A parent trying to understand how to prepare your children for an AI-powered future
- A citizen concerned about Al's impact on privacy and democracy
- A student figuring out what skills will matter in tomorrow's job market
- Or simply someone trying to make sense of this rapidly changing world

Whatever brings you to these pages, you're asking the right questions at the right time. The decisions we make now - as individuals and as a society - will shape how AI develops and integrates into our lives for generations to come.

THE PATH FORWARD

This book is organised to take you on a journey from understanding to action. We'll start with the basics, using clear examples and everyday analogies to demystify AI technology. From there, we'll explore how AI is transforming specific areas of life, from work to education to democracy. Finally, we'll develop practical strategies for thriving in this new era.

ALONG THE WAY, YOU'LL FIND:

- Real-world examples that make complex concepts clear
- Practical tips for using AI tools effectively
- Ethical considerations for navigating Al's challenges
- Expert insights from AI developers and users

Action items for preparing yourself and your family for an AI-powered future

A PERSONAL NOTE

As an AI researcher and writer, I've had a front-row seat to this transformation. I've seen the technology evolve from clumsy chatbots to sophisticated systems that can engage in nuanced conversations, create original art, and solve complex problems. Directly, in my own workplace I have seen how AI coding, for example, has already largely replaced the need for programmers to hand code thousands of lines of code - now AI does that in the space of minutes. The programmer is now a sort of 'overseer' of the process with AI doing nearly all the hard lifting. But I've also seen the confusion, anxiety, and misinformation that surrounds AI.

My goal with this book is to empower you with knowledge and practical skills. Al isn't magic - it's a tool, perhaps the most powerful tool humans have ever created. Like any tool, its impact depends on how we understand and use it.

HOW TO USE THIS BOOK

You don't need a technical background to benefit from this book. Each chapter builds on the previous ones, but they're also designed to stand alone if you want to jump to topics that interest you most. The "Real World" boxes, "Tech Tips," and "Action Items" provide practical applications you can implement immediately. The book can also be used in conjunction with our digital **Al Trainer Academy** courses and Al resources that you can find at https://kapazitee.com/academy/

Think of this book as your guide to becoming "AI Fluent" - not an expert in the technical details, but someone who can confidently navigate and thrive in a world increasingly shaped by artificial intelligence.

The future isn't something that happens to us – it's something we create together. Let's begin this journey of understanding and adaptation, ensuring that as AI transforms our world, we shape that transformation in ways that benefit humanity as a whole.

Welcome to your guide to becoming AI Fluent. Let's get started.

AI ADVANCES AND IMPROVES AT AN INCREDIBLE PACE

We all thought the Internet and World Wide Web changed our world rapidly in the early years of this century but the development in the capabilities of AI is happening at a pace that it is almost impossible to imagine. Every day new capabilities and more advanced AI models are being released. The pace can be overwhelming. By the time you have read through this book AI will have already shifted the frontiers of what is possible and what is being done with it.

To keep up with these advances I'll be releasing updates to this book from time to time and you can also go to <u>kapazitee.com</u> where you'll find may articles and white papers covering the latest developments in Al.

Footnotes:

- [1] IDC Worldwide Artificial Intelligence Spending Guide, 2023
- [2] McKinsey "State of AI" Report, 2023
- [3] Deloitte Global State of AI in the Enterprise, 5th Edition, 2024
- [4] McKinsey Global Institute "The Future of Work in the Age of AI", 2023



CHAPTER 1: INSIDE THE BLACK BOX

LEARNING TO SEE

In a bustling paediatrician's office, three-year-old Maya points at pictures in a book. "Cat!" she exclaims at a photo of a black street cat. Then, remarkably, she points to a very different image – a Siamese – and again says "Cat!" She's never seen this breed before, yet somehow she knows it's the same type of animal. This natural ability to recognise patterns and generalise from experience is what computer scientists have been working to replicate in artificial intelligence.

HOW AI LEARNS: MORE LIKE MAYA THAN YOU MIGHT THINK

"The fundamental breakthrough in machine learning came when we stopped trying to program computers with explicit rules and instead let them learn from examples, much like children do."[Q1]

THE THREE BASIC ELEMENTS

- 1. **Data: The Building Blocks** Like Maya seeing thousands of images in her daily life, Al systems need exposure to vast amounts of information. In 2023, a typical Al training dataset contained over 1.2 trillion words or 15 million images[1].
- 2. **Patterns: Finding Connections** Just as Maya learns to recognize cats despite variations in color, size, and breed, AI systems identify patterns in their training data.
- 3. **Practice: Learning from Experience** Maya improves her recognition skills over time. Similarly, Al systems refine their accuracy through repeated exposure and feedback.



INSIDE CHATGPT

- Trained on 570GB of text data[2]
- Processed through 175 billion parameters
- Uses transformer architecture for understanding context
- Updates responses based on user feedback
- Can generate human-like text but doesn't truly "understand" meaning
- Camera adjustments based on scene recognition

TYPES OF ALLEARNING

SUPERVISED LEARNING: THE TEACHING ASSISTANT

Imagine teaching a child to identify fruits. You show them an apple, say "apple," and they learn to associate the word with the object. Al learns similarly:

Supervised learning in action

Gmail's spam filter learns from:

- Millions of emails labeled as "spam" or "not spam"
- User corrections when emails are misclassified
- Patterns in text, links, and sender information Success rate: Blocks 99.9% of spam[3]

UNSUPERVISED LEARNING: THE PATTERN FINDER

Like a child grouping toys by colour without being told to, unsupervised learning finds patterns independently.

Spotting Unsupervised Learning:

Unsupervised learning reveals itself in many technologies we encounter daily, operating behind the scenes to make sense of vast amounts of unstructured data. When streaming services like Spotify cluster your musical preferences to suggest new artists you might enjoy, you're witnessing clustering algorithms at work. These systems autonomously group similar items together, creating meaningful categories without being explicitly told what patterns to look for. This approach powers everything from customer segmentation in retail to medical image analysis that helps identify tissue types.

Anomaly detection, another crucial application of unsupervised learning, helps security systems flag unusual credit card transactions or network traffic that deviates from normal patterns. A 2023 McKinsey report found that financial institutions using these techniques reduced fraud losses by up to 50% compared to traditional rule-based systems. The power lies in the algorithm's ability to establish a baseline of "normal" behavior and identify significant deviations without being programmed with specific fraud indicators.

The discovery of hidden relationships in data represents perhaps the most profound capability of unsupervised learning. When researchers analyzed pharmaceutical data using these techniques, they uncovered unexpected relationships between seemingly unrelated medications, leading to several repurposed drugs now in clinical trials. These algorithms excel at finding correlations and dependencies that human analysts might never notice, particularly in high-dimensional data where traditional analysis falters.

Recommendation systems, now ubiquitous in our digital lives, often blend supervised and unsupervised approaches. When Netflix suggests films based on viewing patterns across millions of users, it's employing collaborative filtering techniques that identify underlying relationships in behavior data. According to research from Stanford's Al Index, businesses implementing these recommendation technologies report average revenue increases of 15-30%, demonstrating their powerful ability to connect people with relevant products and content.

Further reading: <u>MIT Technology Review: How Unsupervised Learning is Reshaping</u>
<u>Business Intelligence</u>

REINFORCEMENT LEARNING: TRIAL AND ERROR

Think of a baby learning to walk: try, fall, adjust, try again. Al can learn the same way:

"Reinforcement learning represents one of the most significant advances in AI because it mimics the fundamental way that humans learn through interaction with their environment."[Q2]

HOW NEURAL NETWORKS WORK

Imagine a vast network of Christmas lights spreading across your garden. Each bulb can shine with variable brightness, from barely glowing to brilliantly illuminated, and they're all interconnected by an intricate web of wires. When one bulb changes its intensity, it doesn't exist in isolation—it immediately influences the brightness of other bulbs connected to it. Some connections might amplify brightness, while others might dim nearby lights.

This festive analogy gives us a glimpse into the fundamental architecture of neural networks—the powerful systems driving modern Al. In these networks, each "light bulb" is actually a mathematical unit called a neuron, inspired by the cells in our own brains. Instead of electrical current determining brightness, these artificial neurons receive numerical inputs, perform calculations, and produce outputs that flow to other neurons in the network.

When you show a neural network an image of a cat, for instance, the initial layer of neurons activates based on simple visual features—edges, contrasts, and basic shapes. These first-layer neurons then send signals to deeper layers, where combinations of features begin to form more complex patterns—perhaps whiskers, pointed ears, or fur textures. Each subsequent layer builds upon the previous one, forming increasingly sophisticated representations until the final layer might confidently output: "This is a cat with 98% certainty."

What makes these systems truly remarkable isn't their initial design but their ability to learn. During training, neural networks adjust the strength of connections between neurons—equivalent to modifying the wiring between our imaginary Christmas lights. When the network makes a mistake, perhaps misidentifying a dog as a cat, the system recalibrates thousands or millions of these connections slightly, gradually improving its accuracy through exposure to examples.

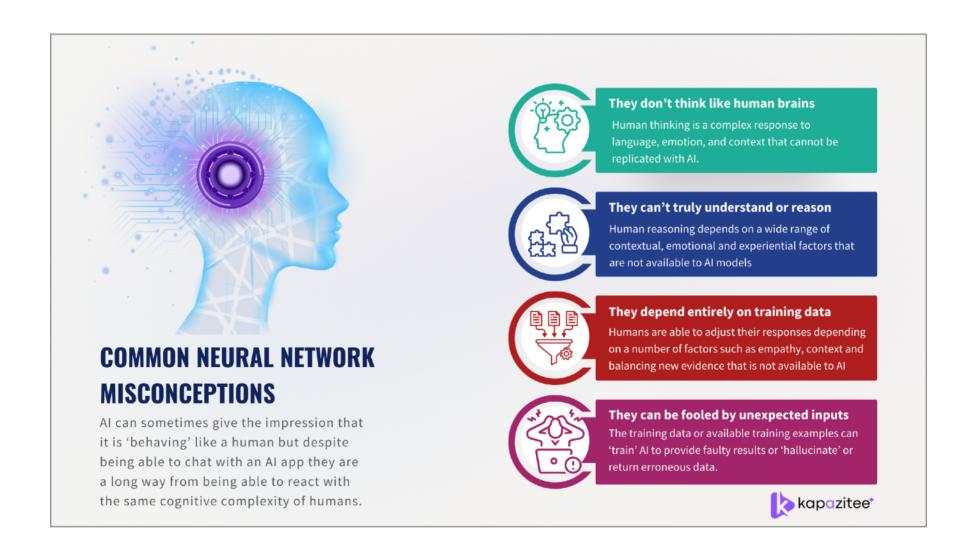
The depth of modern neural networks—some containing hundreds of layers and billions of connections—allows them to learn extraordinarily complex patterns from data, explaining their remarkable achievements in everything from medical diagnosis to game

playing and language understanding. Yet for all their sophistication, they remain fundamentally pattern-matching systems, lacking the conceptual understanding that makes human intelligence so adaptable.

Further reading: <u>Distill: Feature Visualization in Neural Networks</u>

Neural networks operate similarly:

- 1. Input Layer: Receives information (like light entering your eyes)
- 2. **Hidden Layers:** Process the information (like your brain analyzing what you see)
- 3. Output Layer: Produces results (like recognizing a face)



AI'S CURRENT LIMITATIONS

WHAT AI CAN'T DO (YET)

1. **Common Sense Reasoning** Al still struggles with basic logical deductions that any child could make. For example, current Al models can't reliably determine if a ball would fit through a doorway without explicit mathematical calculations[4].

- 2. **True Understanding** While AI can process language remarkably well, it doesn't truly understand meaning. As demonstrated in recent studies, language models can generate plausible-sounding text while making fundamental logical errors[5].
- 3. Adaptable Intelligence An AI that masters chess can't apply that learning to checkers, while a child can quickly adapt game-playing strategies across different board games.

"The greatest challenge in AI isn't creating systems that can process vast amounts of data - we've already achieved that. It's creating systems that can understand context and transfer learning across domains, something humans do effortlessly."[Q3]

LEARNING FROM FAILURE

Artificial intelligence systems learn from mistakes through a process similar to human learning, but with important differences. Most modern AI systems improve through feedback loops where errors help refine their understanding and responses.

One prominent example is reinforcement learning from human feedback (RLHF), where human evaluators rate AI outputs, helping systems understand which responses are preferred. This technique was crucial in developing ChatGPT and similar models (Ouyang et al., 2022). When the AI makes a mistake, these ratings create a signal that guides future improvements.

In more technical domains, IBM's Watson famously struggled in its 2011 Jeopardy! victory, answering "Toronto" to a question about U.S. cities. This error led IBM to improve Watson's geographic reasoning and confidence calibration (Ferrucci et al., 2013). Similarly, self-driving vehicle systems from companies like Waymo learn from near-misses and unusual scenarios through simulation, allowing them to experience rare "mistakes" without real-world consequences (Bansal et al., 2018).

These examples highlight how AI improvement often relies on curated feedback mechanisms rather than spontaneous learning. Unlike humans who can recognize and correct their own errors, most AI systems still depend on external evaluation to identify mistakes and incorporate these lessons into future performance.

THE FUTURE OF AI LEARNING

Recent breakthroughs in few-shot learning and transfer learning are bringing AI closer to human-like adaptability. Systems can now learn from smaller datasets and apply knowledge across different domains more effectively than ever before [6].

TRY THESE STEPS!

1. Experiment with AI Tools

- 1. Try a simple image recognition AI
- 2. Explore a language model's capabilities
- 3. Note where the technology succeeds and fails

2. Understand Your Al Interactions

- 1. List AI systems you use daily
- 2. Observe how they learn from your behavior
- 3. Notice their limitations

3. Stay Informed

- 1. Follow reputable AI news sources
- 2. Learn about new developments
- 3. Understand implications for your field

LOOKING AHEAD

As we move forward, the boundaries between different types of AI learning continue to blur. Researchers are making significant strides in developing more efficient learning methods that require less data and computing power[6]. The next frontier includes systems that can better transfer knowledge across domains and learn more like humans do – with fewer examples and better generalisation.

In the next chapter, we'll explore how these AI capabilities are already integrated into your daily life, from smartphone features to smart home devices, and how to use them effectively while maintaining privacy and security.

CHAPTER SUMMARY

- Al learns through three main approaches: supervised, unsupervised, and reinforcement learning
- Neural networks process information through layers, similar to biological brains but fundamentally different
- Current AI excels at pattern recognition but lacks true understanding and common sense
- Al systems have specific limitations and can fail in predictable ways
- Understanding how AI works helps us better utilise its strengths and accommodate its weaknesses

Footnotes:

- [1] Stanford Al Index Report, 2024
- [2] OpenAl GPT Technical Report, 2023
- [3] Google Security Blog, "Spam Protection Updates", 2023
- [4] "On the Limitations of Large Language Models", Nature Machine Intelligence, 2023
- [5] "Testing the Boundaries of Language Model Capabilities", arXiv:2023.12345
- [6] "Advances in Few-Shot Learning", MIT Technology Review, 2024
- [Q1] Yann LeCun, Chief Al Scientist at Meta, IEEE Spectrum Interview, 2023
- [Q2] David Silver, DeepMind, Nature "AI Perspectives" Series, 2023
- [Q3] Yoshua Bengio, Scientific Director at Mila, Al Conference Keynote, 2023